**Systems Analysis and Design**

# Phase 1 Research

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### Research

A hotel booking application is a piece of software that lets visitors make direct reservations on the hotel website. The booking engine enables users to make reservations, which are immediately transmitted to the hotel, and displays real-time information to them, such as rates and room availability. Stated differently, the website turns into a direct sales channel for the property when it has an online booking system. The hotel booking application needs to have a few basic features (like stability, user friendly, and ease of use) or the customer will abandon the application and the reservation will be lost. In today’s world, a hotel booking application is not merely an instrument; it is a vital component of the hotel sector. The correct reservation system can completely change a business, whether you run a large chain of hotels or a small, independent B&B. It will increase your competitiveness, responsiveness, and understanding of what your customers want. A user can still make the best decision, though, with the aid of additional features.

The two companies we are comparing for this research are Booking.com and Expedia.com. Booking.com and Expedia.com, have several features in common that are accessible to both system users. Their similarities when it comes to their main functionalities are as follows:

1. Hotel Booking: Users can look for and book on Booking.com and Expedia.com, including hotels, apartments, villas, and other lodging options like guesthouses and vacation rentals.
2. Search Filters: A range of search filters, including price range, star rating, guest ratings, amenities (like free Wi-Fi and breakfast included), location, and property type, are available on both platforms to assist users in selecting the ideal hotels.
3. Flexible Booking Options: Both platforms offer a range of flexible booking options, such as the ability to change booking dates or room types (subject to availability and property policies) and free cancellation on many properties.
4. Customer Support: For help with booking questions, adjustments, cancellations, and other concerns, customers can contact Booking.com or Expedia.com's customer support departments. Customers who need help with their bookings can get in touch with customer service by phone, email, or live chat.
5. Mobile Apps: Both platforms provide mobile apps for iOS and Android smartphones that let users search for and book rooms while on the go, manage their reservations, get alerts, and get access to special mobile offers and discounts.

In general, users can expect comparable functionalities from Booking.com and Expedia.com, which offer extensive platforms for making hotel reservations as well as features and tools to make the process of planning and booking travel easier.

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A close-up of a computer screen

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A screenshot of a computer

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### Scope

A wide range of distinctive hotel booking application features are integrated into the HAS.com hotel booking application. The goal of this project is to enable users to easily book hotel rooms online, increase hotel staff productivity in handling reservations and room inventory, and improve the overall guest experience with personalized services and user-friendly interfaces. The tasks listed in the use case diagram and the activity diagram below will be accessible to individual users.

The major functionalities include room management, payment processing, search and booking, user registration, and integration with external systems. The following are outside of our scope: additional characteristics unrelated to reservation management and booking, as well as integration with third-party services outside of the scope.

The following are the major functionalities that our hotel booking application, HAS.com will offer are:

* User registration and login.
* Availability updates in real time during the booking process.
* Inventory tracking and room management.
* Processing payments through safe transactions.
* Integration with third-party systems
* Customer service support.

As discussed above there are a few things that are outside our scope. There a few more constraints such as the resources available for development and implementation may be restricted by budgetary restrictions and deadlines for projects may be set by time constraints.

We’ve made few assumptions and dependencies. The assumptions are as follows:

* Users have access to computers, tablets, and smartphones that can run the hotel booking application.
* Users can easily navigate the application and are familiar with the basic features of similar booking applications.
* Hotel information (such as room types, amenities, and prices) is made available and accurate by the hotels or by a reputable third party.

The dependencies are as follows:

* Access to third party payment system.
* Ongoing oversight and assistance to resolve any problems or disruptions that may occur while the application is in use.
* Partnering with hotel partners to accurately represent their offerings and onboard their properties onto the booking platform.

# References

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