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Project Title: Online chatbot based ticketing system

Abstract

Visitors to museums often face challenges with traditional, manual ticket booking systems, which are inefficient and error-prone. Long queues during peak hours, weekends, or special exhibitions lead to frustration, while manual errors like incorrect ticketing or double bookings further impact the visitor experience. These issues can reduce satisfaction and negatively affect museum attendance and reputation. To resolve these issues, a multilingual chatbot-based ticketing system is proposed, which automates the entire booking process. This system will improve customer service through instant responses, efficiently handle high visitor volumes, and reduce human error.

A web app will be developed to facilitate this solution. User will be shown with category of museums. Upon selecting a museum, users will be shown details such as operating hours, ticket categories (Child, Adult, Photography), and available time slots. After selecting the tickets and quantity, users will proceed to the payment page where mobile wallet integration (via platforms like Razor pay or Stripe) will allow them to complete the transaction seamlessly i.e. If number of entry tickets are restricted or limited soon after completion of payment, then there are two options for it. 1.Money refund 2. Choose another time slot or another day with time slot. After successful payment, digital tickets and a museum route map will be stored in the user's account for easy access. The technology stack will include React.js, HTML, CSS, JavaScript for web app development, Node.js with Express.js or Django (Python) for backend services, MongoDB/PostgreSQL for database management. Flask Authentication will handle user authentication, while AWS S3 or Google Cloud will store tickets and maps. Additionally, we use notifications, which will remind users of their upcoming visits or any updates regarding their bookings. Optional machine learning integration (using Scikit-learn or TensorFlow) will enhance personalization and recommendations. This system will improve visitor satisfaction while providing museums with valuable analytics for operational efficiency.

Signature of
Guide

Signature of
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