

PROBLEM STATEMENT 2

BOOKING WITHOUT APP

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TEAM MEMBERS-

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PRODUCT PROTOTYPE: INTRODUCTION

The product prototype is for a vehicle booking system that allows customers to book a ride through SMS or WhatsApp. The system provides a simple and convenient way for customers to book a vehicle, without the need for a dedicated app or website.

Customers can send a message to the designated WhatsApp or SMS phone number, and the system will guide them through the booking process, including pick-up and drop-off locations, vehicle options, pricing, and payment methods.

The product prototype document outlines the key features and functionalities of the system, as well as the user interface and user experience design. It provides a comprehensive overview of the system's architecture, data flow, and integration with third-party APIs.

GOALS & OBJECTIVES

ACCESSIBILITY

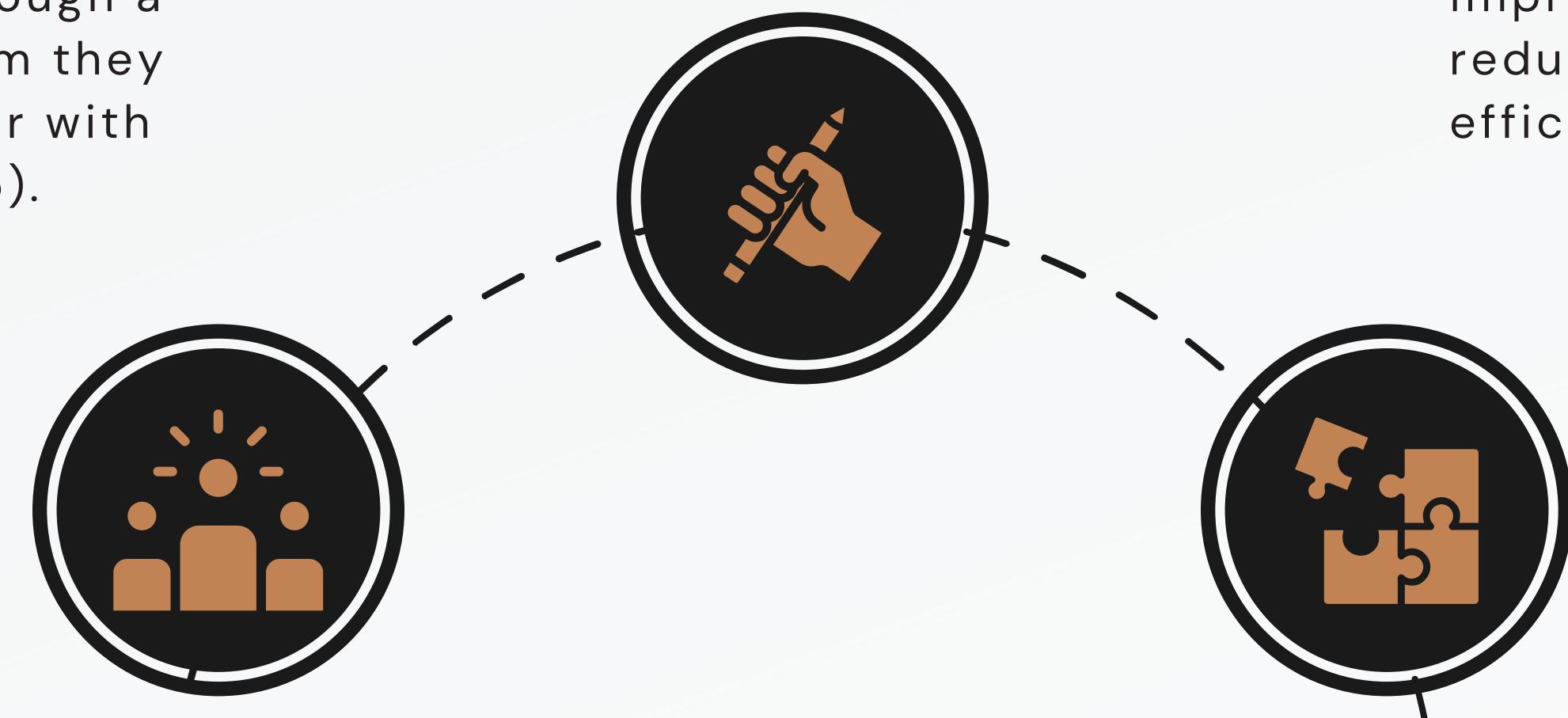
To provide a convenient and accessible way for customers to book vehicles for transportation through a messaging platform they are already familiar with (SMS or WhatsApp).

SIMPLIFICATION

To reduce the time and effort required for customers to book a vehicle, by streamlining the process through a user-friendly interface

AUTOMATION

Automating vehicle bookings and enabling simultaneous processing through messaging to improve accuracy, reduce errors, and boost efficiency.



TARGET AUDIENCE

- People who are always on the go and looking to save time
- Individuals who may not be as familiar with mobile apps but are comfortable using SMS or WhatsApp
- Businesses and corporations that need to book vehicles for their employees or clients



FEATURES & FUNCTIONALITY

- Vehicle selection and booking
- Payment integration
- Feedback and rating system for customers to rate their experience and the driver's service
- Feedback and rating system for drivers to rate the system from the drivers end
- Admin dashboard for managing bookings, payments, and drivers
- Incentives will be provided to drivers upon completion of a specific number of rides within a designated time frame

USE CASES & SCENARIOS

- A driver receives a booking request and accepts it through the messaging platform, which automatically notifies the customer.
- A customer wants to cancel a booking and is able to do so through the messaging platform.
- An admin needs to view and manage all bookings and payments in real-time.



CUSTOMERS



WHATSAPP-BASED VEHICLE BOOKING SYSTEM: A STEP-BY-STEP GUIDE FOR CUSTOMERS

01

Customers can book a vehicle by sending a message on the Nama Yatri WhatsApp phone number.

02

They will be asked if they want to book a ride for now or later. If they choose later, they will be asked to give the date of booking a ride within 30 days. Then the following steps will be continued.

03

Customers will be asked for their pick-up location, which can be given through typing the place in the whatsapp location or sending the live location or text the location manually.

04

Customers will then be asked for their destination location, which can also be given through typing the place in the whatsapp location or sending the live location or text the location manually.

WHATSAPP-BASED VEHICLE BOOKING SYSTEM: A STEP-BY-STEP GUIDE FOR CUSTOMERS

05

A table will be provided to the customer containing four columns which will have information about the available types of vehicles (eg. Bus, rickshaw, bike, etc), the number of vehicles available of that type, the number of passengers they can accommodate and the price.

06

Customers will then select their preferred option.

07

Another table will be displayed showing the car name, arrival time, drop-off time, and pricing.

08

Customers will be prompted with a "yes" or "no" option. If they want to confirm their booking they can press "yes" or "no" if they want to go to the previous option (point 5).

WHATSAPP-BASED VEHICLE BOOKING SYSTEM: A STEP-BY-STEP GUIDE FOR CUSTOMERS

09

Payment method options will be shown, including cash payment, online payment and cancel payment. Customers who choose cash payment will not have the option to cancel the payment.

10

After successful payment, the driver's details will be provided, including their WhatsApp phone number, name and current location.

11

If the customer cancels the ride, a cancellation fee will apply.

12

If the driver cancels the ride even though his status is available, their salary will be deducted, and the customer will get a full refund. The option to book the ride again or not will also be shown.

DRIVER WORKFLOW

01

When customer books the ride, Namma Yatri Organisation sends customer details to the assigned driver.

02

If the driver meets the passenger, they confirm details and send an OTP for verification.

03

If the customer is not present at the pickup location within 5 minutes, the ride is canceled.

04

Driver collects the money, if it is cash after ride.

05

If passenger has paid the money online, then at the end of the day the money will be transferred to the drivers bank account.

DRIVER REGISTRATION AND AVAILABILITY STATUS MANAGEMENT

01

In Namma Yatri Organisation Web App, Drivers who want to join the organisation can register by providing UserName, Password, Driver's License, Aadhar Card, Contact Number and Payment account details.

02

Drivers register through Namma Yatri Web Portal. They provide their credentials and would be verified using OCR(optical character recognition) for Aadhar Card and Driver's License.

03

After they register, they will receive a message on their phone number or email that they have successfully registered and they can start their work from today.

04

Namma Yatri drivers can choose from three statuses upon logging in: "not available," "available," or "taken." They can switch between these statuses to reflect their availability and preference, and the admin can monitor the total number of drivers.

DRIVER REGISTRATION AND AVAILABILITY STATUS MANAGEMENT

05

Upon logging into the driver interface, the driver's status will be set to "not available" by default.

06

If the driver is not ready to accept ride requests from potential passengers, they can set their status as "not available" to indicate that they are currently unavailable.

07

The driver's status will be set as 'Taken' when they are already connected with a passenger and on their way to pick them up or have already picked them up.

08

The "available" status refers to the state when a driver is ready and able to accept ride requests from potential passengers.

AUTOMATED CHATBOT

https://drive.google.com/file/d/1MzgGDwWOP_UDFlsIn0HqBQwn0MA1ccxJ/view?usp=sharing



We have developed an innovative chatbot for vehicle booking that can be seamlessly integrated with popular messaging platforms like WhatsApp and SMS using third-party APIs.



Our chatbot automates the entire booking process, saving you valuable time and effort. However, to ensure a hassle-free experience, we have also integrated a secure payment gateway. So now you can easily book your rides and pay for them, all through a single, user-friendly chat interface.



You can access the demo video of our automated chatbot, which is designed to be integrated with popular messaging platforms such as WhatsApp or SMS via third party API's, using the following link.

ADMIN DASHBOARD

 Namma Yatri

Search drivers

In the last 30 days,

30,000 Total bookings 250 New drivers Rs 400,000 Revenue earned by drivers

All drivers

Monitor drivers, bookings, reviews, etc.

Drivers	Status	Ratings	Today's bookings	Amount earned
 Bluenose	Available	<div style="width: 40%;">40% ↑ 4%</div>	10	Rs. 2300
 Pennywise	Taken	<div style="width: 57%; background-color: #ffcc00; color: black; padding: 2px 5px;">57% ↓ 8%</div>	2	Rs. 805
 Flotsam	Available	<div style="width: 89%;">89% ↑ 19%</div>	4	Rs. 1123
 Gregautsch	Unavailable	No ratings available	0	Rs. 0
 ElPistolero	Available	<div style="width: 50%;">50% ↓ 6%</div>	5	Rs. 1243
 Siuuuuuuu	Taken	<div style="width: 64%;">64% ↑ 7%</div>	7	Rs. 2007

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 Namma Yatri Admin 

Highest-rated drivers

 Flotsam	1k+ rides	Rs. 83045
 Siuuuuu	800+ rides	Rs. 43408
 Bluenose	500+ rides	Rs. 23045

[View all drivers](#)

Highest-booked vehicles

 Toyota Corolla	40k+ bookings	\$1.4m revenue
 Nissan Altima	10k+ bookings	\$1.4m revenue
 Toyota TAV4	10k+ bookings	\$1.4m revenue

[View all vehicles](#)

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DRIVER'S PROFILE SETTING

Account Uploads Settings Help & Support Khusan Akhmedov

Settings

Settings Notification Privacy

Profile



Khusan Akhmedov

21 838 4.5

Rides today Total rides Rating

Upload new profile

I'm a driver and have been in this profession for 13 years

BASIC INFO

CANCEL SAVE

FIRST NAME LAST NAME

PHONE NUMBER

EMAIL

ABOUT ME

<https://drive.google.com/file/d/1csRaN9R4yF5VGknEyALrVld2xFKeAOoW/view?usp=sharing>

DRIVERS PENDING FILES

Account Uploads Settings Help & Support Khusan Akhmedov

Uploads

Pending Completed

Documents

Upload Aadhar Card

Upload Driver's Liscence

Upload PAN Card

AADHAR CARD

CANCEL SAVE

Drag & Drop
or select files from device

max. 50MB

aadhaar_card.pdf

aadhaar.jpg ✓

https://drive.google.com/file/d/1Xoqij36706XLyhqueurtzo_VTSNSWK6X/view?usp=sharing

DRIVER'S FILES UPLOADED

Account Uploads Settings Help & Support Khusan Ahmedov

Uploads

Pending Completed

Documents

Upload Address Proof

Upload Previous Experience

ADDRESS PROOF

raashan_card.jpg

light_bill.jpg

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DRIVER'S STATUS

≡ Account Uploads Settings Help & Support



Khusan Akhmedov

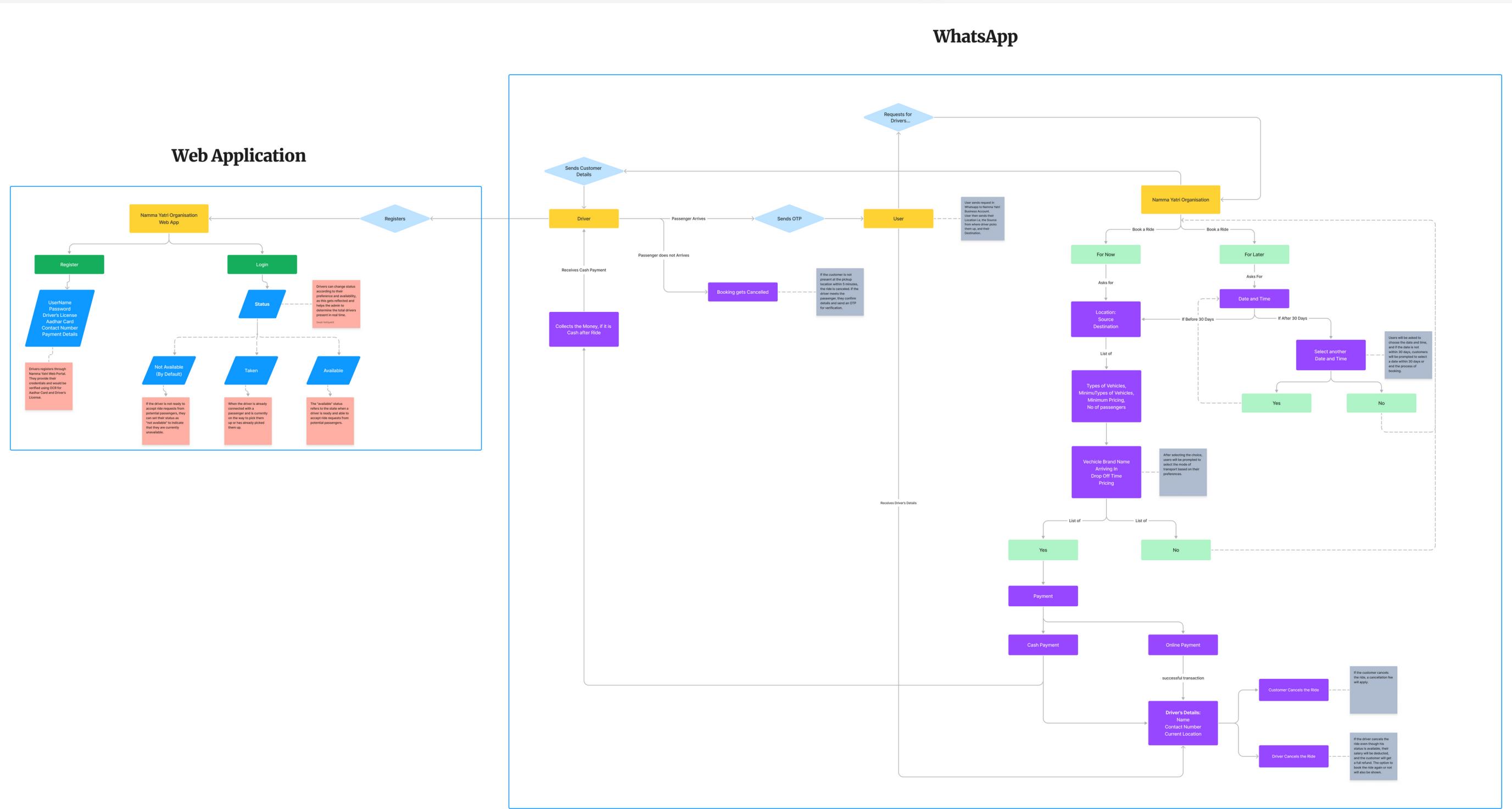
I'm a driver and have been in this profession for 13 years

21	838	4.5
Rides today	Total Rides	Rating

Available Taken Unavailable

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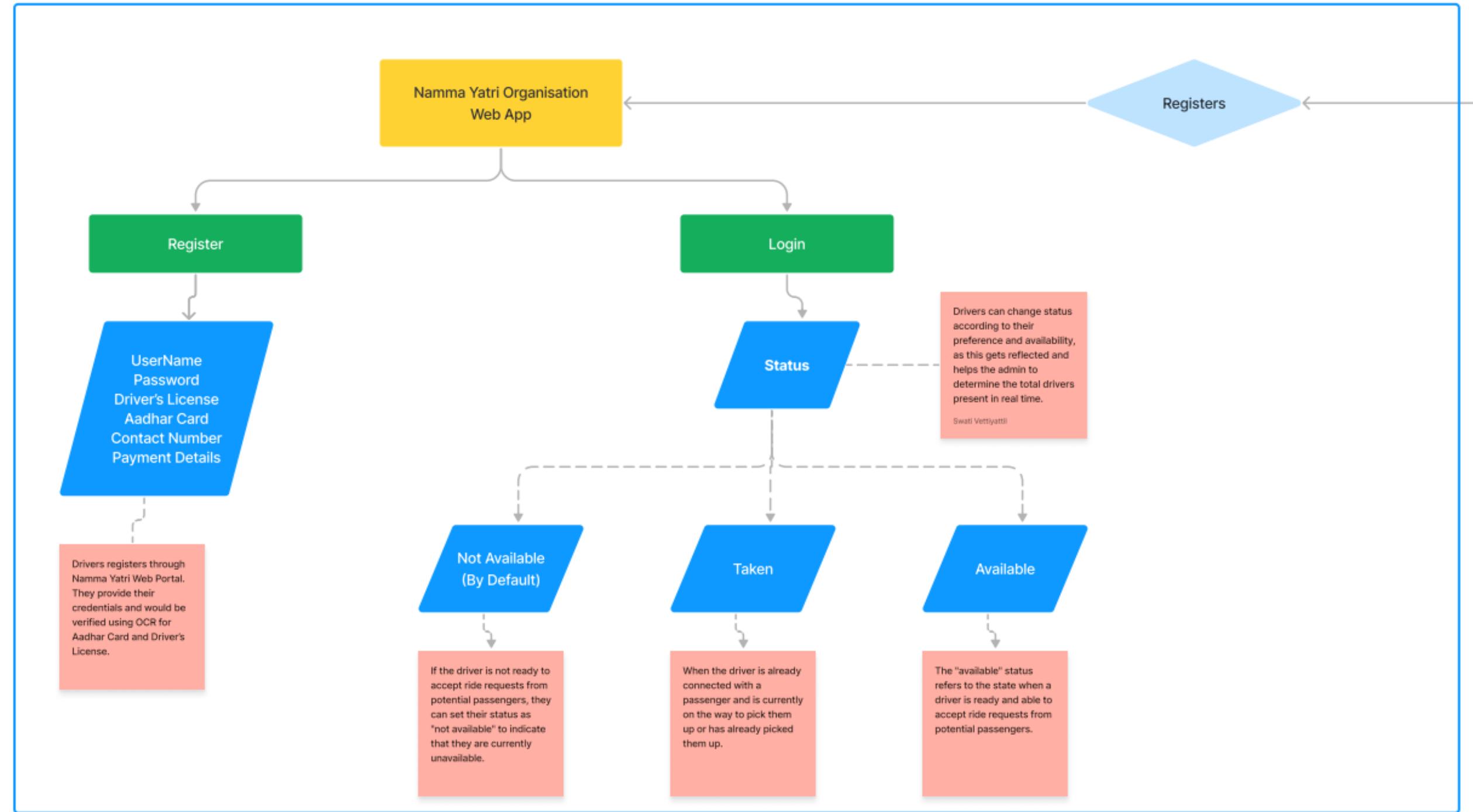
PROJECT WIREFRAME



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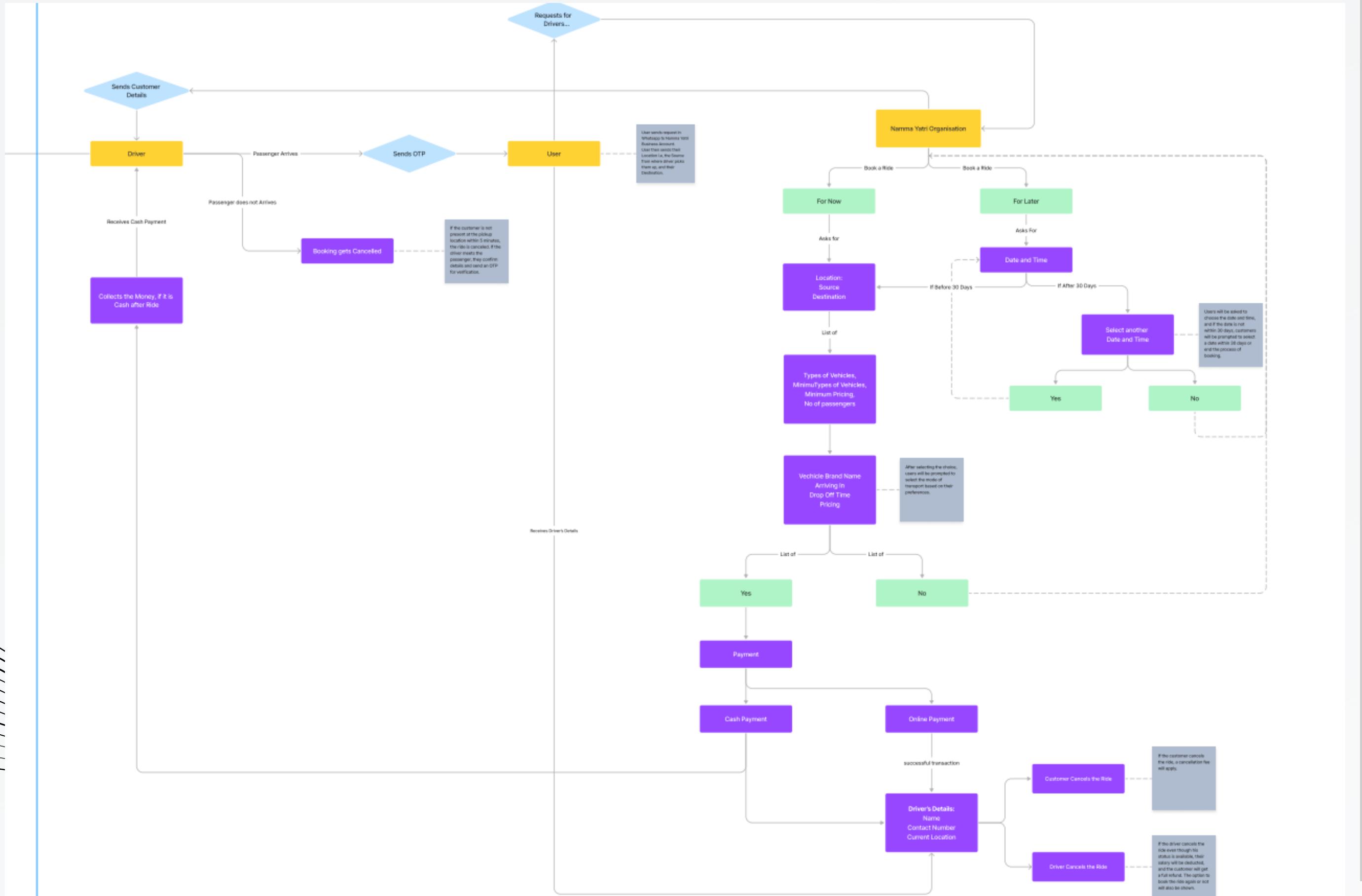
PROJECT WIREFRAME

Web Application



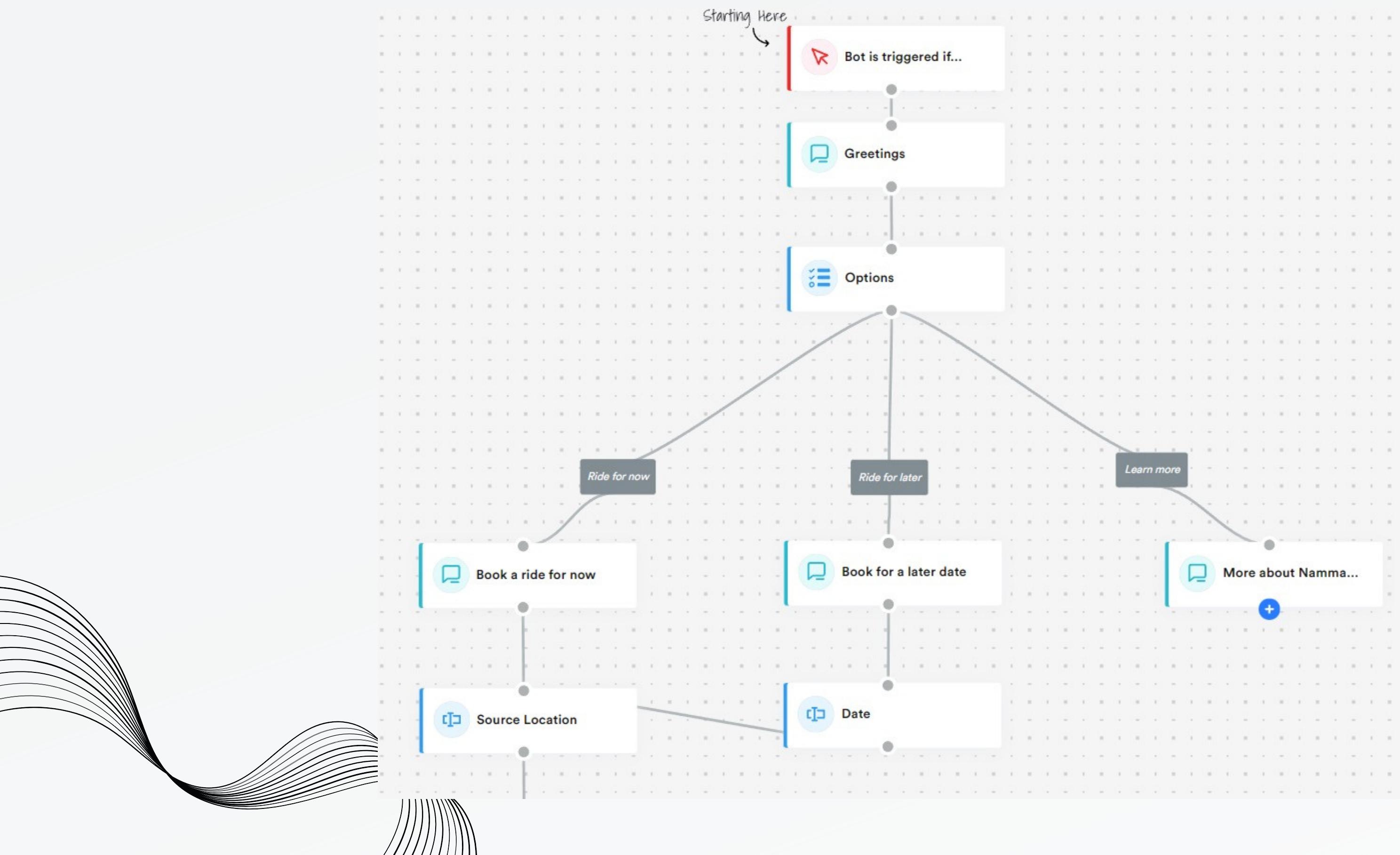
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PROJECT WIREFRAME

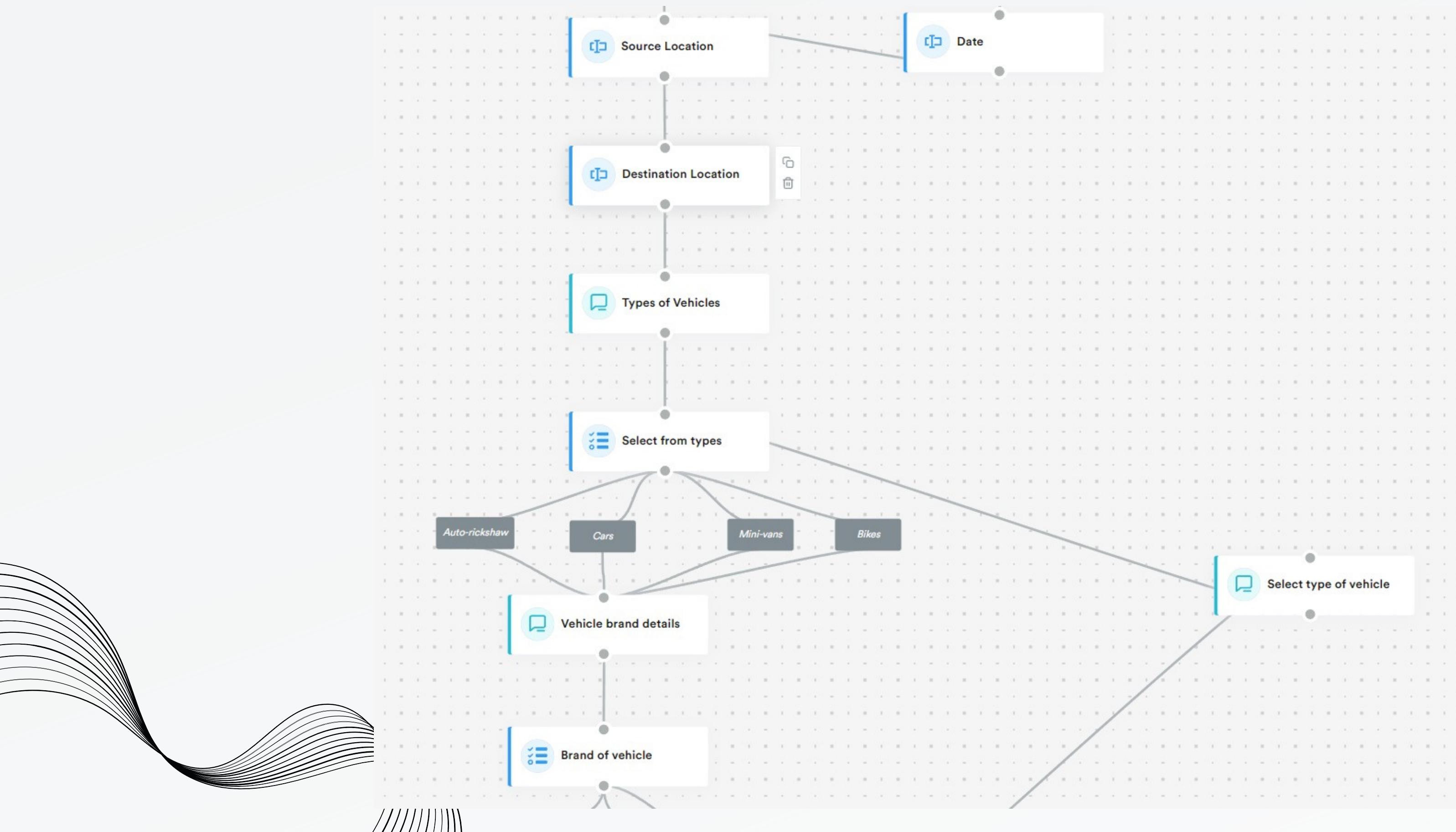


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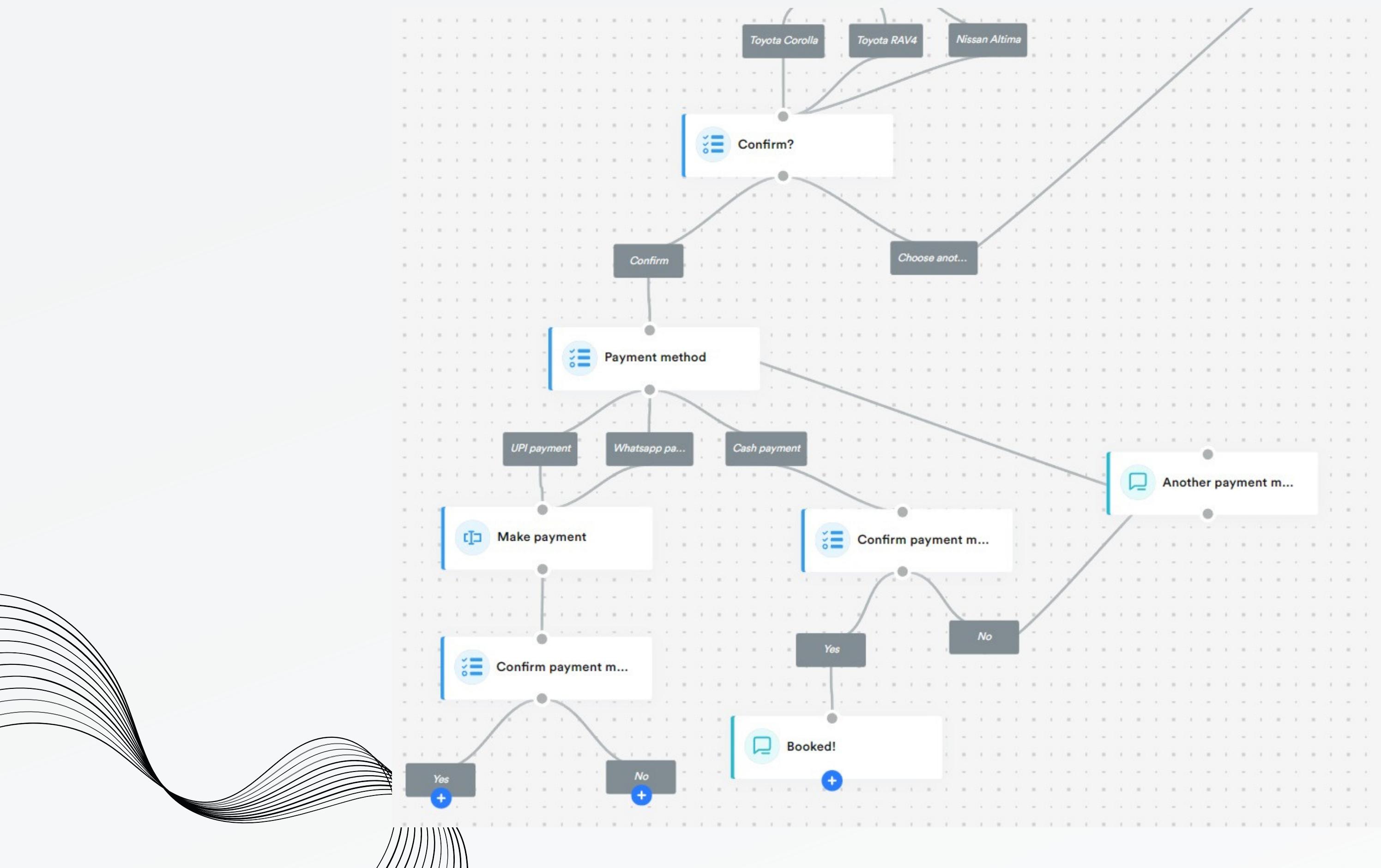
USER FLOW FOR WHATSAPP



USER FLOW FOR WHATSAPP



USER FLOW FOR WHATSAPP



THANK YOU

