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
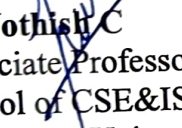
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BENGALURU

MAY 2025

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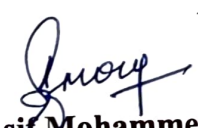
CERTIFICATE

This is to certify that the Project report **"Online Chatbot Based Ticketing System"** being submitted by "Sandesh W D, Darshan A R, Dhriteshree M R, Mohammed Zahid Hasan" bearing roll number(s) "20211CSE0364, 20211CSE0352, 20211CSE0365, 20211CSE0359" 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.
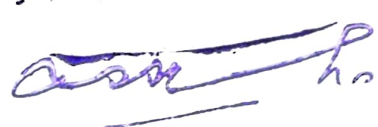
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DECLARATION

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**, is a record of our own investigations carried under the guidance of **Dr. Jothish C, Associate 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

In the modern digital era, the expectations of museum visitors have evolved, with an increasing demand for faster, more efficient, and user-friendly service experiences. Traditional manual ticket booking systems are no longer sufficient to meet these demands, often resulting in long queues, booking errors, visitor frustration, and operational inefficiencies. This project, titled **"Online Chatbot Based Ticketing System,"** proposes the development and implementation of a AI-powered chatbot capable of handling all ticketing activities — from gate entry to special show reservations — without human intervention. The chatbot will integrate a secure payment gateway, automate bookings, and provide real-time analytics for data-driven decision-making. Through seamless automation, and 24/7 accessibility, the system is expected to significantly enhance visitor satisfaction, reduce operational costs, and improve the overall efficiency of museum operations. By embracing this digital transformation, museums can offer a smoother, faster, and more personalized visitor experience while gathering valuable insights for continuous improvement and targeted marketing.