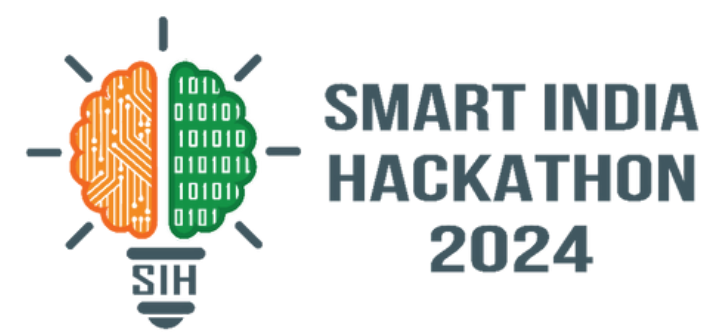
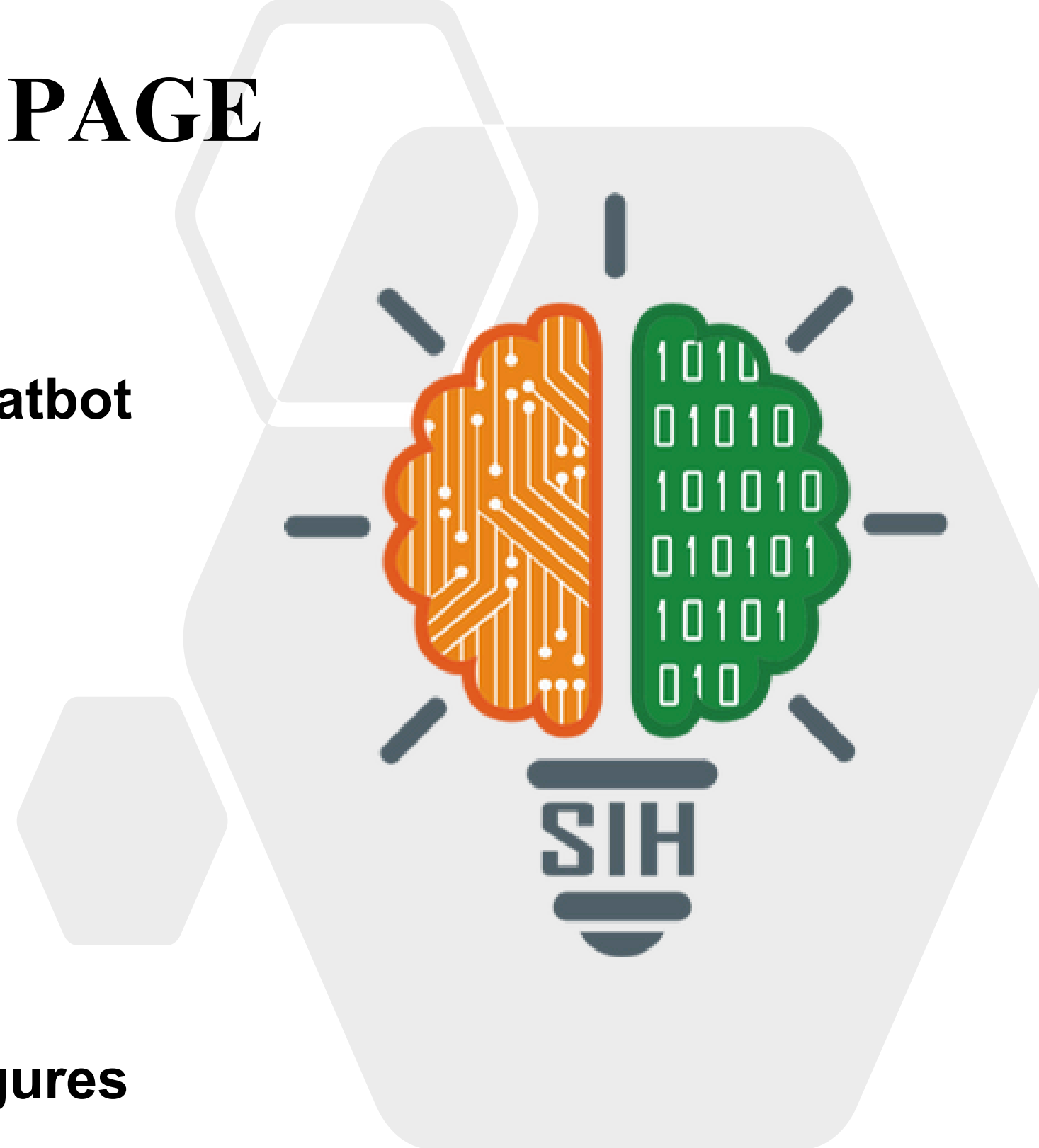


# SMART INDIA HACKATHON 2024



## TITLE PAGE

- Problem Statement ID – 1648
- Problem Statement Title- Online Chatbot Based Ticketing System
- Theme- Travel & Tourism
- PS Category- Software
- Team ID- 30463
- Team Name (Registered on portal)- 6\_figures



6\_figures

# Centralized system for online ticketing for museums

## “Lets bring museums to life again!”



Discover, Explore, and Book Your Museum Journey from A to Z – Seamlessly with Our Online Ticketing System

Eliminates Queues & Better Crowd Management

Multilingual chatbot

Better access to culture of museums

Innovation & Uniqueness

**Innovating Museum Visits:** Smart Ticketing with Real-Time Crowd Control

**Uniqueness:** “Experience Museums Like Never Before”. Effortless Booking, Real-Time Insights, and Unmatched Accessibility



6\_figures

# TECHNICAL APPROACH



SMART INDIA  
HACKATHON  
2024

HTML, CSS, JavaScript

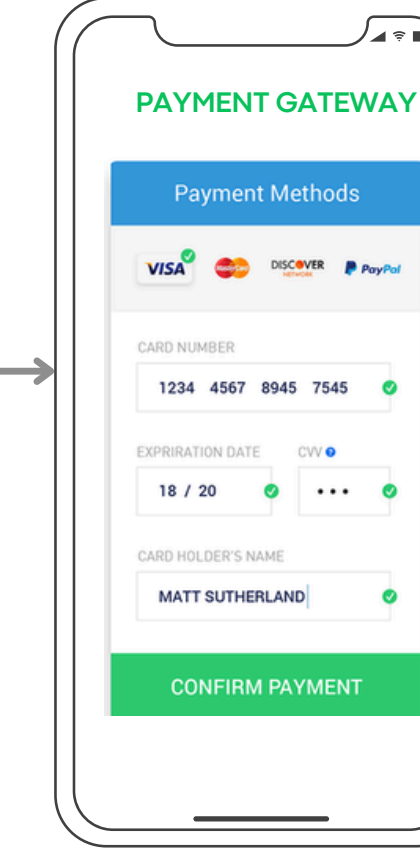
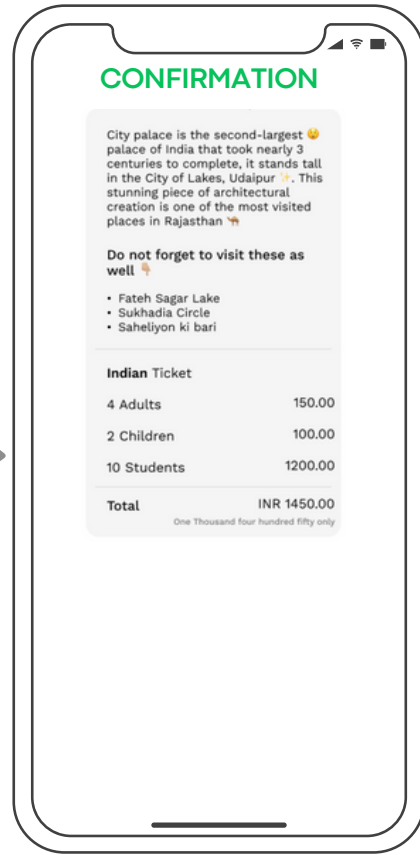
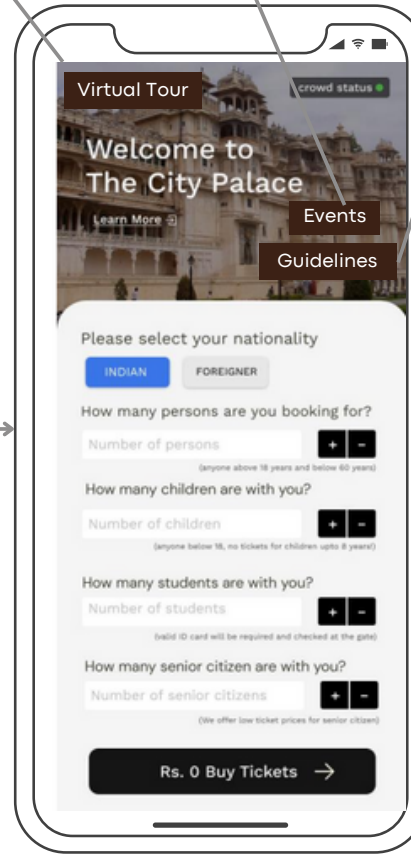
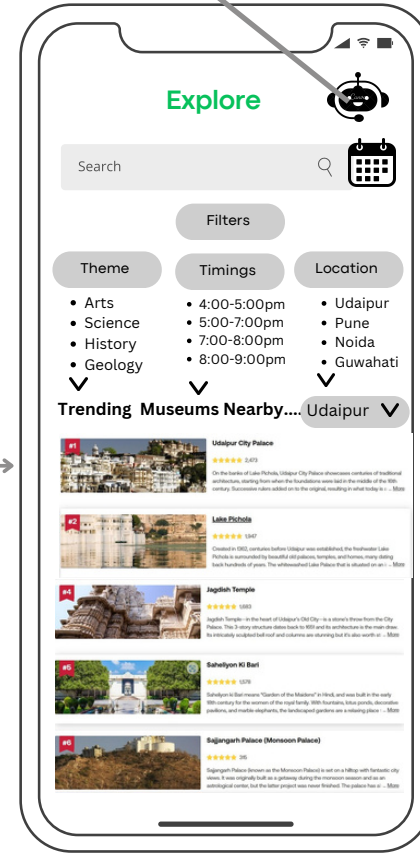
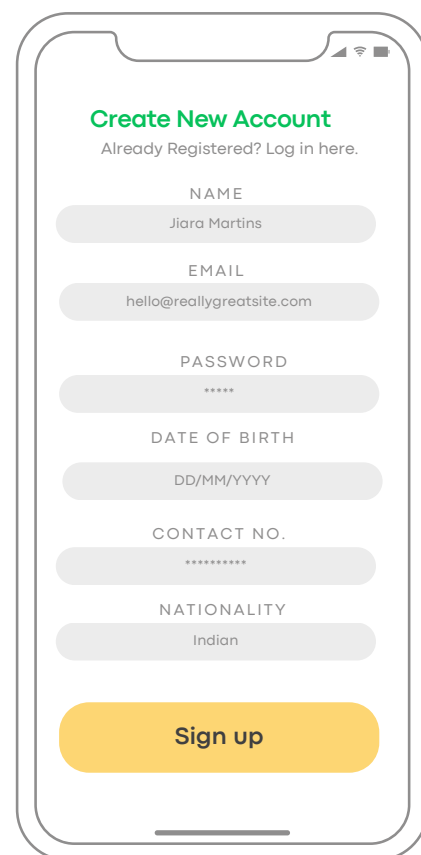
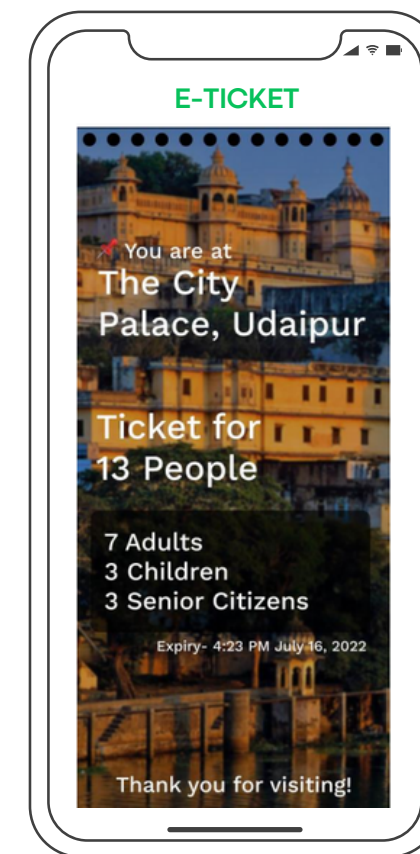
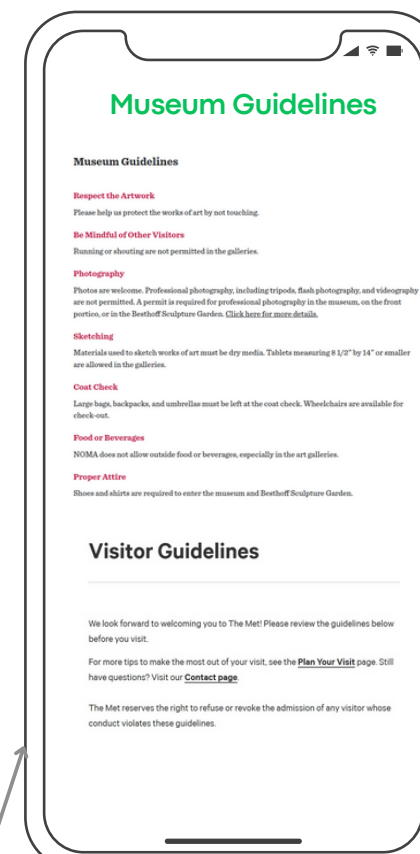
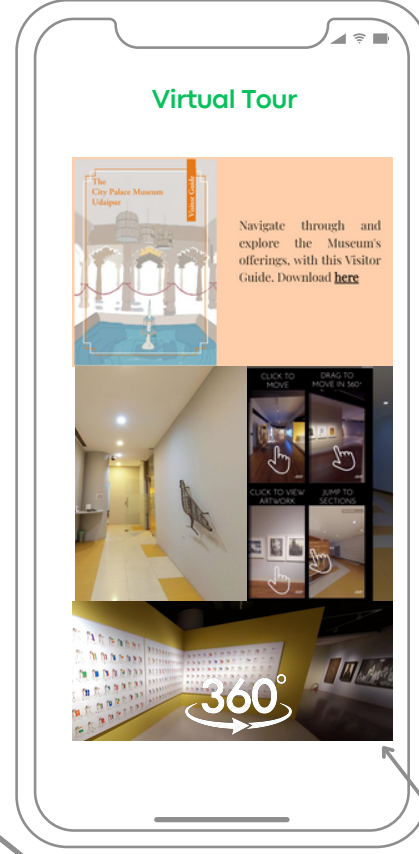
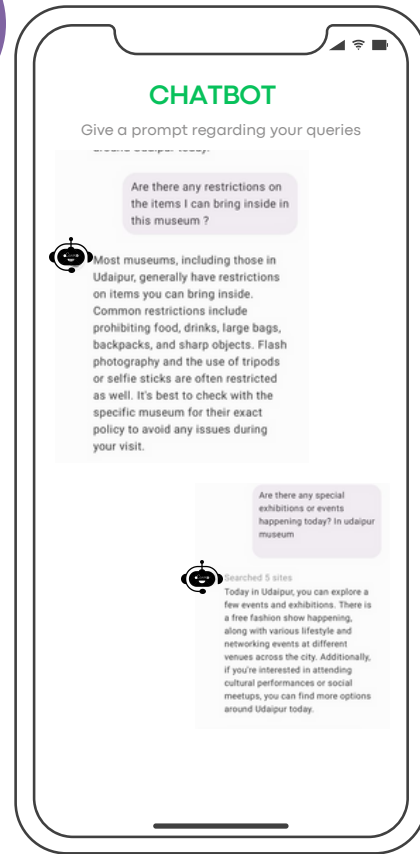
Python (Usage of i18n  
libraries)

Node.js (Express.js)

MySQL (for visitor records  
and ticket data)

Flutter for mobile apps

MS Excel



# FEASIBILITY AND VIABILITY



## Feasibility



**Technical feasibility:**  
Technologies is user-  
friendly and compatible



**Operational feasibility:**  
Access of real-time data  
of museums



**Economic feasibility:**  
Minimal recurring cost  
required



All museums are  
centralized on one place

## Challenges



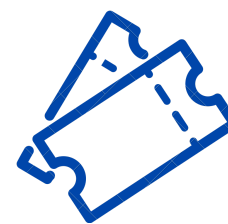
Onboarding of museums  
on portal



Less awareness of online  
booking system



Peak hours preference by  
everyone



Offline tickets not  
available for those  
without prior online  
booking

## Strategies to Overcome



Proper communication  
with museums



Advertisements and  
marketing



Specified visitor time  
slots allotted during  
ticket booking



Specific % of seats  
reserved for offline  
ticketing



# IMPACT AND BENEFITS

6\_figures



SMART INDIA  
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## Target Audience

Travelling Enthusiasts

Tourists

School and College  
communities

### IMPACT



Improved Visitor Experience



Inclusivity, reducing language barriers



Improved crowd management

### BENEFITS



Bringing hidden/lesser-known museums  
back to life



Accessibility 24/7, increasing ticket sales



Increased footfall and awareness about events and exhibitions in  
museum

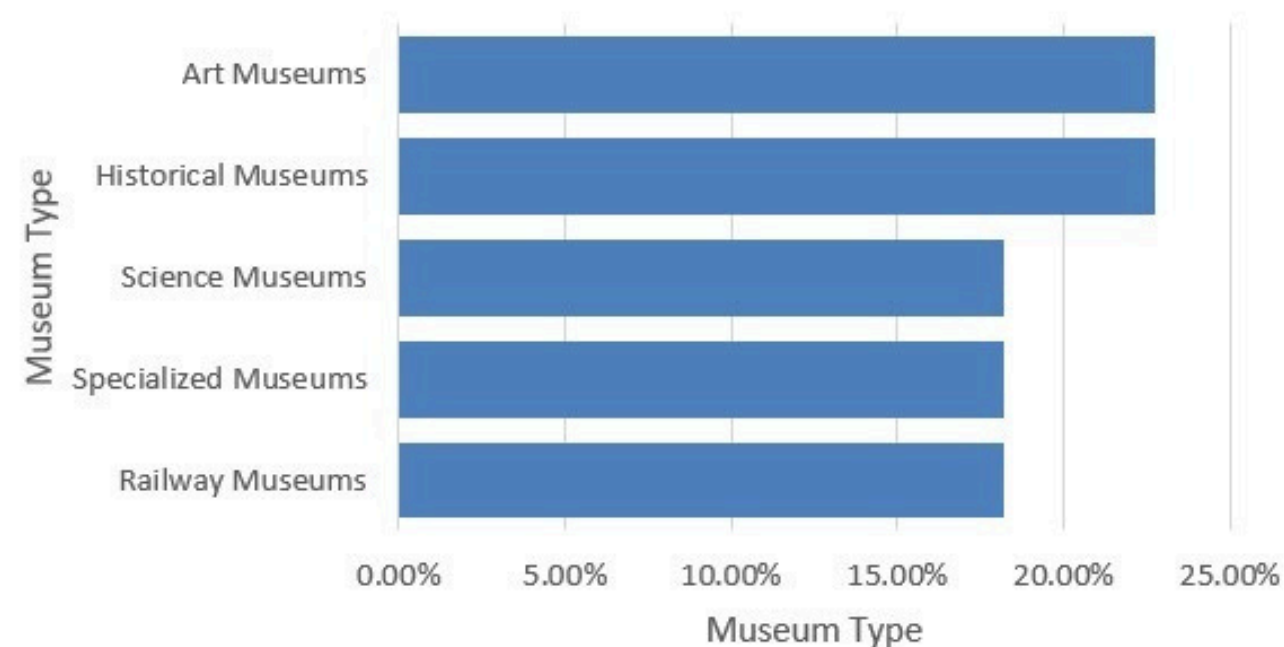
“The number of visitors go up during **weekends, term holidays and summer vacation**. We see a good **number of foreigners** visit during their vacations. For people, museums serve as a place for both **recreation as well as learning and gaining knowledge**. There is so much to learn here and people can spend their day at the museum,” an officer said. For instance, the ticket collection stood at **₹25,000 on Sunday (April 23)**, while it was **₹12,000 on April 25, a weekday**.

Information on museum ticketing systems was sourced from official websites of **Indian Museum (Kolkata), National Museum (New Delhi), and Chhatrapati Shivaji Maharaj Vastu Sangrahalaya (Mumbai)**. Industry reports and news articles provided insights into technological advancements in museum operations. Visitor experiences and ticketing details were also reviewed on platforms like **TripAdvisor and Lonely Planet**.

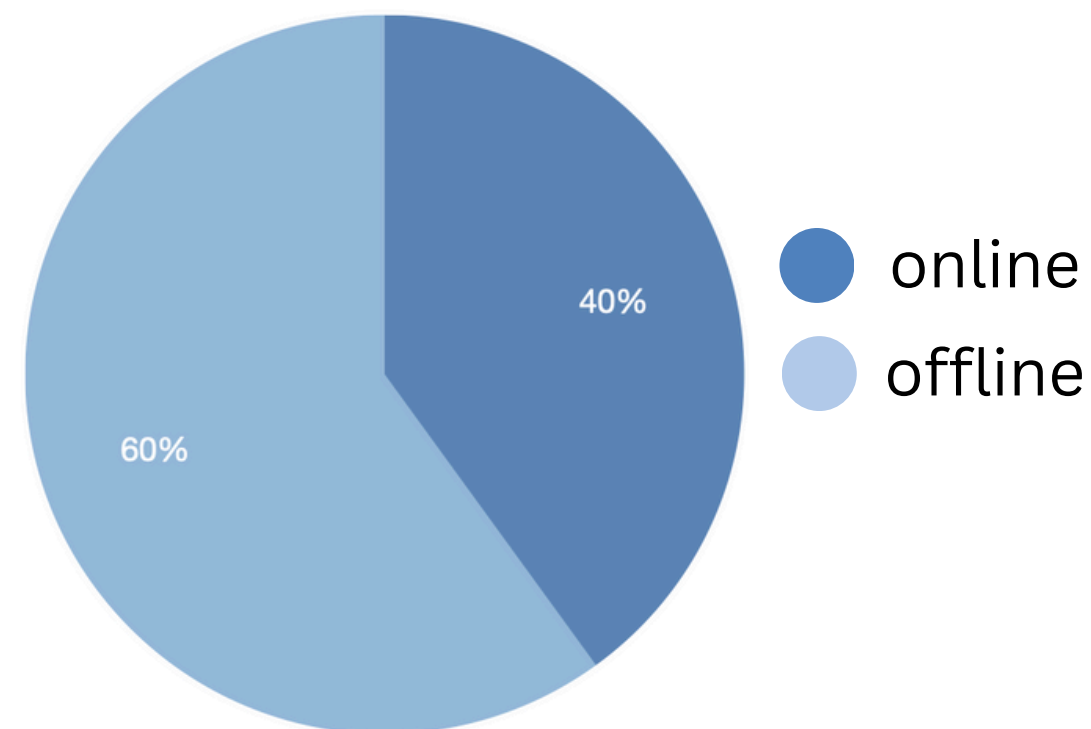
<https://timesofindia.indiatimes.com/city/kolkata/slow-start-to-kolkata-museums-new-normal-innings/articleshow/79164448.cms>

<https://www.givainc.com/blog/ai-ticketing/>

Percentage distribution of 'Museum Type'



Online/Offline Bookings



Amount collected from Chennai and other District Museums

