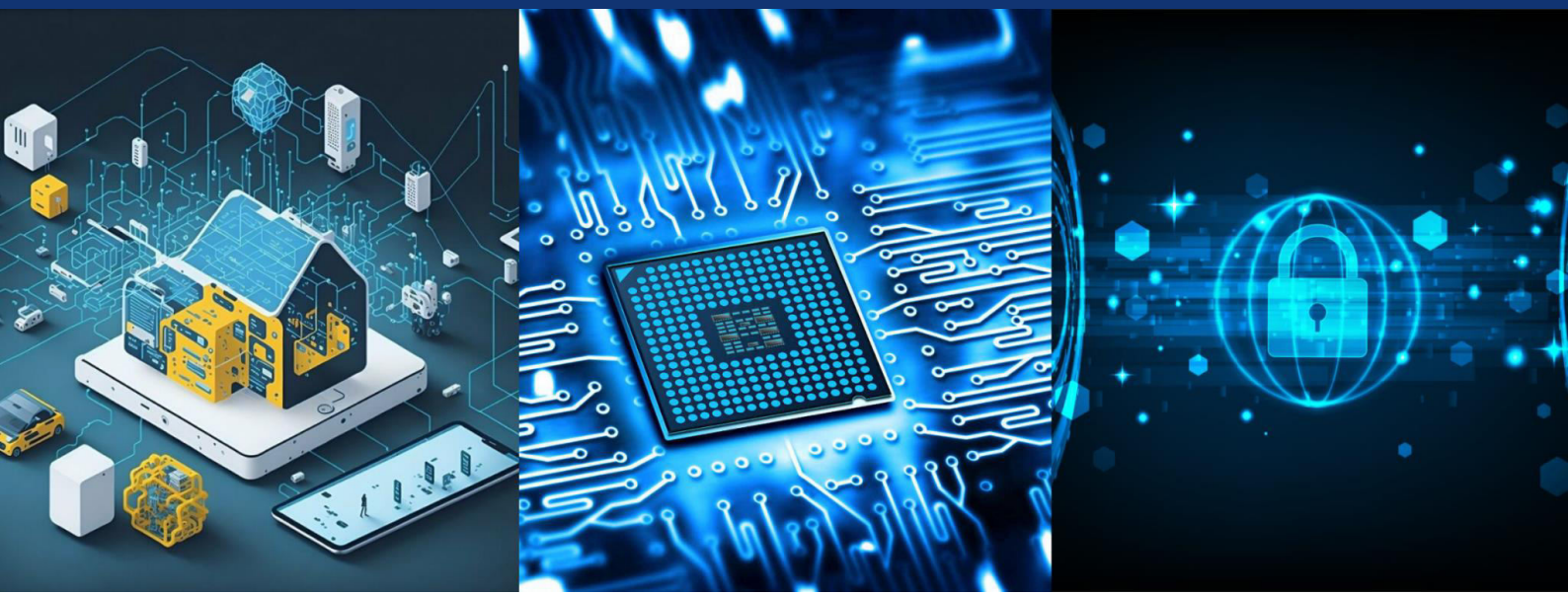
IJIRCCE

ISSN(O): 2320-9801

ISSN(P): 2320-9798



International Journal of Innovative Research in Computer and Communication Engineering

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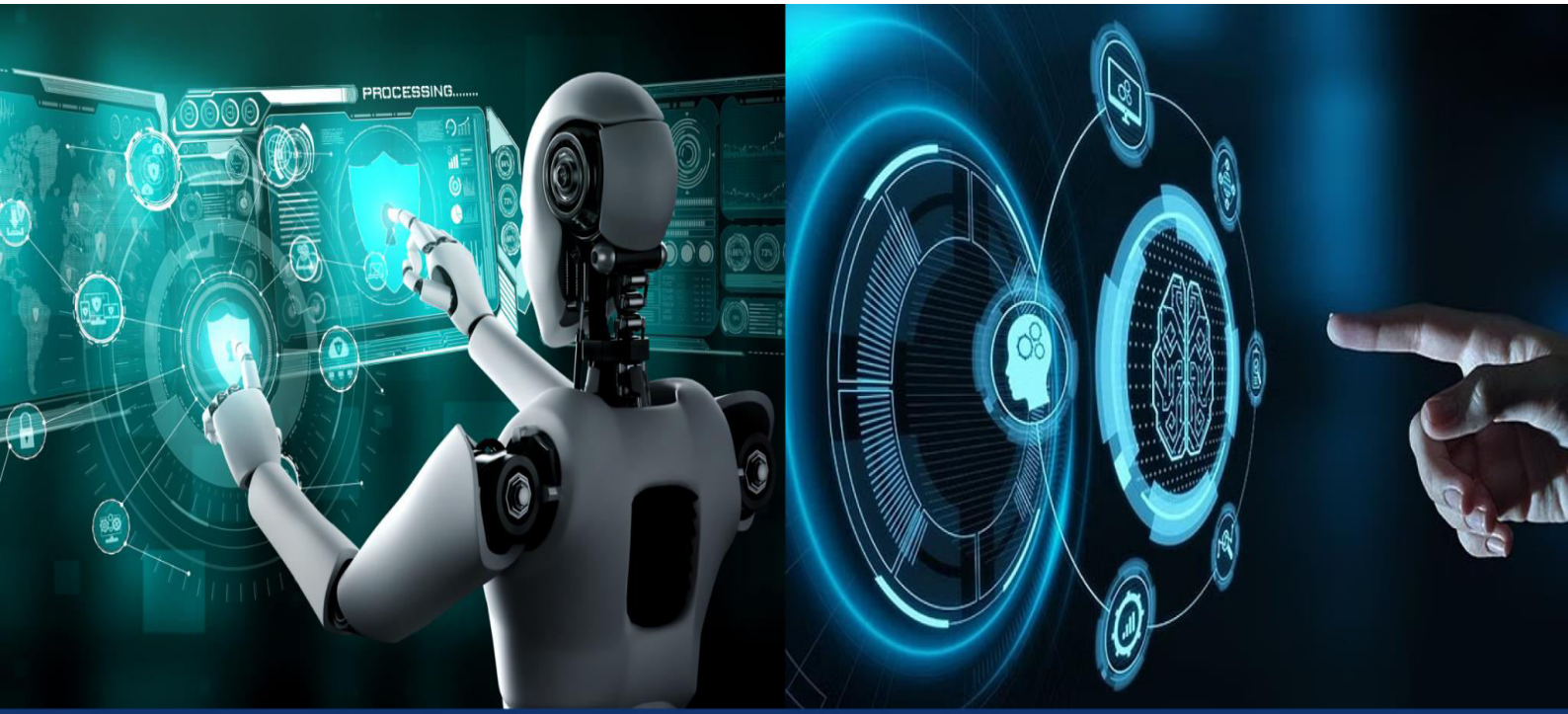

Impact Factor: 8.771

Volume 13, Issue 3, March 2025

© 2025 IJIRCCE | Volume 13, Issue 3, March 2025| DOI: 10.15680/IJIRCCE.2025.1303041

www.ijircce.com | e-ISSN: 2320-9801, p-ISSN: 2320-9798| Impact Factor: 8.771| ESTD Year: 2013|

International Journal of Innovative Research in Computer and Communication Engineering (IJIRCCE)

(A Monthly, Peer Reviewed, Refereed, Scholarly Indexed, Open Access Journal)

Visitor-Centric Museum Experience through AI-Powered Robotics

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ABSTRACT: This project introduces an innovative AI-powered robotic guide designed to enhance museum experiences by providing real-time, interactive, and personalized information about artifacts. The system leverages advanced technologies, including Langchain for natural language processing, ChromaDB for efficient data management, and OpenAI's generative models to generate context-aware responses to visitor queries. The robot, equipped with mobility capabilities, autonomously follows visitors through the museum and delivers relevant artifact information via voice or display. Additionally, Gradio provides a user-friendly interface for seamless communication, while a VectorStore is used to index and retrieve high- dimensional vector representations of the artifact data for quick response generation. By integrating these technologies, the system offers an immersive, engaging, and personalized experience, ensuring accessibility for all visitors while bridging the gap between traditional museum environments and modern AI-driven solutions.

KEYWORDS: AI-powered robotic guide, Langchain, ChromaDB, OpenAI, Gradio, VectorStore, museum experience, interactive technology, artifact information, real-time interaction.

I. INTRODUCTION

Museums are looking for more creative ways to turn static exhibit interactions into dynamic, customized experiences that appeal to today's audiences. In order to improve visitor engagement, this project presents an AI-powered robotics solution that tackles two major issues: the dearth of thorough information about objects and the restricted level of interaction provided by current museum chatbots. The system enhances the story of artifacts and promotes a more engaging interaction between visitors and the museum setting by incorporating generative AI technology.
A small, mobile robot with a display and a number of interactive elements is at the center of this project. This robot is designed to follow visitors around the museum, in contrast to static displays or fixed kiosks, guaranteeing that information is presented in real time and contextually relevant to the visitor's current location. This mobile strategy turns passive observation into active exploration by providing a continuous, immersive learning experience that changes to the visitor's path.

An intuitive interface for visitor engagement is created by the robot's design, which also includes an integrated microphone and an easy-to-use display. The system bridges the gap between conventional guided tours and contemporary digital help by enabling visitors to browse material and ask questions via voice commands. Visitors' involvement with the museum's treasures is enhanced by this dual-mode interaction, which guarantees prompt, thorough answers to their questions.

The key to overcome the drawbacks of earlier museum chatbot implementations is the creative application of generative AI. Conventional chatbots have frequently been limited by pre-programmed answers and a lack of sophisticated comprehension, which has led to a static and occasionally disappointing user experience. On the other hand, the generative AI model used in this project interprets natural language inquiries in real time and produces

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accurate, contextually rich answers that demonstrate a greater comprehension of the historical and cultural relevance of each piece.

The robot functions as a component of a distributed system in which a centralized server receives visitor inquiries. A well- trained AI model on this server evaluates the input and produces or obtains comprehensive, pertinent information on the artifact in question. A dynamic and server-based method, which guarantees that the robot's responses are not only accurate but also regularly updated with the most recent research and interpretative insights.The system's capacity to track the visitor as they move through the museum is one of its unique characteristics. By synchronizing the content displayed on the robot's display with its proximity to particular exhibits, this mobility guarantees that the information is context-sensitive. The entire visitor experience is improved by the smooth fusion of digital intelligence and physical presence produced by the robot's real-time interaction with the visitor's surroundings.

In conclusion, the robotics project driven by AI is a major step forward for visitor-focused museum experiences. The technology transforms the way museums interact with its visitors by using generative AI to deliver comprehensive, interactive, and context-aware information on items. The mobile robot turns conventional museum visits into engaging explorations thanks to its user-friendly display and voice-activated features.

In the end, this project demonstrates how state-of-the-art technology can be used to produce a more knowledgeable, participatory, and captivating cultural experience, opening the door for the upcoming wave of museum innovation.

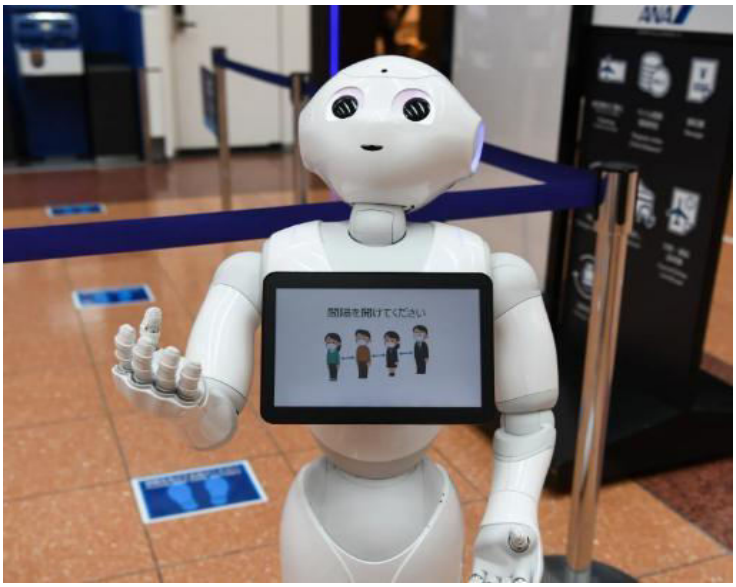

FIGURE 1. AI-POWERED ROBOTIC GUIDE FOR IMMERSIVE MUSEUM EXPERIENCES

II. LITERATURE SURVEY

Early research on robotic museum guides focused on feasibility and human-robot interaction (HRI). Fong et al. (2003) highlighted the need for interactive and context-aware robots, while Dautenhahn (2007) found that human-like robots improved visitor engagement. Technological advancements in mobile robotic navigation were introduced by Thrun et al. (2008), enabling safe movement in crowded spaces. Carmigniani et al. (2011) demonstrated that augmented reality (AR) could enhance museum experiences. These studies laid the foundation for integrating mobile robots with digital content to improve visitor interactions.

Between 2013 and 2017, research emphasized interactivity and personalization. Mubin et al. (2013) showed that robotic guides provided a better experience than traditional audio guides, while Papastergiou (2014) suggested that gamification improved learning outcomes. Oviatt (2015) explored multimodal interactions like voice and touchscreens, and Bell et al. (2016) found that AI-driven personalization increased visitor retention. Deng et al. (2017) highlighted

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the effectiveness of interactive display boards in encouraging deeper exploration of exhibits.

Recent developments have integrated generative AI and advanced computing. Radford et al. (2018) pioneered AI-generated narratives, and Satyanarayanan (2019) explored edge computing for real-time AI responses. NLP advancements in 2020 (Jurafsky & Martin) enabled more natural visitor interactions.
Ethical concerns were addressed by Binns (2021), emphasizing data privacy, while Norman (2022) improved usability and accessibility in AI-driven robots. Case studies in 2023 (Kanda et al.) confirmed high visitor satisfaction with robotic guides, and 2024 research continues to enhance adaptive storytelling, immersive interactions, and real-time learning in museum robotics.

III. PROPOSED METHODOLOGY

The development of an AI-powered chatbot integrated with a self-moving robotic guide, aims to enhance museum experiences by providing interactive and real-time artifact information. The system is built using generative AI, combining natural language processing (NLP), vector databases, voice recognition, and autonomous mobility. It is designed to respond to visitor queries effectively while ensuring a seamless and engaging interaction throughout the museum.

To achieve this, Langchain is employed to develop the AI model that leverages OpenAI's GPT-LLM. This model is trained to understand natural language queries and generate meaningful responses based on the artifacts in the museum. The chatbot retrieves answers from a vectorestore, a structured database containing high-dimensional vector representations of artifact- related information. By using embeddings, the system ensures accurate and context-aware retrieval of knowledge.

The vectorestore consists of preloaded artifact data in a text file, which is indexed to enable fast and efficient searching. When a visitor asks a question, the AI model queries the database and fetches the most relevant information. The GPT-based model plays a crucial role in maintaining the flow of conversation, ensuring responses remain engaging, informative, and aligned with the visitor's queries.

A chat interface is developed using Gradio, providing a user-friendly interaction platform. Visitors can type their questions or use voice commands, making the system accessible to a wider audience. The voice recognition module converts spoken queries into text, which is then processed by the AI model. The chatbot generates an appropriate response, which can be delivered through text on the display or spoken aloud via a speech synthesis module.
To further enhance user experience, the chatbot is integrated into a self-moving robotic guide. The robot is equipped with sensors and LiDAR technology for autonomous navigation, allowing it to move alongside visitors as they explore exhibits. The system ensures that the robot follows the user's pace while being readily available to answer queries at any point.

The mobility of the robot allows it to position itself near relevant exhibits, creating an immersive learning experience. The robot can detect visitor presence, adjust its responses based on their interests, and proactively offer information about nearby artifacts. This feature reduces the need for traditional static information boards and enhances museum accessibility.

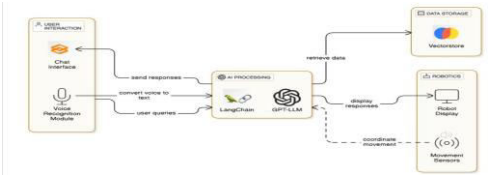

FIGURE 2. ARCHITECTURE DIAGRAM

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Adaptive storytelling techniques are incorporated to make interactions more engaging. The chatbot personalizes explanations based on previous interactions with the visitor, modifying responses to cater to their level of interest and knowledge. This dynamic approach ensures that the visitor receives customized and engaging content throughout the museum visit.

Real-time learning and continuous improvements are implemented to refine chatbot responses over time. By analyzing past interactions, the AI model can adapt and enhance its knowledge base, ensuring that it remains up to date with new artifact information and visitor preferences. Reinforcement learning techniques enable the chatbot to improve its accuracy and conversational capabilities.

Ethical considerations such as data privacy and transparency are prioritized within the system. The chatbot ensures that visitor interactions remain secure and anonymous, with clear communication about how AI-generated responses are formed. Additionally, accessibility features are integrated, including multilingual support and accommodations for visitors with disabilities.
Overall, the chatbot, integrated with generative AI and a self-moving robot, bridges the gap between traditional museum experiences and modern AI-driven solutions. By combining interactive AI, voice recognition, autonomous mobility, and personalized responses, the system offers an engaging and educational experience for museum visitors.

FIGURE 3. PROTOTYPE MODEL

IV. TECHNOLOGY

1. LangChain

Langchain is a robust framework that integrates different elements required for conversational AI to expedite natural language processing (NLP) activities. Through the management of interactions with large language models (LLMs), such as OpenAI's GPT, it allows the chatbot to comprehend, interpret, and produce responses accurately. The chatbot can deliver accurate and contextually rich information on artifacts thanks to Langchain's smooth integration with various knowledge sources, such as databases and APIs. By organizing dialogues and managing memory, Langchain improves the chatbot's capacity to provide insightful and responsive responses instantly.

2. ChromaDB

ChromaDB is a high-performance vector database that effectively stores and retrieves high-dimensional vector embeddings of data linked to artifacts. By facilitating quick and precise similarity searches, it enables the chatbot to match user inquiries with the most pertinent artifact data. The solution makes sure that users obtain accurate results based on semantic similarity rather than keyword matching by utilizing ChromaDB's capabilities. This makes interactions more natural and educational by improving the chatbot's capacity to provide contextually relevant insights.

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3. OpenAI

The conversational abilities of the chatbot are based on OpenAI's generative models, like GPT. The system is able to produce logical, human-like answers to visitor inquiries because to these models, which have been trained on enormous datasets. The chatbot is able to comprehend complicated queries, offer thorough explanations, and modify its responses in real time according to the visitor's intent by utilizing OpenAI's language models. This guarantees a unique and interesting museum experience where guests may learn a great deal about items in an organic and participatory way.

4. VectorStore

Vectorized representations of data pertaining to artifacts are stored and managed using VectorStore. By indexing the embeddings created from textual descriptions, photographs, or other artifact metadata, it makes it possible to quickly and effectively retrieve pertinent information. The chatbot can quickly and accurately provide responses by using the VectorStore's similarity search to locate the most pertinent data points when a visitor asks a query. This enhances the system's capacity to provide excellent, contextually relevant responses that improve the museum experience.

5. Gradio

A smooth connection between users and the chatbot is made possible by Gradio's user-friendly interface. It enables speech or text inputs between users and the AI guide, making it accessible to a wide range of users. Visitors can easily ask questions and get real-time answers because to Gradio's user-friendly design, which also makes it easier to deploy and integrate AI models.

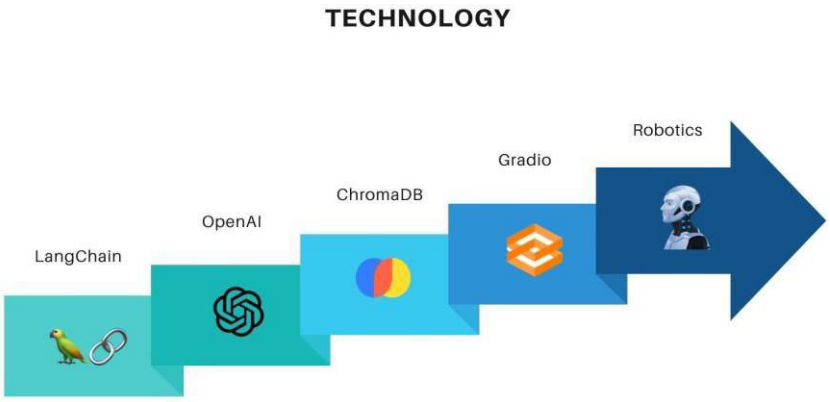

FIGURE 4. TECHNOLOGICAL ARCHITECTURE

V. RESULTS AND DISCUSSIONS

The ability of the chatbot to process and produce natural language responses has been greatly improved by the incorporation of Langchain. The technology guarantees context-aware and cohesive interactions through efficient memory handling and conversation management. Tests revealed that the chatbot keeps the conversation flowing, enabling users to have insightful conversations about objects.
Its capacity to incorporate outside data sources has also increased response depth and accuracy, making museum visits more educational.

In terms of storing and retrieving high-dimensional vector representations of artifact data, ChromaDB has shown to be incredibly efficient. The system ensured real-time information delivery during testing by responding to user queries in milliseconds. Through the use of semantic similarity instead of conventional keyword searches, ChromaDB enables the chatbot to deliver extremely pertinent responses.

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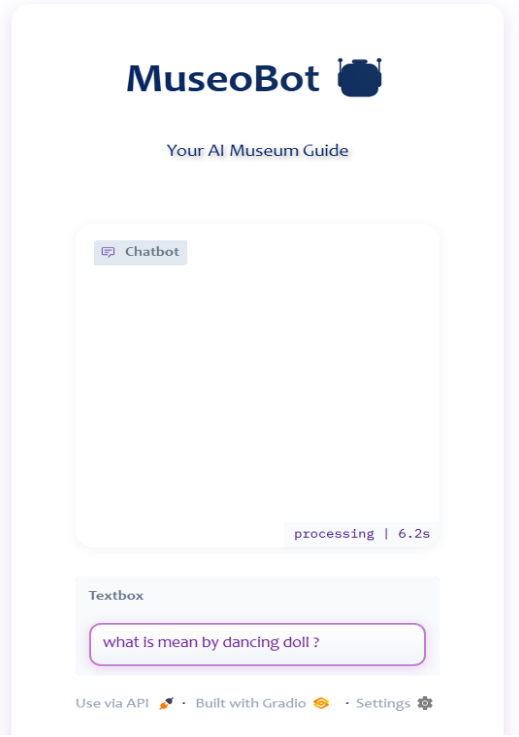

FIGURE 5. OUTPUT OF MUSEOBOT

The generative models developed by OpenAI have proven crucial in providing contextually rich and flexible answers to visitor inquiries. Successfully producing well-reasoned, educational responses, the chatbot enhances the quality of conversations. The model's pre-trained knowledge did, however, occasionally exhibit limitations when certain artifact details were absent. This emphasizes the necessity of enhancing and incorporating more carefully chosen datasets in order to increase response accuracy even more. Effective management and retrieval of vectorized artifact data has been demonstrated to depend on VectorStore. Because the chatbot can conduct quick similarity searches, users are guaranteed to obtain accurate and pertinent information. Evaluations of the chatbot's performance show that VectorStore greatly improves response accuracy, enabling users to obtain detailed artifact insights instantly. The smooth retrieval procedure adds to the rich and engaging museum experience.

Gradio's deployment has improved visitor interactions by making them more accessible and user-friendly. According to user testing, the interface is simple to use, and users may interact with the chatbot by sending voice or text commands with little difficulty. By serving a wide range of users, including those with impairments, the system's accessibility is further enhanced by its real-time speech-to-text and text-to-speech features. Tests of the robotic guide's mobility features in actual museum settings have shown that it can follow guests on its own and deliver pertinent information. The system successfully avoids obstacles while navigating predetermined courses. Nevertheless, there were some difficulties noted in busy areas, when movement accuracy was occasionally impacted. For navigation algorithms to function better in dynamic situations, more improvements are required.

Increasing visitor engagement has been largely attributed to personalization. The chatbot uses adaptive learning and memory management to customize responses according on visitor preferences and previous exchanges. Test users' comments indicate that contextualized responses and tailored suggestions greatly enhance the entire experience, making museum visits more participatory and interesting.

Despite its promising capabilities, the system still faces certain challenges that require further refinement. One major issue is the occasional inaccuracies in AI-generated responses, which can lead to misinformation or a less engaging user

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experience. Additionally, when the system encounters high query loads, it experiences slight latency, affecting the responsiveness of the chatbot. Another significant limitation lies in the robot's navigation capabilities, particularly in crowded environments where movement becomes less efficient and prone to obstacles. To address these challenges, future advancements will focus on several key areas. Enhancing the speed of data retrieval through optimized indexing and caching mechanisms will help minimize response delays. Furthermore, refining the language model through continuous training and fine-tuning with high- quality museum-specific data will improve the accuracy and relevance of generated answers. Enhancing robotic mobility using advanced path-planning algorithms and real-time obstacle detection will enable smoother movement in dynamic museum spaces. These improvements will collectively ensure a more seamless and immersive user experience. Ultimately, the AI-powered robotic guide presents a transformative approach to museum visits, offering an intelligent, interactive, and personalized way to engage with historical and cultural artifacts.

VI. CONCLUSION

The AI-powered robotic museum guide successfully integrates advanced technologies, including Langchain, ChromaDB, OpenAI's generative models, VectorStore, and Gradio, to provide an interactive and immersive visitor experience. By leveraging natural language processing, efficient data retrieval, and autonomous navigation, the system enhances accessibility and engagement within museum environments. The chatbot delivers context-aware, real-time responses, while the robot autonomously follows visitors, ensuring a seamless and informative exploration of artifacts. Through personalized interactions, visitors receive tailored insights, making their learning experience more engaging and dynamic.

Despite the system's strong performance, challenges such as occasional response inaccuracies, minor latency issues, and navigation limitations in crowded spaces remain. Future enhancements will focus on refining AI model training, improving data retrieval speeds, and optimizing robotic movement to ensure a smoother and more responsive user experience. With continuous advancements, this AI-powered guide has the potential to revolutionize museum interactions, bridging the gap between traditional exhibits and modern AI-driven solutions, ultimately making cultural heritage more accessible and engaging for all visitors.
The AI-powered robotic museum guide enhances visitor engagement through interactive, context-aware responses, with future improvements aimed at optimizing accuracy, speed, and mobility.

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