

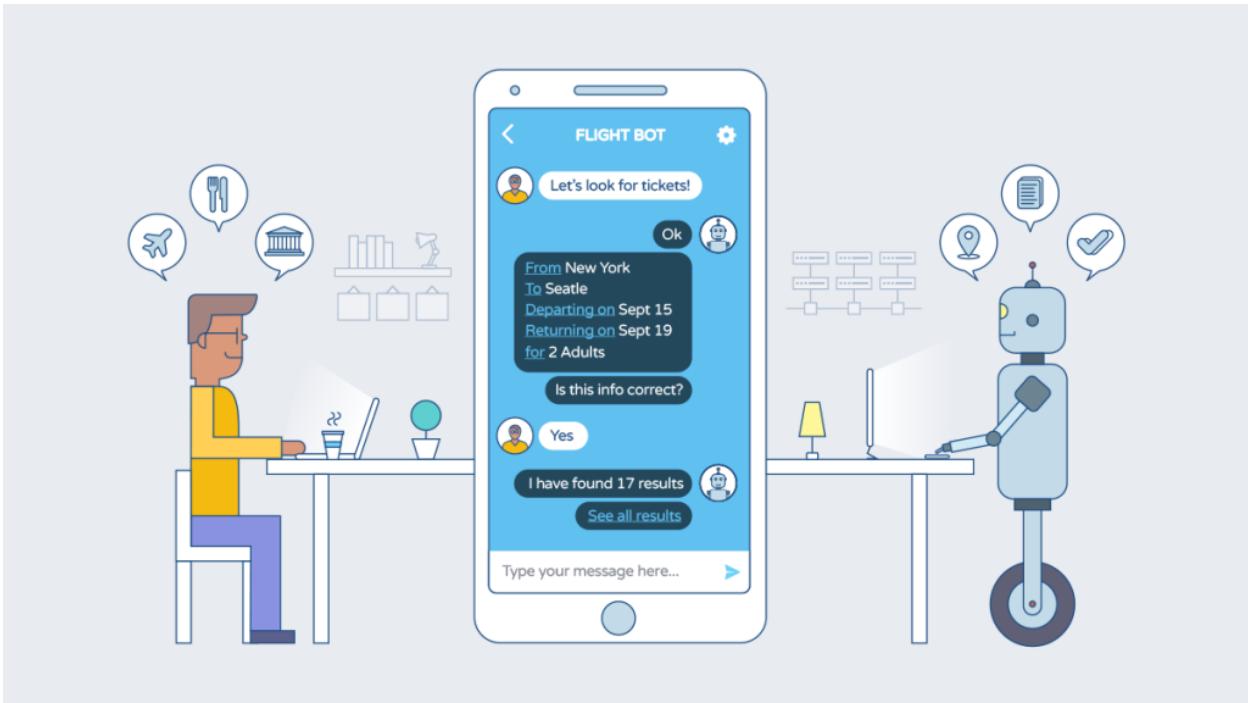
# Project Report

## **1.INTRODUCTION:**

- The project of creating a "moving ticketing bot" is the process where the customers directly buy their movie tickets online.
- This chatbot is an software based on artificial intelligence(AI) can capable of booking movie tickets which can provide data about
  - ◊ available movies names
  - ◊ trending movies
  - ◊ ticket price
  - ◊ discount
  - ◊ availability of tickets
  - ◊ show schedules
  - ◊ order information including movie name,number of tickets and movie scheduling.

## **PURPOSE OF THIS CHATBOT :**

- Chatbot is available for **24/7** where employees are not interested and can't work, this bot is very useful.
- They offer a **wide range of applications** and are not limited to the single-use case of answering customer questions
- Implementing powerful chatbots allows companies to manage a massive amount of customer queries in relatively **short periods**.
- They can be programmed to answer customer queries in their language.
- Chatbots offer an interactive **one-on-one experience** to the customers.
- Unlike an operator who can focus on only a single customer at a time for query resolution, a chatbot can simultaneously and instantly manage and **answer queries of thousands of customers**.



- Chatbots often help **automate** up to 80% of routine support tickets, and the results are significant.
- So finally we can say that **using bots can increase sales**.

## 2.LITERATURE SURVEY:

### Existing problems:

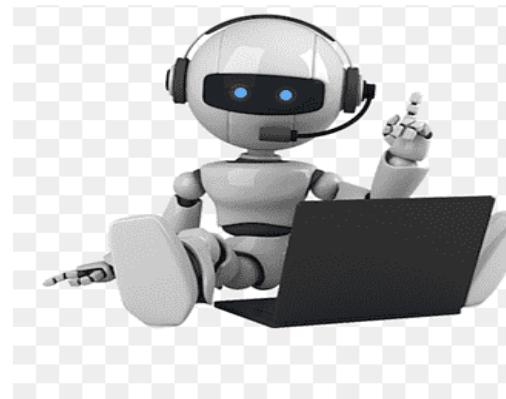
- ◊ One of the biggest challenges with using chatbots in customer support comes with interpreting the messages and **understanding the user intention**.
- ◊ The user doesn't really like to deal with answering machine. They want a little bit more **affecting interaction**.
- ◊ Another big challenge that comes with customizing and adjusting chatbots behavior is understanding the limits of **Natural Language Processing (NLP)**.
- ◊ It's crucial that you create chatbots that can assure **data privacy** for your customers.
- ◊ Another challenge is the ability to make your chatbot likable, or help it understand **human emotions**.

The existing and I proposed approaches for these challenges are

- **Complex Interface:** The simplest one is cautioning the user that he needs to express his cause in general terms so that it will ease the processing of the request. That works for some segment of the customers. But not everybody's so generous.
- **For affecting interaction:** Chatbots need to have some attitude. It can go as far as selecting the gender of a bot.
- **To overcome NLP pbm,** Machine learning can be a solution for NLP limitation problem.
- **For understanding human emotions,** We can design conversational AI platforms with VoiceBots. They can recognize human emotions, sentiments.

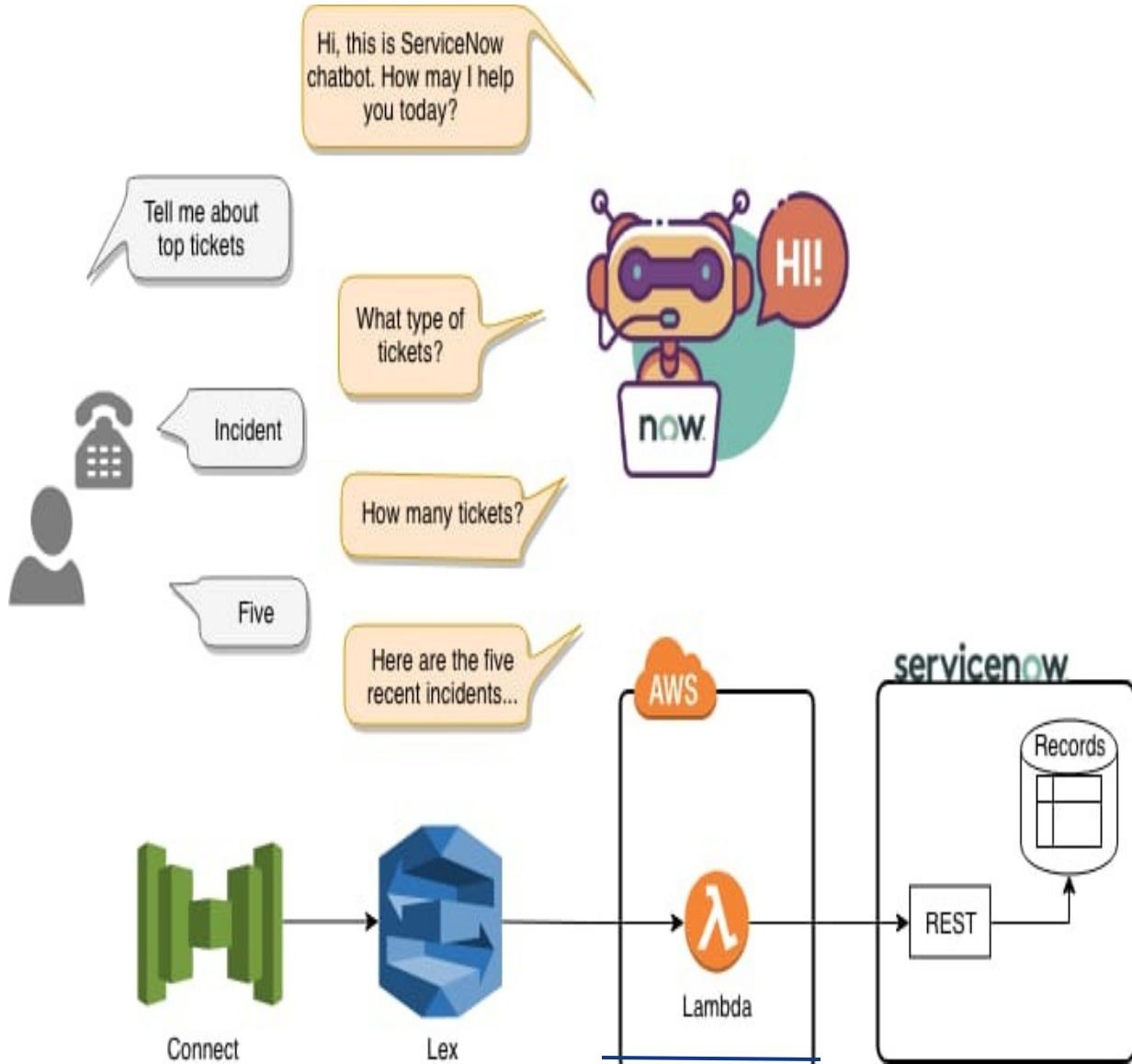
### Proposed Solutions:

- **For Limitations of NLP,** we must give more intents that are mostly asked by user so that most of things can be understood by bot.
- **For data privacy,** we can acquire it by making regular backups of files protecting yourself against viruses by running anti-virus software. By using passwords we can restrict data transfer to another.
- **For complex interface,** as chatbots are often seen to be complicated and required a lot of time to understand user's requirements. So, it must be easy to understand.



### 3.THEORITICAL ANALYSIS:

#### block diagram



## HARDWARE /SOFTWARE DESIGNING:

### Requirements of software:

- ❖ Chatbot can be implemented using **IBM WATSON ASSISTANT, NODE RED**.
- ❖ Chatbot projects that use Watson Assistant involve three phases: scope, design, and integrate.

### USING IBM WATSON ASSISTANT

Task 1: Create the Assistant service

Task 2: Create a workspace

Task 3: Create intents

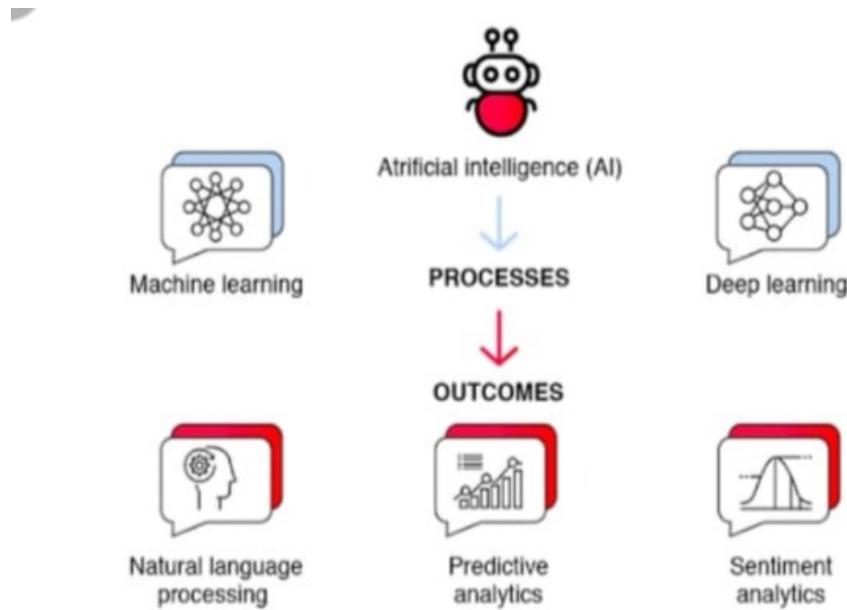
Task 4: Test the intents

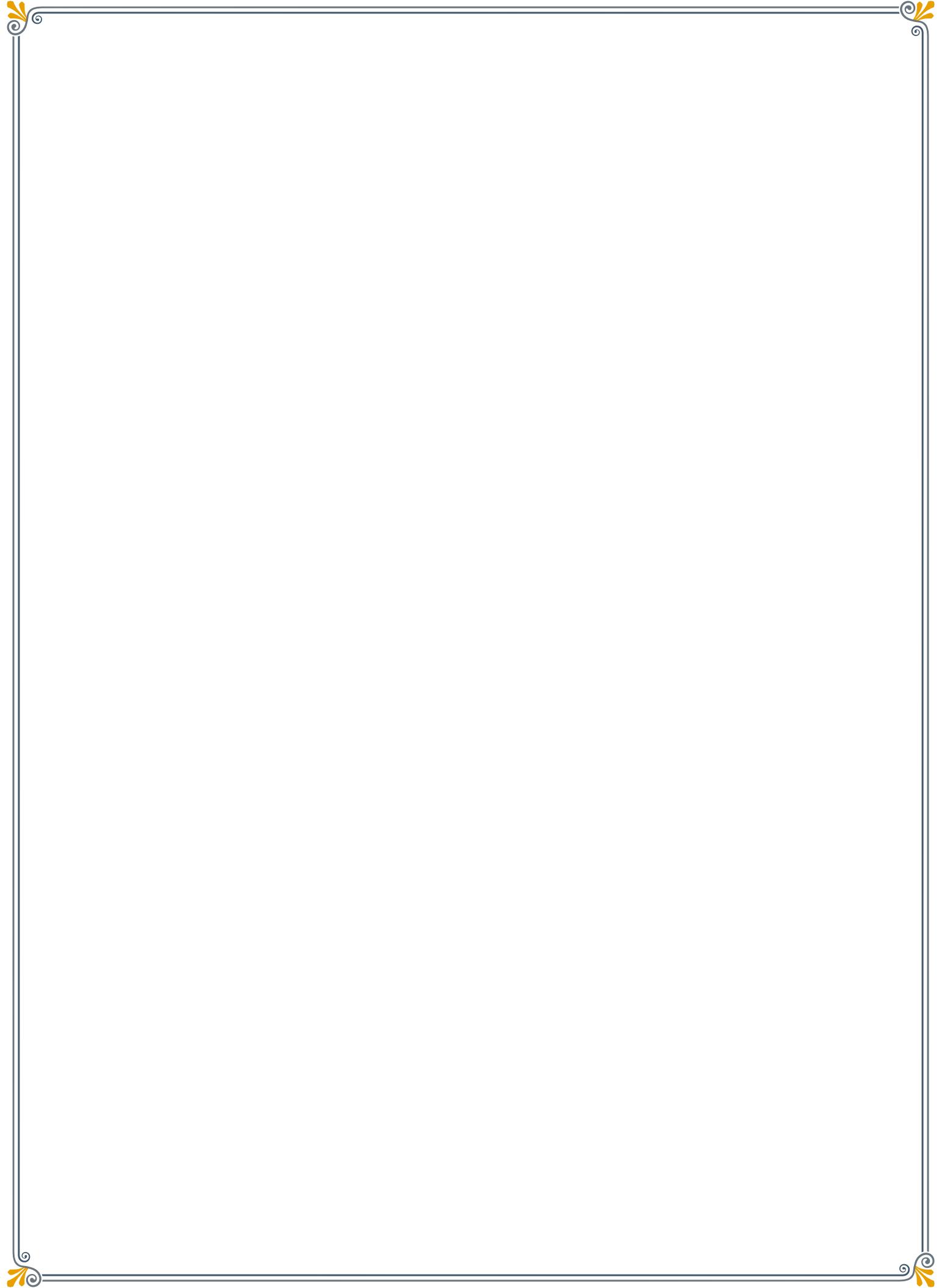
Task 5: Add entities

Task 6: Build the dialog

Task 7: Complete advanced dialog work

Task 8: Use the API



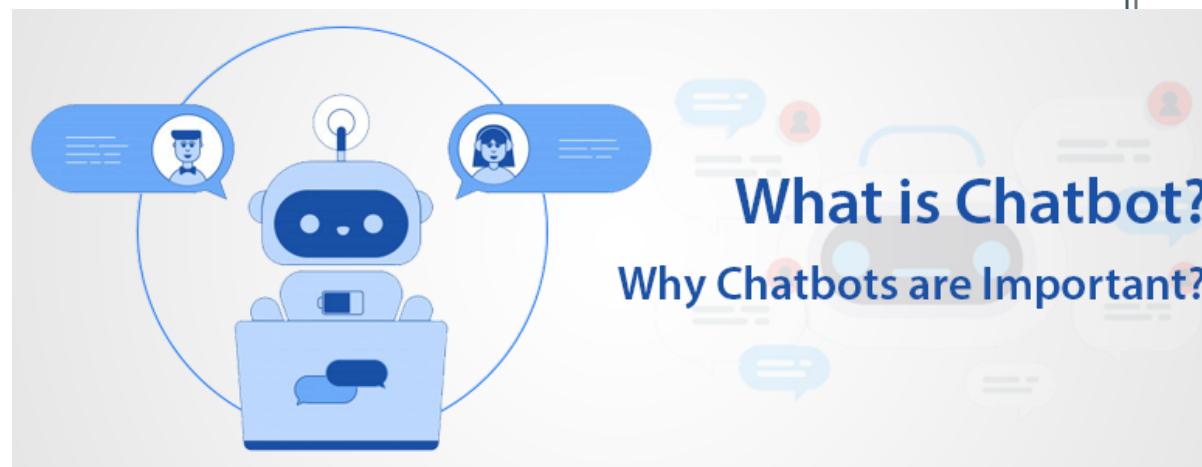


## HARDWARE REQUIREMENTS:

- ◊ Hardware is anything that is physical and part of a system:a CPU,video card,mother board, network card etc.

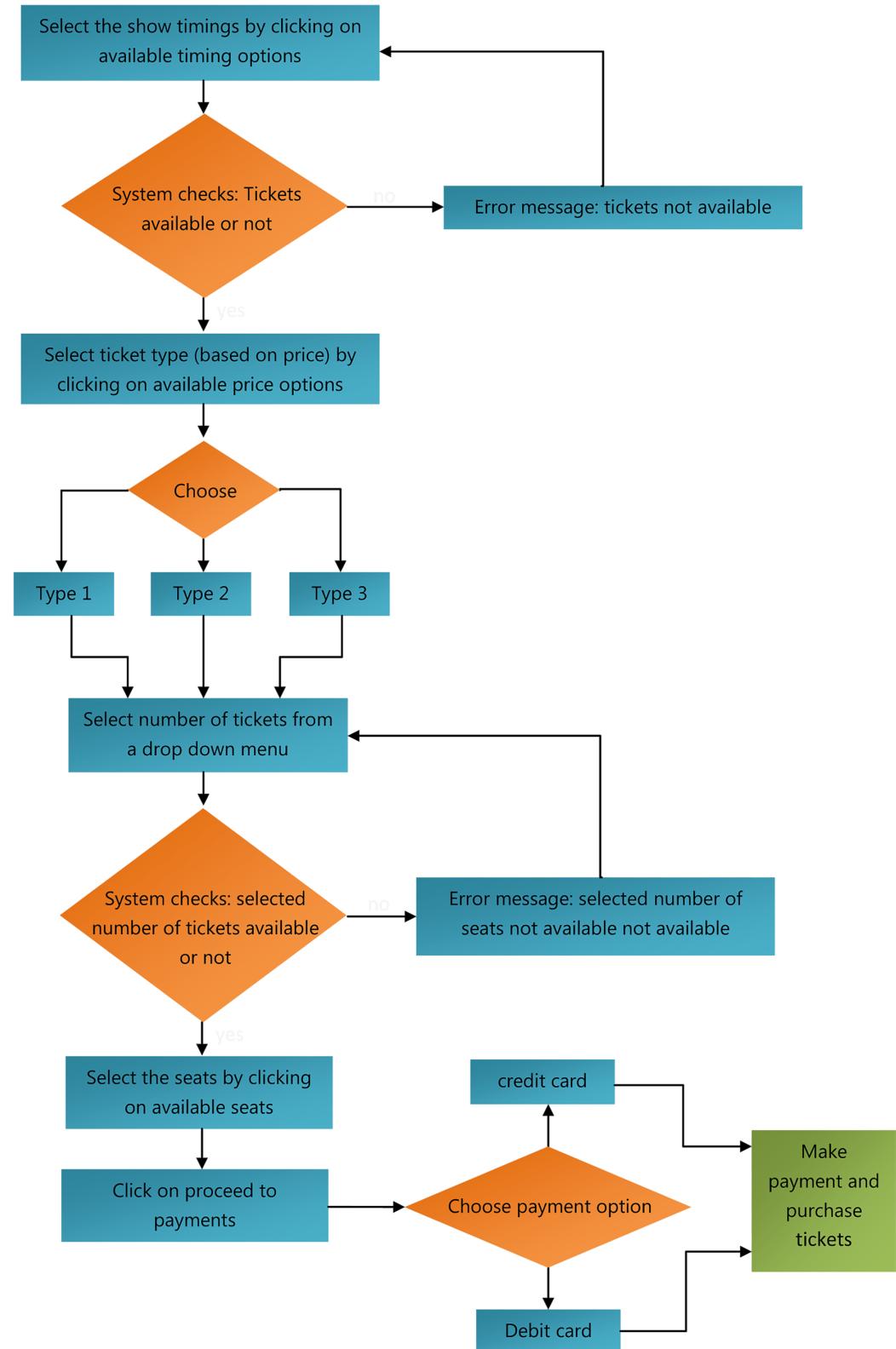
## 4.EXPERIMENTAL INVESTIGATIONS:

- ✓ A CHATBOT is an artificially created virtual entity that interacts with users using interactive textual or speech skills.
- ✓ I feel it is very helpful if it is developed according to customers thoughts and needs and no technical problems.
- ✓ It's really good though that creating a chatbot which is a computer program that processes a user's natural-language input and generates relatively smart, affluent, and intelligent responses sent back.
- ✓ I thought that bot distinguish the voice with too many unneeded noise.
- ✓ Before launching the bot it would be a good practice to not onlyy determine the converions but think about the typical interests of the users.
- ✓ These interests should be logical and include the conversation points you have determined before.
- ✓ when conversions and funnels are thought through and well-structured,& the bot has been launched ,you should get to the data analysis and conclusions.



- ✓ Inventing new features to bot will give best output

## 5.FLOWCHART:



## 6.RESULT:

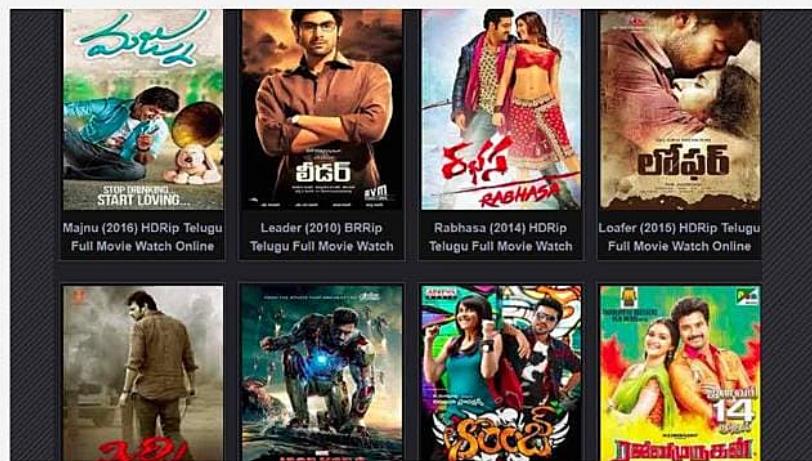
### Assistant preview

Hello. I am a ticket booking bot capable of booking movie tickets for you.....How can I help you?

gd mng

good morning.....I am a ticket booking bot.....How can I help you?

What are the available movies?



movies list

Type something...



# Assistant preview

movies list

Trending movies?



trending

Any discount?

20% discount on all

Book for me

Type something...



## Assistant preview

Book for me

enter movie name you want to book tickets

Majnu

please enter time when you want to watch movie? morning show:8 to 11AM....matinee show:2 to 5PM....First show:6 to 9PM....Second show:9 to 12PM

First show

please enter number of tickets

2

| your request of 2 tickets booked for majnu at 6-9PM

Type something...



## **7.ADVANTAGES & DISADVANTAGES:**

### **Advantages :**

#### **conventional AI with voicebots:**

- Voice enabled chatbots are faster than emails, call centres, or navigating support sections on a company's website.
- Users can interact with a voice AI chatbot with voice commands and receive contextualised, relevant responses.

#### **Data security and privacy:**

- Data security is a grave matter for users.
- Voice AI can ID the speaker's voice and associate all of the user's content to their specific ID so nobody unauthorised can access it.

#### **Eliminating background noise:**

- Voice AI, along with sound waves of substance, picks up these noises in the background.
- However, AI is sensitive to additional sound that comes along and can differentiate between noise and the actual message using a neural network.

#### **Machine learning:**

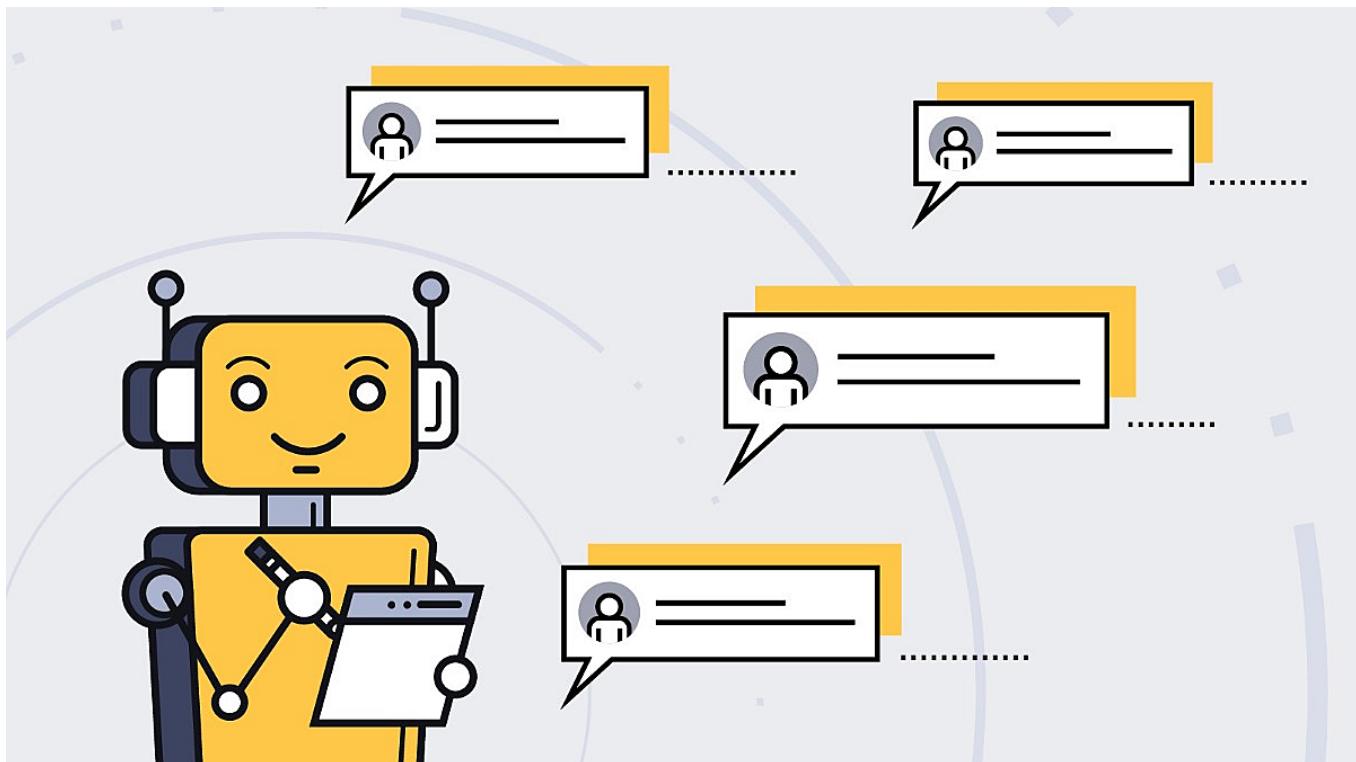
- As we use machine learning to develop chatbot's language skills, they are capable of remembering the things people say to them and recalling the information for future interactions.

#### **Disadvantages:**

- **using voicebots**,there are some risks speakers using voice AI may run into like fraudulent use of their voice recordings, remote control, poor user authentication methods.
- The risk of a data breach increases when users divulge the information to a number of people, which may happen when the user gets transferred from one agent to another.
- The number one problem facing **Machine Learning** is the lack of good data and also lack of skilled resources,implementation.
- When considering **data privacy**, they are only as secure as you make them.
- Threats that a chatbot could pose include spoofing/impersonating someone else, tampering of data, and data theft.

## **8.APPLICATIONS:**

- Retail and e-commerce.
- Travel and hospitality.
- Banking, finance, and fintech.
- Healthcare.
- Media and entertainment.
- Education.
- Ordering anything in online.
- checking weather
- In mobile apps like messaging apps, voice calling apps
- In call centres, customer care
- Help and transactions
- pay bills
- sending money



## **9.CONCLUSION:**

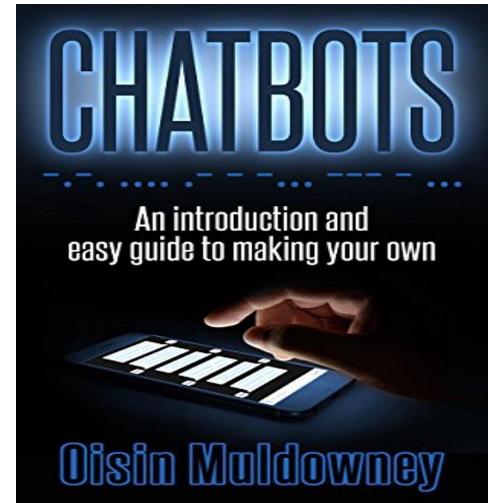
- ◊ Chatbots allow companies to easily resolve many types of customer queries and issues while reducing the need for human interaction.
  - ◊ My project is booking movie tickets online through chatbot.
  - ◊ For this I use IBM Watson Assistant, Node.js.
- 1: Create the Assistant service
  - 2: Create a workspace
  - 3: Create intents
  - 4: Test the intents
  - 5: Add entities
  - 6: Build the dialog
  - 7: Complete advanced dialog work
  - 8: Use the API
- ◊ This chatbot is capable of booking movie tickets according to customers choice.
  - ◊ I learned so much of knowledge about these bots

## **10.FUTURE SCOPE:**

- ✓ Chat Bots influence on Customer Insights will grow, predictability of user actions will increase.
- ✓ *Chatbots will be more human alike*
- ✓ As per Global Market Insights, "The overall market size for chatbots worldwide would be over \$1.3 billion by 2024." Hence, it is inevitable that the chatbot industry will become the driving force of business communications.
- ✓ Social Messenger Applications will aggressively drive Chatbot Marketing.
- ✓ Voice is the next big thing! Users are already used to starting their days with "Ok Google, what's in my calendar today?".
- ✓ According to Forbes, more than 50% of all searches will be voice-driven. It is a greatly emerging conversational banking trend.
- ✓ They have been regarded as the 'future of business communication'.
- ✓ artificial intelligence (AI), augmented reality (AR), blockchain, drones, Internet of Things (IoT), robotics, 3D printing and virtual reality (VR) will give more impact.

## **11.BIBLIOGRAPHY:**

- <https://chatbotslife.com/challenges-with-chatbots-not-just-technical-ecb39612422f?gi=272dbc153118>
- <https://www.hubtype.com/blog/how-to-train-a-chatbot-2>
- Oisin Muldowney-A Book that consists of introduction & easy guide to making our own chatbots.



## **SOURCE CODE :**

```
<script>
  window.watsonAssistantChatOptions = {
    integrationID: "98b2bd67-1748-43ba-849b-8adf554b4b46", // The ID of this
    integration.
    region: "eu-gb", // The region your integration is hosted in.
    serviceInstanceId: "9430ceee-05f7-4eb5-8383-c04587ac3361", // The ID of your
    service instance.
    onLoad: function(instance) { instance.render(); }
  };
  setTimeout(function(){
    const t=document.createElement('script');
    t.src="https://web-chat.global.assistant.watson.appdomain.cloud/versions/" +
    (window.watsonAssistantChatOptions.clientVersion || 'latest') +
    "/WatsonAssistantChatEntry.js"
    document.head.appendChild(t);
  });
</script>
```