



# drishti

## Upgradation of Online Chatbot Ask DISHA

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### Why in News

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**The Indian Railways Catering & Tourism Corporation Limited (IRCTC)** has powered voice-enabled **Ask DISHA (Digital Interaction to Seek Help Anytime) Chatbot** to converse with customers in the **Hindi language**.

- The customers can now ask queries to Ask DISHA in Hindi by voice as well as text.
- IRCTC plans to launch Ask DISHA in more languages along with many other additional features in the near future.

### Ask DISHA Chatbot

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- It is an **Artificial Intelligence-based chatbot** which was initially launched in the **English** language in **October 2018**.
- It is a **first-of-its-kind initiative by IRCTC** which aims to benefit the users of the ticketing and tourism websites of IRCTC to resolve queries of railway passengers over the internet pertaining to various services offered.
- Since its initial launch, passengers seeking help on the reservation of tickets, cancellation, enquiry of refund status, fare, PNR search, train running status, enquiry about retiring rooms and tourism products have been benefited.

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IRCTC **Ask Disha**

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- What are the various loyalty programs/options?
- What are the different advertising channels available at IRCTC?
- What are the concessions available in Tatkal scheme?**
- What are the rules of changing the boarding point?
- What are the different Payment Gateway options available on IRCTC?
- What are the business opportunities available on IRCTC?
- What are the benefits of IRCTC SBI Credit Card?
- What are the limitations of online train ticket booking?
- What are the various ways to advertise on IRCTC?

**Source: PIB**