# PROJECT REPORT ON

# "VOICE BASED PUBLIC TRANSPORT ENQUIRY SYSTEM"


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# ABSTRACT

**Objective:**

Voice Based Public Transport Enquiry System provides interactive travel assistance via telephone/mobile phones. Using voice based enquiry and reply, the caller can get the details of buses running between two stations provide by the user.

**Methodology of Execution:**

The call made from a user to the service number is forwarded to the automated system which provides a walkthrough to the caller to enquire the bus timings. With a welcome greeting, the verbal instructions are provided to the user to convey the source and destination locations of the travel. When a user has made a choice of the station/location the same is conveyed back and confirmed from the user. In case of any difference, the user is allowed to reselect the station(s).

Once the user preferences are confirmed, the system searches the database for the requirements of the client. If appropriate results are fetched from the databases, the bus timings, number of buses and service class details are provided to the user in the form of voice. The system is built on the Microsoft .NET platform with Microsoft Speech SDK components using Microsoft C# programming language. Microsoft SQL Server 2000 is used as the database platform to create, query the database and retrieve the necessary data from the database.

**End Results and Conclusion:**

Voice Based Public Transport Enquiry System is a needy practical system that is useful in not only providing the bus details, it helps in travel planning and saves enormous timing of the user, which otherwise would have spent in waiting at the bus stations. Unlike with the SMS based systems, in which the user needs to send sms in predefined formats, this system is very simple to use and more accurate. Moreover there is no requirement of human resource like in the enquiry desks. New stations and busses can be added easily and the details are readily available to the users of the system. It is also a low cost system as no SMS gateway is required and no persons are required round the clock for running the system. A big organization like Government running public transport service can provide toll free number to the user and make user happy with free call to the system.