ONLINE CAB HIRING SYSTEM FOR CUSTOMER SATISFACTION

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ABSTRACT

A Smart Transportation Organizer is an Online Cab. The Booking project is an online system that allows customers to book taxis at their leisure and according to their needs. The current system is inefficient and time-consuming. With a poor and declining average return, it's also inefficient. We emphasise customer satisfaction, therefore we provide several options for clients to book a cab by entering information such as their journey date and time, origin, pick-up point, destination, and drop-off location. The company must be registered and fulfil all of the transportation department's requirements and security requirements. The Online Cab Booking System is a web-based platform that allows your customers to order taxis and executive cabs from their own home or office.

INTRODUCTION

Customers can use this service to reserve a taxi online. This connects the registered travel agencies, cab operators, and cab owners, as well as the clients. A computer-based management system is designed to handle all of the essential data that has to be managed. A separate database is kept to keep track of all the facts needed for accurate statement creation and computation. This project aims to make numerous operations such as record update, maintenance, and searching more user-friendly.

The goal and scope of my project, Online Cab Hiring System, is to keep track of the user's varied activities. It will make the process easier to complete and lessen the amount of paperwork required. Create a web-based system that allows customers to register and book taxis online. During deployment, each user will receive customised training tailored to their needs. At important moments throughout the academic year, additional assistance will be offered. You will be trained when the new Cab Hiring System is pushed out to your area of responsibility, and you will be trained on a timely basis.

LITERATURE SURVEY

There is currently no application that changes the status of taxi availability in the present system. There is also no notification given to local clients whenever a vehicle visits to their area to conduct service. The present online taxi Booking project approach needs a large lot of physical and mental labour whenever cabs are ordered manually over the phone. Many human errors, such as inputting the trip date, time, and location inaccurately, are manually registered in a register by an employee, increasing the chances of misregistration. There is no clear communication between drivers, passengers, and the office due to traffic and misunderstanding problems, leading in a denial of service.

METHODOLOGY

By signing on to the anticipated Online Cab Booking project website, customers will be able to request a cab depending on their needs. Customers may book taxis online, modify their reservations, or cancel them at any time. Users will receive notification of the driver's position as well as his phone number, allowing them to contact him. The consumer is kept up to date on their bookings, driver information, and booking progress on a regular basis. In the feedback section, the user may also give ideas or ask questions.

PROPOSED WORK BENEFITS

- It improves the system's efficiency in providing high-quality services to its clients.
- They may order cabs from the comfort of their own homes or businesses, which is quite convenient for them.
- It's extremely safe since only logged-in users may book a cab, preventing attackers from accessing vital information.
- Users will be able to hire a car by placing an online reservation, and the new system will allow them to acquire the services they desire.
- The user may rent a car and look up the driver's information online.

RESULT AND DISCUSSION

We provide our job analysis and business proposal in this stage, which includes a broad project outline and some cost estimates. During system analysis, a feasibility evaluation of the proposed system will be performed. This is to ensure that the intended system will not cause any issues for the organisation. For feasibility study, a fundamental understanding of the system's key demands is necessary. The Online Cab Booking system must have a visually appealing design and a user-friendly interface. To appeal to the target market, an application should be well-defined, with **a** strong focus on design and user interface, as well as being user-friendly.

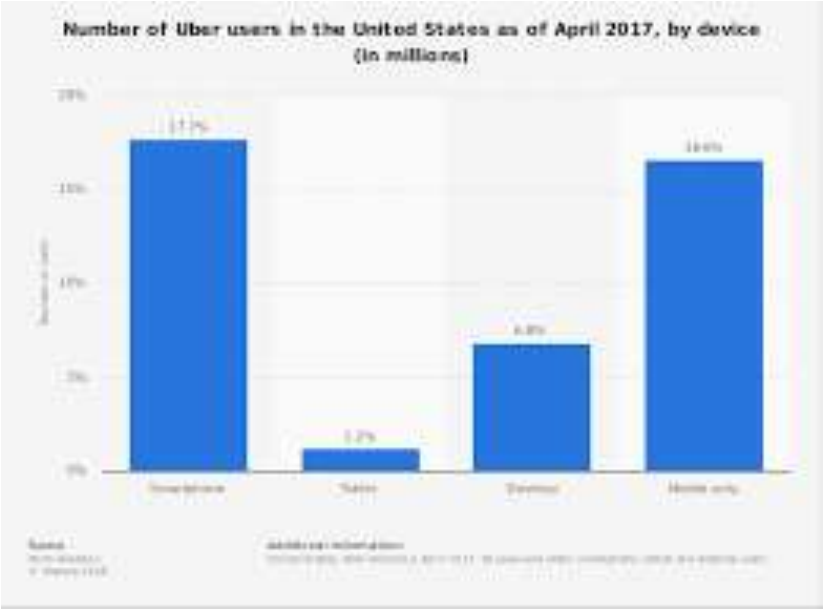

FIGURE 1: COMPARISON ANALYIS

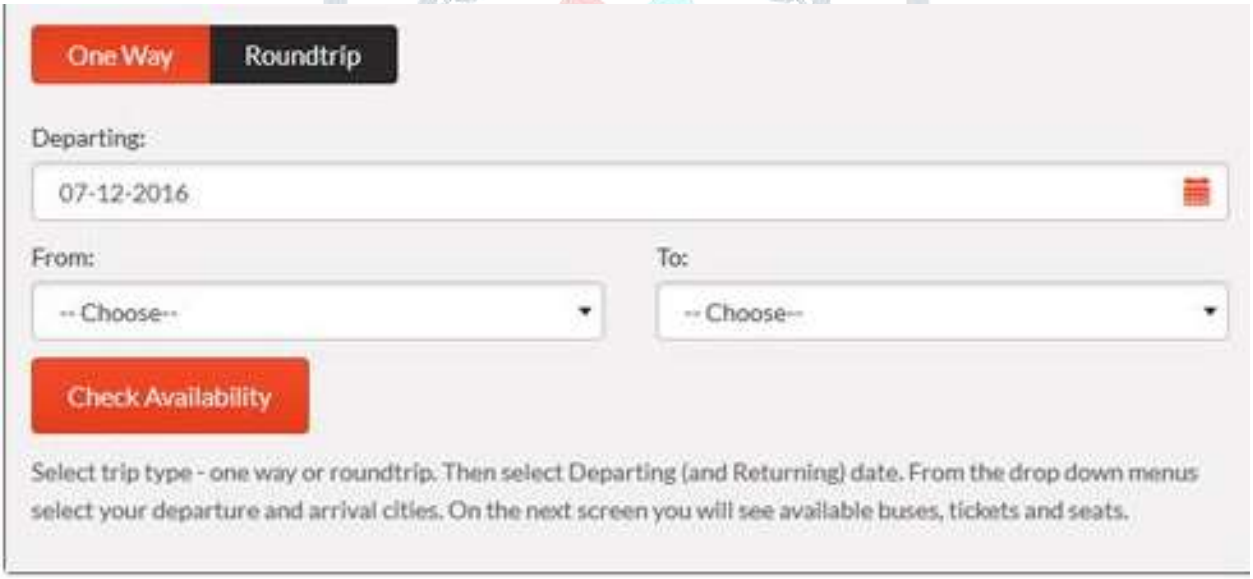

FIGURE 2: LOGIN PAGE

CONCLUSION

Customers can rent taxis using an online booking system. Customers may search for available taxis, see profiles, and book cabs using this online system. Taxi booking is a common kind of transportation that is provided by a variety of various transportation companies in a given city. The majority of people rely on taxi services to get about on a daily basis. The business must be

registered and meet all of the transportation department's and security department's standards. This article illustrates a useful taxi reservation system. This project included a wide range of topics, from business concepts to computer science, and it necessitated the completion of several courses.

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