

# SMART INDIA HACKATHON 2024



- **Problem Statement ID** – SIH1648
- **Problem Statement Title**- Online chatbot based ticketing system
- **Theme**- Travel and Tourism
- **PS Category**- Software
- **Team ID**-
- **Team Name** – Conversational Coders



- Proposed Solution
- **Idea** - Develop an intelligent, user-friendly chatbot to enhance the online ticket booking experience. This chatbot will provide instant assistance, streamline the booking process, and offer personalized recommendations to users
- **Need Of Solution-** Language Barriers, Exploitation by Local Guides, Long Ticket Lines, Reliable Information, lack of Convenience and high inefficiency of existing system.
- **Key Features-**
  - **Monument Information:** Provides details like ticket prices, monument history, and the best time to visit.
  - **Integrated Ticket Booking:** Simplifies ticket purchases with a built-in booking system.
  - **Secure Payment Gateway:** Ensures safe transactions, minimizing the risk of cyber fraud.
  - **User Booking History:** Access previous bookings easily through a simple login process, thanks to the chatbot's database connection.
  - **WhatsApp Ticket Delivery:** Tickets are sent directly to users via WhatsApp, enabling them to skip queues and enjoy a smooth experience.

Conversational  
Coders

# TECHNICAL APPROACH



- Seamless integration with third-party ticketing platforms is feasible through available APIs and standard protocols.
- The chatbot offers 24/7 service, quicker interactions, and reduced friction compared to traditional apps or websites.
- The system can handle high traffic during peak booking times due to cloud scalability and efficient backend infrastructure.
- Booking tickets or getting information about any monuments requires visiting dedicated websites. With this chatbot-based system, users can compare, check, and book tickets for multiple monuments in one place, getting all the information they need without leaving the platform, making the process more convenient and efficient.
- Automating the ticket booking process reduces operational costs (fewer customer service agents required), contributing to cost savings.
- With the right marketing and user adoption, the chatbot can generate a positive return on investment within 2-3 years, considering low operational expenses.

# IMPACT AND BENEFITS

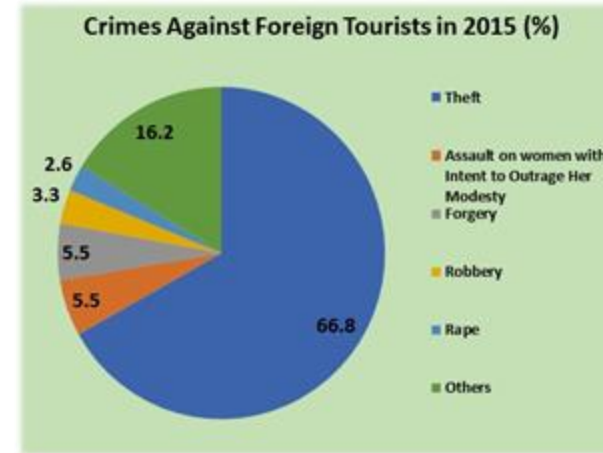
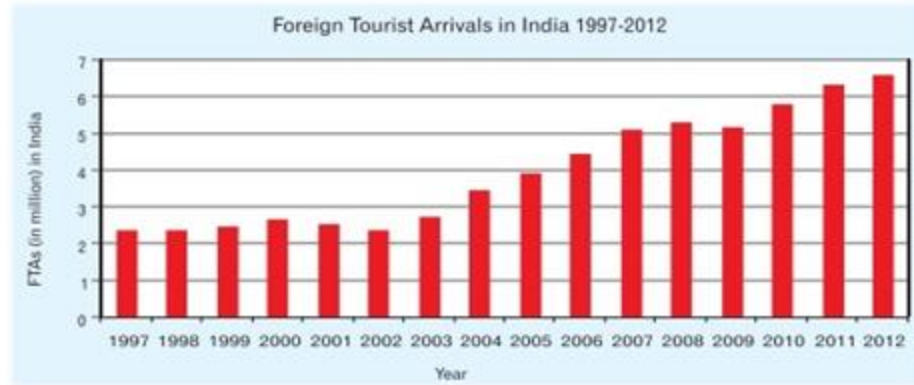


- Boosting tourism via greater visibility of attractions using a central repository
- Reducing long queues at ticket booking counters.
- Minimizing frauds targeting foreign travelers by ensuring transparent and accurate information.
- Enhanced tourist experience due to simplified booking platform
- Implementing a QR code-based ticketing system to digitize monuments.
- It offers comprehensive information on various monuments in one place, eliminating the need to visit multiple websites.
- Reducing overcrowding at tourist spots by restricting the number of entries in a particular time slot.
- Integrate secure payment gateways.

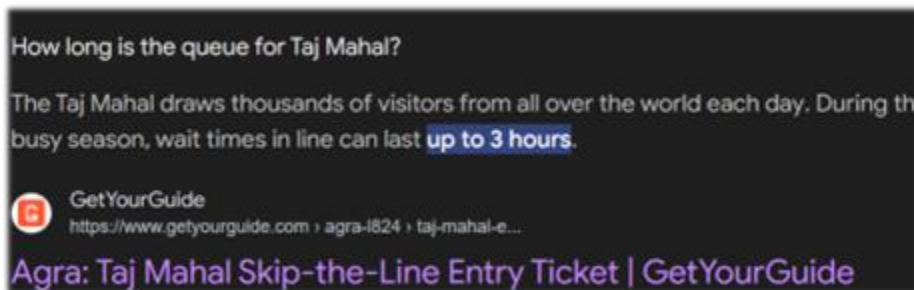


## Foreign tourist arrivals surge by 64% in 2023: MoT data

Updated - March 03, 2024 at 09:38 PM. | New Delhi



The rise in tourism in India has highlighted the need for a more streamlined way to access information

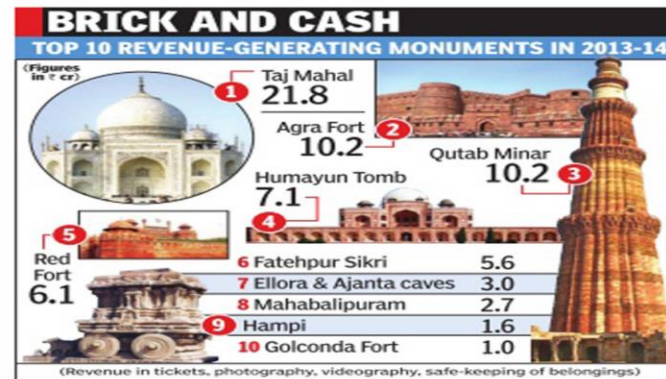


How long is the queue for Taj Mahal?

The Taj Mahal draws thousands of visitors from all over the world each day. During the busy season, wait times in line can last **up to 3 hours**.

GetYourGuide  
https://www.getyourguide.com/agra-l824/taj-mahal-e...

Agra: Taj Mahal Skip-the-Line Entry Ticket | GetYourGuide



India's growing middle class poised to transform travel landscape

By Carima Verma, ET CONTRIBUTORS - Last Updated: Jan 21, 2024, 10:19:00 AM IST

**Synopsis**  
Globally, the middle class is already the largest spender. India is expected to become the fourth largest global spender on travel by 2030, and by then the middle class, with increased purchasing power, will make 47% of its population, say reports by Booking.com-McKinsey & Company, and People Research on India's Consumer Economy-India's Citizen Environment (PRICE-ICE), respectively.



## Stampede at Various tourist spots

Location	Date	Killed	Injured
Puttingal Devi temple Kollam Kerala	10 April 2016	106	383
Ujjain Simhashta Mela, MP <sup>[1]</sup>	5 May 2016	10+	100+
Kumbh Mela, Haridwar	March 1820	430	1000+
Kumbh Mela, Haridwar	March 1986	50	200+
Kumbh Mela, Allahabad	January 1840	50+	100+
Kumbh Mela, Allahabad	January 1906	50+	100+
Kumbh Mela, Allahabad	January 1986	50+	100+
Rajmundary Godavari Pushkar mela AP	14 July 2015	29	60
Chitrakoot Satna MP	25 August 2014	10	60+
Ratangarh Mata Temple, Datia, MP <sup>[2][3][4]</sup>	13 October 2013	115	110+
Allahabad Kumbh mela Railway Station	10 February 2013	36	50+
Bijasan Devi Salkanpur MP	21 October 2012	3	35
Saksana Deodhar, Jharkhand <sup>[5]</sup>	24 September 2012	12	30