

Project Report:

Movie Ticketing Bot Powered By IBM Watson Assistant

1.INTRODUCTION:

1.1 OVERVIEW

In this project, We create a Movie Ticketing Bot Powered By IBM Watson Assistant. This bot having the abilities are

- Give the list of movies available
- The Bot should be able to show different show timings
- When a movie is selected the bot should show the availability of tickets and their respective prices.
- The bot should be in a position to book tickets.

1.2 PURPOSE

This project is used to book the movie tickets using chat bot. while developing this project we can learn how to develop a chat bot using Watson assistant. This project is helpful to book the movie tickets with the no. of seats and the timings which we want to watch the movie. Chatbots are very intelligent. You train them once and they will communicate with your target audience in their language. The main purpose of this project is to communicate with the audience without human need.

2.LITERATURE SURVEY:

2.1 Existing problem

★ The Following are the problems we may encounter

- Problem 1: Misunderstandings. ...
- Problem 2: Double-bookings. ...
- Problem 3: No-shows (and other difficult clients) ...
- Problem 4: Lack of a receptionist. ...
- Problem 5: Lack of a website. ...
- Problem 6: Late-night calls.

A better solution would be to deploy a chatbot on your website and design it to answer basic questions your salespeople get regularly. These can be questions like

- ◇ Which movies are playing today?

- ◇ Can I get refund to my ticket?
- ◇ Which seats are available?

By answering such questions, a chatbot can guide a customer and solve their problem for them. But that's not all. A chatbot can also help the customer take the action they want. For example, PVP Cinemas own one of the largest chains of movie theatres in India. And on their website, you'll find a chatbot that helps visitors quickly book movie tickets, view offers, and leave feedback.

2.2 Proposed solution

The Suggested Solution is:

All the manual problems can be solved by using the Robot

In our case the solution developed is Ticketing Bot.

So simply the Ticketing bot is nothing but

Using artificial intelligence and natural language processing (NLP), IBM Watson® Assistant provides customers with the best customer experience.

It is a semi-automatic intelligent chatbot. Here we are using chatbot as TICKETING BOT.

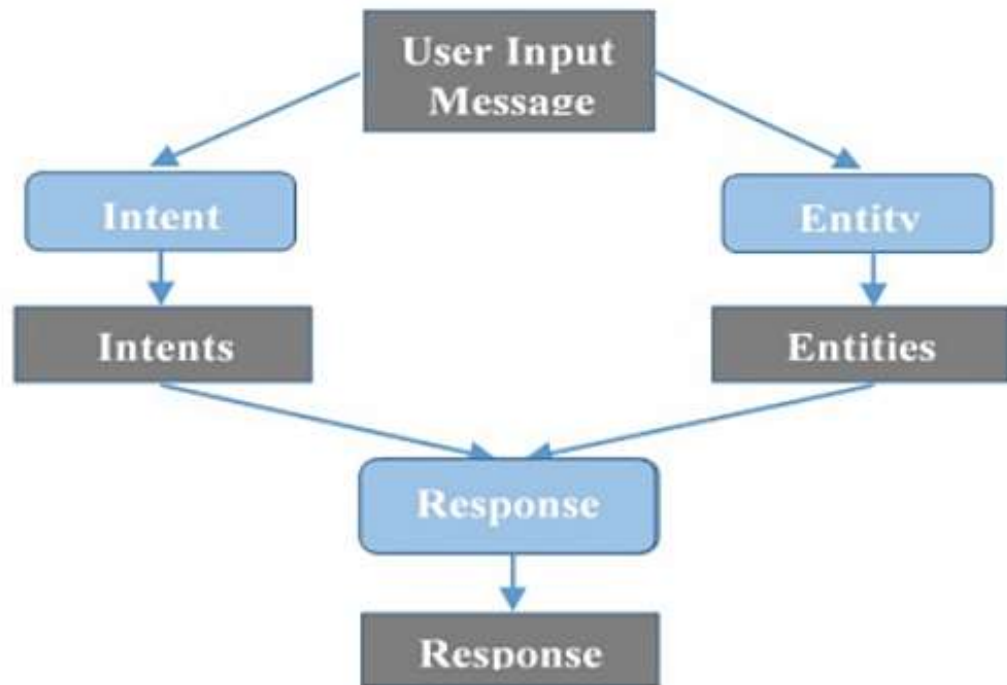
3. THEORITICAL ANALYSIS:

3.1 BLOCK DIAGRAM

This Ticketing Bot mainly Work on the following :

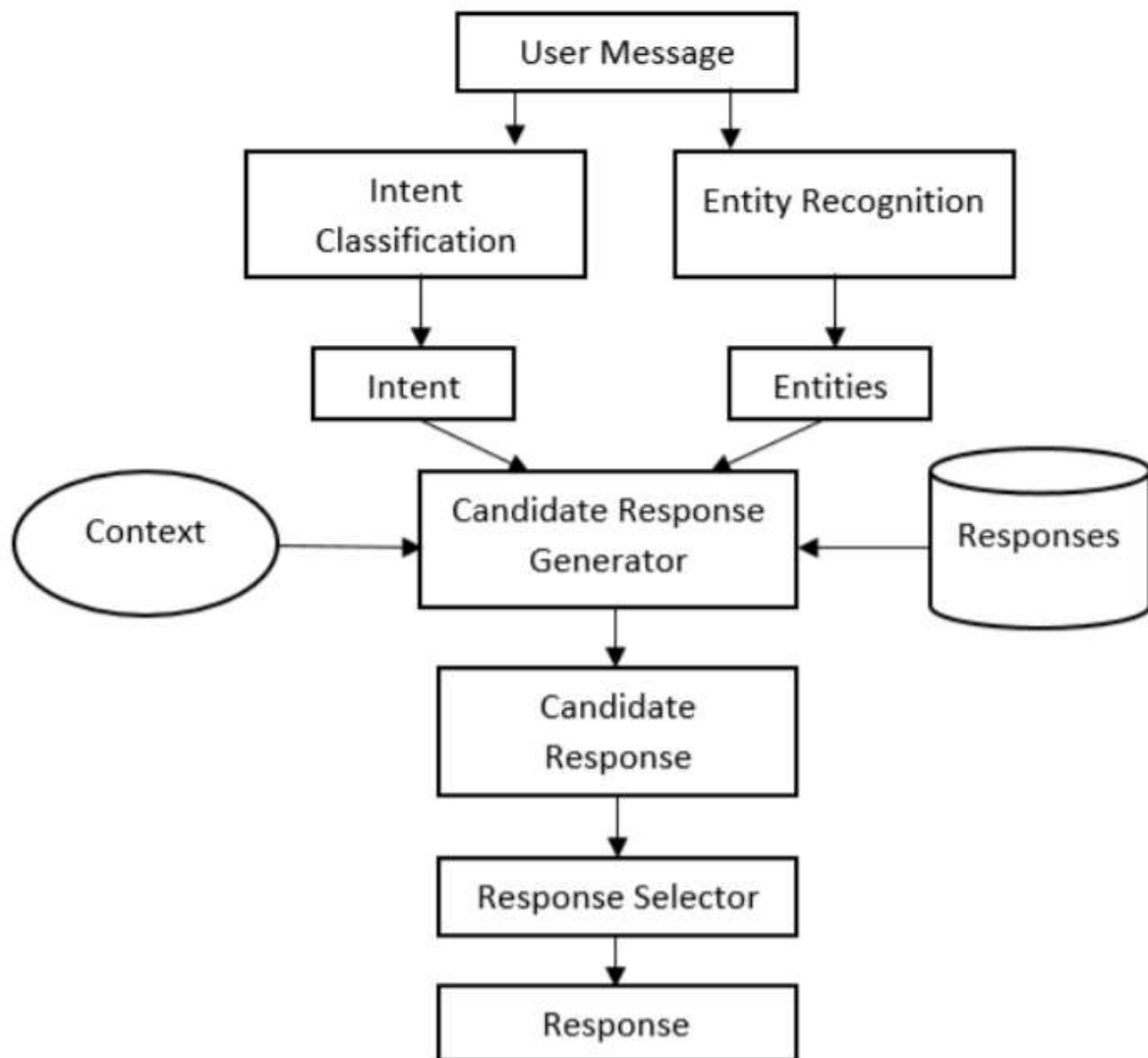
INTENT: Questions from the User.

ENTITY: Keywords in the questions may shoot by user



DIALOG:Relevant Response from the Bot.

General approach towards Bot:-



3.2 HARDWARE / SOFTWARE DESIGNING

Watson Assistant has three components in requirements which work together to interact with users;

- **The intents.**
- **The entities**
- **The dialog**

4. EXPERIMENTAL INVESTIGATIONS

Analysis or the investigation made while working on the solution

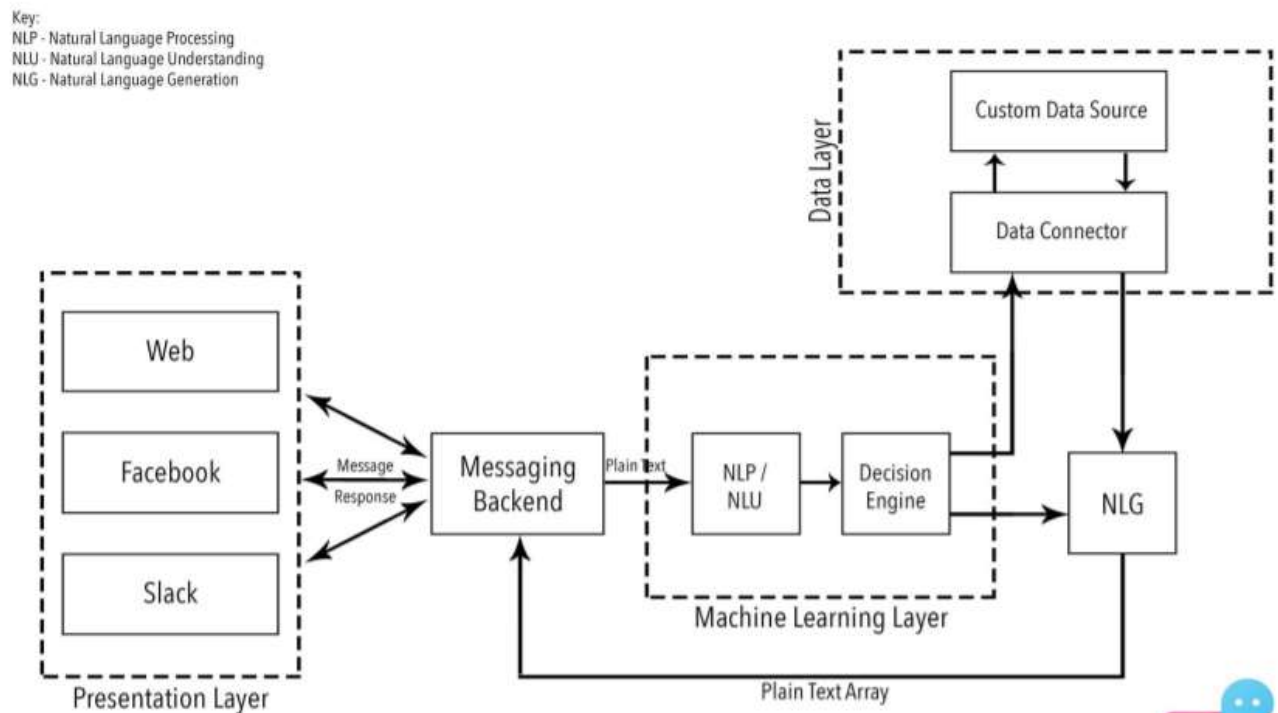
- Conversation is the runtime architecture that showcases the components that are involved in using a trained and deployed AI conversation system.
- With the IBM Watson® Assistant service, you can create an application that

understands natural-language input and uses machine learning to respond in a way that simulates a conversation between humans.

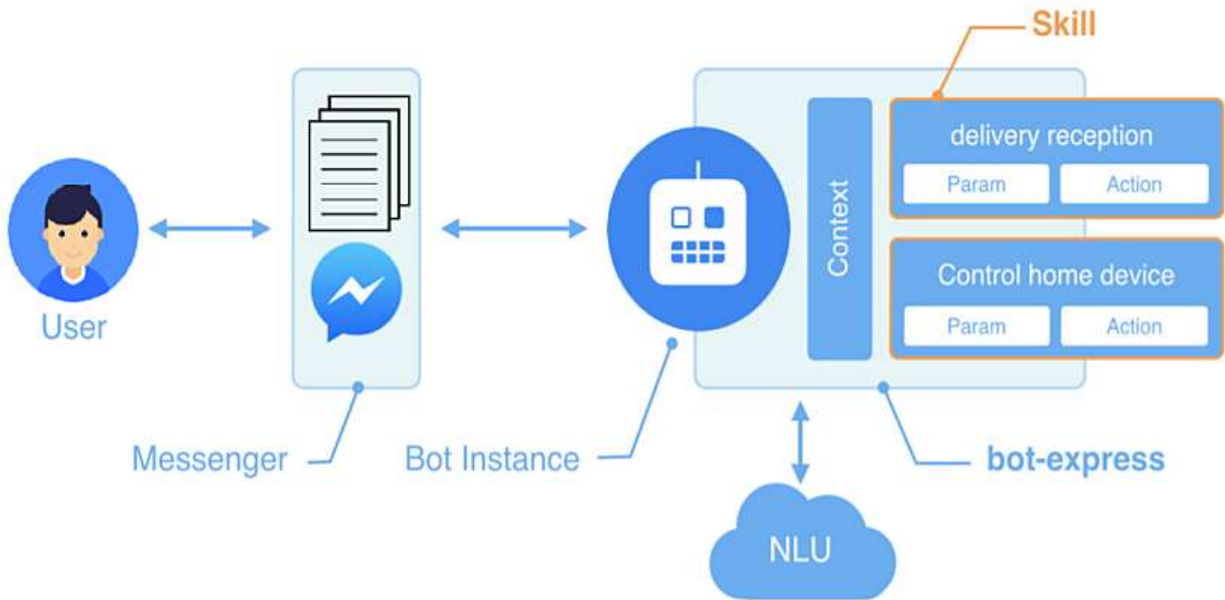
- Identify sources of information for training the AI system.
- Identify the split between evaluation, test, and training data.
- Define and model the intents, entities, and their relationship.
- Train the conversation service.
- Identify and model the test data maps.
- Identify documents and answers for improving the model.

5. FLOWCHART

Diagram showing the control flow of the solution



The Actual Block Diagram of Working Bot



6. RESULT

Final findings (Output) of the project .

- The Developed Ticketing bot is a Service, Powered by rules and sometimes artificial intelligence, that one can interact with via a chat interface.
- The Service could be any number of things, ranging from functional to fun.

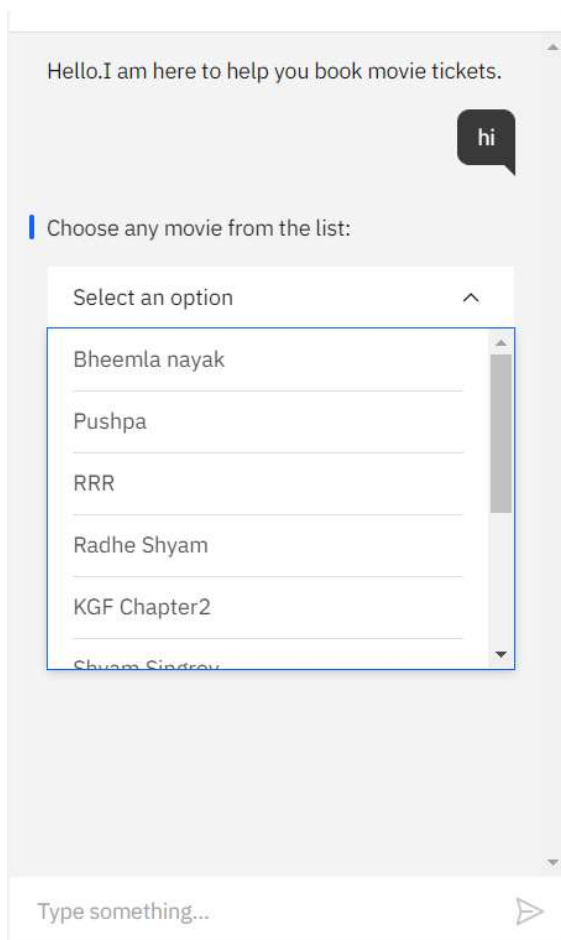
This Bot is Developed with the following Features.

- Can Give the list of movies available
- The Bot Shows the details of movies available in all the theaters
- When a movie is selected the bot will show the availability of tickets and their respective prices.
- With the help of this bot you can book your tickets
- Watson is one of the most preferred platforms when it comes to building AI chatbots. The advantage of Watson is its capability to serve different verticals and manage complex interactions with ease.
- The next phase is to develop the application or microservice that will

interact with the Watson Assistant. Implement business logic to handle the context of the interaction and inculcate other components to complement the business requirements.

- ▶ We'd all agree that chatbots have been around for some time now. The initial apprehension that people had towards the usability of chatbots has faded away. Chatbots have become more of a necessity now for companies big and small to scale their customer support and automate lead generation.

SCREEN SHOTS:-



Hello.I am here to help you book movie tickets.

hi

Choose any movie from the list:

Pushpa

Pushpa



Select Region:

Select an option

Type something...



Select Region:

Guntur

Guntur

Select the number of seats:

Select an option

1

2

3

4

5

6

Type something...



Select the number of seats:

5

5

Enter the date you want to watch:

25 jan

Tickets available at PVP Cinemas at
11:30AM,3PM and 8PM.
Enter time:

3pm

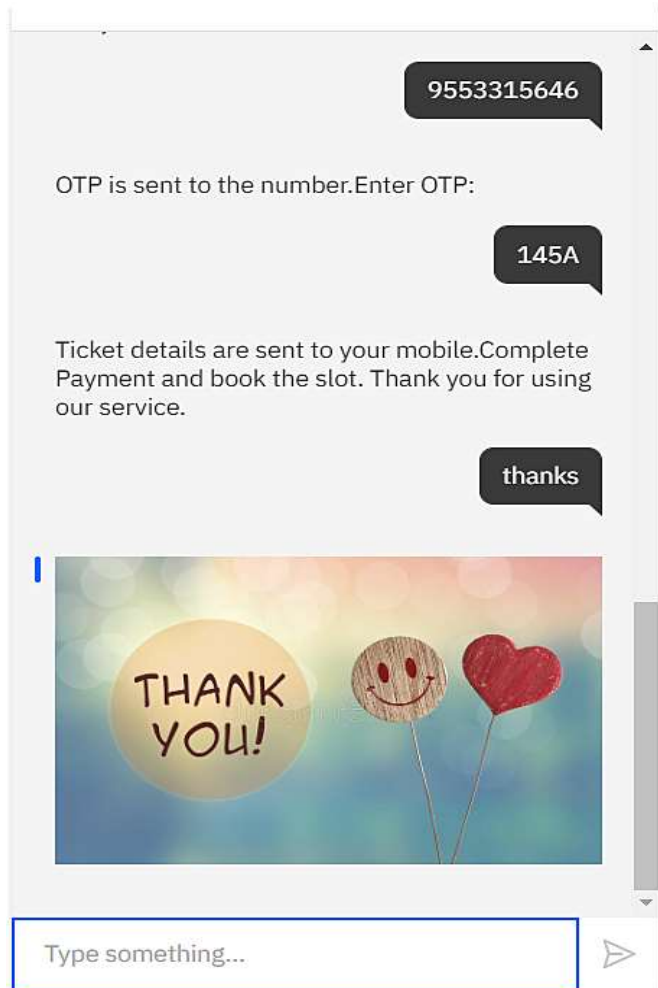
Okay.Enter Mobile Number:

9553315646

OTP is sent to the number.Enter OTP:

Type something...





These are the resultant outputs for movie ticketing Chatbot development using IBM Watson Assistant.

8.APPLICATIONS

1. Tidio: Tracking Orders and Saving Carts.
2. Vivibot:Cancer and Mental Health Chatbot That Listen.
3. Globe Telecom: Messenger Bot That Helps Customers.
4. Chirpy Cardinal: Social Chatterbot.
5. LaMDA: Sensible Conversational Chatbot

9.CONCLUSION

- Conclusion summarizing the entire work and findings Chatbot in apps are basically an upgrade to a mobile user interface, as they bring the most basic type of human interaction into the digital environment.
- A simpler, faster and more intuitive user interface results in an overall better user experience, which is one of the key factors for mobile growth.

10.FUTURE SCOPE

Enhancements that can be made in the future.

- The future scope is limitless. First there was traditional ticket booking i.e. Window Booking then came a Smart Application i.e. BOOK MY SHOW now came an Automated Way i.e. CHATBOT.
- This movie ticket booking chatbot gives exact time date and location of movie the user wants to watch

11 . BIBILOGRAPHY

- Chatbot Evaluation and Database Expansion via Crowdsourcing, Author: Zhou Yu, Ziyu Xu, Alan WBlack.
- Chatbot Using A Knowledge in Database, Authors: Bayu setiaji, Ferry Wahyu Wibowo, Jan. 2016.
- A model of social chatbot, Author: Manuel Gentile, Lucas Weideveld, Frank Dignum, June 2016.

12.APPENDIX

source code:

<script>

```
window.watsonAssistantChatOptions = {
```

```
  integrationID: "fd869964-17eb-443a-9361-3567e17334f0", // The ID of
```

this integration.

```
    region: "eu-gb", // The region your integration is hosted in.
```

```
    serviceInstanceID: "123022df-9bf0-4ef3-a2fd-b84c9a788991", // 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>
```