

**DATE: 23.10.2025**

**2025 - ASAPP <> HACKATHON**

## **AIRLINE SUPPORT CHATBOT**

### **DEFINITIVE SOLUTION FOR HACKATHON PROBLEM 2**

Team Name: Botathon

Team Number: 01

Team Details:

Koushik M – 22i231

Vyas M – 22i274

SaiKrishnan J – 22i321

Sanjay A C – 22i355

## **ARCHITECTURE DIAGRAM**

Architecture diagram illustrates the end-to-end architecture of a Django-based airline chatbot system.

The User interacts through the Frontend UI (chat.html, chat.js), which sends HTTP API requests to the Django backend. Inside the backend, the Router directs requests to the API Controller (views.py), which serves as the core orchestrator.

The Controller first identifies the user's intent using the NLU module (intent\_classifier.py) powered by a Sentence Transformer model (all-MiniLM-L6-v2). Based on the intent, it queries or updates Data Models (models.py) that communicate with the SQLite database. The Serializer then formats the processed data into a structured JSON response, which is returned to the Frontend for display to the user.

# ARCHITECTURE DIAGRAM

