PROJECT REPORT

PROJECT TITLE : MOVIE TICKETING BOT Powered by IBM watson assistant

OBJECTIVE : This project helps the users to book a ticket while chatting with a bot.

PROJECT DISCRIPTION :

This chat has the following capabilities :

It gives the list of movies available.
The Bot shows different show timing.
The Bot shows the number of available seats.
The bot is also able to book a ticket depending on the user requirements.

Intents : Intents are the questions asked by the users.
The intents used in the project are #book_ticket, #greeting and #enquiry.
The #book_ticket intent has the following user examples :

- Book ticket.
- Hey book my ticket.

The #enquiry intent has the following user examples :

- Are there any offers
- Give me the list of movies
- How many seats are available?
- List of movies with examples

The #greeting has the following user examples :

- Good morning
- Good afternoon
- Good evening
- Hello
- Hi

Entities : Entities are the keywords of intents. The entities begin with @ symbol.
The entities used in this project are @greeting, @enquiry and @movie_name.
It accepts the values and synonyms for those values. When the bot recognizes the intent or the entities then the chatBot responds accordingly.

The values that are used for @enquiry entity are :

- movie

Film, picture, cinema, flick, motion picture and moving picture are the synonyms that are given for 'movie' value.

- movie timings

Timing, show timing and time are the synonyms that are given for movie timings value.

- offers

Off and discount are the synonyms that are given for 'offers' value.

- price

Cost, price and rate are the synonyms that are given for 'price' value.

- seats

The values that are used for @greeting entity are:

- Good morning

Synonyms : gud mrng, mrng and gm

- Good afternoon

Synonyms : gud afnun, ga and afnun

- Good evening

Synonyms : gud evng, evng and ge

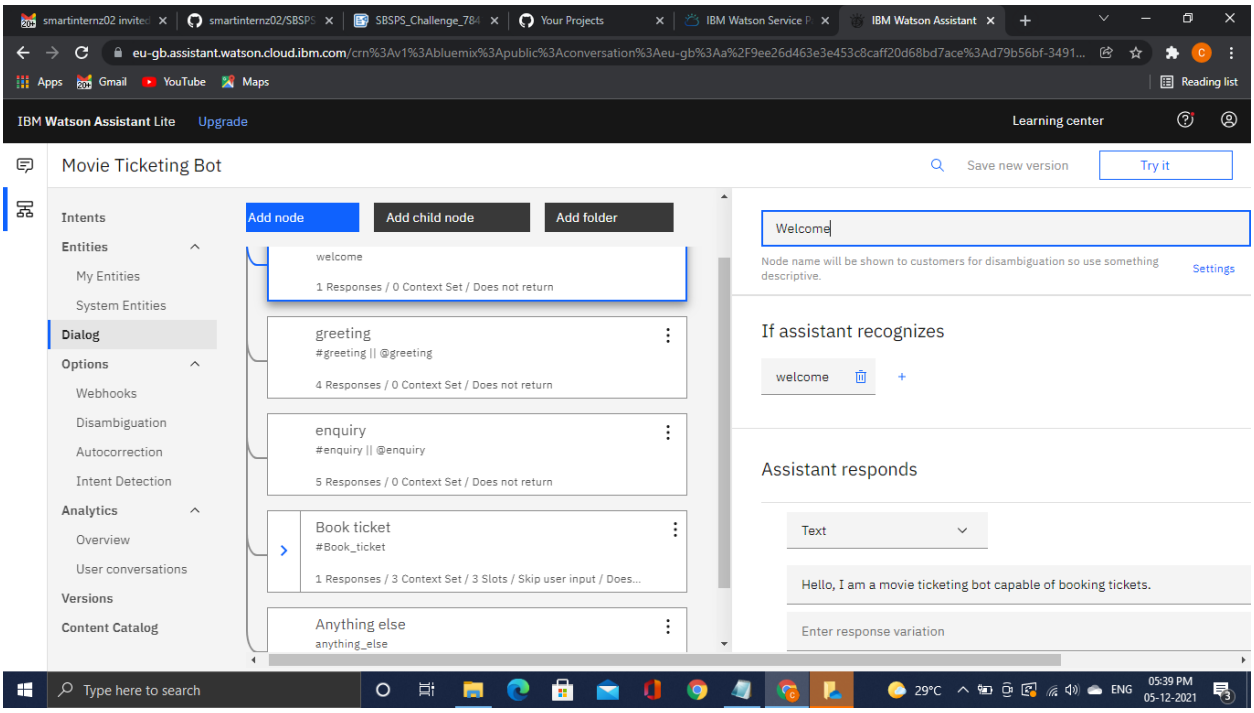
- Hie

The values that are used for @movie_name entity are:

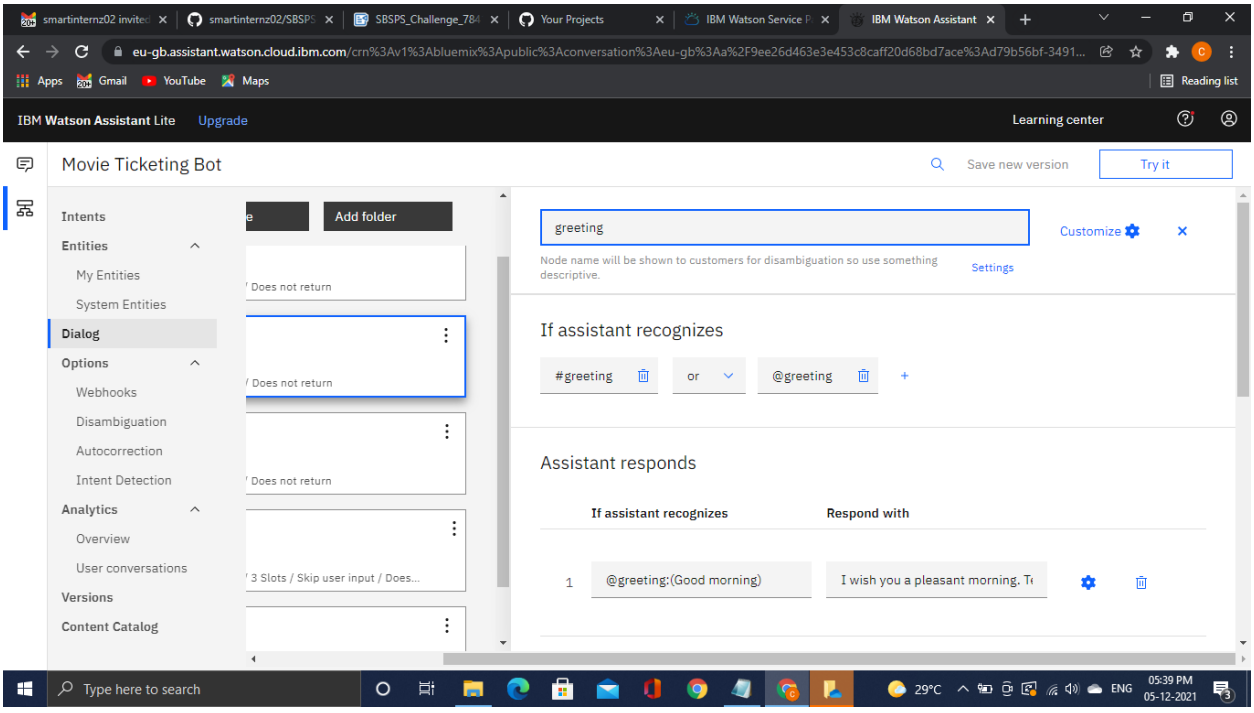
- Clifford
- Resident evil
- Skylab
- Sooryavanshi

DIALOG : Dialog refers to the response that chatbot gives to the user.

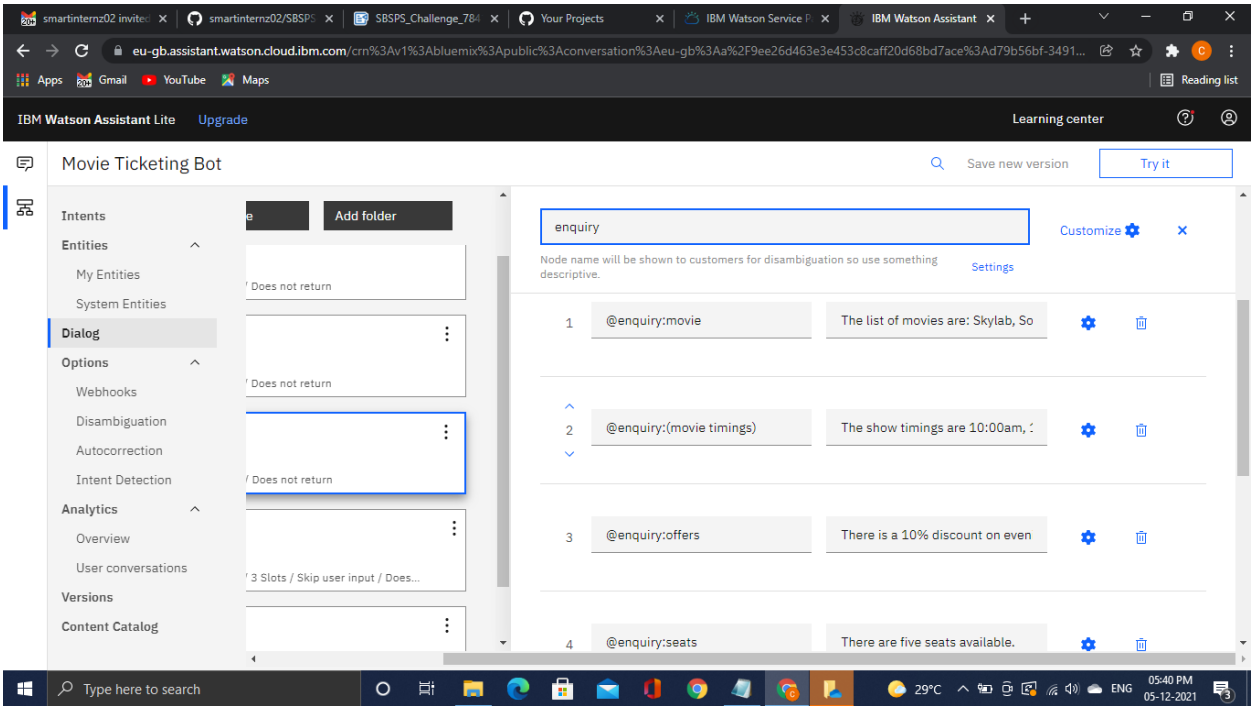
In this project the conversation begins with 'Hello, I am a movie ticketing bot capable of booking tickets.' This sentence is displayed first as I am giving this sentence in welcome node in assistant responds section.



After this if user greets the bot then the bot replies according to the sentences given in the assistant responds section. The greeting can be from intents or the entities. The below picture shows the sentences that displayed when user greets the bot.



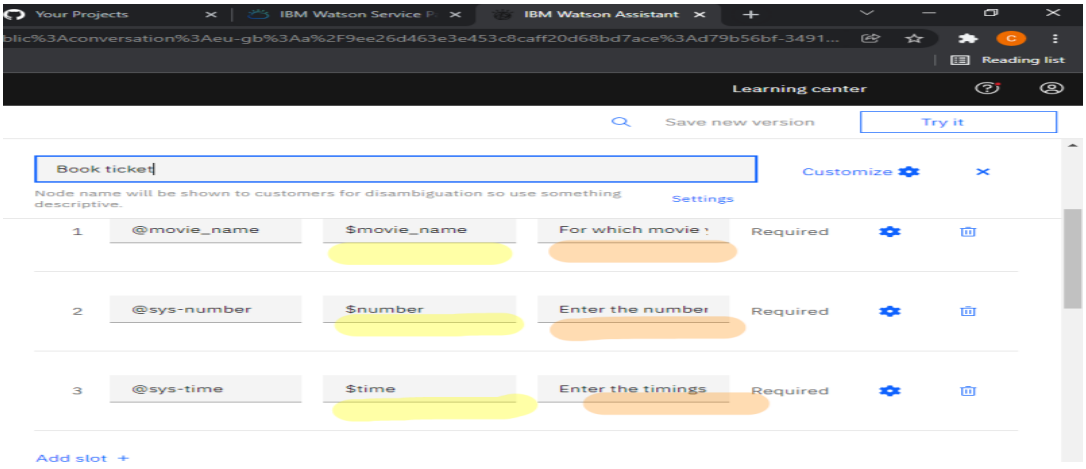
The enquiry dialog is shown in below picture.



If the user asks about the movie then the bot gives the list of movies and so for other entities or intents.

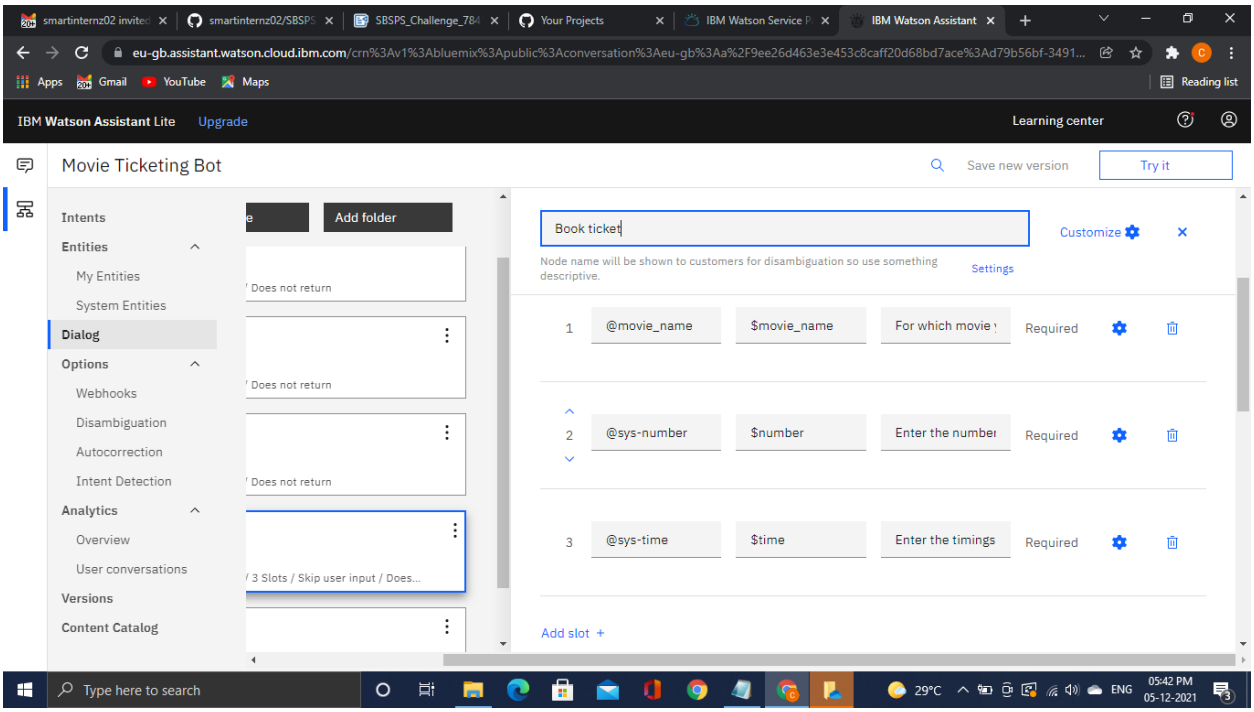
The 'book ticket' dialog is shown in below picture :

When user gives a message for booking a ticket then the bot asks for the movie which they would like to book a ticket, when they want to watch the film (timings) and number of seats the user requires. All the details given by the user are stored in the variables.

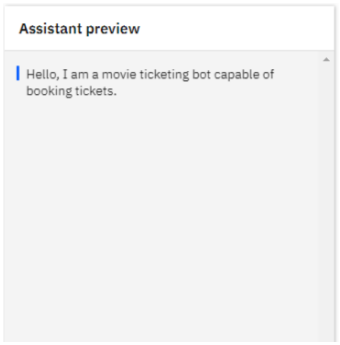


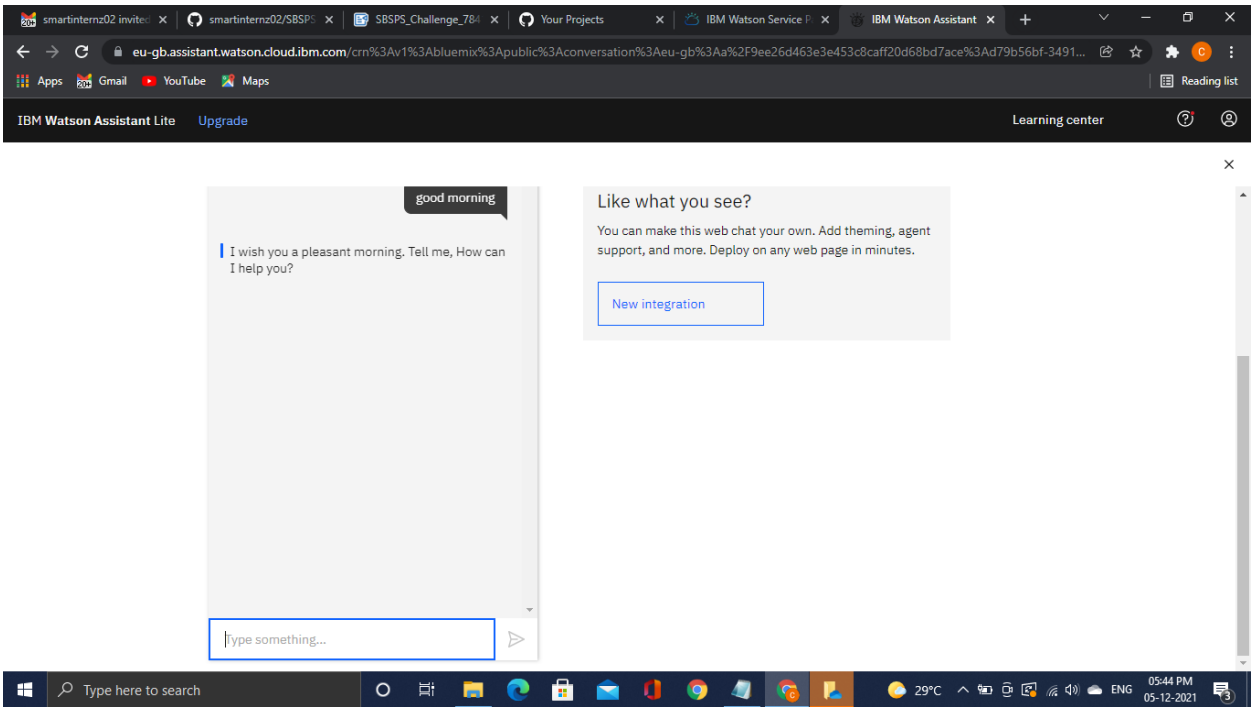
The yellow colour highlighted part indicates the variables and orange colour shows the response given if the user doesn't gives the movie name or timing or seats.

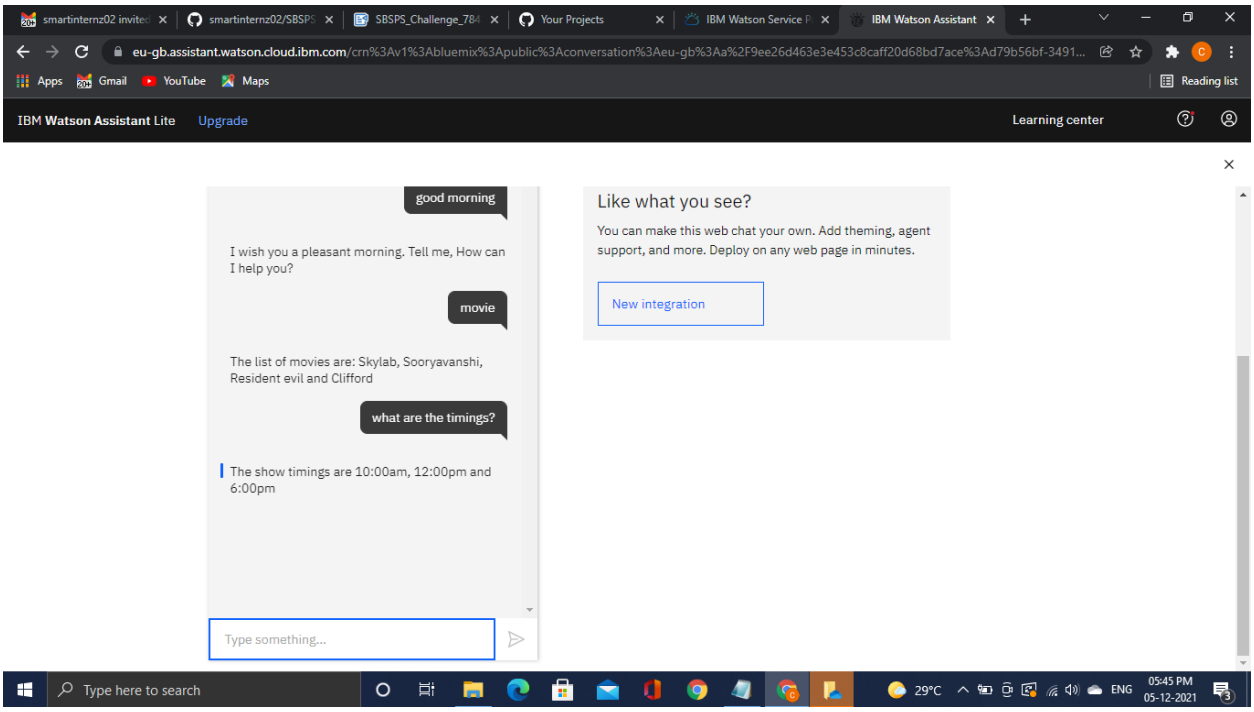
After giving all the details the bot gives reply that their seat has been booked. It uses the variables that are given and gives the sentence telling about the movie name, timing and number of seats.

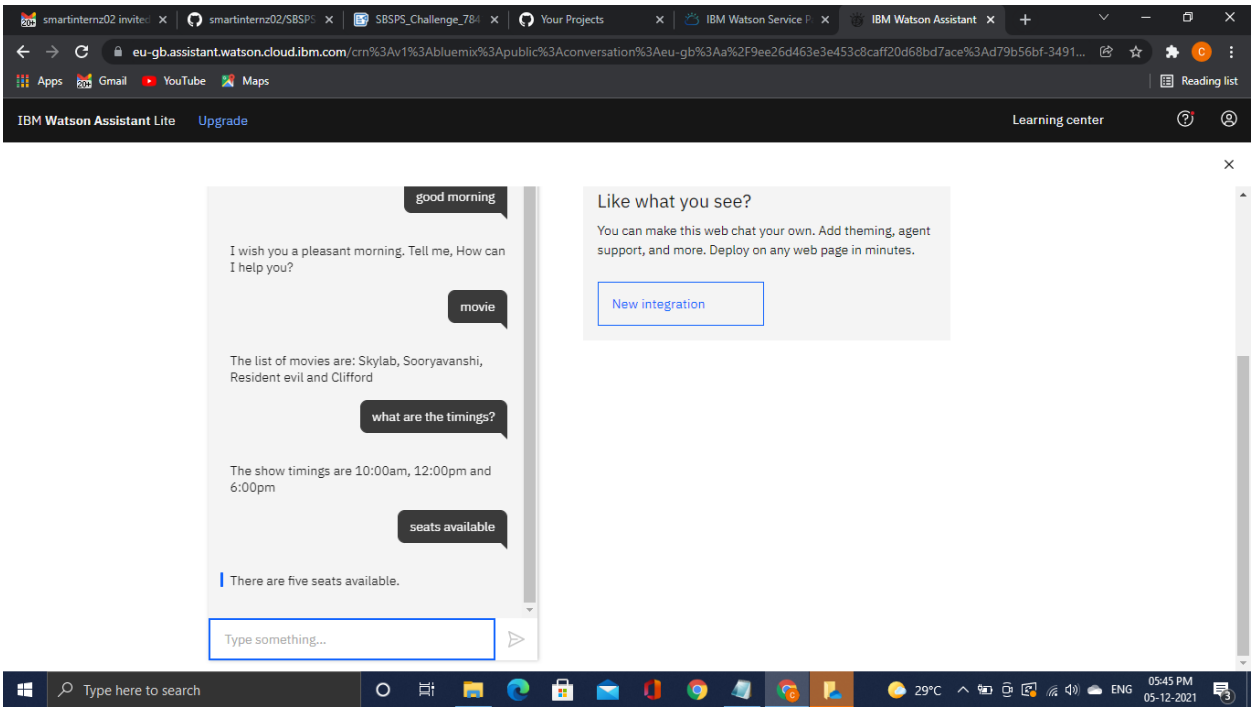


Here is the preview of the chatbot




IBM Watson Assistant Lite
Upgrade
Learning center
good morning
I wish you a pleasant morning. Tell me, How can I help you?
Type something...
Like what you see?
You can make this web chat your own. Add theming, agent support, and more. Deploy on any web page in minutes.
New integration


IBM Watson Assistant Lite
Upgrade
Learning center
good morning
I wish you a pleasant morning. Tell me, How can I help you?
movie
The list of movies are: Skylab, Sooryavanshi, Resident evil and Clifford
what are the timings?
The show timings are 10:00am, 12:00pm and 6:00pm
Type something...
Like what you see?
You can make this web chat your own. Add theming, agent support, and more. Deploy on any web page in minutes.
New integration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The list of movies are: Skylab, Sooryavanshi, Resident evil and Clifford
what are the timings?
The show timings are 10:00am, 12:00pm and 6:00pm
seats available
There are five seats available.
Type something...
Like what you see?
You can make this web chat your own. Add theming, agent support, and more. Deploy on any web page in minutes.
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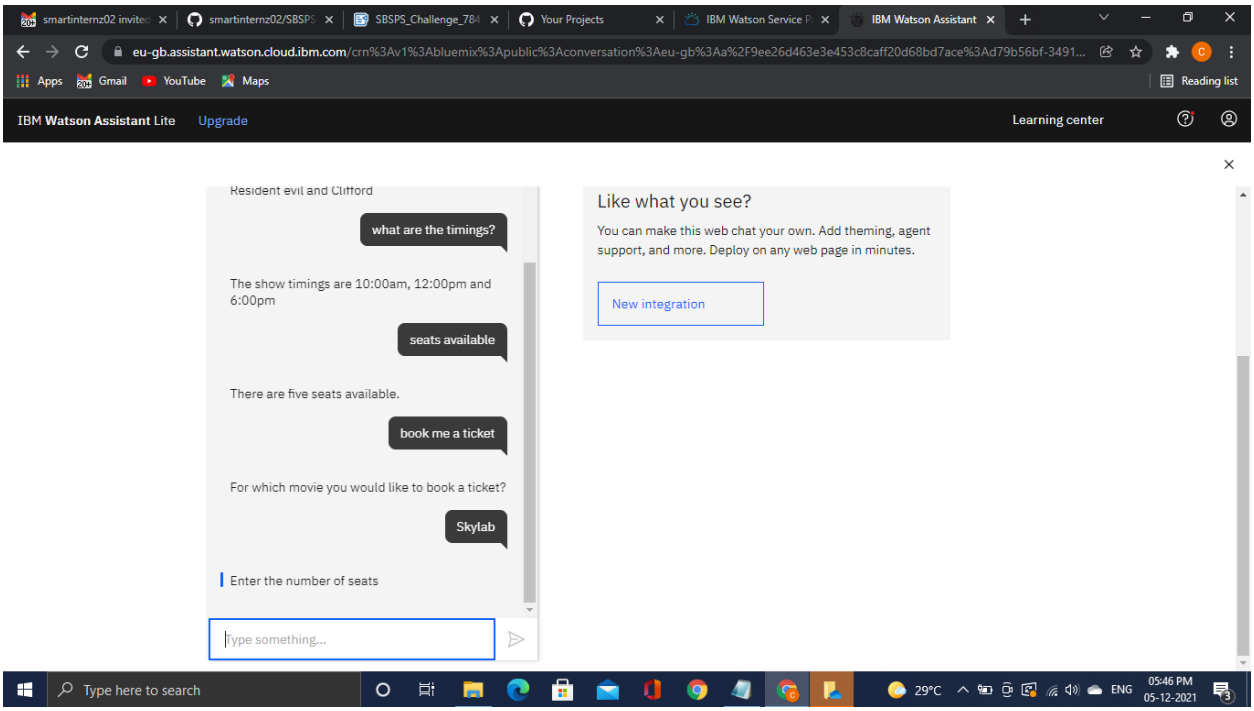
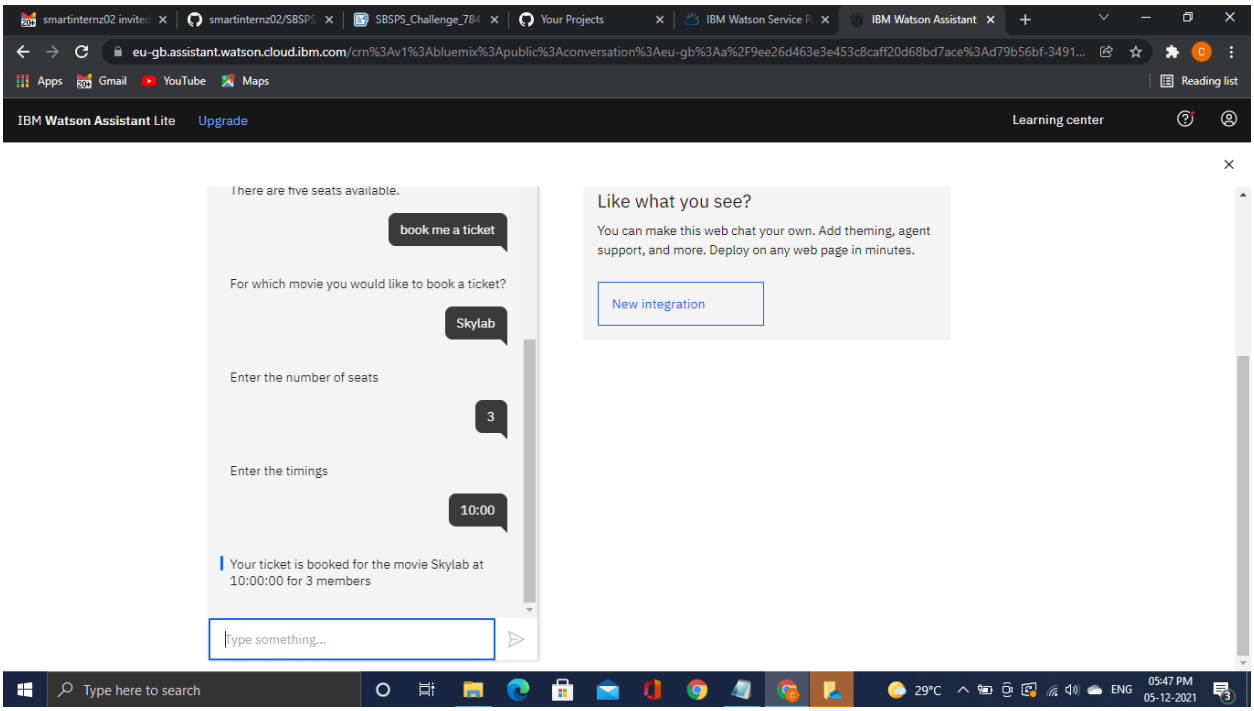

IBM Watson Assistant Lite
Upgrade
Learning center
Resident evil and Clifford
what are the timings?
The show timings are 10:00am, 12:00pm and 6:00pm
seats available
There are five seats available.
book me a ticket
For which movie you would like to book a ticket?
Skylab
Enter the number of seats
Type something...
Like what you see?
You can make this web chat your own. Add theming, agent support, and more. Deploy on any web page in minutes.
New integration



Here the user has successfully booked tickets for the movie Skylab for two numbers at 10:00 am after enquiring about the list of movies, timings, available seats and price of each ticket.

Demonstration video link : https://youtu.be/U4iEbMkfjTw