YOURCABS

The business problem tackled here is trying to improve customer service for YourCabs.com, a cab rental company.

The problem of interest is booking cancellations by the company due to unavailability of a car. The challenge is that cancellations can occur very close to the trip start time, thereby causing passengers inconvenience.

YOURCABS

The goal of the use case is to create a predictive model for classifying new bookings as to whether they will eventually get cancelled due to car unavailability.

YOURCABS

- id - booking ID
- user_id - the ID of the customer (based on mobile number)
- vehicle_model_id - vehicle model type.
- package_id - type of package (1=4hrs & 40kms, 2=8hrs & 80kms, 3=6hrs & 60kms, 4= 10hrs & 100kms, 5=5hrs & 50kms, 6=3hrs & 30kms, 7=12hrs & 120kms)
- travel_type_id - type of travel (1=long distance, 2= point to point, 3= hourly rental).
- from_area_id - unique identifier of area. Applicable only for point-to-point travel and packages
- to_area_id - unique identifier of area. Applicable only for point-to-point travel
- from_city_id - unique identifier of city
- to_city_id - unique identifier of city (only for intercity)
- from_date - time stamp of requested trip start
- to_date - time stamp of trip end
- online_booking - if booking was done on desktop website
- mobile_site_booking - if booking was done on mobile website
- booking_created - time stamp of booking
- from_lat - latitude of from area
- from_long - longitude of from area
- to_lat - latitude of to area
- to_long - longitude of to area
- Car_Cancellation (available only in training data) - whether the booking was cancelled (1) or not (0) due to unavailability of a car.
- Cost_of_error (available only in training data) - the cost incurred if the booking is misclassified. For an un-cancelled booking, the cost of misclassificaiton is 1. For a cancelled booking, the cost is a function of the cancellation time relative to the trip start time