CIC – PKP IC Chatbot for traveling

Name

Chatbot + **IC** -> **CIC** (calling of a cat) -> fast like a cat, cute and comfortable.

Concept

A web based application for easier booking and traveling, so the PKP IC can give a better Cutomer Experience.

Functions

- Schedule Check
  By writing/saying the departure time/time period the travelling locations you can check the schedule.

I want to go to Katowice

Where do you take off from?

kalisz

Here are the trains from Kalisz to Katowice 25-11-2018 1:43

Kalisz - Katowice
Deaparting: 25-11-2018 1:43

View Schedule

Type a message...

I want to go from Katowice to Kalisz tomorrow at 11am

Here are the trains from Katowice to Kalisz 26-11-2018 11:00

Katowice - Kalisz
Deaparting: 26-11-2018 11:00

View Schedule

Type a message...

- Buying Tickets(API required ☹)

By writing/saying „ticket", the departure time/time period the travelling locations, discounts, and class, you can buy a ticket.

- Notice of Schedule Change on Booked Trains(API required ☹)
    - The chatbot notices you in a messege, if you have booked a train and the schedule has changed.

> **cic** Your train (Nov 24th 16:00 - 19:00) Warsaw to Katowice train is 5 minutes late.

- Station Name Validation
    - We built a database of all railway stations of Poland.

> i want to go to sfa

> **cic** Where do you want to travel? (type list stations to list all stations in Poland)

> list stations

> Aleksandrów Kujawski
> Babi Dół
> Barcino
> Bargędzino
> Barnowo
> Białogard
> Białystok
> Bielkowo
> Bielsko Pomorskie
> Bielsko-Biała Główna

Írj be üzenetet...

- Built-in Months, and Parts of the Day
    - eg. December, July, noon, midnight, dawn...

> i want to go to warsaw from Bielkowo december morning

> **cic** Here are the trains from Bielkowo to warsaw 01-12-2018 8:00
>
>
>
> **Bielkowo - warsaw**
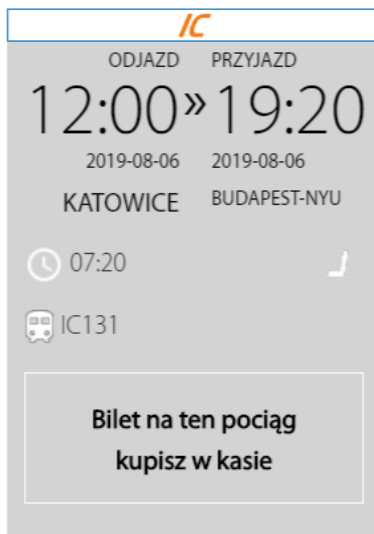> Deaparting: 01-12-2018 8:00
>
> **View Schedule**

Írj be üzenetet...

- Travel Offers(API required ☹)

  From your facebook likes, events it can offer you trains for the the location of a concert/festival/etc.

- Facebook & Web Integration

  The chatbot can be reached through a website, mobile app and facebook messenger.

Try it Out

1. login through facebook:

   email: gajdikuka00@gmail.com

   password: Hackyeah123

2. Open messages: Click Here

3. Write something in English.

How it works

We use Google's Dialogflow to communicate with the user through custom implementations and machine learning.

Who we are

We are 4 Computer Science student from Eger, Hungary: Géza Offenbacher, Gábor Hajas, Norbert Szűcs and Krisztián Gajdár.

If you have any questions, you can contact us here: krisztian.gajdar@gmail.com

Concerns, Missing Parts

We didn't have access to the PKP IC API, so we could transfer the users to the official result sites, nor buy tickets directly trough the chatbot, this can be resolved later.

We couldn't get the information of the facebook user (likes, location, events, etc.) because there is no way to get access to these informations, because the facebook team has to check the application themseleves.

We unfortunately don't speak Polish, so we had to rely on the English language for our solution.

Because of the time limit, we could add enough traing data for our Neural Network, so it may misunderstand some sentences.