A REPORT
ON

ONLINE CHATBOT BASED TICKETING SYSTEM

Submitted by,

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Under the guidance of,

Mr. SYED MOHSIN ABBASI

in partial fulfillment for the award of the degree of

BACHELOR OF TECHNOLOGY

IN

COMPUTER SCIENCE AND ENGINEERING

At

GAIN MORE KNOWLEDGE
REACH GREATER HEIGHTS

PRESIDENCY UNIVERSITY

BENGALURU

MAY 2025

PRESIDENCY UNIVERSITY

PRESIDENCY SCHOOL OF COMPUTER SCIENCE AND ENGINEERING

CERTIFICATE

This is to certify that the Internship/Project report **"ONLINE CHATBOT BASED TICKETING SYSTEM"** being submitted by "PRASHANTH S N, NITHIN HM, KANALA KRISHNA SAMHITH" bearing roll number "20211CSE0631, 20211CSE0666, 20211CSE0889" in partial fulfillment of the requirement for the award of the degree of Bachelor of Technology in Computer Science and Engineering is a bonafide work carried out under my supervision.

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DECLARATION

I hereby declare that the work, which is being presented in the report entitled **"ONLINE CHATBOT BASED TICKETING SYSTEM"** in partial fulfillment for the award of Degree of **Bachelor of Technology** in **Computer Science and Engineering**, is a record of my own investigations carried under the guidance of **Mr. SYED MOHSIN ABBASI, Presidency School of Computer Science and Engineering, Presidency University, Bengaluru.**

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

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ABSTRACT

The museum industry continues to face critical challenges in managing visitor inflow due to outdated, manual ticketing systems. These systems often result in long queues, booking errors, lack of accessibility, and a poor overall visitor experience. Our project addresses these issues by designing and developing an AI-powered chatbot-based ticketing system aimed at transforming the traditional booking process through intelligent automation and digital accessibility.

Our solution integrates the following key features:

1. Chatbot-Based Ticket Booking: Enables users to book tickets for general entry and special exhibitions using an intuitive conversational interface available 24/7.
2. Multilingual Support: Facilitates interactions in multiple languages, allowing non-native speakers and international tourists to engage seamlessly.
3. Integrated Payment Gateway: Ensures secure and real-time transactions, eliminating the need for human intervention in the payment process.
4. Automated Booking Management: Reduces the risk of errors like double bookings or lost tickets through a centralized, reliable system.
5. Visitor Data Analytics: Collects and analyses user behaviour, booking patterns, and peak times to support data-driven decision-making for museum operations.
6. Cost-Effective Solution: Minimizes operational costs associated with manual staffing, ticket counters, and administrative overhead.

This project not only enhances the efficiency and reliability of ticketing processes but also contributes to a more personalized and inclusive visitor experience. By integrating conversational AI, natural language processing, and real-time analytics, the system supports the digital transformation of cultural institutions. The chatbot-based approach sets a new standard in how museums can leverage technology to improve engagement, streamline operations, and future-proof their services.

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