Namma Yatri

Open Mobility Challenge

Theme: Namma Yatri

Problem Statement 2: Booking Without App

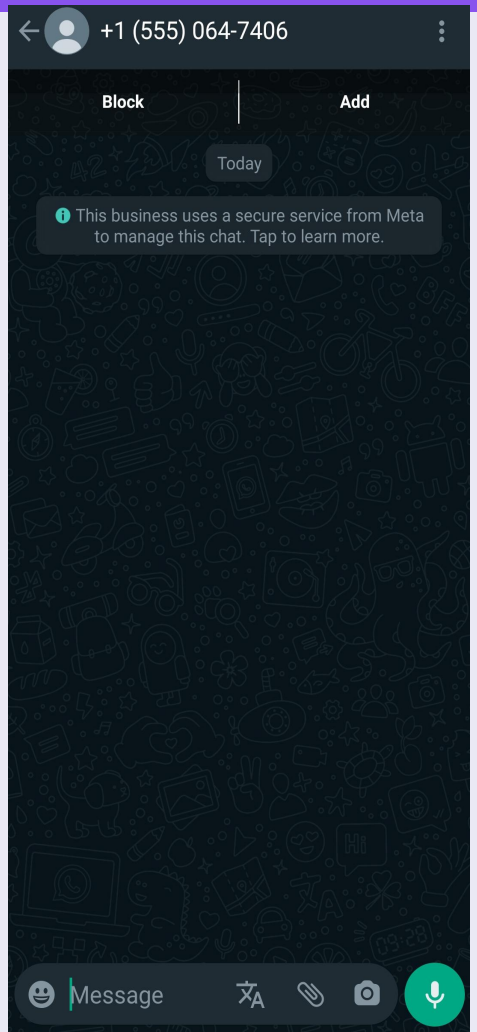
The ability to book a Namma Yatri auto could open up more demand. Build innovative tech solutions to let customers book an auto without installing the app - E.g. website, WhatsApp, SMS, Phone etc. This will cater to users who are uncomfortable or unwilling to use Apps.

Introduction

- Booking an auto-rickshaw can be a cumbersome process, especially for customers who do not have access to a mobile app.
- We have developed an innovative solution that allows customers to book an auto-rickshaw through the popular messaging platform, WhatsApp.
- Our solution enables customers to easily book an auto, receive auto-confirmation and booking status updates, cancel or modify bookings - all via WhatsApp.
- The solution also has the potential to increase revenue and efficiency for auto drivers and owners.

How does this works?

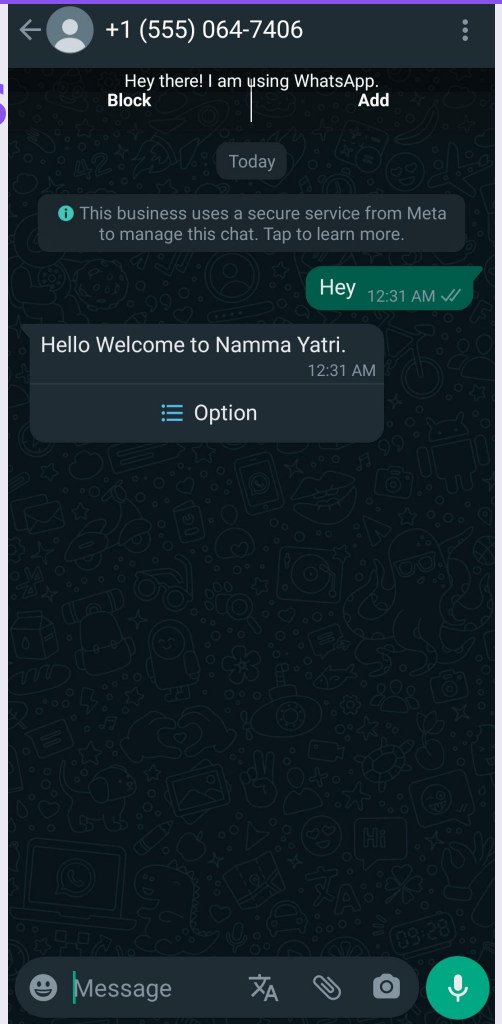
This can acheived by using WhatsApp’s official Business API (Cloud API) from Meta. Using this API we can easily send and receive any kinds of message from the user enabling the customer to book ride with their comfort.



Customer POV

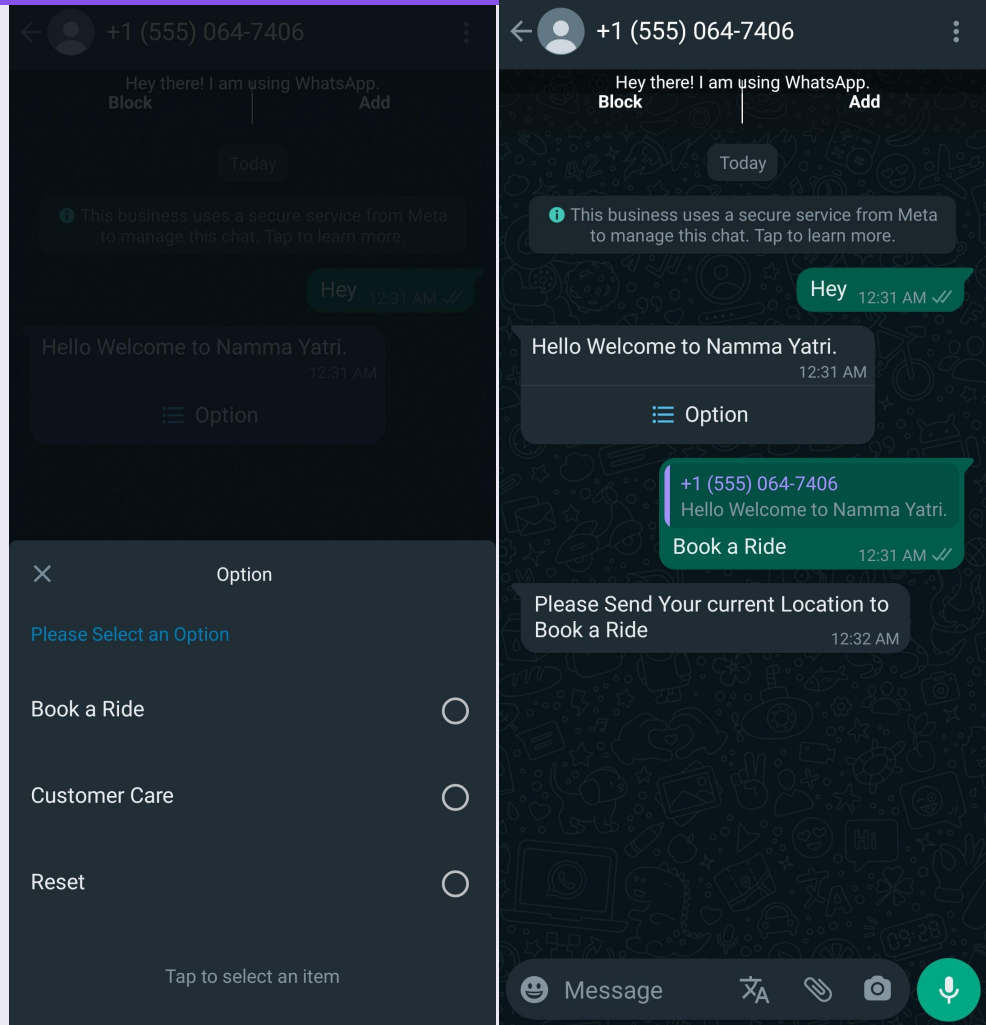
Step 1: The Customer Initiates the Conversation

- The Customer will start a conversation to book a ride to the respective mobile number.
- The Server Responds with a Menu of Options in which the customer can select any.



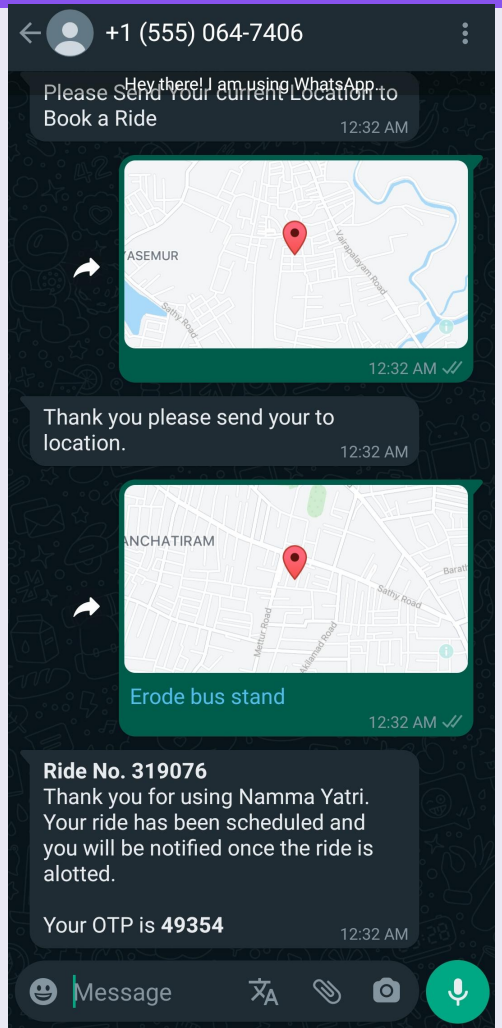
Step 2: Requesting for current Location

- Consider the customer chooses to **Book a Ride**.
- Then the server responses by requesting for the users current location.
- Using this the drivers will be able to get to the customer.

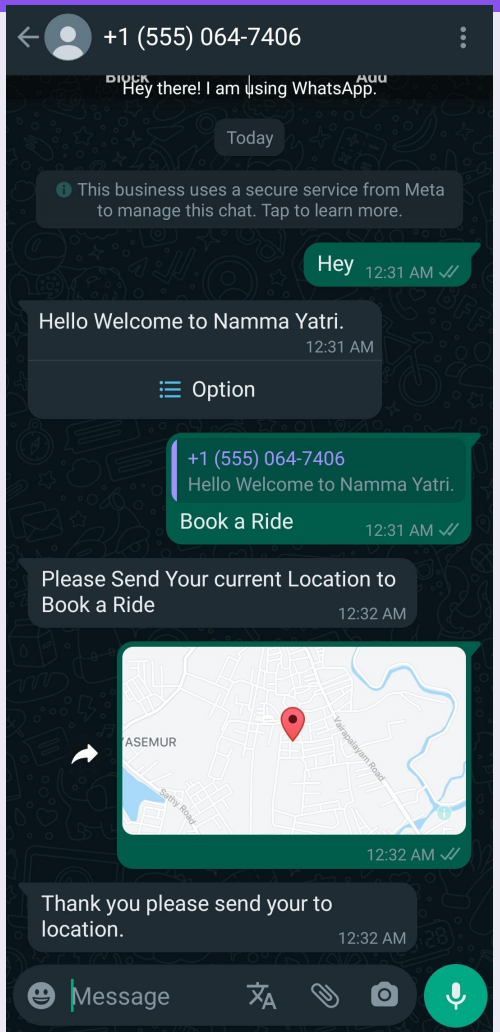


Step 3: Requesting for to Location

- The Customer responds with the **to location**.
- A new record (ride) in the database containing **from location**, **to location**, unique **ride no**, **otp**, **mobile no** is created.
- The database will hold all the information about all the rides.

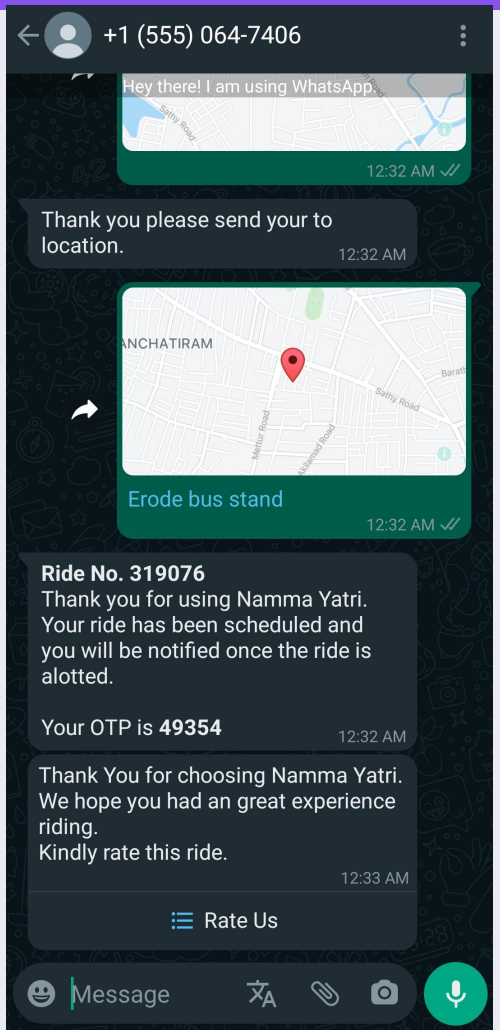


Either the customer sends the current location or else the location of pick up.

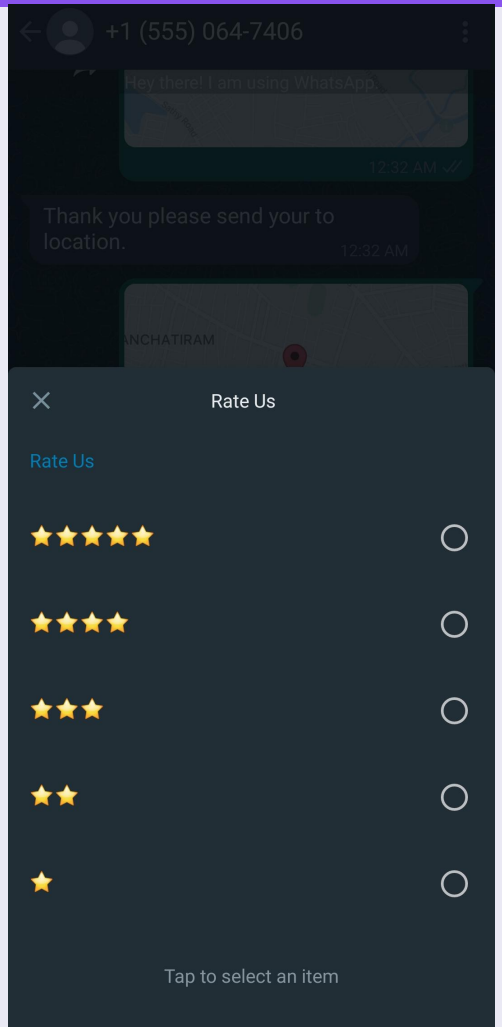


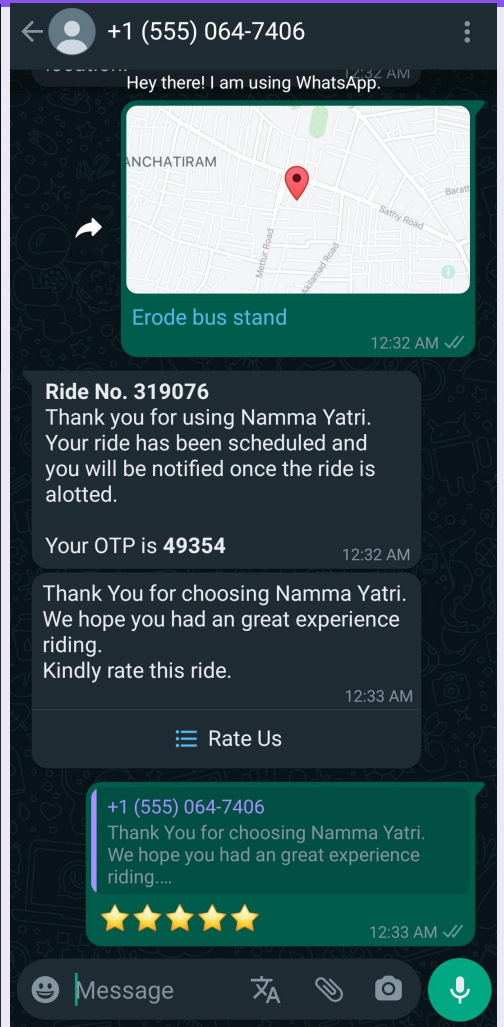
Step 4: Complete the ride

- Once the driver marks the ride as completed the server will send a **Thank You** message and **rate us** message to the customer.



- The customer will have the option to select star ratings from 1 to 5.
- Consider the customer selects 5 star rating, the rating will be save into the database along with the order.





Driver POV

Step 1: Dashboard

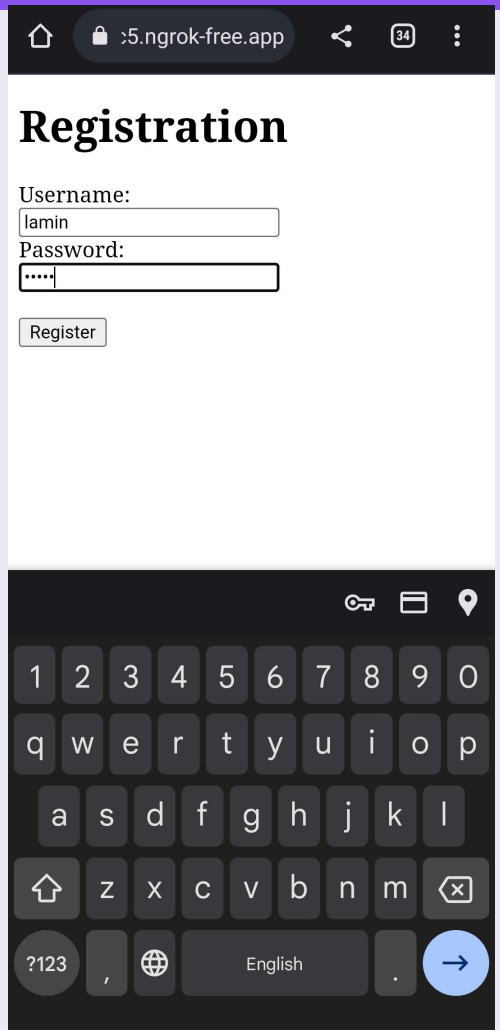
- All the drivers are able to access the dashboard via **example.com/drivers**
- They will have the options to login and register initially.

(Replace example.com with the domain name that the website is running.)

Step 2: Register Driver

- New Drivers can register themselves by clicking on the **Register button** and creating a new user login.

(This **MVP** just contains fields for username and password, It can be developed further to get driver name & details, Vehicle details etc..)

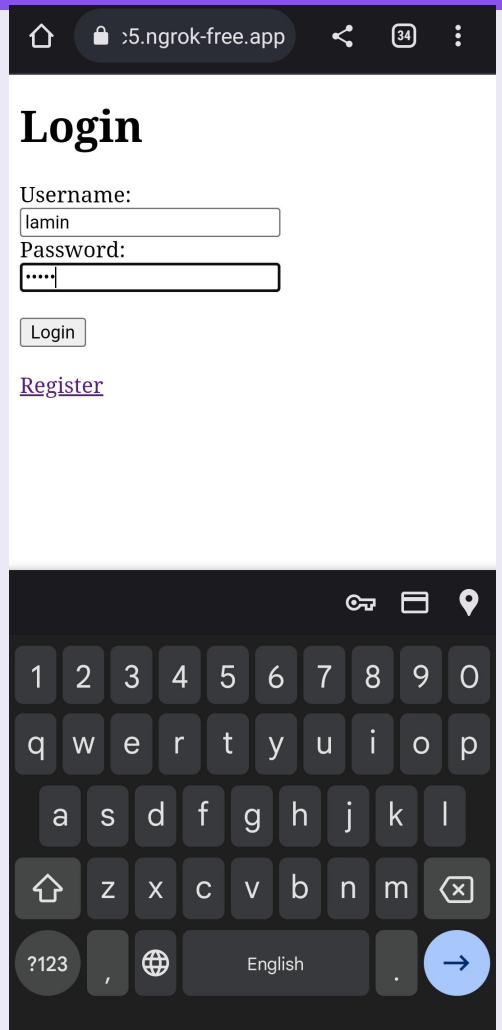


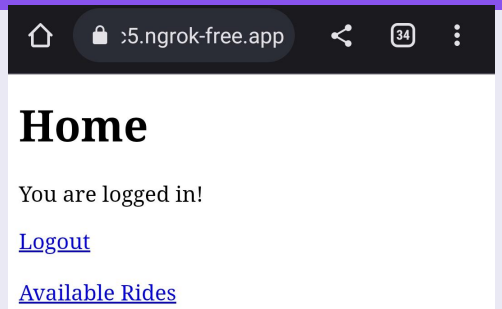
Step 3: Login Driver

After the Driver registers via the registration page they can login by providing the correct credentials.

Each driver will have a seperate login to pick rides.

On successful login the driver will be able to **logout** or view the **available rides**.



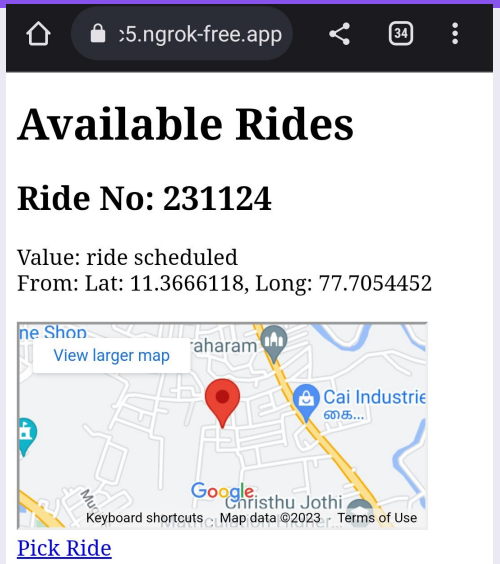


Step 4: Available Rides

- The Available Rides Page contains all the rides one by one.

Each ride will have :

- A **value** which tells about the status.
- Latitude and Longitude of the **from location**.
- An **iframe** of maps to view the location, it can also be enlarged or opened in maps app.
- **Pick Ride** Option which allocates the ride.

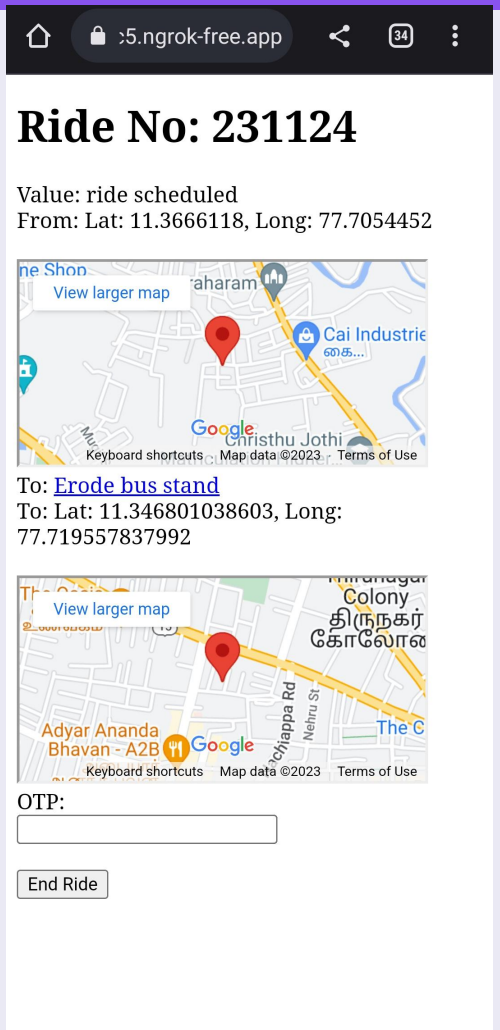


Step 5: Pick Ride

If the ride is picked then the following details will be displayed:

- **From** Latitude, Longitude, Map
- **To** Latitude, Longitude, Map
- **OTP** field to end the ride

(In **All rides** page **to location** will not be displayed, It will be displayed only if a driver picks the order.)

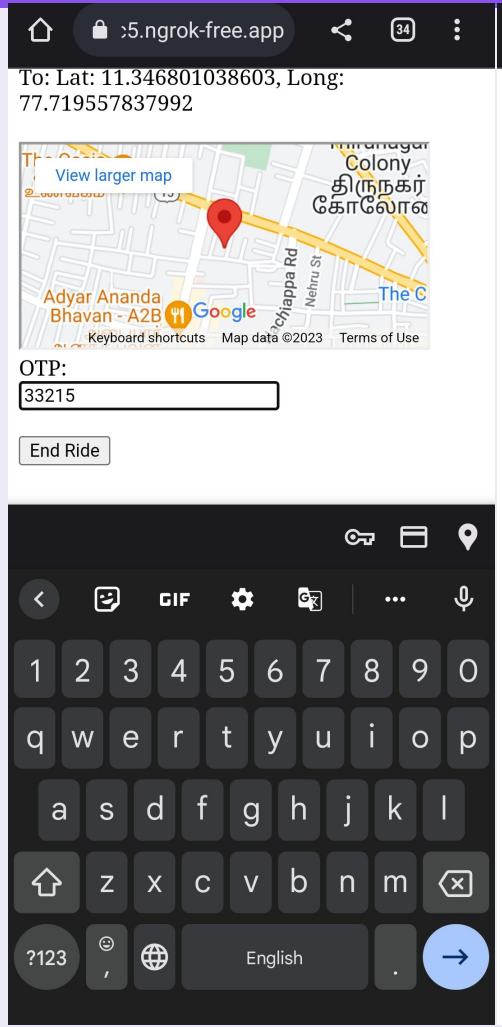


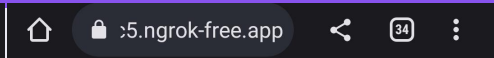
Step 6: End Ride

After Completing the Ride the driver get the **OTP** from the customer and ends the ride.

On Successful validation of the OTP the ride will be marked as completed.

The **Thank You message** and **Rate us** message will be sent to the user after the ride ends as mentioned in the **previous slides**.





Ride Ended Successfully

A Record in database

Each ride will have a record in the database which will contain the following attributes:

- **value** indicating the status
- **from** location
- **to** location
- **order_id** for ride no
- **contact** has the customer phone no
- **otp** to authenticate
- **rate** - The rating given by the customer for the ri

Conclusion

- Our auto booking solution via WhatsApp is an **innovative and convenient** way for customers to book rides.
- Our solution has the potential to revolutionize the transportation industry, meeting the **needs of modern-day customers**.
- The **easy-to-use interface** and automated confirmation and booking status updates make our solution hassle-free and attractive to potential customers.
- We plan to expand our solution by **adding support** for multiple languages, integrating with ride-sharing platforms, expanding to other cities, and adding payment options.
- We are excited about the **future possibilities** for our solution and look forward to continuing to **innovate and improve** the transportation industry.

Thank You