



KARNATAKA STATE ROAD TRANSPORT CORPORATION CENTRAL OFFICES: BENGALURU

PRESS NOTE

KSRTC “ChatBot AskVAANI” can quickly help with enquiry and ticket booking

Karnataka State Road Transport Corporation (KSRTC) boasts off one of the most visited websites (WWW.KSRTC.IN) and there are a lot of queries from users in regards to enquiry, ticket booking and more. Since KSRTC is one of the most used and reliable road networks in the Southern India and one of the biggest Bus Operator in India, the KSRTC launched its AI powered CoRovers ChatBot AskVAANI recently to assist visitors of website with their travel related queries.

The ChatBot is powered by Artificial Intelligence and is designed/developed by an award winning CoRover, a Bengaluru based startup. CoRover is a platform built on Artificial Intelligence, Machine Learning and Natural Language Processing (NLP) that connects people via a centralized chat service. Ask Vaani is a ChatBot as a Service (CaaS) that is based on Artificial Intelligence (AI) and Machine Learning (ML) to improve customer satisfaction and help businesses scale.

The chatbot is expected to offer an intuitive customer support by providing answers to customer queries related to advance bookings, enquiry and all other aspects of services provided by KSRTC. The various features offered by Ask Vaani are

- É Ability to answer customer queries
- É Perform multitasking
- É Voice enabled
- É Provide round-the-clock customer support
- É Reduce the waiting time for queries to get answered
- É Provide customers a stress-free experience
- É Substantial time & cost saving for the operators and users

The KSRTC ChatBot AskVAANI comes with features such as zero waiting time for the query to get answered, 24x7 service, auto-reply facility, ability to multitask along with great accuracy and speed.

Sd /-

Chief Traffic Manager (Com)



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Need Help? Ask Vaani

