Introducing upgrades to the Rider Management Page

What's new

It's the same page you know and love, with faster performance and new filters!

How does it work

Search

A new search bar allows you to quickly find rides by request ID or address.

Filters

Easily filter rides by date

- Today & Upcoming
- Past
- Custom (replaces "All")
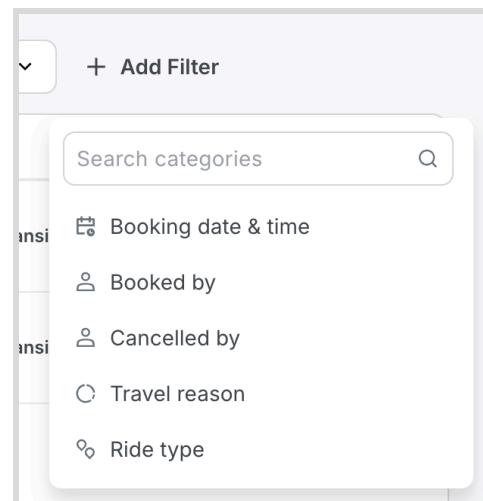 - The custom filter enables your team to quickly find rides within any date range.

Beyond time range, you can easily filter rides by Ride Status or Service (if relevant). To use more advanced filters, click on "Add Filter."

This will open various additional filters, including:

- **Booking date & time:** Displays when the ride was booked.
- **Booked by:** Shows whether the ride was booked by an agent through the VOC or directly by the rider through the app.
- **Cancelled by:** Shows whether the ride was cancelled by an agent through the VOC or directly by the rider through the app.
- **Travel reason:** Allows filtering by travel reasons associated with the rides.
- **Ride type:** Indicates whether ride is "one-time" or recurring.
- **Recurring ride (name):** Allows filtering by the name of the recurring ride.

Note that only attributes relevant for your service will be displayed in the filters - for example, if travel reasons do not exist, this will not show as a filter option.

Next steps

We'll start rolling out this feature within the next few weeks. Our goal is to build software that meets your needs, so please share your feedback on this feature as you begin to use it. We'd love to hear your thoughts!