

**SDM COLLEGE OF ENGINEERING AND TECHNOLOGY,  
DHARWAD-580002**

**(An autonomous Institution affiliated to Visvesvaraya Technological  
University, Belgaum-590018)**



**Department of Electronics and Communication Engineering**

A report on minor-project entitled

**“Advanced Telegram Bot”**

**Presented by**

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**Department of Electronics and Communication  
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**CERTIFICATE**

This is to certify that **Mr. Darshan B Jahagirdar, Tulasaraddi A G, Sudeep Hebsur, Nagaraj S V**, bearing **USN: 2SD19EC028, 2SD19EC112, 2SD19EC104, 2SD19EC053** Student of **8<sup>th</sup> Semester** has satisfactorily completed the **Major Project Phase-2** entitled **“Advanced Telegram Bot”** submitted to the **Department of Electronics and Communication Engineering, SDM College of Engineering and Technology, Dharwad – 580 002**, for the partial fulfillment of the Degree.

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## **ABSTRACT**

Convenience of people travelling through train in India matters a lot, as they are the majority of this country. It is not easy to get information of trains on internet, you don't know which website to visit. So, we introduce a simple technique of giving commands to telegram bot which in reply gives us the desired information on train. To make it more reliable, we have introduced a website model for train booking.

## ACKNOWLEDGMENT

**“Happiness lies in the joy of achievement and thrill of creative effort”**

We acknowledge the help received from various persons and sources in collecting data and information in completing this project satisfactory. We take great opportunity to express our sense of gratitude and affectionate respect to our guide **Prof. Jayashree C Nidagundi**, Department of Electronics & Communication, SDMCET, Dharwad. Not only for her full support and guidance, but also for their valuable suggestions and help at any time, which led to completion of the project successful way. We are thankful to **Prof. Vijaya. C Madam**, Head of the Department, Electronics & Communication, SDMCET, Dharwad. For encouraging the students during the project. We are also grateful to our **Principal, Vice Principal**, for their help and motivation throughout the project. Last but not the least, we thank our **parents** for their continuous encouragement, motivation and blessing without which any of us would not have reached this stage.

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# 1. INTRODUCTION

In our project we explore how a chatbot can give information to the people about Train-related information. In the first iteration of the project, we created a chatbot just as a demo to show how chat bot looks like in telegram. One of our hypotheses was that information given by chatbots would be useful for the people, giving them information about things that we consider to be important when you are also learning about new things. In the second iteration we wanted to explore the use of chatbots through theory and used this in combination with testing to learn more about how a chatbot for this context should be. In the final iteration, iteration three, we improved and changed the chatbot based on the results from the last iteration and made a plan for evaluate the chatbot. The plan was then executed with only linkedin and youtube l.In our conclusion we discuss the results from the evaluation in the light of our research question.

Hyper Text Markup Language (HTML) is a great place to learn how to make websites. We introduce you to HTML and its methods by building a personal website making our own Train\_booking website site (below) as a model. HTML is the standard markup language used to display documents in a web browser. First developed by Tim Berners Lee in 1990 while working at the European Organization for Nuclear Research (CERN), HTML was one of the key innovative technologies used to publish the world's first webs HTML is the standard markup language used to display documents in a web browser. First developed by Tim Berners Lee in 1990 while working at the European Organization for Nuclear Research (CERN), HTML was one of the key innovative technologies used to publish the world's first website on August 6, 1991.HTML is the standard markup language used to display documents in a web browser. First developed by Tim Berners Lee in 1990 while working at the European Organization for Nuclear Research (CERN), HTML was one of the key innovative technologies used to publish the world's first website on August 6, 1991. Thanks to a restoration project by CERN, you can now revisit the original website. Since that time, HTML has been significantly updated and expanded but its basic purpose to format and structure web pages remains the same.

## **MOTIVATION**

Because of its seamless, addfree and lagless experience, bots are the best alternative for website browsing. Chatbots have 24/7 Availability: Chatbots can be available to solve customer problems 24/7 whether it is day or night! It does not require human being for its operation and hence saves cost of hiring human beings. It can be employed as per business model. Websites crashes very often, where as chatbox doesn't, chatbots are the future. It has potential to replace apps and websites.

# **PROJECT MODEL**

## **a. LITERATURE SURVEY**

1. "The Development of Telegram BOT Through Short Story" this study aimed to determine the validity of Telegram BOT as a learning medium. We got to know about the architecture of building a basic telegram bot that can take user commands and give the output as per it.

2. "SURVEY ON E-COMMERCE TELEGRAM CHATBOT" When users start the conversation with the chat bot, immediately sends the picture of the product along with its description to the user and asks him/her for confirmation. In this paper, we got to know about getting profitable business out of a telegram bot, it can also be made as consumer review survey bot per checkout.

3. "A Literature Review: Website Design and User Engagement" proper design has become a critical element needed to engage website and mobile application users. Here we learnt about the need and engagement requirement of website that can attract consumers to visit the website frequently.

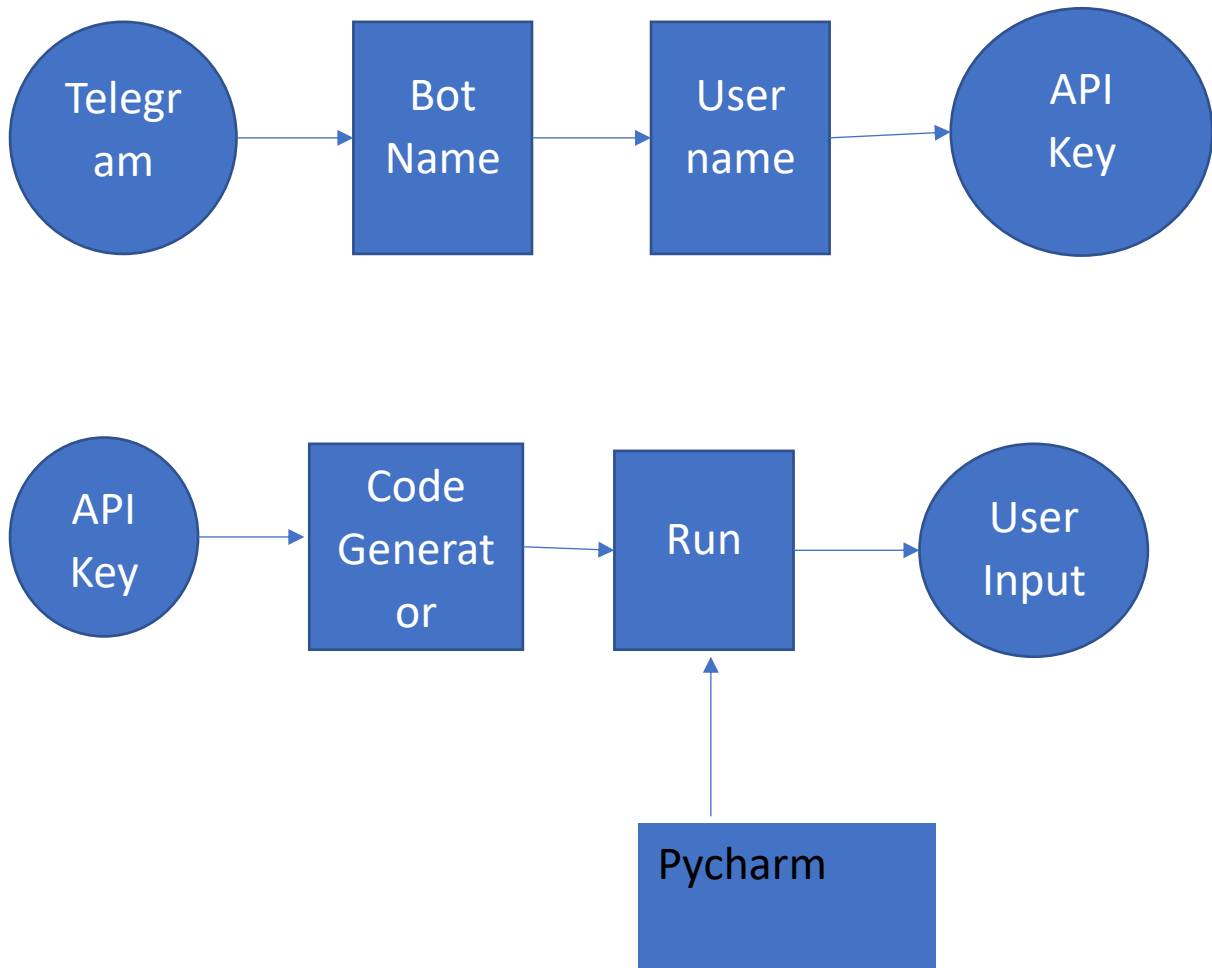


## **OBJECTIVE**

- To create a Telegram Bot that can provide information on trains that operate on Hubli Jn.
- The user should get the accurate information on travelling details with a link to our train ticket booking website
- To design a website that can intake user details on journey and passenger details.

## Methodology

### a. Flowcharts



chatbots, also referred to as virtual assistants, a great option for improving the customer experience. Answering frequently asked questions, filing claims, checking the status of an order and getting feedback from customers are among the most popular use cases for chatbot. Building a chatbot that offers a good experience to customers requires collaboration from an interdisciplinary team of business analysts, service designers, data scientists, machine learning engineers and software developers. The chatbot development methodology blends several modern frameworks and methodologies including design thinking, AI innovation sprints, and agile software development.

Like most of the applications, the first step in developing a chatbot is clearly defining its purpose, the problem it is going to solve, and the value it is going to bring to the users. Chatbots should be designed to help users navigate through a very specific business scenario. One must avoid the trap of trying to create a jack of all trades (and master of none) chatbot. For example, some conversational applications are getting a lot of hype that can set unrealistic expectations and contribute to negative user experiences. Defining a narrow scope and a clear chatbot purpose will be key for managing the rest of the chatbot development process.

## HTML

The **Hypertext Markup Language**, or **HTML** is the standard markup language for documents designed to be displayed in a web browser. It can be assisted by technologies such as Cascading Style Sheets (CSS) and scripting languages.

## GITHUB

**Github inc** is a provider of Internet hosting for software development and version control using Git. It offers the distributed version control and source code management (SCM) functionality of Git, plus its own features. It provides access management, continuous integration and wikis for every project. Headquartered in California, it has been a subsidiary of Microsoft since 2018.

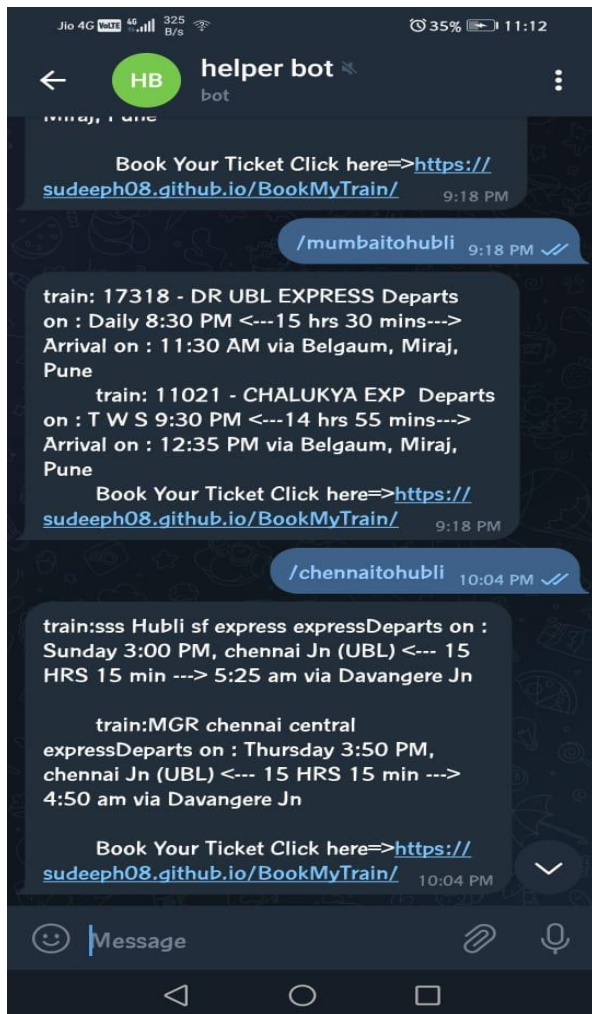
## **WEBSITE**

A website is a collection of publicly accessible, interlinked Web pages that share a single domain name. Websites can be created and maintained by an individual, group, business or organization to serve a variety of purposes.

Together, all publicly accessible websites constitute the World Wide Web.

At the outset, website emerged as an easier and simple way of exchanging information. It was a better means of communication and had better networking benefits compared to the commercial reasons. Later on, the Web became an avenue for making profits, and the information space that was prior for providing free exchange thus changed to a space for commercial transactions.

## 4. OUTCOMES





## Rail Ticket Booking Form

reservation quota:

Train name or Number:

journey from:  journey to:

deperatur/journey date

### Passenger Details



Passenger  Age

### Passenger Details



Passenger  Age

Gender

phonenumber  Gmail

I agree Terms and conditions. ☐

2001@lenvs.TicketBooking

## CONCLUSION

- In this project, we have learnt to create a chatbot that is able to interact with users
- The chatbot can answer only user command queries
- This bot will be developed as a virtual replacement of rudimentary websites and applications
- We have also developed website which is still in a early stage to book tickets

## 5. REFERENCE

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