A ONE STOP SOLUTION FOCUSING ON TOURISM

A PROJECT REPORT

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in partial fulfillment for the award of the degree of

BACHELOR OF TECHNOLOGY

IN

COMPUTER SCIENCE AND ENGINEERING

At

PRESIDENCY UNIVERSITY

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PRESIDENCY UNIVERSITY

SCHOOL OF COMPUTER SCIENCE AND ENGINEERING

CERTIFICATE

This is to certify that the Project report **"A ONE STOP SOLTUION FOCUSING ON TOURISM"** being submitted by Chandrashekhar P, Roddick P Vincent, Pankaj Silot, Daljeet Singh bearing roll numbers 20211CSE0728, 20211CSE0718, 20211CSE0730, 20211CSE0883 in partial fulfilment 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 **A ONE STOP SOLTUION FOCUSING ON TOURISM** 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 **Ms. Sreelatha P.K, Assistant Professor, School of Computer Science and Engineering, 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

Travel and tourism form an integral part of modern life, providing the opportunity for individuals to explore, relax, and connect globally. However, the industry continues to face challenges in creating unified and seamless experiences for users. Existing online travel platforms often require users to navigate between multiple websites for various needs, including booking flights, buses, and hotels. This fragmentation, coupled with frequent technical issues such as payment failures, limited customer support, and unresponsive interfaces, has a negative impact on user satisfaction and trust.

To bridge these gaps, this project introduces TRAVELKART, a full-stack, responsive web platform designed to unify all travel-related services under a single interface. TRAVELKART takes it a step ahead of MakeMyTrip and EaseMyTrip by integrating real-time AI chatbot assistance, secure payments, and predictive analytics.

Travelers often find roadblocks at the time of booking, especially during peak travel seasons. Such issues include system downtimes, failed payments, and lack of real-time support during transactions. In addition, most platforms have not been intuitive in design and are not scalable enough, which often leads to terrible user experiences on various devices. TRAVELKART solves these issues with a technical stack that includes React.js, Node.js, and MongoDB.

Razorpay integration provides payment options that are secure and frictionless. An engaging chatbot built with Rasa offers personalized, real-time support to assist users while navigating through the site. The site offers bookings for flights, buses, and hotels- an error-free secure payment process is ensured. An efficient back-end built using Node.js can handle peak user loads, whereas the responsive front-end has optimized everything to best suit desktops, tablets, and smartphones.