Title: Why DhruwoAI is the World's First Publicly Available GPT-Powered Ride-Hailing Bot on WhatsApp

Overview:
 DhruwoAI is a cutting-edge conversational AI platform that enables users to book cabs and bikes directly on WhatsApp using natural language. It is powered by OpenAI's GPT, with a custom backend that enables dynamic dispatching and real-time driver-customer communication. Based on our research, DhruwoAI is the world's first publicly available GPT-powered ride-hailing bot operating over WhatsApp.

Key Components of DhruwoAI:

- **OpenAI/GPT**: Understands and processes natural, free-form text for booking and communication.

- **WhatsApp Business API**: The interface through which users interact with DhruwoAI.

- **Privacy-preserving relay system**: DhruwoAI never shares customer or driver phone numbers. Instead, all messages are relayed via our official WhatsApp number, and users can also call each other with their numbers masked under our ONE (One Number for Everything) system: **08047116688**.

Claim Justification: Why We Believe DhruwoAI is the World's First

1. **Uber's WhatsApp Bot is Flow-Based (Not GPT-Powered)**

   - Uber partnered with Infobip to launch a WhatsApp-based ride booking flow.

   - It uses predefined buttons and structured workflows.

   - No GPT, LLM, or natural language processing is involved.

   - Source: cxmtoday.com

2. **DiDi's DiMA AI Assistant is Not WhatsApp-Based**

   - DiDi launched a GPT-style assistant named DiMA.

   - However, DiMA operates inside the DiDi app, not on WhatsApp.

- ○ Source: [arxiv.org - DiMA Paper](#)

3. **Other Platforms Like Yalo, Gupshup, and Haptik Focus on Scripted Flows**

   - ○ These platforms support automation on WhatsApp, but rely on button-based or keyword-triggered flows.

   - ○ None provide native GPT integration for ride booking.

4. **No Public Reference of Any GPT Ride Assistant on WhatsApp (As of July 2025)**

   - ○ Extensive searches yielded no prior GPT-based ride assistants on WhatsApp.

   - ○ No live or archived documentation of similar offerings.

Why This Matters

- **User Experience**: DhruwoAI users simply type, like "Need a cab to the station at 6 PM" — no buttons, no app installs, no rigid flows.

- **Privacy by Design**: Riders and drivers never see each other's phone numbers.

- **Real-Time Communication**: GPT intelligently relays custom messages like "Tell the driver I'm 10 mins late" or "Tell customer — I'm waiting nearby."

Prepared by: ChatGPT, OpenAI
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