PRESS RELEASE

IRCTC OFFERS INNOVATIVE ARITIFICIAL INTELLIGENCE BASED SOLUTIONS TO THE GOVERNMENT AND PRIVATE SECTOR

New Delhi 14th January, 2021: The Indian Railways, under the leadership of Hon'ble Minister for Railways, Commerce and Industry and Minister of Consumer Affairs, Food and Distribution have been undergoing massive technological revolution in pursuance of Hon'ble Prime Minister's vision of 'Digital India', 'Made in India' and 'Atmanirbhar Bharat' to ensure that the world looks upon India as a self reliant country and as an innovator of various technologies for making life better.

Under the aegis of the present government, the Indian Railways, being one of the largest rail networks of the world has achieving new milestones of transformation everyday in various spheres for improving the travel experience of the passengers.

As a step towards development and application of latest technologies, the Indian Railway Catering And Tourism Corporation Ltd. (IRCTC), the professional catering and tourism arm of Railways and also the owner of one of the largest e-commerce and ticketing website in Asia-pacific is now offering its successful Artificial Intelligence (AI) based solutions to various government organizations and corporate sectors across various disciplines and businesses.

IRCTC was one of the premiere organizations in the country to develop and apply latest customer facilitation solutions in its internet ticketing site in the form of AI powered chatbots and virtual assistants using the technologies of Machine Learning (ML) and Natural Language Processing (NLP) in addition to AI. The 'ASK DISHA' chatbot which was has been performing the important functions of handling queries of the passengers with respect to their travel over 2 years now has helped to improve the customer satisfaction and interaction by more than 70%. Through this chatbot, the users can now get authentic, correct and instant answers to their queries that saves time and certainly enhances the user experience.

With the success of its AI-based chatbot in its digital journey, IRCTC with its technical partner CoRover Private Limited, a Bengaluru based conversational AI start-up. IRCTC is now aiming to create artificial intelligence based solutions to help in seamless automation of customer engagement services for organizations across travel and tourism, retail, transportation, media, healthcare services, banking and financial services. IRCTC's brand, support of Ministry of Railways, the value preposition it carries and its zeal of best implementation of home grown technologies its easing its way forward for penetration in the market which has a huge demand for customer facilitation ideas, products and services.