

MOVIE TICKETING BOT

CATEGORY: IBM CLOUD APPLICATION

SKILLS: IBM WATSON, IBM CLOUD

PROJECT NAME: MOVIE TICKETING BOT

PROJECT CREATOR: S SATHVIK

INTRODUCTION:

CHAT BOT:

Chat is the process of communicating, interacting and exchanging information. Bot is an application which is programmed to think like humans to do certain tasks without human intervention.

So, interacting or chatting with an AI-based system (Bot) that can understand human language, process it and give reply based on user intent is called a Chatbot

Types of chatbot:

There are two types of chatbot:

1. Scripted based chatbot.
2. AI based chatbot.

Scripted based chat bot: It is a pre-defined chatbot where user inputs are given manually, they use simple programming logic to answer.

AI Based chat bot: These types of chatbots use Artificial Intelligence and NLP to answer the queries.

These type of bots learn continuously from user inputs and get smarter.

WORKING OF CHATBOT:

The working of chatbot involves some steps:

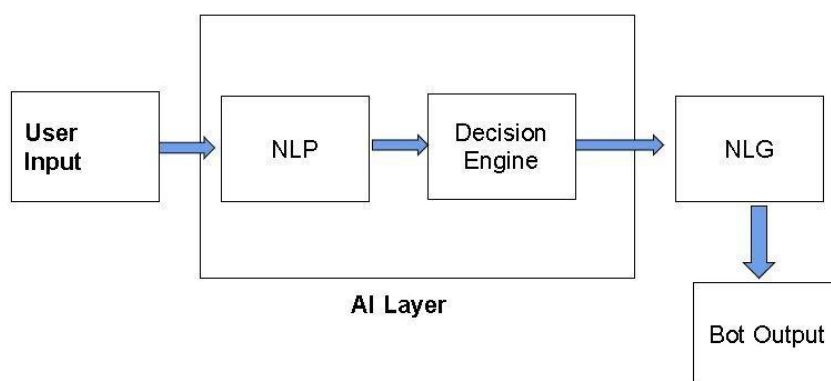
1. **The NLP (Natural Language Processing) unit** understands user intent & context i.e what exactly the user is asking for and based on that it converts user input into machine understandable language and processes it to a decision engine.
2. **Decision Engine** Based on the NLP output **Decision Engine** uses machine learning algorithms to decide the bot response and process that response to the NLG unit.

3. **NLG (Natural Language Generation) unit** as the name suggest converts Machine Language into a plain text or human-understandable language.

And the finally the output of NLG unit is our chat response to be processed.

SOME OF THE ASSISTANT'S FEATURES:

- Used for service or as a **marketing tool for engagement**
- Provide content, facilitate a purchase, or connect with consumers
- Combine the ability to scale and personalization
- Provide support
- Suggest product recommendations
- Leveraged for conversational marketing campaigns



LITERATURE SURVEY:

EXISTING PROBLEM:

The main problem of the present situation is many people don't have basic knowledge on apps or websites which they are using. Many of the people are doing blunder or silly mistakes in order of doing their work. Many websites are having very confused options which people won't understand easily and many of the people are getting confused of using this.

SOLUTION:

The solution for the problem is using chat bots. These bots help us in doing or completing the required work as soon as possible. Particularly these chat bots are present in every app and in every website in which they help us whether we have any doubts.

Prerequisites:

Not many prerequisites are required, we have to create an account in Watson cloud to use their services. In that we have to create Watson assistant feature.

SETTING UP WATSON ASSISTANT:

There are only 2 main steps to create chat bot which is mentioned below:

- Create Watson assistant.
- Create Skills.
 1. Create Action skills.
 2. Create Dialogue skills.
 - a) Create intents.
 - b) Create entities
 - c) Use system entities.
 - d) Create Dialogues.

HARDWARE REQUIREMENTS:

Processor: Intel® Core™ i5-2350M CPU @ 2.30GHz

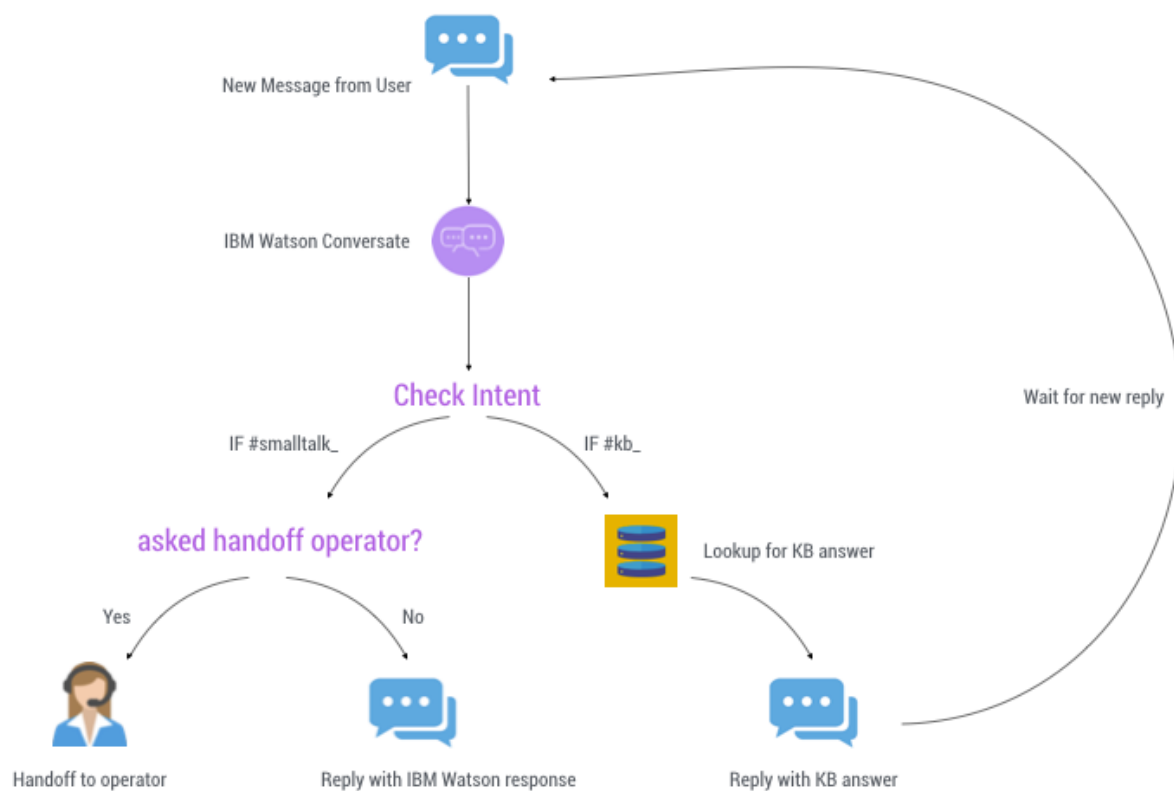
Installed memory (RAM):8.00GB

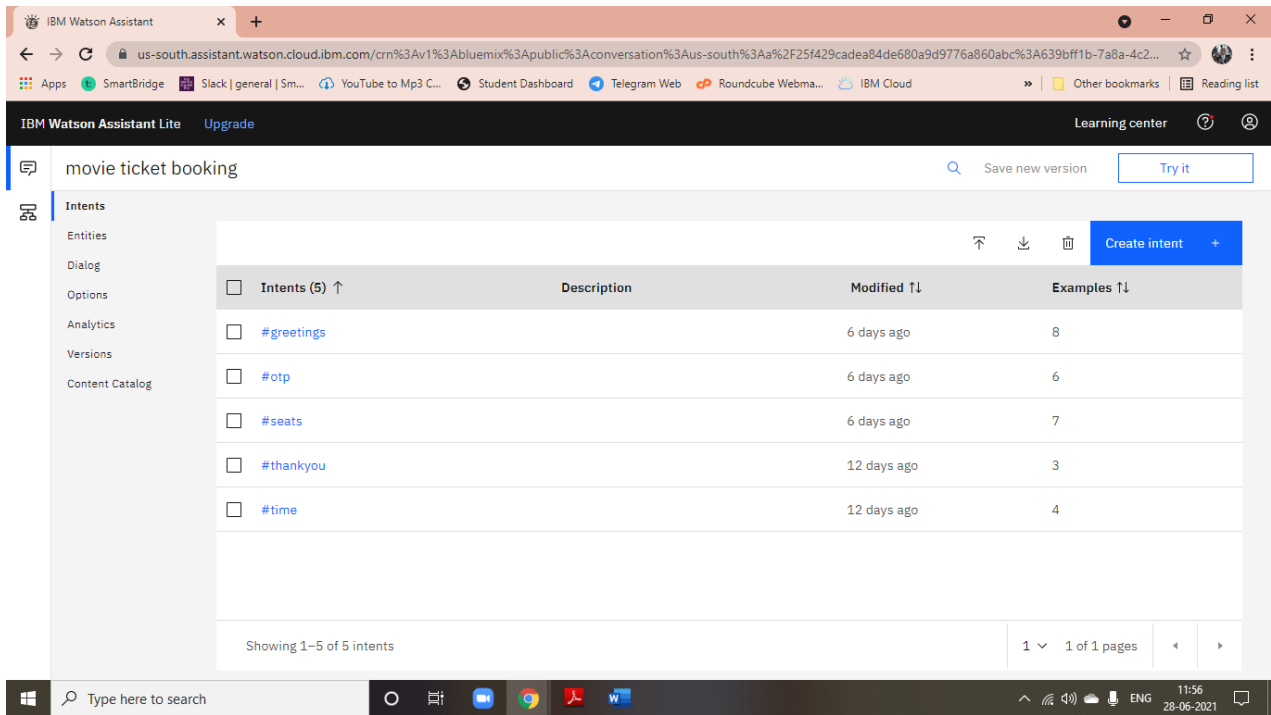
System Type: 64-bit Operating System

SOFTWARE REQUIREMENTS:

Watson cloud and Watson assistant

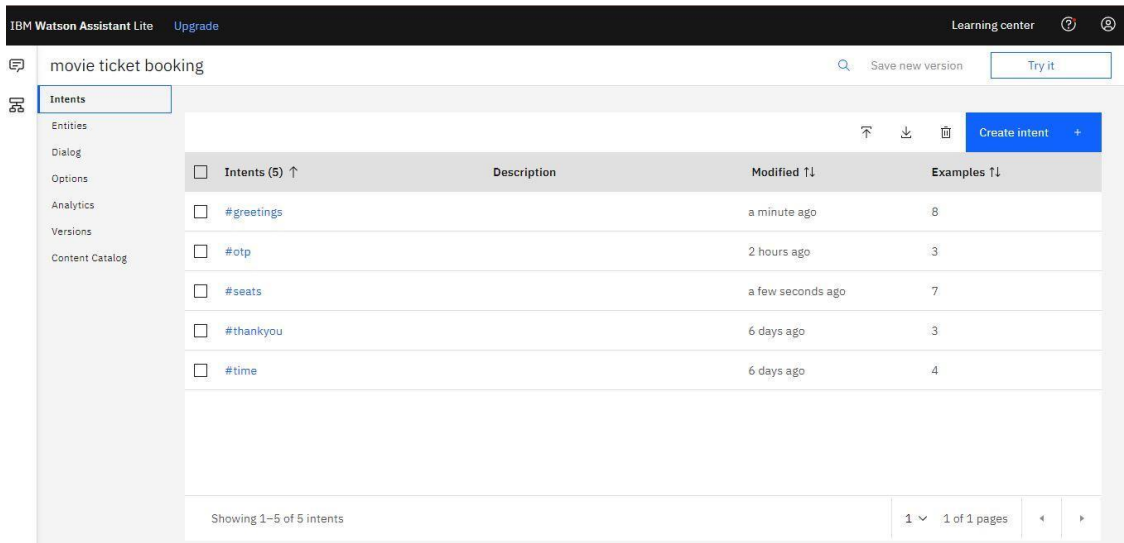
Flow chart of the Watson assistant:



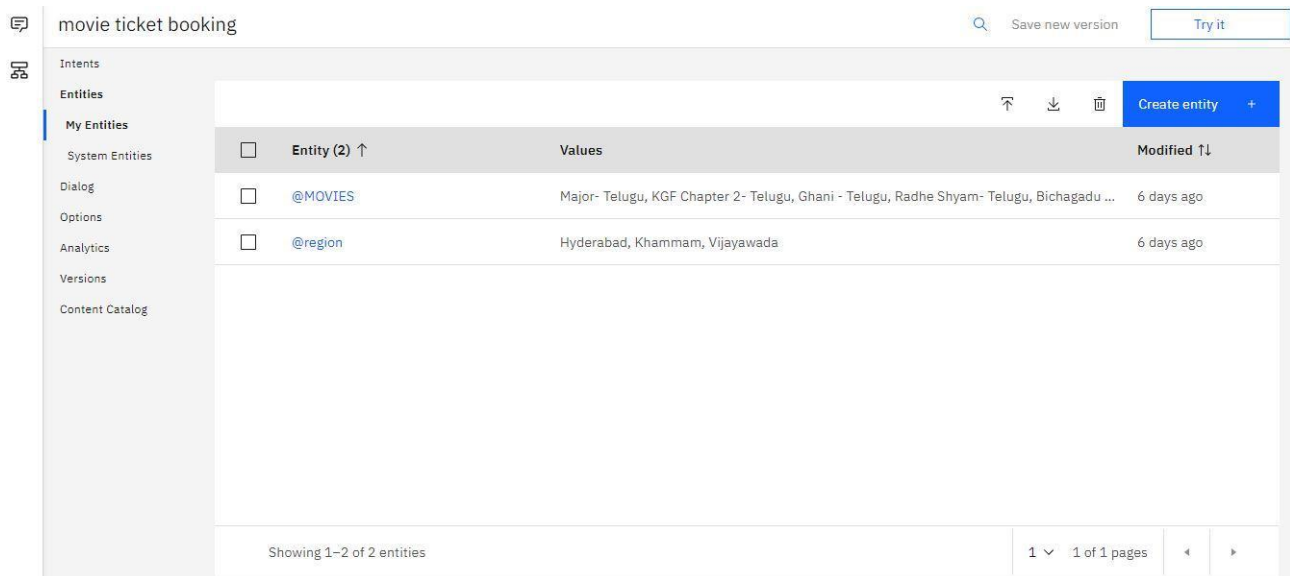


Above picture is the main entry after the launching of Watson assistant

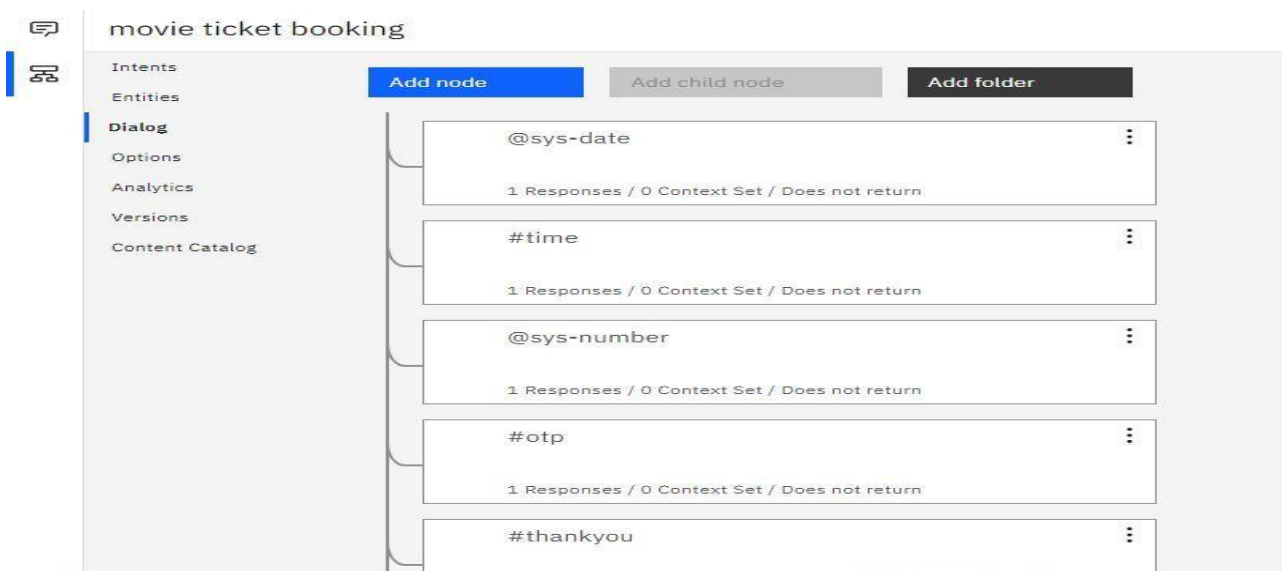
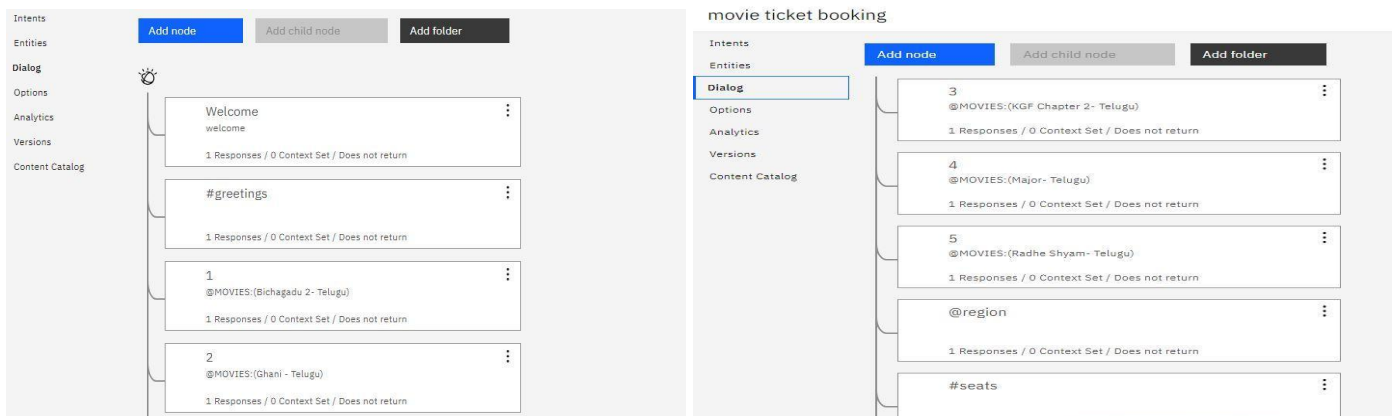
In the above picture shows Intents entities dialogs and many more skills.



Above picture shows the intents of the Watson assistant



Above picture shows the Entities of the Watson assistant



Above pictures shows the dialog present in the Watson assistant.

RESULTS:

Assistant preview

Hello....I am here to help you in booking your movie tickets in PVR CINEMAS:

HI


Welcome to movie booking and hope you will enjoy it.....

please select the movie

all are telugu movies

KGF Chapter 2-Telugu

KGF Chapter 2-Telugu



Type something...

Assistant preview

Please select the number of seats:

6

6

Enter the date you want to watch:

today

Ticket(s) available at PVR Cinemas at 10:30AM,2:30PM,6:00PM and 9:30PM. Enter time:

9:30 PM

Okay... Please Enter Mobile Number:

Type something...

Assistant preview

Okay... Please Enter Mobile Number:

9100588408

OTP is sent to your mobile number. Enter OTP:

12AB

Ticket details are sent to your mobile number. Complete payment and book the slot.

THANK YOU

Thank you and visit us again !!

Type something...

Advantages:

- Time saving
- Customer Satisfaction
- All time available
- Easily understandable

Disadvantages:

- Lack of emotions
- Difficult to create
- Hard to maintain
- Require large maintenance.

Applications:

- **Chatbots** Answer Questions and Inquiries. ...
- Book Tickets to Events/Shows with **Chatbots**. ...
- Use **Chatbots** to Find Products, Check Inventory and Recommend Items. ...
- **Chatbots** To Build Remarkable Customer Experience. ...
- **Chatbots** Can Process Return and Exchange Requests.

Conclusion:

This course will teach you how to create useful chatbots without the need to write any code. Leveraging IBM Watson's Natural Language Processing capabilities, you'll learn how to plan, implement, test, and deploy chatbots that delight your users, rather than frustrate them. True to our promise of not requiring any code, you'll learn how to visually create chatbots with Watson Assistant (formerly Watson Conversation) and how to deploy them on your own website through a handy WordPress plugin. Don't have a website? No worries, one will be provided to you. Chatbots are a hot

topic in our industry and are about to go big. New jobs requiring this specific skill are being added every day, consultants demand premium rates, and the interest in chatbots is quickly exploding. Gartner predicts that by 2020, 85% of customer interactions with the enterprise will be through automated means (that's chatbots and related technologies). Here is your chance to learn this highly in demand set of skills with a gentle introduction to the topic that leaves no stone unturned.

Future Scope:

While voice interface may be optional, chatbots have been in the enterprise long enough for developers and experts to begin identifying what elements of chatbots are mainstay requirements. NLP development, human-like conversational flexibility and 24/7 service are crucial to maintaining chatbots' longevity in enterprise settings. Chatbots are AI devices and, looking ahead, they need to keep up with AI trends, such as automated machine learning, easy system integration and developing intelligence.