ONLINE CHATBOT BASED TICKETING SYSTEM

A PROJECT REPORT

Submitted by,

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Under the guidance of,

Prof. Jacob Augustine

in partial fulfillment for the award of the degree of

BACHELOR OF TECHNOLOGY

IN

INFORMATION SCIENCE AND TECHNOLOGY
SCHOOL OF COMPUTER SCIENCE AND ENGINEERING

At

PRESIDENCY UNIVERSITY

BENGALURU

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PRESIDENCY UNIVERSITY

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CERTIFICATE

This is to certify that the Project report **"ONLINE CHATBOT BASED TICKETING SYSTEM"** being submitted by **E RAHUL (20211ISD0004), BODDU KUSHWANTH SAI (20211ISD0006), VADLAMUDI NARENDRA (20211ISD0019), ABHI CN (20211ISD0039)** in partial fulfillment of the requirement for the award of the degree of Bachelor of Technology in Information Science and Technology 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 fulfilment for the award of Degree of **Bachelor of Technology in Information Science and Technology**, is a record of our own investigations carried under the guidance of **Dr. Jacob Augustine, 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

This project introduces a smart and easy-to-use Museum Ticket Booking System built with the Flask web framework. The system lets users browse and book tickets for over 20 famous museums across India, offering detailed information like location, timings, and different pricing for Indian and international visitors.

Instead of the usual form-filling, users interact with an AI-powered chatbot assistant that makes booking quick and personal. The chatbot asks simple questions to gather all necessary details, helping users complete their bookings in a friendly, conversational way.

The system is built with strong session management to keep track of user progress and protect their information. After a booking is made, it automatically generates a QR-coded ticket that users can scan at the museum gate. A confirmation email with ticket details is also sent instantly, making the experience completely digital and hassle-free.

For payments, the system supports multiple secure options like credit/debit cards, UPI, and digital wallets, ensuring flexibility and safety for all users. The web app uses Bootstrap to deliver a responsive design, so it works smoothly on mobile phones, tablets, and desktops.

To make it even more accessible, we've added multi-language support, allowing users to browse and book tickets in their preferred language, making it friendly for both local and international visitors.

In short, this project combines modern web technologies, AI-based user interaction, secure online payments, and real-time ticket generation to offer a fresh, efficient, and enjoyable way to book museum tickets. It's designed to save time, reduce effort, and provide a smooth experience for anyone planning a museum visit.

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