

goibibo

- **URL:** <https://www.goibibo.com>

- **Overview**

Basically, goibibo is an online travel booking brand. Provide the range of choice for Flights, Hotel, Train, Cabs and Bus for travelers. It also provides the virtual booking currency called goCash.

- It provides the wallet for the keeping track of the transaction history.
- You can be a regular user or a businessman or agent.
- Once you fill out the form for your business details, you can become a businessperson.
- We can prebook tickets for the specific date.
- Customer support is available 24x7 at Goibibo.
- It also provides the fare alerts for the flights booking so that user can take the maximum benefits.

- **Users**

- It may be possible that the goibibo has a user like normal user, businessperson, agent, cab driver, or the site admin.
- Site admins keep track of service provided to the customer.
- Site admin verify the services provided by the operators.
- Site admin can filter the list of the users and operators.
- it also has user called chat executive or chat bot.

- **Benefits Provided to users**

- Customer (normal user) can get the coupon code so that they can claim the discount by applying the code given in coupon.
- Customer can cancel the booking after the specific duration of the booked.
- User can compare the price with other operator or suppliers.

- User can provide the feedbacks so that the interaction with the product can be increase.

- **Data Policy**
 - Information provided by the user is shared with the operators or with the suppliers.
 - The transection history and other than banking details are saved.
 - Username, Password, Email, and other security-related information used by you in relation to our Services.
 - There are many policies are applied on the product.

- **Users Functionality**
 - User can sign up to the site by mobile number and after login
 - User can change the profile user can set up business account
 - User can make a online payment
 - Cancellation of the reservation or ticket
 - Filter the upcoming bookings and completed bookings
 - User can change the password
 - Reviews can be left by users
 - User can filter the price of the ticket or reservation
 - Check the trains schedule and running status
 - Filter the hotels near the user
 - User can plan the trip according to the user's preference
 - User can get the best suggestion for the on road trip planning so that user can enjoy the trip.
 - User can book the tickets of train, airline, bus or cab booking and book the hotel rooms etc.
 - User will get the notification of confirmation of booking

- **Operator & Supplier**

- Operator or Supplier get the user's information and payment status based on which the next step is performed by the operator or supplier
- These details are further used for the tracking purpose so that it can be used in later use.
- Operator will get the notification of the new register (booking).
- Operators verify all the details and based on that the booking is confirmed or decline.
- Operator can filter the records.
- Operator can also perform the same function as login to the portal and change the password, etc.
- Operators can add the coupon code for the festival or an event.
- Operators can maintain the pricing and other information.