SMART INDIA HACKATHON 2024

TITLE PAGE

- **Problem Statement ID : SIH1648**

- **Problem Statement Title : Online Chatbot based ticketing system**

- **Theme: Travel & Tourism**

- **PS Category : Software**

- **Team ID :**

- **Team Name :Code_it**

IDEA TITLE

❖Idea / Solution

- Our proposed solution is an online ticket booking system designed to streamline the process of purchasing tickets for **museum visits.**

- The **Smart Museum Ticketing System** is an innovative, user-friendly online platform designed to revolutionize the ticket booking experience for museum visitors.

User-Friendly Interface: A simple and intuitive interface that allows visitors to easily search for available tickets.
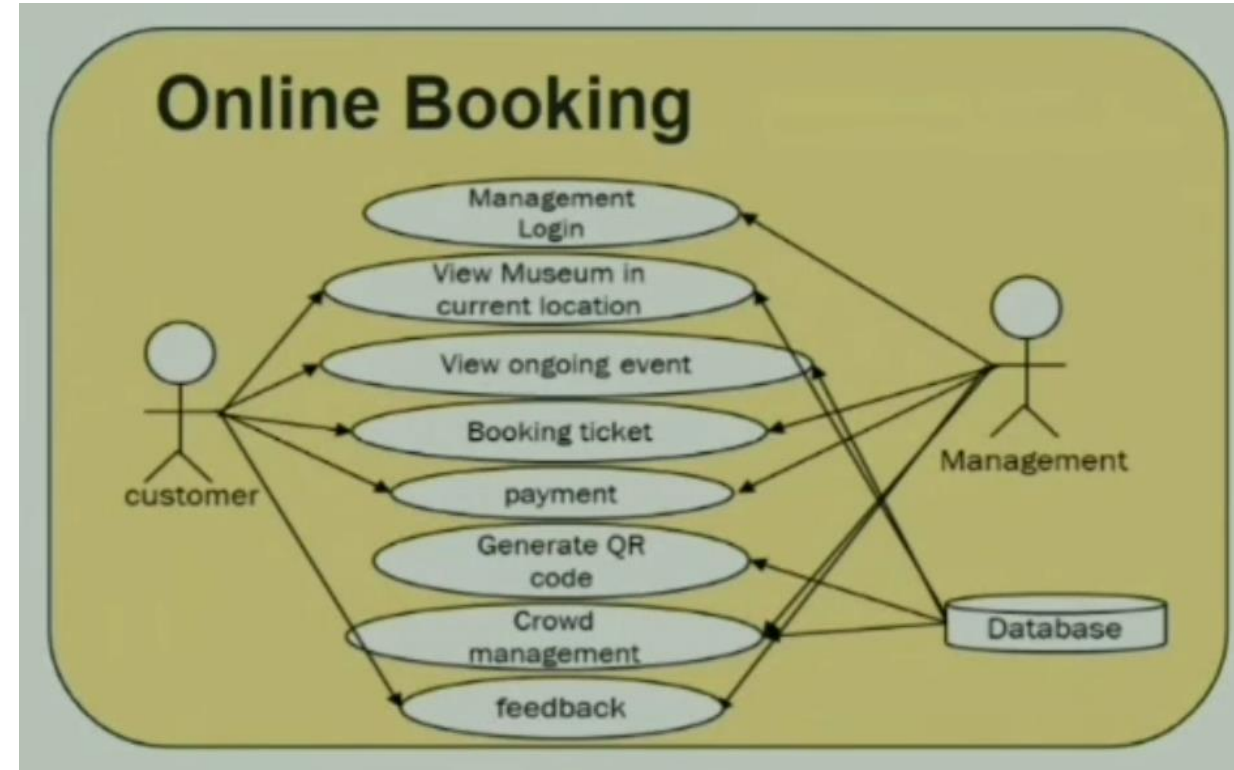
Real-Time Ticket Availability: Accurate and up-to-date information on ticket availability.
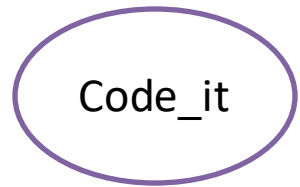
E-Ticket Delivery: Digital tickets sent directly to the visitor's email, eliminating the need for physical tickets.

Payment Gateway Integration: Secure payment processing through popular payment gateways.

Integration with Museum Systems: Seamless integration with existing museum systems to ensure accurate inventory management and visitor data

TECHNICAL APPROACH

- ## Algorithm Development

- **Frontend:** React or Angular for a dynamic and interactive user interface.
- **Backend:** Node.js or Python for server-side logic and data management.(Flask/Django)
- **Payment gateway**
- **Database:** MySQL or PostgreSQL for efficient data storage and retrieval.

- **Cloud Platform:** AWS for scalability and reliability.

FEASIBILITY AND VIABILITY

Feasibility

Technology Availability: The necessary technologies (web development frameworks, databases, payment gateways) are readily available.

Target Market: The target market (museum visitors) is well-defined and has a growing demand for convenient ticket booking options.

Potential Challenges

System Integration: Integrating the system with existing museum systems (e.g., inventory management, visitor tracking) can be complex and time-consuming.

Scalability: Ensuring the system can handle peak traffic during popular exhibitions or events.

Security: Protecting sensitive user data (payment information, personal details) from cyber threats.

Risks

Data Privacy Violations: Non-compliance with data privacy regulations (e.g., GDPR, CCPA) can result in hefty fines and legal action.

Solution of challenges

Use well-defined APIs or custom integrations to connect the system with existing museum systems.
Leverage cloud-based infrastructure with auto-scaling capabilities.

IMPACT AND BENEFITS

Impact on Target Audience

- Convenience and Efficiency
- Increased Accessibility
- Personalized Experiences
- Time-Saving
- Improve museum's reputation
- Increase number of visitor

Benefits

Economic Benefits

Increased Revenue
Reduced Operational Costs
Data-Driven Decision Making

Social Benefits

Enhanced Accessibility
Community Engagement

Environmental Benefits

Reduced Paper Waste
Efficient Resource Management

RESEARCH AND REFERENCES

https://www.ibm.com/topics/chatbots

https://www.sciencedirect.com/science/article/abs/pii/S1567422323000698

https://web.dev/articles

https://epgp.inflibnet.ac.in/epgpdata/uploads/epgp_content/S000829IC/P001546/M024021/ET/1507703668P15-M20-MuseumManagementandAdministration-ET.pdf