iJRASET
International Journal For Research in Applied Science and Engineering Technology



INTERNATIONAL JOURNAL FOR RESEARCH

IN APPLIED SCIENCE & ENGINEERING TECHNOLOGY

Volume: 13 **Issue:** IV **Month of publication:** April 2025

DOI: https://doi.org/10.22214/ijraset.2025.69698

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International Journal for Research in Applied Science & Engineering Technology (IJRASET)
ISSN: 2321-9653; IC Value: 45.98; SJ Impact Factor: 7.538
Volume 13 Issue IV Apr 2025- Available at www.ijraset.com

Online Chatbot Based Ticket Booking System

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Abstract: Online-based ticket booking systems are innovative solutions that optimize and automate the ticket booking process for users. The chatbot understands your enquiries, processes enquiries, and provides confirmation of actual availability, pricing, and bookings. By eliminating the need for manual intervention, the system improves the user experience, reduces booking errors, and accelerates the overall process. Integrating a secure payment gateway ensures seamless transactions, but an intuitive and user-friendly interface allows a wide range of users to access the system. This solution is customizable in a variety of industries, including travel, films, concerts, and more, providing a convenient and efficient alternative to traditional booking systems.

I. INTRODUCTION

In the digital age, the demand for fast, efficient and user-friendly solutions for booking services has led to the development of innovative systems that can provide a seamless experience. Traditionally, ticket bookings included complex procedures, long wait times, and the need for human intervention that is unrealistic to users. With the advent of chatbot technology, users can interact with automated systems in real time, making bookings more intuitive and accessible. The chatbot acts as a virtual assistant and guides users easily through the ticket selection, pricing and booking process through the conversation interface. The purpose of this system is to revolutionize ticket booking by providing support around the clock, reducing human error, and increasing the efficiency of the booking process. Whether you book a cinema card, flight booking, concert tickets, or travel package, the chatbot-based system allows users to easily perform these tasks on their devices without having to control complex websites or wait for customer service support. Integrating a secure payment system will further increase the convenience and reliability of the platform. The integration of chatbot technology into an online ticket booking system has revolutionized the way customers interact with service providers. These systems combine the comfort of online booking with personalized memo-KI for conversation, making them the cornerstone of industries such as travel, entertainment, and public transport. This essay explores the concepts, components, benefits, challenges, and the potential of chatbot-controlled ticket booking platforms.

II. LITERATURE SURVEY

This section provides an overview of the following main aspects of a chatbot, based on the results of a literature overview: Implementation approach, public database used in previous data – a controlled approach to chatbot implementation, key assessment methods for measuring chatbot performance, and the use of chat boots in various domains. The initial attempts to implement chatbots were based regularly. Rule-based models are usually easy to design and implement, but are limited in terms of skill as they are difficult to answer complex queries. Answer user questions by looking for rules-based chatbot sample agreements. So if you run into a sentence that does not contain a known pattern, it will probably cause an inaccurate answer. Additionally, manually coding pattern adjustment rules can be difficult and time consuming. Furthermore, the sample adjustment rules are fragile and highly domestically specific, and do not switch from one issue to another. [1] The integration of chatbots in museums and cultural institutions has made rapid progress in providing visitors with an interactive and personalized experience. Important research, Trichopoulos et al. (2023) discusses the development of museum manuals using Chatt-4 and shows how AI-controlled conversations can improve the visitor's experience. A cultural heritage-oriented chatbot system helps users navigate the museum's collection and provide personalized, informative stories. Although the system showed promising results, the authors highlighted the challenges of AI-generated content such as: These findings are important for the development of chatbot-based ticketing systems where accuracy of information and responsiveness directly affects user satisfaction. Similarly, ÅTekerovã's (2022) work examines the use of chatbots in museums, assesses visitor experiences, and discovers that chatbots can close the gap between digital collections and real-time visitor loyalty. Based on a systematic review of museum chatbot applications, your research highlights the importance of conversation-KI availability and its role in improving user experience through features such as multilingual support and gamification. This research is particularly relevant to ticketing systems that can handle a variety of user inquiries in real time, in order to make chatbots accessible and ensure a seamless experience for users through the platform.

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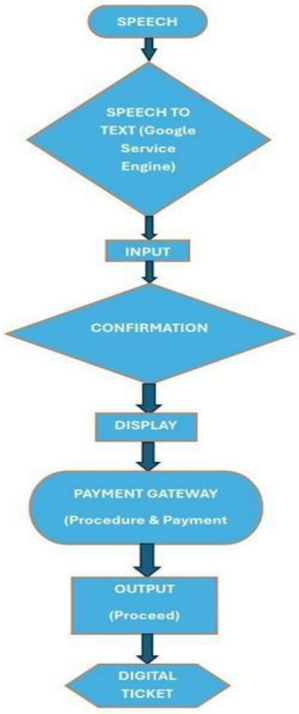
ISSN: 2321-9653; IC Value: 45.98; SJ Impact Factor: 7.538
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In both cases, the research highlights the importance of AI-controlled chatbots to improve customer loyalty, a concept that extends to the domain of chatbot-based ticketing systems. However, challenges such as maintaining users, handling complex queries, and reducing technical limitations are important considerations for implementing these systems. [2] Successful User Experience (UX) and Human Computer Interaction (HCI) Overview: The success of a chatbot-based ticket booking system depends heavily on the user experience (UX) and the ability to interact seamlessly with the user. The chatbot interface should be intuitive, efficient and capable of editing a variety of user inputs.

III. WORKING

In this project, the user has two input forms: language and text. The main highlight is language. Language input allows users to easily interact with the bot by providing details such as their name, phone number, and the number of tickets they need. The bot processes the user's input request, calculates the total price of the ticket and then clicks on the Payment button and is redirected to a payment portal where users can complete the transaction by scanning the QR code or entering map data. As soon as a successful payment is made, a digital e-ticket will be generated and sent to the user's verified mobile number for further access to the service.

IV. FLOWCHART



V. RESULTS AND DISCUSSION

1. Improved customer loyalty: Chatbots provide real words to ensure faster solutions for queries and guide users through the booking process. 2. Increased efficiency: Automation reduces customer support team workloads and frees you to address complex issues. 3. Sales Growth: Enable personalization characteristics to enable tailor-made recommendations that lead to appealing opportunities. 4. User Satisfaction: Chatbot provides a comfortable, user-friendly interface that improves the customer experience. Discussion: The success of a chatbot from booking a digital ticket depends on factors such as system integration and user interface design. Challenges such as understanding different user input, handling vague queries, and ensuring a secure payment gateway are important. Additionally, integration with the API ensures real-time ticket and payment availability for smooth user trips. Multi-platform compatibility extends chatbot accessibility, and multi-speaker support improves usability for global audiences. However, limitations to addressing complex queries can lead to user complaints and highlight the need for seamless escalation to human agents. Future development could be focused on advanced AI, such as: B. Predictive analysis of dynamic pricing and behavior-based recommendations.

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Continuous user feedback is extremely important for improving chatbot functionality and becomes an essential tool in the ticket ecosystem. By fighting these aspects, chatbots using digital tickets can change the way businesses contact customers, ensuring efficiency and satisfaction.



Fig.1

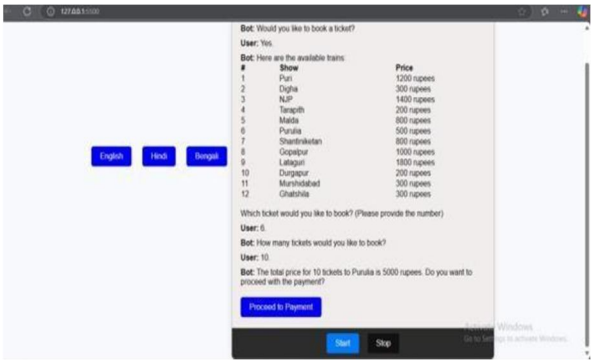


Fig.2

VI. CONCLUSION

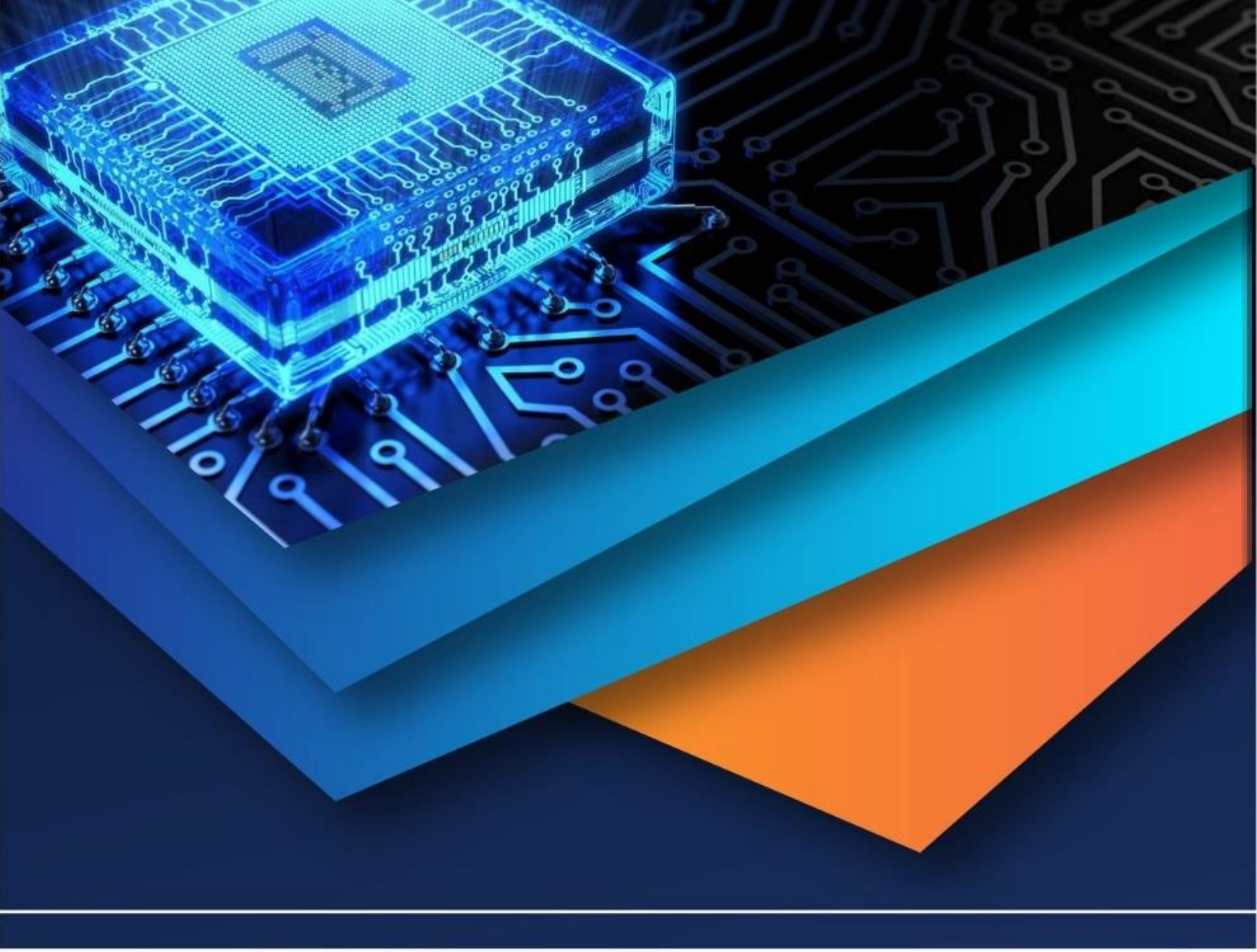
Chatbots for digital tickets revolutionize the way businesses interact with their customers and provide a seamless, efficient and user-friendly way to book tickets. With API integration and personalization, these chatbots optimize ticketing processes while simultaneously increasing customer satisfaction and operational efficiency. They allow businesses to provide round-the-clock support, automate repetitive tasks, and achieve additional revenue through targeted recommendations. Despite many benefits, challenges such as understanding various user input, ensuring secure transactions, and managing complex queries illustrate the need for continuous improvement and robust system design. Integrating advanced AI functions such as predictive analytics and dynamic pricing can further improve your skills. As consumer expectations increase speed, convenience and personalization, digital ticket chatbots become an essential tool for businesses around travel, entertainment and hospitality. Given the continued improvement and innovation, these systems can redefine the customer experience and drive the sustainable growth of the ticket ecosystem.

VII. ACKNOWLEDGMENT

We extend our heartfelt gratitude to our project guide Mr. Soumen Pal, and appreciate the support from our peers and the resources provided by our institution. Finally, we acknowledge the collaborative efforts of all team members Swapnajeet Mondal, Soham Roychowdhury, Sayantan Sarkar, Sayantak Bose, who contributed their skills and dedication to make this project a success.

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