Documentation of Online Hotel Booking System

ACKNOWLEDGEMENT

First of all, I would like to thank my lecturer Mrs. **SHRABANTI KUNDU** for helping me to acquire some basic knowledge of "Introduction to Software Engineering".

Beside from my lecturer, I like to thank my other classmates for helping to understand the assignment related questions more clearly. They gave their best for completing this report on time. I thank them for their effort.

INTRODUCTION

STAYZ is an tourist agent which provides the facilities for booking hotels, houses, holiday apartments and other accommodations for customers. They operate their business in India. Any customers need to book hotels, apartments they need to visit their office which is situated in Mukundapur for checking the availability as well as negotiation. Recently they have decided to change their booking pattern from manual to web based system. It will help them to manage the customers booking easily and also to keep the customers data more safe. It will also help staffs to keep in track their customer's online booking request as well as easily to reply feedback to the customers.

PROBLEMS OF CURRENT SYSTEM

As **STAYZ** is having manual booking system, they are facing some problems issuing booking requests of customers. All the necessary booking stuffs are being done in hard copy. So it become much difficult for staffs to keep the records updated all the time. As for example, if the customers need to change the check in date it become difficult for them to find out the customers booking details for updating as there are so many customers booking records. Again, regarding current system customers cannot give feedback online and also staff cannot reply to them promptly. So they cannot get the chance to view their apartment rooms or hotels rooms before they make book.

REQUIREMENT ANALYSIS

Functional Requirements:

- The system supports customers booking and able to modify them.

- Customers able to cancel their booking from their account.

- Customers can book online and pay with credit or debit card.

- The system must send booking confirmation email after successful payment.

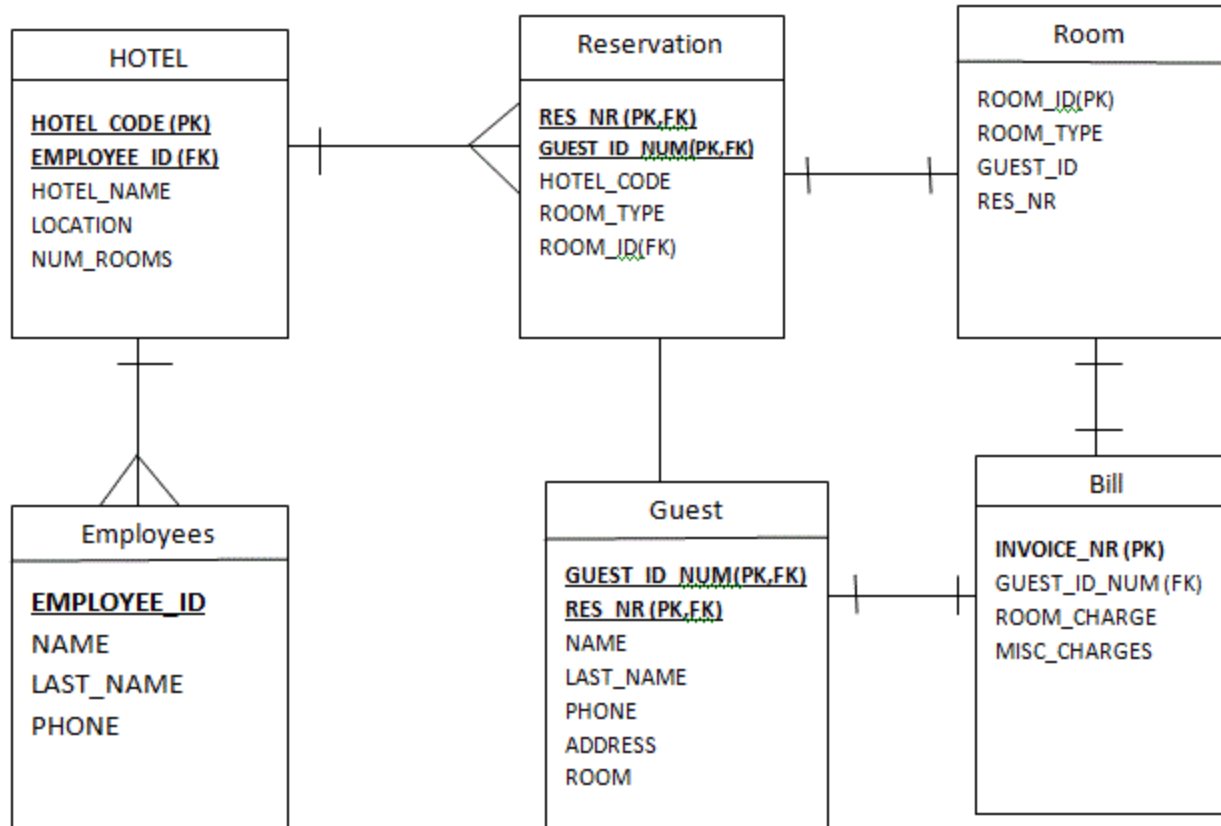- Customers can write reviews about hotels and apartment and also rate them.

- Customers able to check their booking status from their individual account.

- Customers can send feedback or contact the company for booking purposes.

Non-Functional Requirements

- The system must ensure that all the transferable data as for examples customers credit or debit card number, CVV Code, e-payment should be done in secured connection.

- The system must be able to handle multiple transactions a time.

- The system must provide customers 24*7 hours online booking service.

- The system should support almost all the browsers (Internet Explorer, Safari, Chrome and Firefox).

- Customers need to cancel the booking before 24 hrs otherwise their credit card will be charged for one day.

E-R Diagram

IMPLEMENTATION

System implementation is the most important steps in case of finalizing the approved web system. We need to justify some basic requirement (software & hardware) so that the system will work without having obligation and customers dissatisfactions.

Software Requirement:

- **Operating System**: Windows (XP, 7, 8, 8.1) or Mac OSX (Tiger, Leopard, Snow Leopard, Lion, Yosemite).

- **Web Browser**: Google Chrome, Internet Explorer (ver. 8 or later), Mozilla Firefox, Safari (Mac).

- **Database Management System**: MySQL, SQL Server, Microsoft Access, Oracle.

- **Web Development System**: Visual Studio 2010 or later, Adobe Dreamweaver, Notepad, and Notepad++.

- **Others**: .NET FRAMEWORK.

Hardware Requirement:

- RAM: Minimum 1GB or higher.

- HDD: Minimum 50 GB.

- Processor: Intel Pentium 4 or AMD.

- LAN: Version 1.6.6.406(For fixing up client disconnection)

LIMITATIONS

Although this system will provide the booking facilities to customers, it is having some limitations. In case of enquiry when customers send their feedback through the system, it will go directly to the staff mailbox. It means the system don't have the separate web page for checking all the customers enquiry and send reply promptly. Besides the system also don't have the online banking **(MayBank2U, CIMBClicks, PayPal)** for customers.

CONCLUSION

The system is having some benefits for customers too. In home page customers can put their email address or phone number for downloading the booking apps directly on their phone. The application will work for both OS Platform (IOS & Android). By this customers can book by using this application. Besides, customers can also book online without registering into the system. Again, customers no need to worry for payment. But for reservation they need to key in their credit card details for verification purposes. It will not charge them promptly. So, overall this system will give the customers a better user friendly environment to book online.