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Taxi Lead App

Background

Taxi Lead is an upcoming start-up based in Melbourne, Australia. The client wanted to create complete taxi booking and management solution with a app based user interface to streamline the taxi booking and management process. The system was to be a complete management and dispatch solution for taxi rental companies.

Solution

The GCT development team designed and developed a comprehensive web and mobile solution . The web based portal has five major user based modules:

1. Passenger's
2. Driver's
3. Customer Care Representatives
4. Head Quarters based out Regions
5. Admin

The Passenger's Functional Flow:

1. Passenger can create account and view their booking history
2. Book the available taxis in the respective regions using Geo Mapping with the distinct area of pickup and drop destination
3. On Booking, the app will provide complete details of the driver and ability to call them directly through the app.
4. Make payment online or cash for the respective booking
5. There is a rating system for drivers based on the ride

The Driver's Functional Flow:

1. Login to the account with the credential(s) provided by the admin
2. Push notifications for available bookings to Drivers
3. Ability to Accept or reject the Booking



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4. There is a Fare Estimator tool provided to the driver to measure the distance travelled by cabs accurately and GPS tracking for distance travelled
5. Driver Account to trap the availability and booking records
6. The profile section of the driver includes the ratings for them by the respective passengers for better performance

The Customer Care Functional Flow:

1. Call centre operators manage the booking requests and driver's job through web module. This includes:
 - Job delegation among driver
 - Assist the drivers

The Head Quarter Representative Functional Flow:

1. Headquarter manage the call centre operators and drivers through web portal.

The Administrator Overview:

1. Manage Headquarter Representative
2. Mange Call Centre Executives
3. Ability to manage Booking and track reports
4. Manage Users –Drivers and Passenger usability
5. Manage the payment terms and daily payments

On the **technical front**, the development of web portal and app utilize Cake PHP , Objective C, Java, MySQL, SQLite, Core Database, Facebook, JSON.

Results

1. The app has been successfully launched in Melbourne and the client has been able to sign up one of the top 4 cab rental companies of the region.
2. Client is now planning to launch the application nationwide and is also looking to expand into the truck booking and rental space.