

# Live Chat Option

The live chat option is very useful for the traveller for his/her journeys through Kerala. So a question rises why this because call centres are available (if exist). But it is very helpful for each and every foreigner when he/she is in Kerala. **As a foreigner ascend is different for each of them, so communication is very difficult if the traveller make a call. Chat is very popular in now a days everybody are in the world of chatting.**

In our app includes this as an option for chat it will differentiate from other travelling apps. **Through this the traveller can access the details about the guide (good or bad with using ID).** We can also include some **auto generating** chat options like “Hello sir”, “Good morning”. The traveller can use this chat option even the person is weak in English because the traveller definitely knows basics question queries. Also we can **add different language assistance in future.**

The live chat option **provides a better environment to the traveller for his /her journey.** The chat option is appeared in the order of side swipe when traveller use his/her finger. This makes traveller easier to contact with those desired query. Chat surely **increase the confidence level of each traveller even if he is not fluent in English vocabulary.** Also put an option to create groups for a group of travellers. These can increase them keep in touch with other unknown travellers.