Yatra : case study

In present system, customers used to book tickets manually by go to travel agents who in turn used to book tickets for them. This was actually a tedious process and was leading to wastage of time.

When we have to stand in queue for getting ticket. System that are used by the staff at the counter currently is an internal system and just used to sell the bus ticket at the counter. Customer need to pay cash when they buy the bus ticket and sometimes needs to queue up long time to get the bus ticket. No reservation before two days can be done. This system is prone to costly human error. Aside from that, this process may lead to loss of data. Some data might be misplaced and lost and it causes misleads in generating data to a report.

The current system is time consuming. They keep manual records of the reservation charts then rewrite for generating daily report. They have to manually search the records from the drawer where all their daily reservation details and other case details are stored before generating a report. And hence this system is not secured. 24 hours service is not available and the bus ticket can be lost, stolen or left behind.