RPA based automation of Taxi Allocation Process

Problem Statement

Client's traditional manual decision-making process of allocating cabs to BDAs/BDTs resulted in increased operational costs, specially during the weekends due to higher booking load. The window to book cabs for next day sales meetings would open at the end of the day & continue till early morning. Operators had to work during the nights to manually validate the genuineness of meetings by accessing multiple systems including CRM & taxi booking system which increased chances of manual errors.
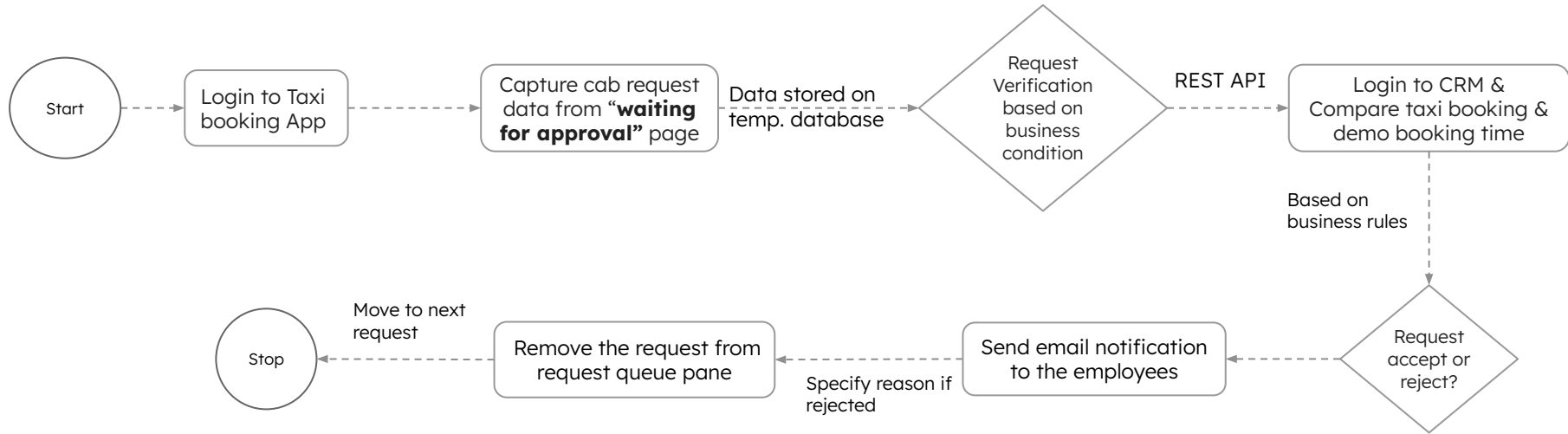
Proposed Solution

InfoBeans developed an app for BDAs/BDTs to allocate cabs to them for meetings. The RPA enabled process of allocation includes approval of the ride, availability check and API integration with LeadSquared (CRM) Portal.
Automated 2000-3000 cab booking requests generated daily during late hours, the number is higher during weekends.

Business Benefit

Reduce the count of fake meetings, thereby giving a boost to the revenue

Automation of taxi allocation process results in considerable reduction in the operational cost

Team Structure

RPA Developers - 5

Project Duration

Development of 9 months with 2 months of support

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Start → Login to Taxi booking App → Capture cab request data from "waiting for approval" page
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Data stored on temp. database →

Request Verification based on business condition

REST API →

Login to CRM & Compare taxi booking & demo booking time

Based on business rules →

Request accept or reject?

→ Send email notification to the employees

Specify reason if rejected →

Remove the request from request queue pane

Move to next request →

Stop

Let's begin the
WOW journey