ONLINE CHATBOT BASED TICKETING SYSTEM

A PROJECT REPORT

Submitted by,

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Under the guidance of

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in partial fulfillment for the award of the degree of

BACHELOR OF TECHNOLOGY

IN

COMPUTER SCIENCE AND ENGINEERING (IOT)

At

PRESIDENCY UNIVERSITY

BENGALURU

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PRESIDENCY UNIVERSITY

SCHOOL OF COMPUTER SCIENCE ENGINEERING

CERTIFICATE

This is to certify that the Project report **"ONLINE CHATBOT BASED TICKETING SYSTEM"** being submitted by Uluva Anji, Chamanthula Hemanth, Kadagathuru Anil Kumar, Tagarampudi VeeraBhadra Swamynadh bearing roll number(s) 20211CIT0036, 20211CIT0192, 20211CIT0190, 20211CIT0024 in partial fulfillment of the requirement for the award of the degree of Bachelor of Technology in Computer Science and Engineering (IOT) is a bonafide work carried out under my supervision.

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DECLARATION

We hereby declare that the work, which is being presented in the project report entitled **ONLINE CHATBOT BASED TICKETING SYSTEM** in partial fulfillment for the award of Degree of **Bachelor of Technology** in **Computer Science and Engineering (IOT)**, is a record of our own investigations carried under the guidance of **Mr.Tanveer Ahmed, Assistant Professor School of Computer Science Engineering & Information Science, Presidency University, Bengaluru.**

We have not submitted the matter presented in this report anywhere for the award of any other Degree.

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ABSTRACT

The rapid evolution of digital technologies has prompted cultural institutions, such as museums, to seek innovative solutions for improving visitor engagement and operational workflows. This paper proposes an online chatbot-based ticketing system as a cutting-edge tool for museum management, designed to streamline the ticketing process and elevate the overall visitor experience. By harnessing the capabilities of conversational artificial intelligence, the system enables users to interact naturally through text or voice commands on platforms like museum websites, mobile applications, or popular messaging services (e.g., WhatsApp, Telegram). Visitors can effortlessly purchase tickets, specify visit dates and times, select ticket types (e.g., adult, child, group), and receive immediate confirmation, all within a single chat interface. Key features include real-time updates on ticket availability, integration with secure payment gateways for swift transactions, and multilingual support to accommodate an international audience, thereby enhancing accessibility and inclusivity. Beyond ticketing, the chatbot serves as an interactive guide, answering frequently asked questions, providing detailed information on exhibits, events, and facilities, and even offering personalized recommendations based on visitor preferences.The implementation of this technology addresses common challenges in museum operations, including long queues, manual booking errors, and limited staff availability, while operating 24/7 to meet modern expectations of convenience. This paper provides an in-depth examination of the system's architecture, potential benefits, such as increased footfall and visitor satisfaction—and challenges, including technical integration and user adoption. By adopting such a system, museums can position themselves as forward-thinking institutions, capable of balancing cultural preservation with digital innovation, ultimately meeting the needs of a diverse, tech-savvy audience in an increasingly competitive landscape.