

CSC 2310
Laboratory 2 Problem Domain Description
Eagle Ride

This document describes the concept, elevator statement, and user stories for the Eagle Ride project, a system developed by a past CS capstone team at TNTech.

Concept

We are creating a carpooling application for the students and faculty of Tennessee Tech that enables them to get to and from campus in a timely manner without having to worry about searching for a parking spot. It will allow students or faculty to travel to and from campus by hailing a ride and informing other users of their desired destination. Another feature will allow the driver to post information about where they are planning to travel so that other users can request to join them. After a ride has been completed, users will have the ability to rate their rider or driver to ensure that the user experience remains safe and enjoyable. Unlike other applications for similar services, the drivers will not be paid directly but rather through other forms of compensation. This service will only be available to students and faculty of Tennessee Tech so that it can foster safety and community of its users.

Elevator Statement

For students and faculty at Tennessee Tech **who** seek a solution to the parking problem on campus. **The** carpooling app is a tool **that** will make it easier to get to and around campus while also providing incentives to those who use it. **Unlike** other ride sharing apps, **our solution** will be designed to provide a service that is only available to students and faculty of participating universities so that it can ensure the safe delivery of users to their destination while also not requiring a direct transfer of money.

User Stories by user type

Drivers

(Contact admin) As a driver, I need to be able to contact admins so that I can get assistance in the app as needed.

(Contact rider) As a driver, I need to be able to contact riders so that I can inform them of any important information pertaining to their ride.

(Emergency button) As a driver, I need an easily-accessible emergency button so that I can alert someone quickly in case of emergency.

(Rewards) As a driver, I would like a reward system so that I can receive bonuses for being a good driver

(Report issues) As a driver I need to be able to report issues to admins so that any problems with the app or service can be addressed.

(Blacklist rider) As a driver I want the ability to blacklist riders so I can block certain people I don't want riding in my vehicle.

(Feedback on rider) As a driver I need a feedback button so that I can rate the experience I had driving/riding and explain any issues that occurred with the driver/rider.

(Collect payment) As a Driver, I need a payment system so that I can collect fares from riders

(Schedule pickup) As a driver, I need to be notified when someone needs a ride so that I can pick them up.

(Map) As a driver I would like an interactive map so that I can be updated on information and best serve my rider.

(Authentication) As a rider/driver I would like to be able to authenticate so that I can use the app.

(Liability waiver) As a driver I need a liability waiver to ensure that in the event of something occurring as a result of the product that there is a very limited or no range of legal prosecution against one or all parties involved.

Riders

(Photo of driver/car) As a general rider, I would like to have user photos and car information, so that I know who is picking me up and can be safe.

(Request ride) As a general rider, I would like to be able to request a ride, so that I can get a ride on the fly.

(Select vehicle size) As a rider, I would like to have the ability to select the size of vehicle that will be picking me up so that I can travel with a large group of people if I want.

(Schedule regular pick up) As a general rider, I would like to be able to schedule a ride pick up, so that I can be picked up at the same time every day.

(Food pickup) As a rider, I would like the option to have a driver pick up food for me so that I can focus on school and work

(Weekend pickup) As a rider, I would like to be able to schedule pick ups on weekends so that I can get to study groups and school events when no classes are scheduled.

(Automated scheduling) As a general rider, I would like to have an automatic schedule matching functions, so that I can easily find people to drive me.

(Display location) As a rider, I would like to be able to quickly display my location so that I don't have to type in my address for the driver to find me.

(Show drivers) As a rider, I would like to know what drivers in my area are available so that I can quickly and easily obtain a ride

(Accessible car) As a rider with a disability, I need a car that is accessible so that I can ride in comfort.

(Feedback button) As a rider I need a feedback button so that I can rate the experience I had driving/riding and explain any issues that occurred with the driver.

(Blacklist driver) As a rider, I would like to blacklist drivers so that I can only ride with the people that I feel safest with.

(Liability waiver) As a rider I need a liability waiver to ensure that in the event of something occurring as a result of the product that there is a very limited or no range of legal prosecution against one or all parties involved.

(Emergency button) As a rider, I need an easily-accessible emergency button so that I can alert someone quickly in case of emergency.

(Anonymous messaging) As a rider, I would like to have an integrated messaging system so that I can message a driver without disclosing my phone number

(Detailed review) As a rider, I need to have the option to leave a detailed review so that i can have my voice heard

(Incentives for service) As a rider, I would like added incentives so that I have more reason to go for rides rather than using another service

(Incentives for carpool) As a rider, I would like to have incentives so that I can be rewarded for carpooling with other riders

(Configure profile) As a rider, this will allow me to see and control various settings and info tabs so I can easily control my profile and select what information other users have access to.

Administrators

(Notifications) As a service administrator I need notifications when an issue is reported so that I can improve the experience, and take action to resolve the issues if necessary.

(Background checks) As an administrator I need a way to perform background checks on prospective drivers so that we can be sure we are delivering a safe service.

(Legal page) As an administrator, I want a legal page so that I can advise users and employees about the terms and conditions of our app.

(Driver/Rider status) As an administrator, I need a way to check the current status of a driver/rider so I can know if they are actively enrolled as a student at the university.

(Valid driver) As an admin, I need to be able to check that drivers have insurance and licenses so that I can ensure that the drivers are safe and legal

(Incident Report) As the police I would like to know the exact situation when I receive a report so that I can help those in need with the best of my ability