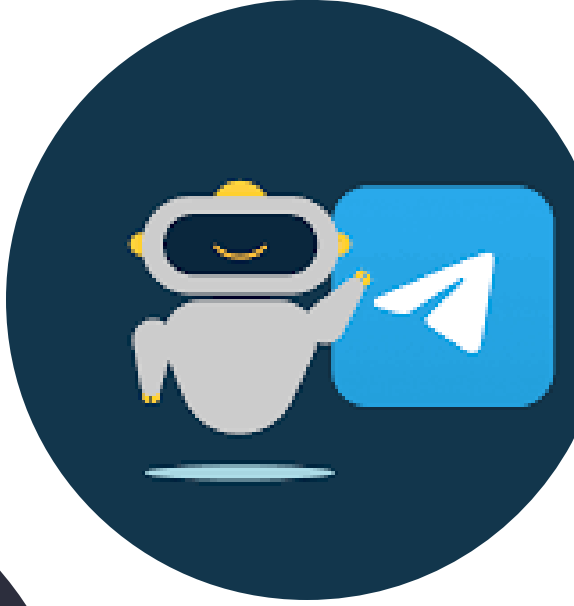
Namma Yatri Open Mobility Challenge

Theme : Namma Yatri

Problem Statement 2: Booking without App



Our Team :

cyborgs

Team members

1. Shreyash Halge (shreyash.halge@gmail.com)
2. Darshankumar Bhandari (darshanb9405@gmail.com)
3. Aditya Thorat (thorat.aditya@outlook.com)

Book ride using the Telegram bot:

http://t.me/cyborgs_namma_yatri_bot

Demo video link:

https://drive.google.com/file/d/1t_V2RGfqpeyzUHVb9vc3HnWYC6N6n5gV/view?usp=share_link

Problem Summary:

- As a team participating in the hackathon, we have taken up the challenge of finding **innovative tech solutions for Namma Yatri.**
- The problem we are trying to solve is to **shift from the app-centric approach**, which limits the platform's reach, as some users are hesitant to install the app.
- Our goal is to develop **alternative booking methods** that allow users to book rides with Namma Yatri **without having to install the native app**.

Problems to overcome :

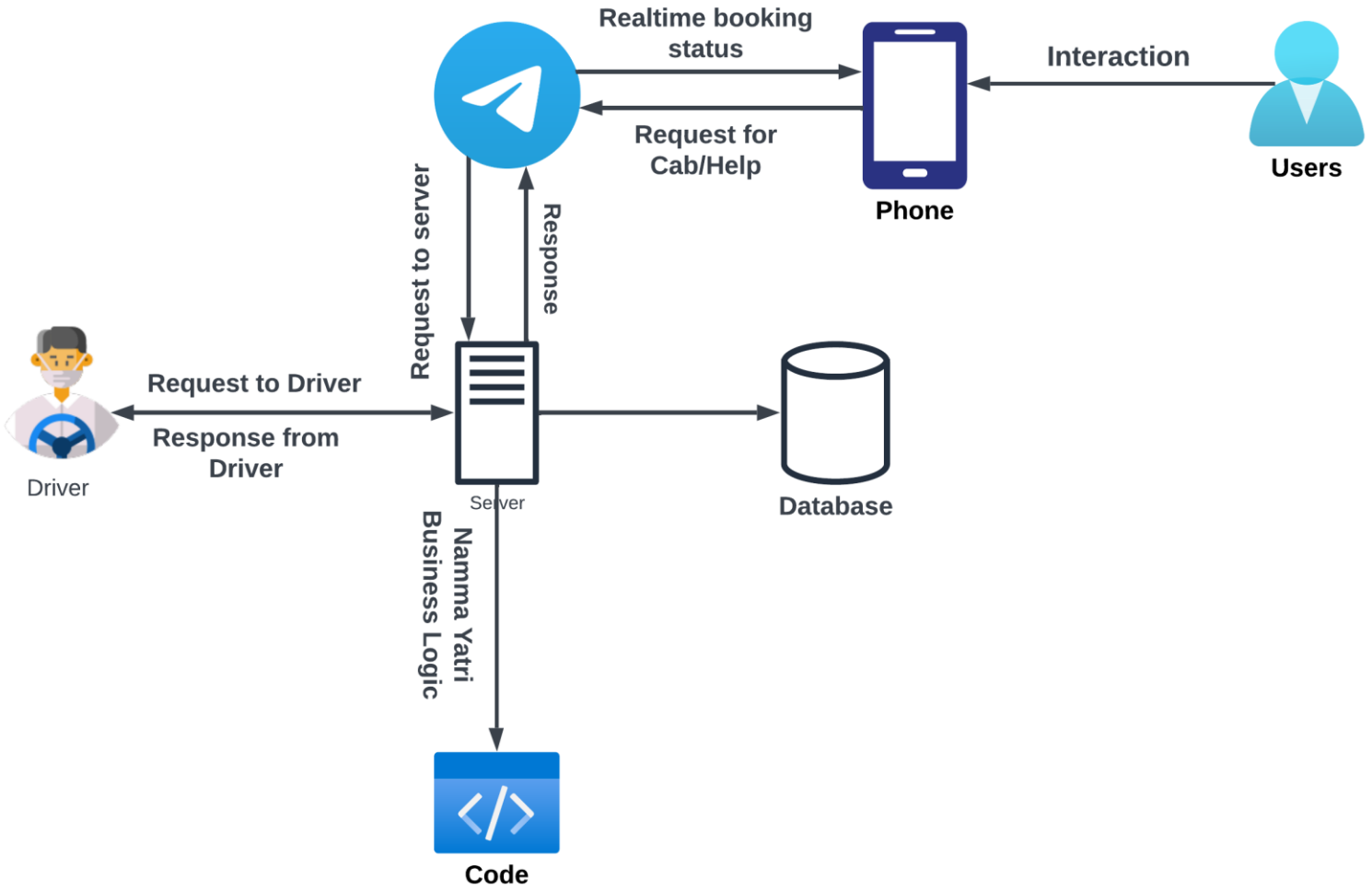
We recognize the challenge of working within Namma Yatri's decentralized operations model, which eliminates the possibility of setting up a large call center.

To address this challenge, we are exploring various innovative means of direct booking, such as a Telegram, or any other means that will create a seamless user experience.

By providing innovative tech solutions that expand Namma Yatri's customer base, we can help make transportation services more accessible to a wider audience.

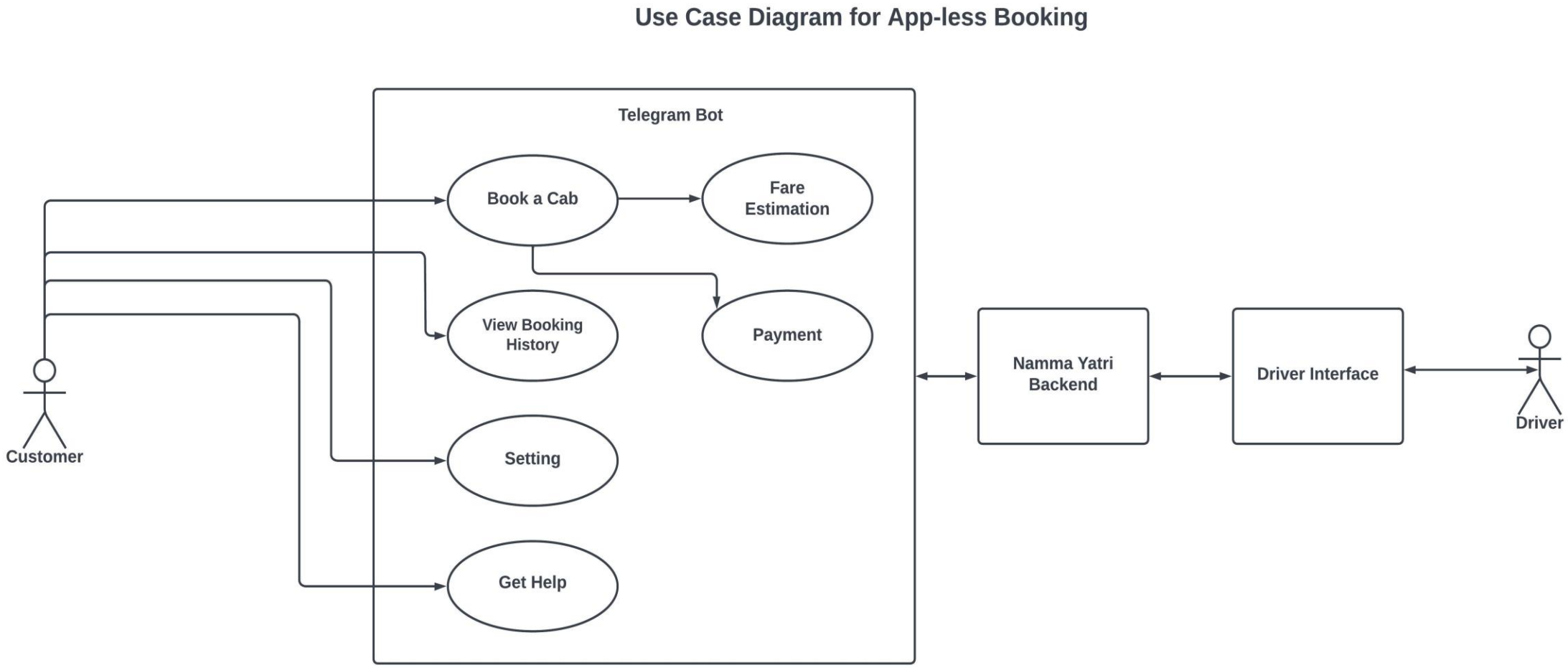
Solution we Found

- We developed a **Telegram bot** that allows users to **book rides with Namma Yatri** without having to install the native app.
- When a user interacts with the Telegram bot, a menu of options that allows to **book a ride**, **view booking history**, **change user settings** and **get help** is presented.
- User can provide his **pickup and drop-off locations**, as well as any special requests if any.
- Once the **booking is confirmed**, the user receives a **confirmation message** through the bot.
- The Telegram bot provides a **user-friendly alternative** to the Namma Yatri app, making it accessible to **users who prefer not to install apps**.
- Additionally, the bot can handle a **large volume of requests**, making it a **scalable solution** that can handle high demand.



Architecture diagram for telegram bot

Use Case Diagram :



Features

- Multi-linguistic support
- User-friendly interface via Telegram Bot
- Multiple options for booking, including inputting pickup and drop-off locations, simplified booking through WhatsApp or SMS, and direct phone call/contact with the nearest driver
- Ability to view booking history and cancel a booking if needed.
- Innovative solution to cater to users who are uncomfortable or unwilling to use apps.

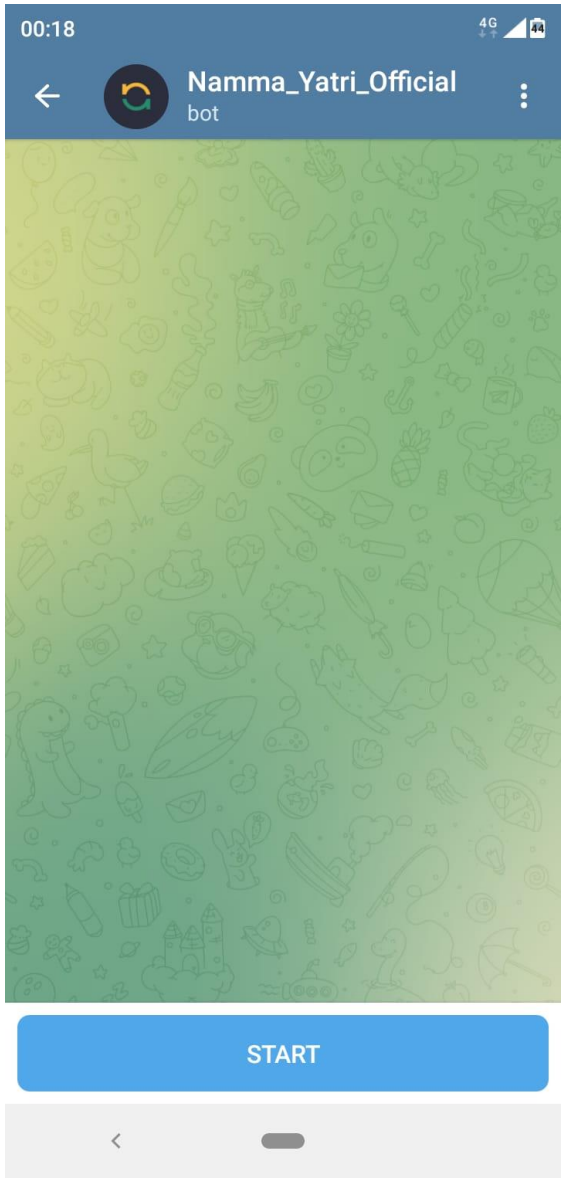
Features

- Decentralized operations model for Namma Yatri, enabling scalable and efficient solution.
- Secure and reliable platform for booking Namma Yatri autos.
- Faster and more efficient booking process, reducing wait times for customers.
- Increased demand for Namma Yatri autos through more accessible booking options.
- Improved customer satisfaction through a more user-friendly and innovative booking process.

Glimpse of our Telegram Bot:

✓ Starting the conversation

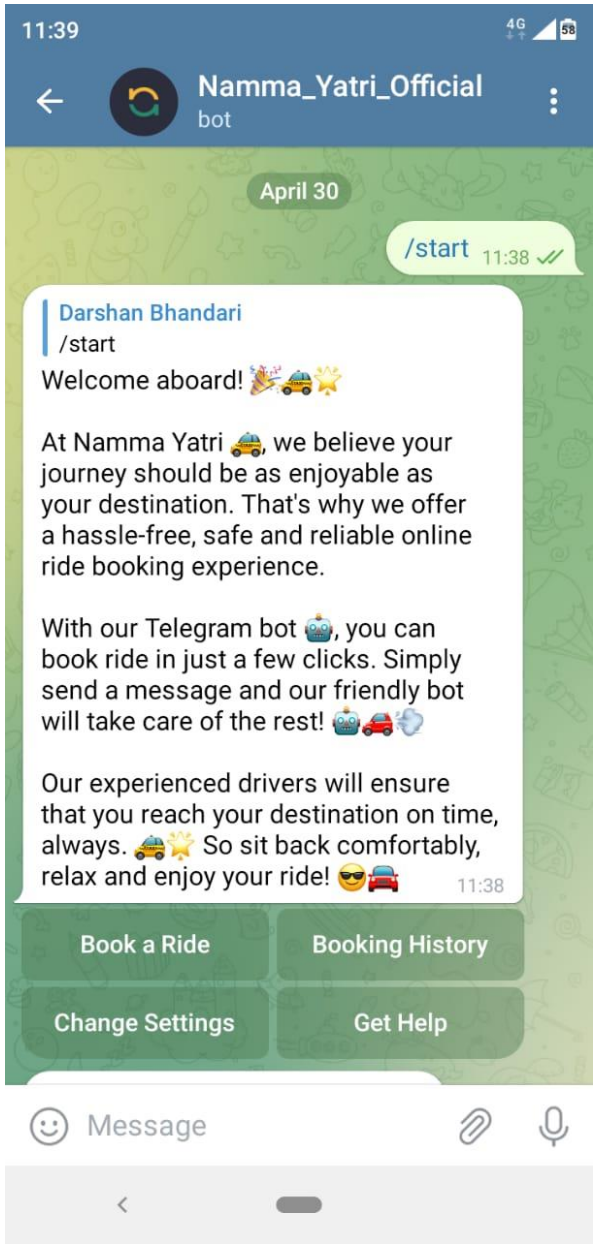
➢ **The start button on the Telegram bot is the first point of interaction for users.**



Glimpse of our Telegram Bot:

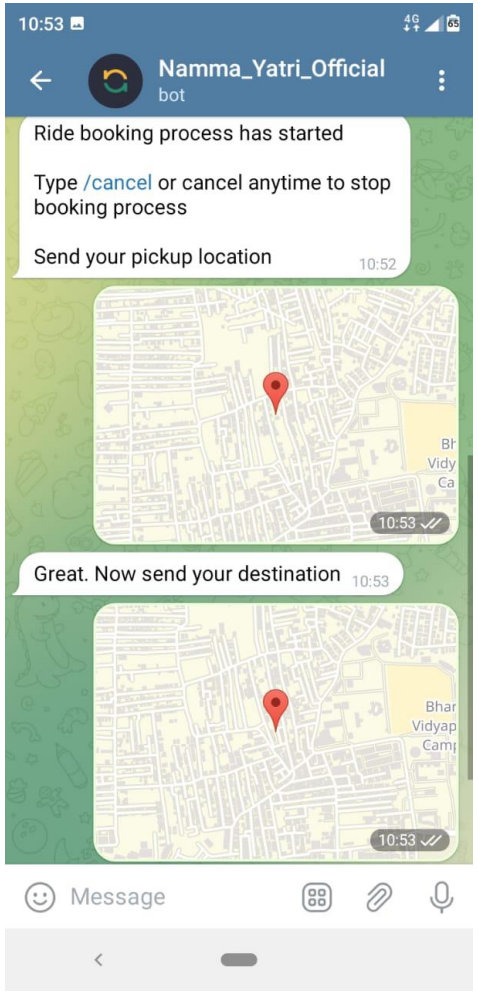
✓Start Menu :

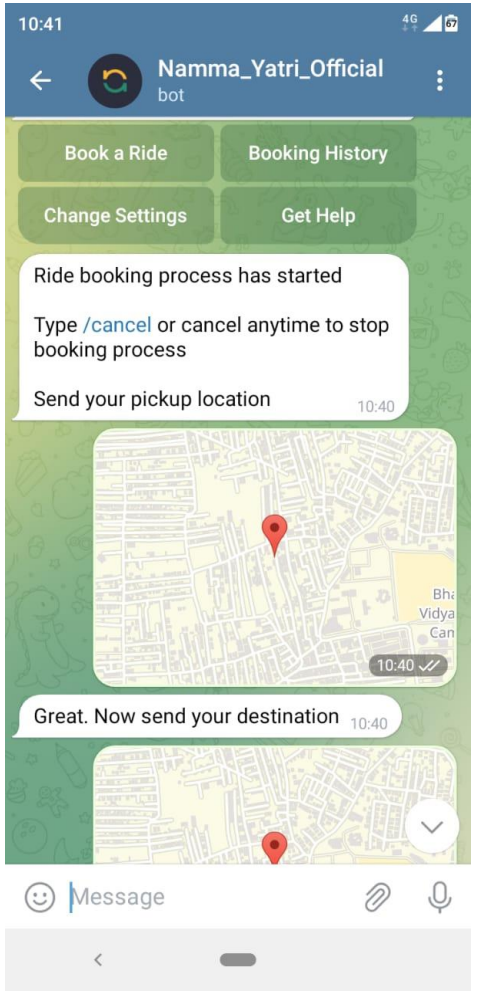
- Book a cab: Allows users to book an auto by inputting pickup and drop-off locations, as well as any special requests.
- View booking history: Enables users to view their booking history for past rides.
- Change Settings: Allows users change language and other settings.
- Get help: Provides users with assistance and support if they have any questions or issues.



Glimpse of our Telegram Bot:

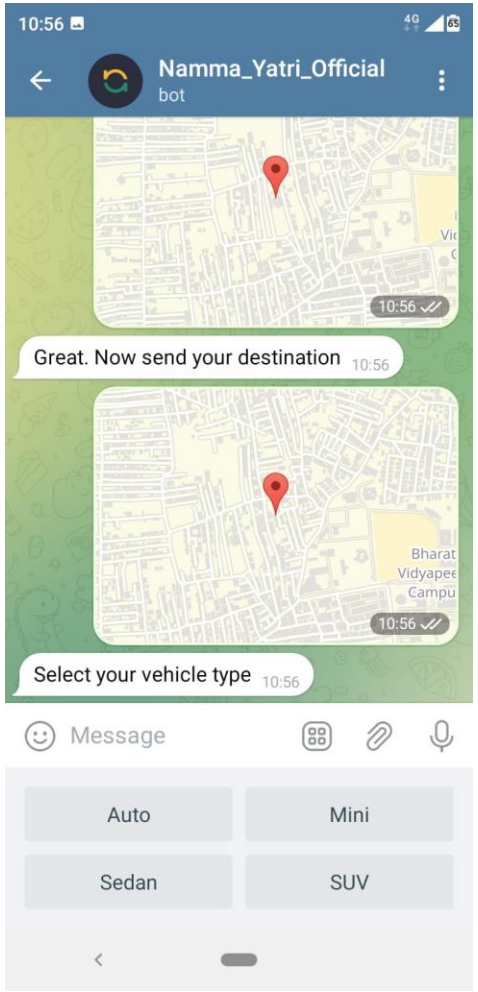
- Selecting the Source and the destination of the journey
  * Please note that locations for pickup and drop-off should be selected from the map provided within the Telegram Bot interface. Manually entering addresses or locations may result in errors or delays in booking.
- Cancel Booking for cancelling the ongoing booking.

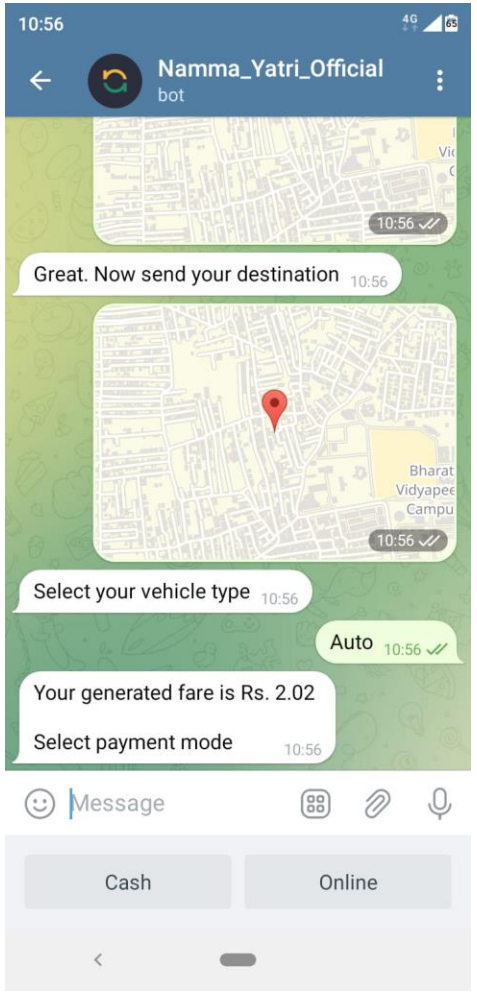




Glimpse of our Telegram Bot:

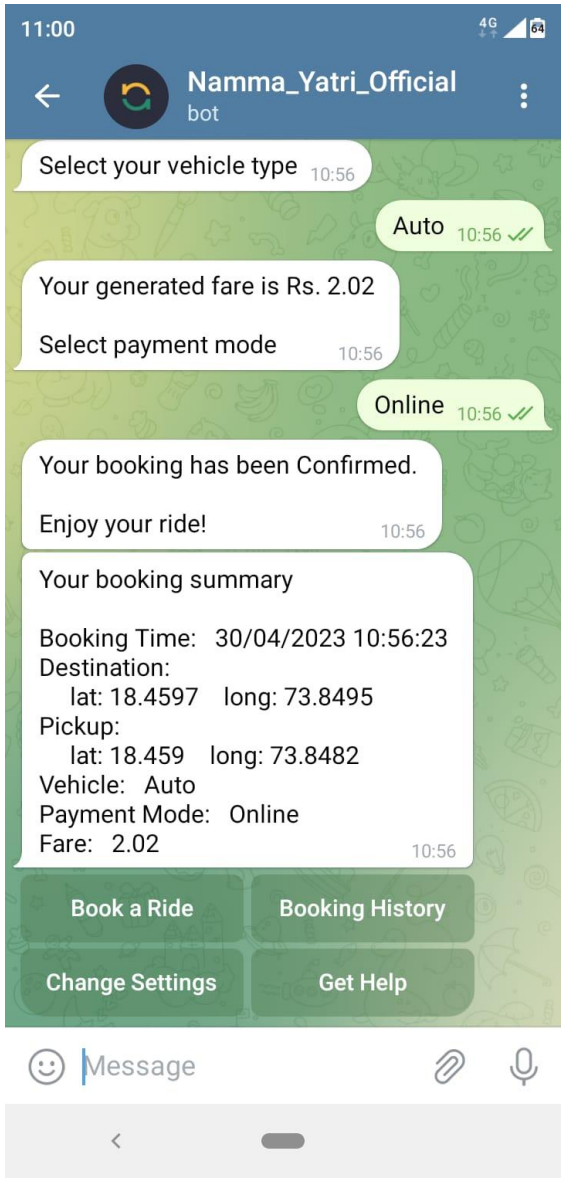
- Selecting the Vehicle type and the mode of payment





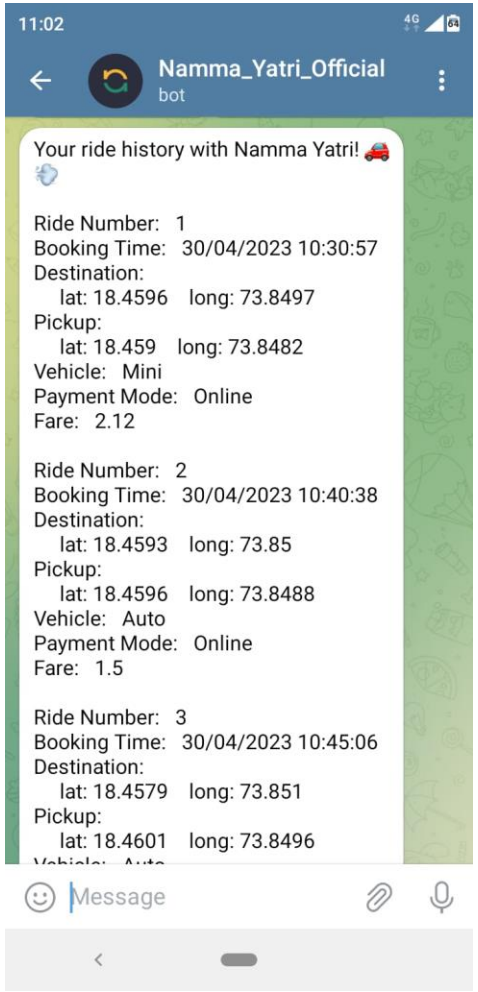
Glimpse of our Telegram Bot:

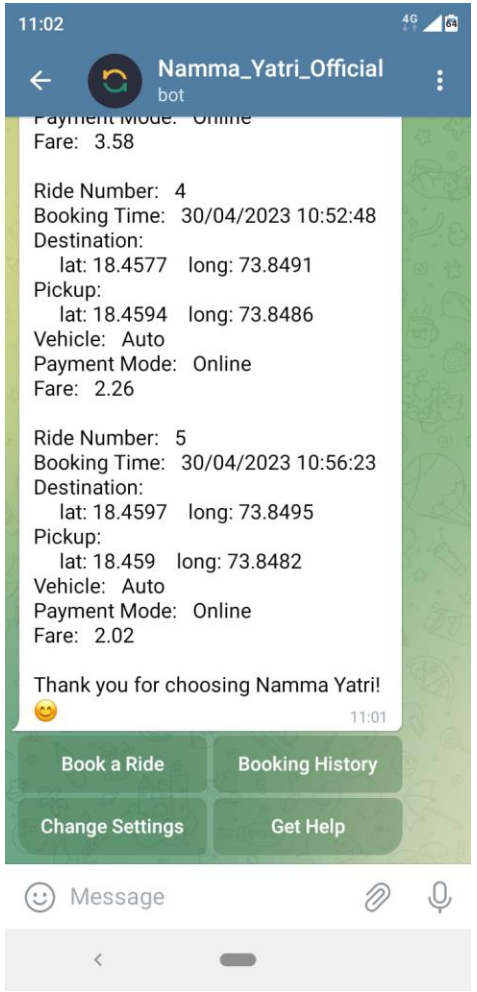
- Getting the receipt of the booking



Glimpse of our Telegram Bot:

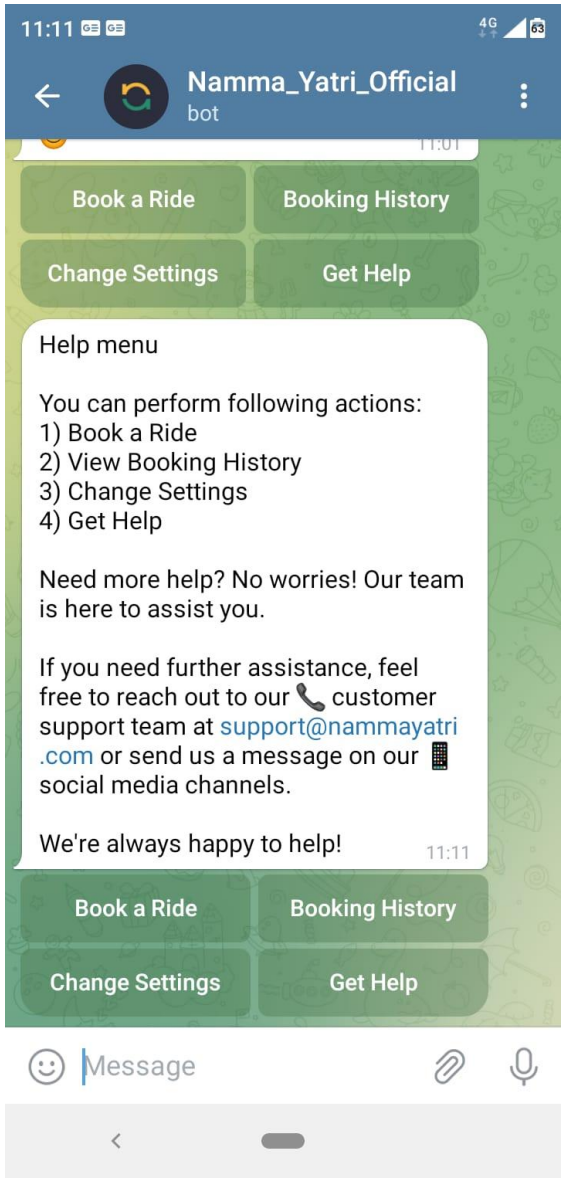
- Getting Booking History





Glimpse of our Telegram Bot:

- Getting Help on Telegram



Future Scope:

1. Payment:

- Integration with a secure and reliable payment gateway for seamless payment processing.

2. Integration with backend API on Namma Yatri:

- Integration with Namma Yatri's backend API for improved data sharing and communication between the Telegram Bot and the Namma Yatri backend platform.

3. Seamless help and communication:

- Integration with a chatbot for providing immediate assistance and support to users
- Improved communication channels between drivers and users for a more personalized experience

4.**Language setting for diverse audience:**

- Support for multiple languages to cater to a diverse user base
- Integration with translation services for seamless communication between users and drivers who speak different languages.

Thank You