PHASE 2

# Travel Booking Chatbot

# AGENDA

**01** OVERVIEW

**02** METHODOLOGY

**03** DEMONSTRATION

**04** NEXT STEPS
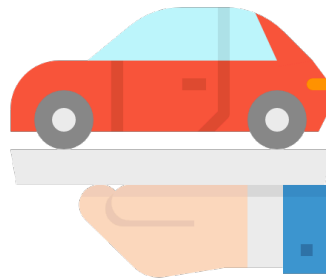
# OVERVIEW

01

# Chat Product

CoronaTravel wants to create a conversational product that allows users to query:



**FLIGHT PRICES**

**HOTEL BOOKINGS**

**CAR RENTALS**

# Project Plan

PHASE 1

PHASE 2

Create a POC model
that extracts information
from conversational text

Productionize model to an
instant messaging platform
(e.g., Slack)

02

METHODOLOGY

# Architecture

① Messaging platform

**slack**

② Secure tunnel

**ngrok**

③ Automated responses

**RASA**

Pre-trained model
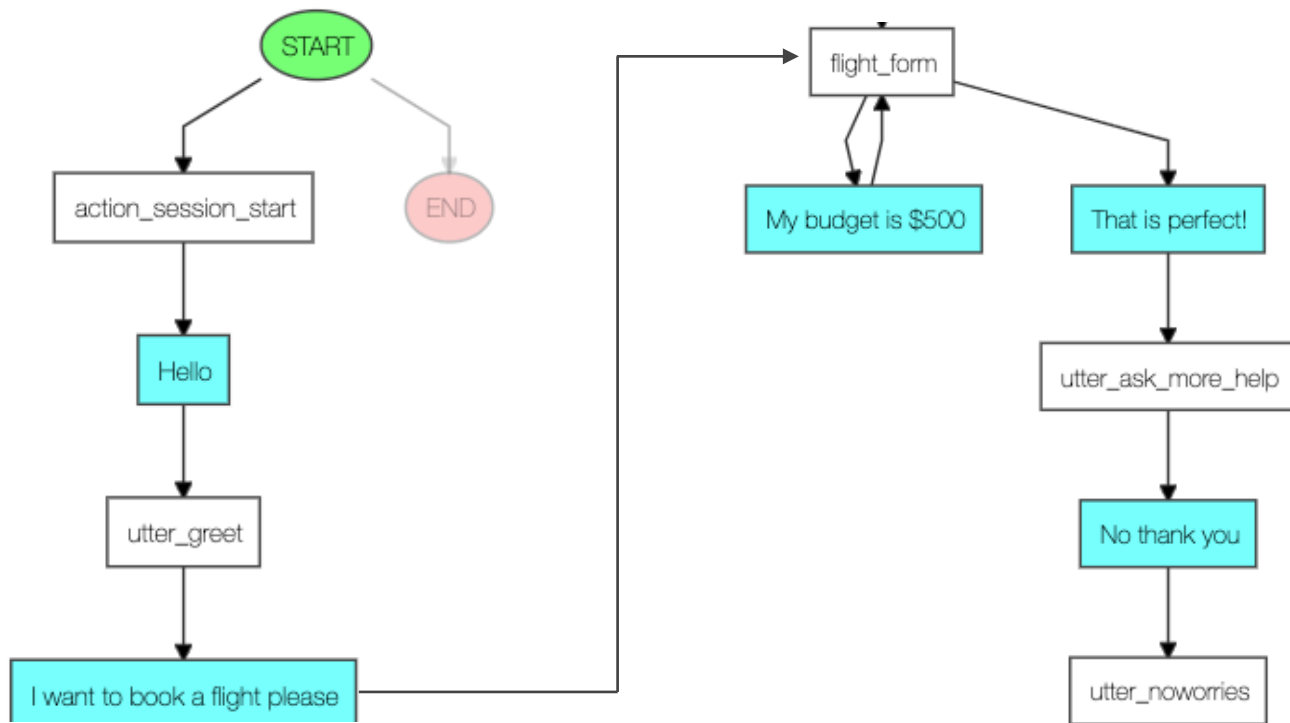
**spaCy**

Linear SVM

scikit **learn**

Travel API

**aMaDEUS**

# Rasa Workflow



Chatbot action

User input

# Intent Classification



I want to travel to Paris
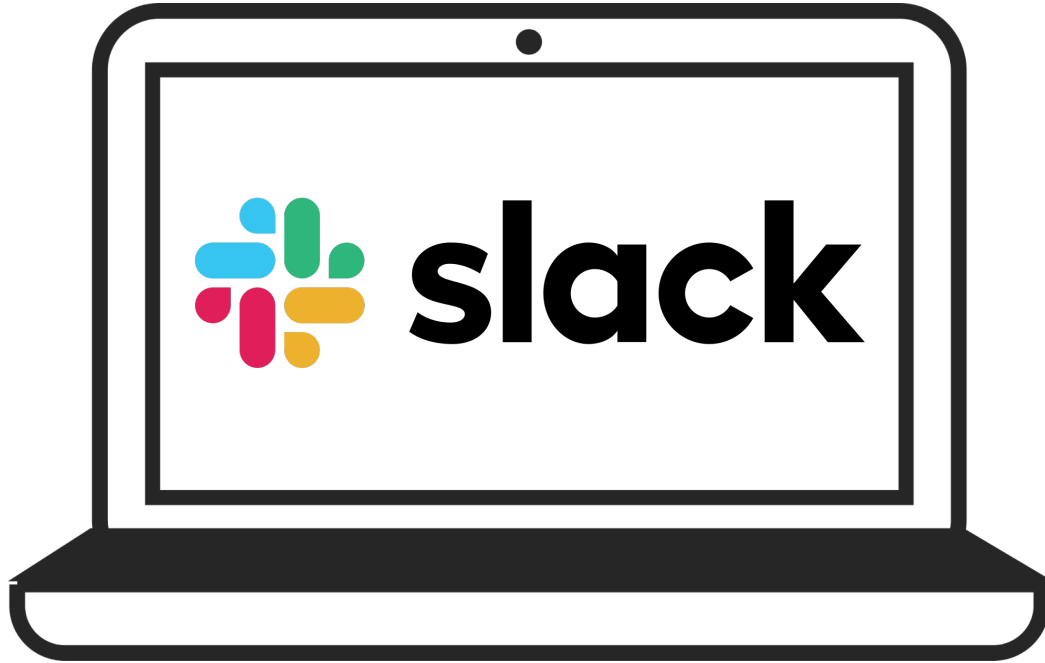
| Confidence | Intent |
|---|---|
| 0.53 | flight search |
| 0.37 | inform |
| 0.05 | stop |
| 0.03 | chitchat |
| 0.02 | affirm |

**DEMO**

03

# Demo

**04**

**NEXT STEPS**

# Next Steps

① Validate user input

② Provide different flight options

③ Access to websites (i.e., Selenium)

THANKS