Team Members

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2.	Priyansh Sharma	ECE
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4.	Rohit Kumar	ECE
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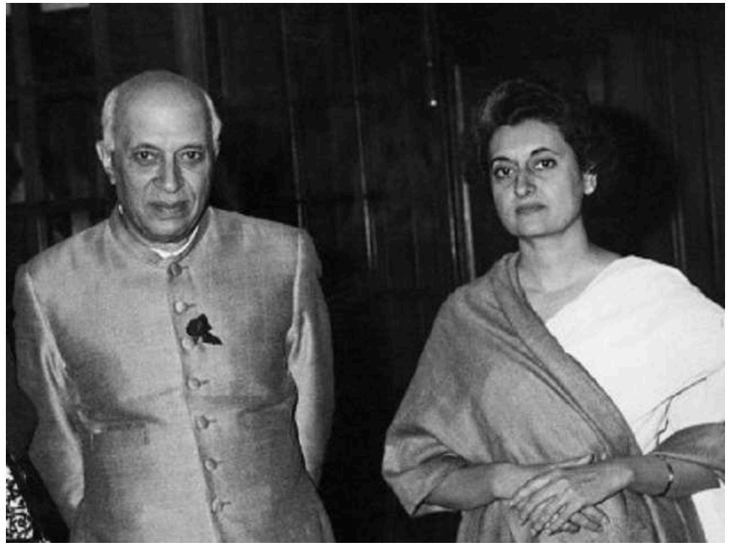
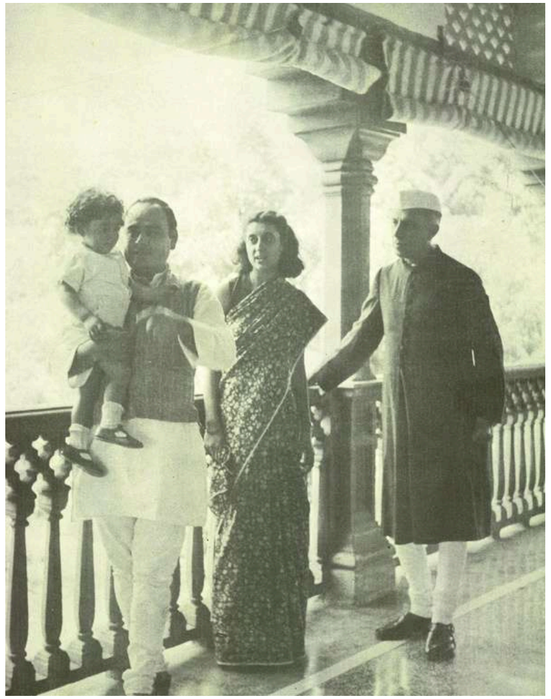
About The Bhawan

Anand Bhawan is a large mansion stablished by prominent Indian political leader Motilal Nehru in the nineteenth century. It served as the ancestral home of the Nehru Gandhi family. The premise stands as a mute testimony to the Indian freedom struggle.



The Bhawan has been home to Mrs. Indira Gandhi, who was known as the "Iron Lady of India"

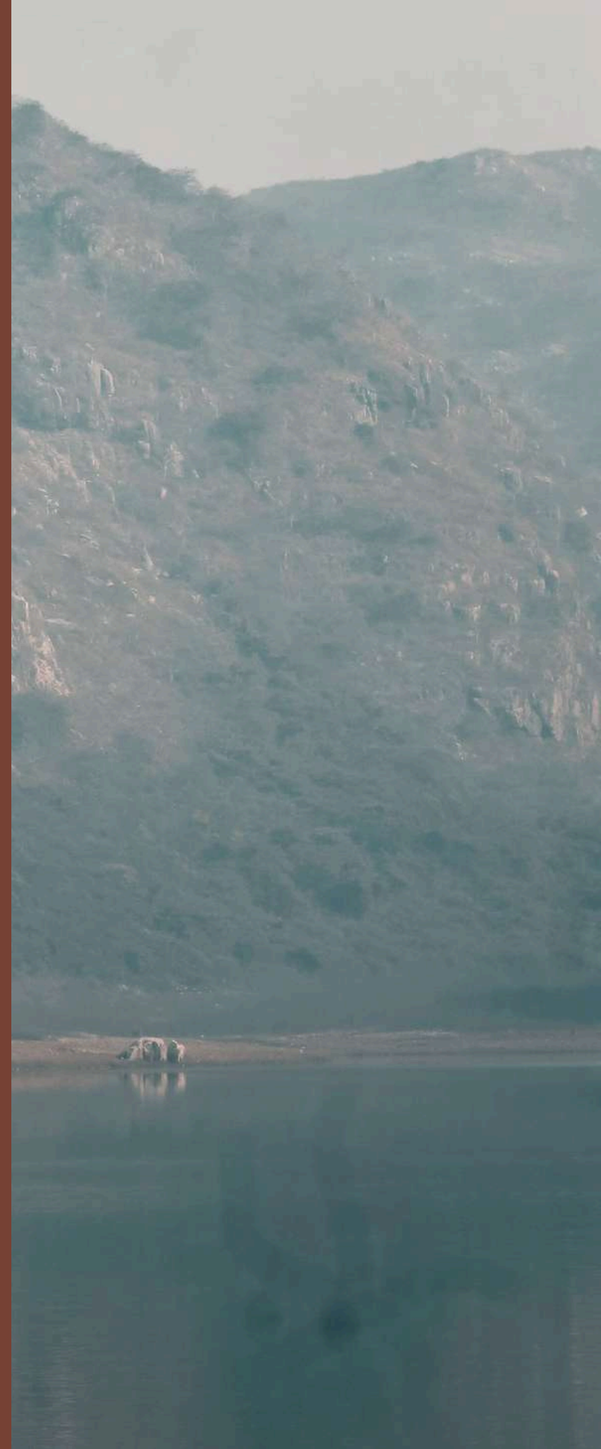


It is the ancestral home of the first Prime-Minister of India and the freedom fighter, Jawaharlal Nehru.

Anand Bhawan was donated to the Government of India by Mrs. Indira Gandhi.

Objective

The team seeks to develop a chatbot which aims to combine the help desk and the customer care features with a comprehensive and intuitive online ticket management system in a complete interactive package.



Features

The Various feature planned to be implemented in <chatbot_name> are as follows:

1. **Ticket Purchase**
   Users should be able to purchase tickets for various museum exhibits or events.
2. **Information Retrieval**
   The chatbot should provide detailed information about exhibits, events, timings and pricing.
3. **Payment Processing**
   Secure payment integration for ticket purchases.

4. Ticket Delivery

Digital ticket delivery (example - QR codes) via messaging platforms or email.

5. Customer Support

Address inquiries, provide assistance, and handle refunds.

Stack

1. Natural Language Processing

   (a) Train the chatbot to understand and respond to user queries related to tickets, exhibits and events.

   (b) Use NLP techniques like intent recognition and entity extraction to identify user requests.

2. Dialog Management

   (a) Design conversation flows to guide users through the ticketing process.

   (b) Implement state management to track user interactions and provide relevant responses.

3. Ticket Purchase Integration

(a) Integrate with a ticketing system or payment gateway to process transactions securely.
(b) Handle payment confirmations and cancellations.

4. Ticket Delivery

(a) Generate digital tickets (example QR codes) and send them to users via the chosen messaging platform or email.

5. Customer Support

(a) Implement a knowledge base or FAQ section to provide self service options.
(b) Train the chatbot to handle common customer inquiries and escalate complex issues to human agaents.

FRONTEND

React.js vs Vue.js (for web), React Native or Flutter (for mobile).

BACKEND

Node.js, Python (Django/Flask), or Java (Spring Boot).

DATABASES

PostgreSQL, MySQL or MongoDB

NLP

Dialogflow, Rasa, or GPT (for natural language understanding)

Payment Gateway

Stripe, PayPal, or RazorPay

Hosting

AWS, Google Cloud, or Microsoft Azure for scalability and security

This setup provides a robust system that can handle ticket booking and secure payment processing, ensuring smooth user interactions and business operations.

THANK YOU