
Design & Implementation of Online Hotel Booking with Live Support System

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ABSTRACT

Online hotel booking frameworks are turning into an extremely well known technique for booking lodgings. Voyagers can book rooms from anyplace in world at their pace by utilizing an online security to ensure their protection and monetary data. The Online Hotel Booking with Live Support System (OHBLSS) is an online electronic framework with determined larger parts in the field of lodging web based booking framework. The goal of this paper is to structure and execution of the online hotel booking with Live support system. The contextual investigation of this paper is Providence Hotel & Suite which is one of the well known hotel situated at the city of Abeokuta. The Online Hotel Booking with Live emotionally supportive network we are going to actualize will cover all the essential procedures done in the Hotel. It would deal with Guest subtleties, Reservation subtleties, Room administration subtleties, Coupon for Discount, Payment Invoice, Payment, Receipt for Payment made by customers, staff the executives subtleties, Sales, Payment history and room types.

Keywords— Internet, Hotel Booking, Implementation, Live chat, Abeokuta, Ogun State.

Journal Reference Format:

Johnson, O. A., Kaka, O.A, & Oyenuga, J. O (2020): Design & Implementation Of Online Hotel Booking With Live Support System. Social Informatics, Business, Politics, Law & Technology Journal. Vol. 6. No. 1, Pp 47-62 . www.isteams/socialinformaticsjournal

1. INTRODUCTION

The Online Hotel Booking with Live Support System we are going to execute will cover all the essential procedures done in the Hotel. It would deal with Guest subtleties, Reservation subtleties, Room administration subtleties, Coupon for Discount, Payment Invoice, Payment, Receipts for Payment made by customers, staff the board subtleties and room types. Online lodging booking are turning into an extremely mainstream technique for booking lodgings. Voyagers can book rooms from anyplace at their comforts by utilizing on the web security to ensure their protection and money related data. Individuals can book straightforwardly on an individual hotel site. An expanding number of hotel are building their own sites to enable them to showcase their hotel straightforwardly to customers. Non-establishment chain hotel require a "booking engine" application with live emotionally supportive network to be appended to their site to allow individuals to book rooms and furthermore make a few enquiries in term of getting rebate and whatever other data that probably won't be obvious to them progressively. One bit of leeway of booking with the lodging straightforwardly is the utilization of the hotel full undoing strategy just as not requiring a store by and large [1]. The principle vacationer goal in Ogun state is Abeokuta. capital of Ogun state; There are many travel goals and vacation destinations in Ogun State, be that as it may, Olumo Rock is the most prevalent vacation destination in Ogun State. It is situated in the core of Abeokuta.

It is an impressive shake with bunches of huge caverns and recorded ancient rarities. Different spots of fascination in Ogun State are: Abeokuta Museum, Centenary Hall, Ebute Oni Tourist Beach, Olumo Rock, Osuuru Water Spring and some more. Providence hotel is one of the acclaimed vacationers hotel situated at Abeokuta. The greater part of the visitor visit Abeokuta pick Providence hotel because of a few reasons. At present around 28 representatives are working connected to a few branches of the hotel. Both neighborhood and outside visitors hold rooms, lead gatherings, weddings and a lot progressively different capacities and furthermore within the hotel there are shopping mall. Representative is the key job of the hotel. They have appoint to keep room records, reservation subtleties, clean room wedding lobbies; control the stock of lodging and a lot progressively different duties. As of now, Providence hotel is utilizing a manual to deal with hotel forms. At the point when a visitor reserve a spot, all the booking subtleties (counting visitor subtleties) are recorded in a document and those documents are put away in an exceptional bureau.

Counts of bills and stock things are finished by physically as well. As the present framework is a record based one, the executives of the hotel needs to put much exertion on verifying those documents. They can be effectively get harmed by a flame, creepy crawlies and so forth. Keeping records takes much time and squanders much valuable worker hours. In spite of the fact that we can't believe the precision of estimations done by physically, it is anything but an amazement of experiencing issues. In the event that we need to check for a past room record or a booking point of interest, the board will be in an extraordinary issue. It's an intense and time taking procedure to look for a record in a document [2].

Objectives Of The Study

This investigation means to build up an on-line hotel booking with live support framework for Providence hotel and Suite. In particular, this examination has the accompanying targets:

1. To plan an online hotel booking with live support system for Providence hotel and suites.
2. To give includes that will acquaint both the staffs and the customer with the online hotel booking with live support system.
3. To assess the framework and feature the advantages the framework can give to the customer and staff.

2. RELATED WORKS

Online inn reservations are a famous technique for booking lodgings. Explorers can book rooms on a PC by utilizing on the web security to ensure their protection and money related data and by utilizing a few online trip specialists to look at costs and offices at various lodgings [8]. According to Ei Mon Cho, Phyo EiEi Maw, Hlaing Htake Khaung Tin , Online hotel reservations frameworks are turning into an exceptionally well known strategy for booking lodgings. Voyagers can book rooms from home by utilizing an online security to ensure their protection and money related data. The Online Hotel Reservation System (OHRs) is an online electronic framework with indicated larger parts in the field of lodging on the web reservation framework. The goal of this paper is to plan and usage of the online lodging reservation framework. The contextual analysis of this paper is Royal inn Bagan in Myanmar. Illustrious inn is one of the popular visitors inns situated at Bagan. The Online Hotel Reservation System we are going to actualize will cover all the fundamental procedures done in the Hotel. It would deal with Guest subtleties, Reservation subtleties, Room administration subtleties, staff the executives subtleties and room types [3]. According to Ogirima, Sanni Abubakar Omuya , Awode, Tolulope Reuben , Adeosun, Olajide Olusegun, The reason for this examination is automated hotel the board framework with Satellite Motel Ilorin, Nigeria as the contextual investigation is to comprehend and utilize the PC to take care of a portion of the issues which are normally experienced during manual tasks of the inn the executives.

Finding a convenience or a lodging in the wake of having arrived at a specific goal is very tedious just as costly. Here comes the significance of online inn booking office. Online lodging booking is perhaps the most recent method in the field of web that enables voyagers to book an inn found anyplace on the planet and that excessively as indicated by your preferences and inclinations. At the end of the day, online lodging booking is one of the marvelous offices of the web. Booking a lodging on the web isn't just quick just as advantageous yet additionally exceptionally shoddy. These days, a significant number of the inn suppliers have their locales on the web, which thus enables the clients to visit these destinations and view the offices and courtesies offered by every one of them. Along these lines, the proposed electronic of an online inn the executives framework is set to locate an increasingly advantageous, efficient, quicker, solid and precise methods for handling the present manual arrangement of the inn for both close and far customer[4]. According to Glenda A. Delizo, Mischelle A. Esguerra,

This investigation intends to create and plan an on-line hotel reservation and the board framework for the College of International Tourism and Hospitality Management of the Lyceum of the Philippines University, Batangas Campus. It presents easy to understand highlights that will acquaint CITHM understudies on the online inn reservation framework, assess it and feature the advantages it can give to the school and staff. What's more, it will provide supplement material in their front work area activity course. The scientists utilized the System Development Life Cycle and Microsoft Web Developer 2008 as the programming language. The created programming filled in as an apparatus for the understudies of CITHM to acquaint them on the best way to work an online lodging reservation framework. The created programming was a successful guide for the educators in showing the essential activities of lodging reservation framework to their understudies. It additionally gave online security to ensure protection and monetary data of clients[1].

3. METHODOLOGY

PhpStorm was utilized in light of the fact that it is easy to understand and has a ton of highlights. is a commercial, cross-platform IDE for PHP built on JetBrains' IntelliJ IDEA platform. PhpStorm provides an editor for PHP, HTML and JavaScript with on-the-fly code analysis, error prevention and automated refactorings for PHP and JavaScript code. It gives move and synchronization includes, the capacity to discover and supplant lines of content or code via search terms and standard articulations over the whole site, and a templating highlight that permits single-source update of shared code and format crosswise over whole destinations with/without server-side scripting . The file explorer interface also accommodates the use of Javascript within the same environment. Google chrome web Browser was the program utilized for the venture as it is free and platform independent based working framework.

The program contains HTML markup language, has it interoperates these directions and presentations the report as a page. JQuery been a javascript framework is used for changing or adding more functionality like carousel and many more to exiting html tags. LAMP stack is a bundle of autonomously made projects introduced on Linux distribution PCs that utilizes a linux Operating system distributions working framework techtarget.com). LAMP is an open source Web development platform that uses Linux as the operating system, Apache as the Web server, MySQL as the relational database management system and PHP as the object-oriented scripting language. (Sometimes Perl or Python is used instead of PHP.). PHP: Hypertext Preprocessor is a general-purpose programming language originally designed for web development. (en.wikipedia.org). PHP was utilized for the server programming which is essentially used for simple to complex strutured query language(SQL) queries to interface the site from the database. Other projects were incorporated, for example, phpMyAdmin which gives a graphical UI to the MySQL database console.

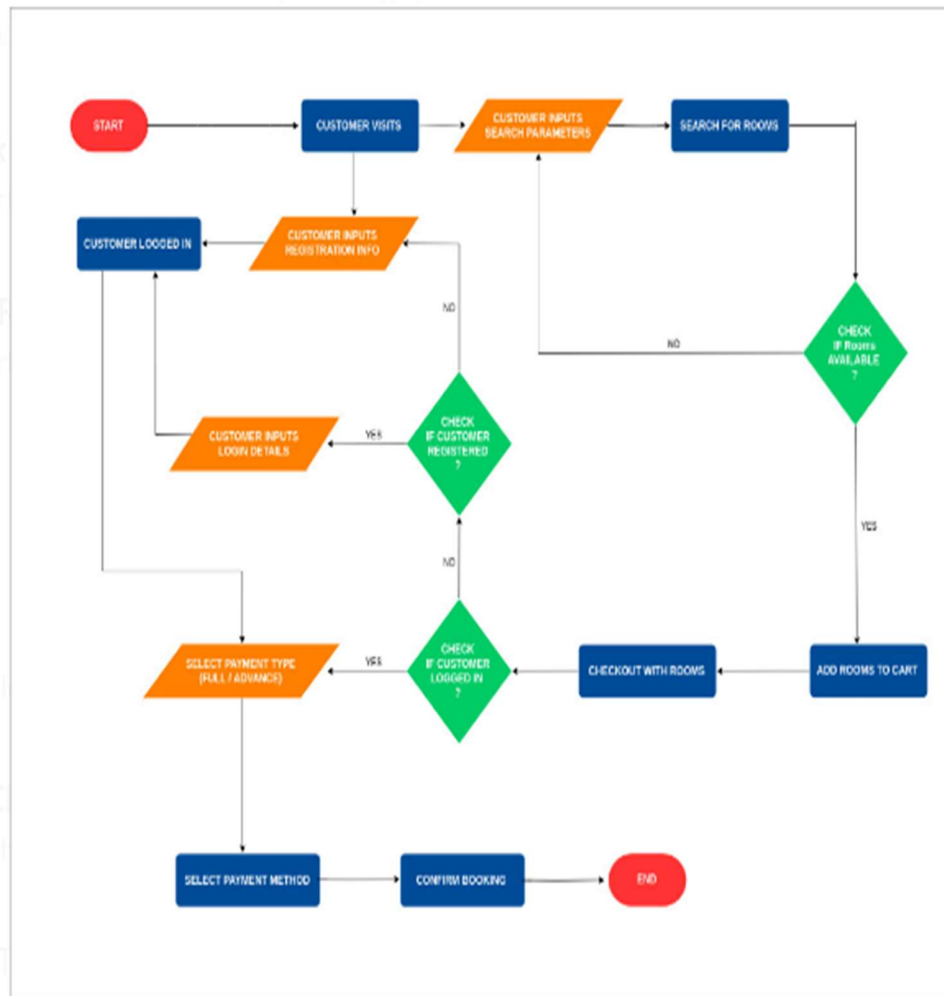


Fig 1: Flow chart of The OHBLSS

3.1 The Requirements Analysis Of The OHBLSS

Interface Requirement

This is an online application which gives usefulness to lodging. It develops amicable UI for ordinary clients notwithstanding for the individuals who start to have first connection with systems. It must be simple for clients to book the rooms whenever, clients must ready to book in excess of a room in a solitary truck, clients can see the entire detail identified with setting up for the checkout page, clients must probably get a moment email in regards to the affirm booking of rooms, client can undoubtedly sort/channel their pursuit, client can give their tributes to the site, clients can buy in to the bulletin, clients can demand for the request retraction effectively, and send demand for unique needs just as their criticisms. Expert and well - sort out structure site will intrigue clients at their absolute first look. For staff account, as they're comfortable with the product, the interface can be somewhat increasingly complex yet proficient.

Registration and registration page must give snappy access to the staff to orchestrate space for client just as update status of room. UI for head will be the most mind boggling. Head will be validated with most elevated need as far as getting to rights. Programming must give them a few devices to carry out their responsibility.

Hardware Requirements

This application is stage autonomous which generally implies it underpins Windows, Mac, and Linux working framework, the framework gives high similarity to various hardware, and that is, the framework can be introduced and got to through real business PCs since it is modified with abnormal state dialects [2].

Programming Requirements

Our application can keep running on prominent program, for instance, Internet Explorer, Mozilla Firefox, Opera, Google Chrome and so on. Customer should utilize most recent rendition of these programs to take advance all freshest highlights. In our working procedure, we utilize some product applications to make and structure site like PHP form above 5.4+. In the PHP setup set memory_limit to "128M", upload_max_filesize to "16M" , max_execution_time to "500" and allow_url_fopen on, Required PHP augmentations: cURL, SimpleXML, SOAP., MySQL 5.0+ and underneath 5.7 introduced with a database made, SSH get to, SSL endorsement on the off chance that you intend to process installments inside (utilizing Paystack for example) CSS, JAVA SCRIPT and structure interface by HTML. Web server: Apache 2.x, Nginx or Microsoft IIS.

Task Risk Management

Process In lieu of charge card misrepresentation in this piece of the world (Nigeria) which provoked to be secure installment database is dealt with by interswitch there by there is no outsider included.

Restrictions Of The System

The framework we will create will give solutions for the issues that are at present looking by our customer. Moving to our framework can obtain favorable circumstances, for example, sparing of time, worker hours, and space wastage. This will expand the productivity in inn day by day exercises. Table shows the Restrictions of the system

Table 1: Restrictions of the system

Memory	System will have only 2GB space of data server.
Language Requirement	Software must be in Multiple languages
Implementation Constraints	Application should be based on a php framework (prestashop version 1.6.x)
Reliability Requirements	System should be backed up frequently to avoid data loss, which is close to impossible as long as the host service still works which has to be a reputable provider.

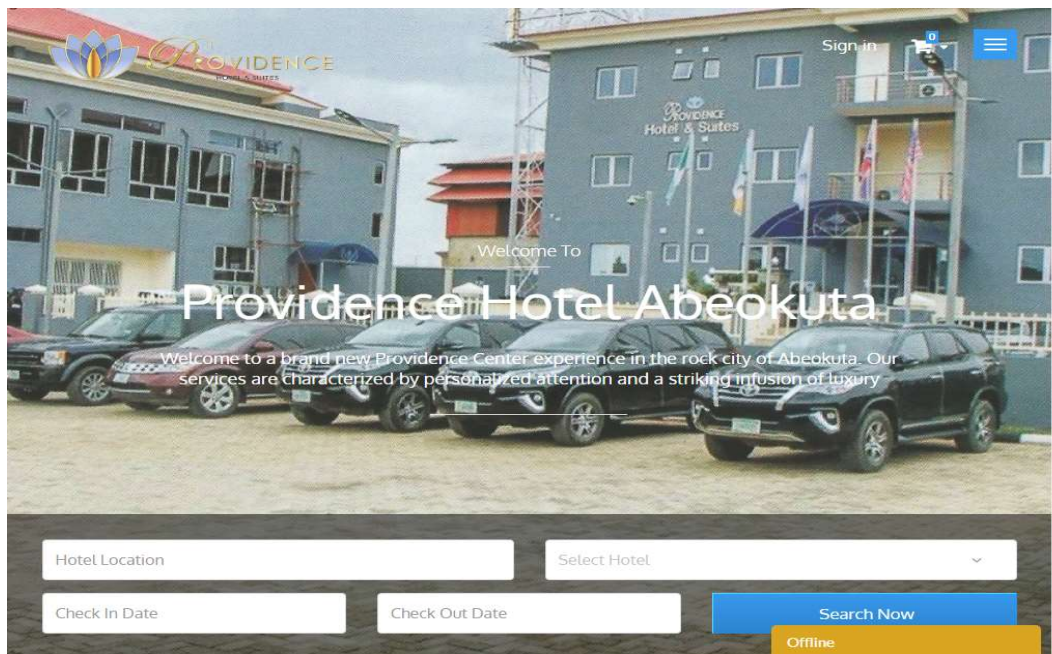
4. THE PROJECT DESIGN OF THE ONLINE HOTEL BOOKING WITH LIVE SUPPORT SYSTEM (OHBLSS)

The OHBLSS is an online electronic framework with determined greater parts in the field of inn online reservation framework. The primary highlights of this framework are:

1. Allow guests to book, hold room, lobbies for occasions in the lodging with simply simple method for getting to through an absolutely programmed record framework.
2. Allow clients to check, alter the booking, send solicitations, criticisms and confirm the bill of remaining.
3. Give consent to staff to sign in and do the administrator errands, for example, registration , registration at gathering table, looking through rooms, clients, answering solicitations, etc.

5. RESULTS & DISCUSSION

Dispatch Hotel Booking Website inside a couple of minutes with OHBLSS dispatches rich, easy to understand and SEO amicable Hotel site. OHBLSS enables you to show the inn's inside, lodging and comforts with the assistance of pictures. Besides, it is a solitary stage enabling the lodging to deal with the rates, charges, accessibility, different dialects, and numerous monetary standards. Through the appealing interface, the end client can book the lodging inside a couple of minutes. Oversee web based booking in all respects proficiently with the assistance of OHBLSS.



Screenshot 1

OHBLSS web based booking framework is one spot for dealing with all your on the web and disconnected inn booking. Administrator can take the on work area booking structure the back-part of the arrangement. At the point when a visitor strolls in the inn without the booking. What's more, requests a lodging then you don't need to do a manual section or rely upon some other framework. In OHBLSS you have the choice to hold the space for the visitor for his ideal date go.




Screenshot 2

Manage Online Booking

Manage online booking very efficiently with the help of OHBLSS.

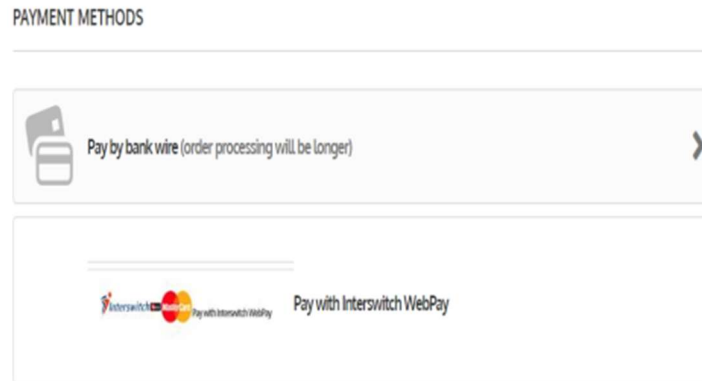
OHBLSS online booking system is one place for managing all your online hotel booking. Admin can take the on desk booking form the back-end of OHBLSS. When a guest walks in the hotel without the booking. And demands a hotel room then you do not have to do a manual entry or depend on any other system. In OHBLSS you have the option to reserve the room for the guest for his desired date range. To manage offline booking the admin just has to go to the OHBLSS backend. Then under the Hotel Reservation Tab and select the Book Now option.

Room Image	Room Description	Room Capacity	Unit Price	Rooms	Check-in Date	Check-out Date	Total
	Royal Suites	2 Adults, 2 Children	₹ 50,700	1	23-08-2019	24-08-2019	₹ 50,700
VOUCHERS			Total Rooms Cost (tax incl.)				₹ 50,700
<input type="text"/> <input type="button" value="OK"/>			TOTAL				₹ 50,700

Screenshot 3

Fragmentary/Full Payment Booking



With the assistance of OHBLSS Hotel Reservation System, the clients can book lodgings by paying an incomplete sum set by the administrator. The clients don't need to pay everything to book rooms in your lodging. The client can pay a piece of complete installment ahead of time. What's more, can have affirmed booking status. They will pay the due sum at the season of check in the inn and administrator can refresh the due sum from the backend.



Screenshot 4

Integrated Payment Gateway

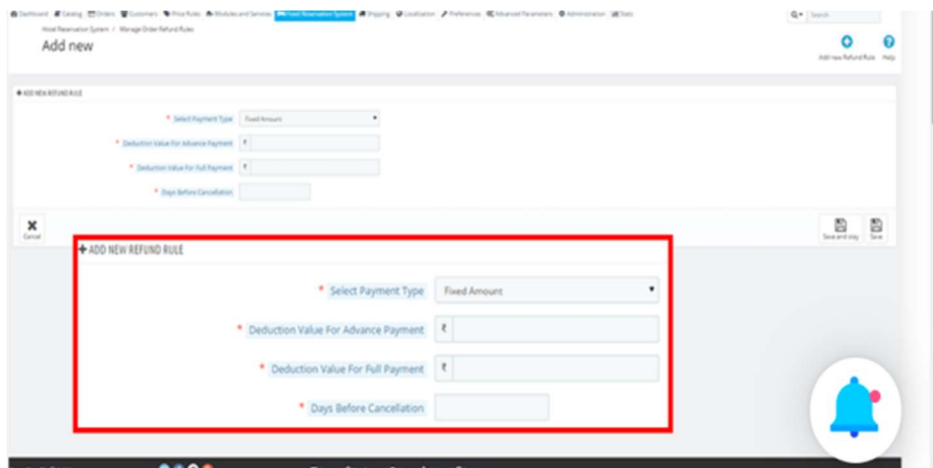
OHBLSS bolsters all the installment passages. We give Paypal installment passage coordinated as a matter of course with OHBLSS. Paypal is the most prevalent installment passage to make installment through charge card. Moreover, PayPal is a famous and confided in installment portal all around the world. It will guarantee the client that his exchange is secure on your inn booking site.

Room Image	Room Description	Room Capacity	Unit Price	Rooms	Check-in Date	Check-out Date	Total
	Royal Suites	2 Adults, 2 Children	N 50,700	1	23-08-2019	24-08-2019	N 50,700
	Standard Room	2 Adults, 2 Children	N 22,815	1	23-08-2019	24-08-2019	N 22,815
VOUCHERS						Total Rooms Cost (tax incl.)	N 73,515
<input type="text"/>						TOTAL	N 73,515

Screenshot 5

Multirooms In Single Order

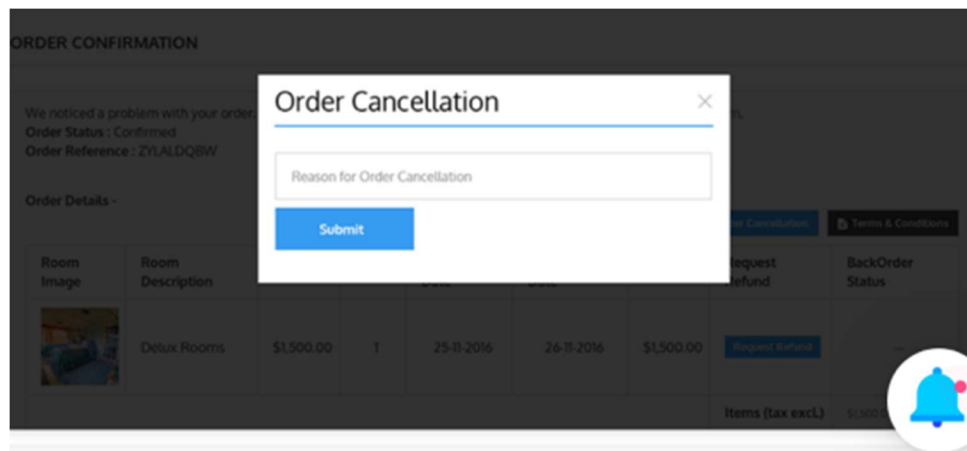
OHBLSS gives a novel element to the end clients. Presently, clients can book different rooms in a solitary truck. This element will make Providences lodging site easy to understand. For instance, if a client needs to book two rooms yet one from 31st September to second October 2019 and other from fifth November to seventh November 2019, the client can include these rooms in a solitary truck and book them together.



Screenshot 6

Oversee Refund Rules

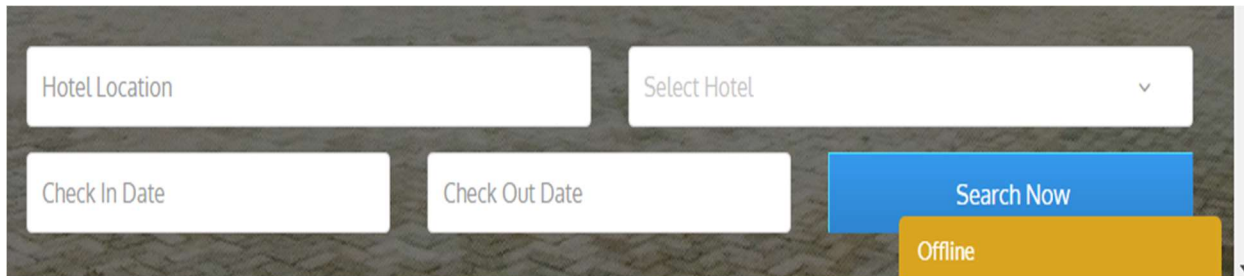
Overseeing discount standards are the most significant undertaking in any inn booking framework. As some time client book rooms yet because of certain reasons they need to drop or change their outing, all things considered, you need discount decides so no complexity happen while discounting the sum. With OHBLSS you can without much of a stretch oversee discount rules. You can make the same number of discount governs according to your prerequisite.



Screenshot 7

Solicitation Cancellation

Solicitation wiping out is a simple procedure with OHBLSS. The client can without much of a stretch solicitation for his booking wiping out to the administrator. For Order dropping, the client simply needs to visit the "Requests" area. There snap on the request for which they need to send a discount demand. When you send the discount demand, it will be in pending until the administrator endorses it. Presently, when administrator favors/object the discount demand the status change in like manner. Administrator can discount the sum as per the discount rule or can deduct less sum if the client is visit one and administrator needs to demonstrate appreciation to the client.



Screenshot 8

Area Wise Search

Area Wise Search for the accessibility of rooms is the fundamental usefulness of any Hotel Reservation and Online Booking System. Clients can scan for rooms as guests, visitors or client. Moreover, the client can look through rooms as indicated by the city, state or nation. They can choose inns on a specific area. And afterward can see the accessibility of the rooms in the middle of the ideal dates in the lodging.

What Our Guest Say?

Attestation to Services Enjoyed!

Beautiful and relaxing hotel in a great location. High quality interior, complete with beautiful art collection. Bar & restaurant are great. Prize at the bar is top notch! I will make this my regular spot on trips to Abeokuta.

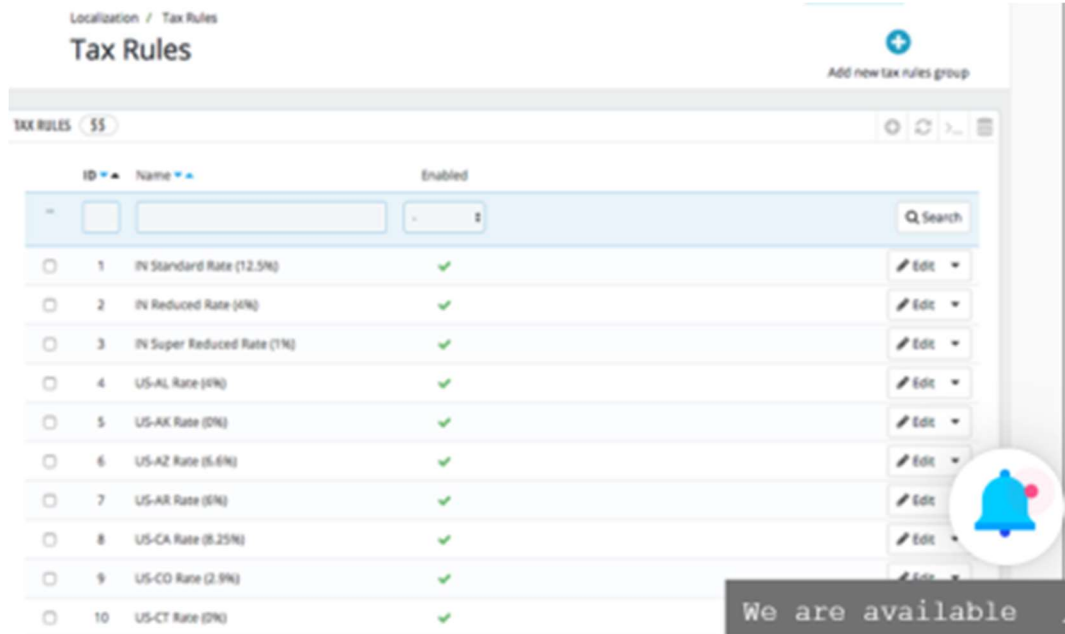


Bank Staff
Fidelity Bank Staff

Screenshot 9

Guest Testimonials and Reviews

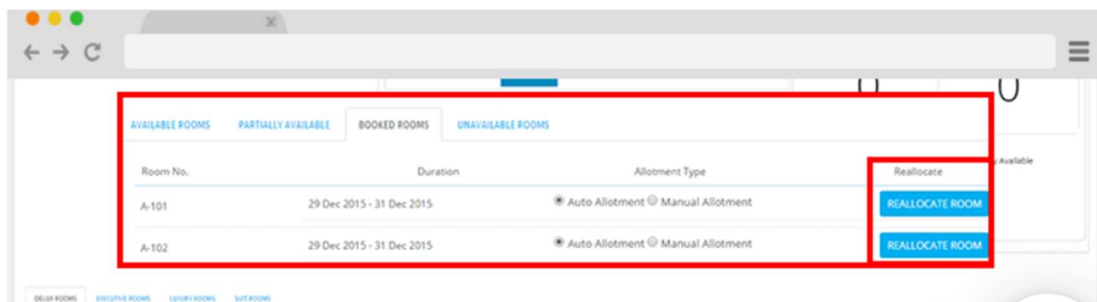
Visitor surveys and tributes are compelling in expanding the transformation pace of your lodging site. With OHBLSS you can show the tributes given by your visitors on the landing page. Over all Testimonials are the social verification of your great administrations. Clients additionally prefer to peruse tribute before making a setting up for any inn site.



Screenshot 10

Assessment Management

OHBLSS has the Tax Management includes that enable you to deal with all the city and state assesses in all respects effectively and proficiently. OHBLSS let you add expenses to your room rates so you can force them on the clients while booking the room. You can apply Tax to each room independently all to be finished by the administrator.



Screenshot 11

Rooms Reallocation

OHBLSS is the framework through which administrator can satisfy client's needs effectively. OHBLSS is giving an exceptional element to the lodging and help administrator to draw in more clients to their inns. This element is pertinent when your visitor needs to change the dispensed room. With this component, administrator can without much of a stretch reallocate the space to the visitor as indicated by his necessity.



HI ODUSANYA OLUSANYA,

ORDER TYIHRVQIE - PROCESSING

We are currently processing your Providence Hotel order with the reference TYIHRVQIE.

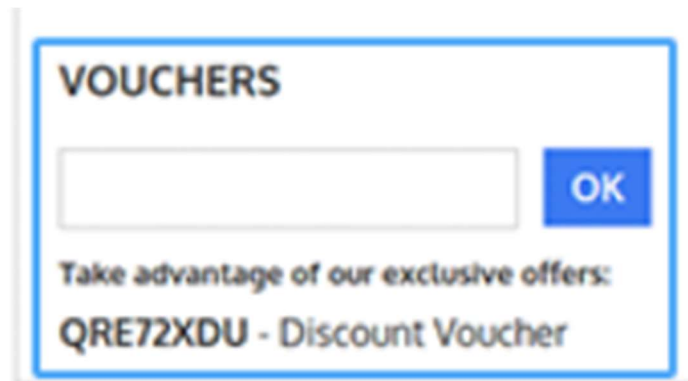
You can review your order and download your invoice from the ["Order history"](#) section of your customer account by clicking ["My account"](#) on our shop.

If you have a guest account, you can follow your order via the ["Guest Tracking"](#) section on our shop.

Screenshot 12

Minute Email Notification

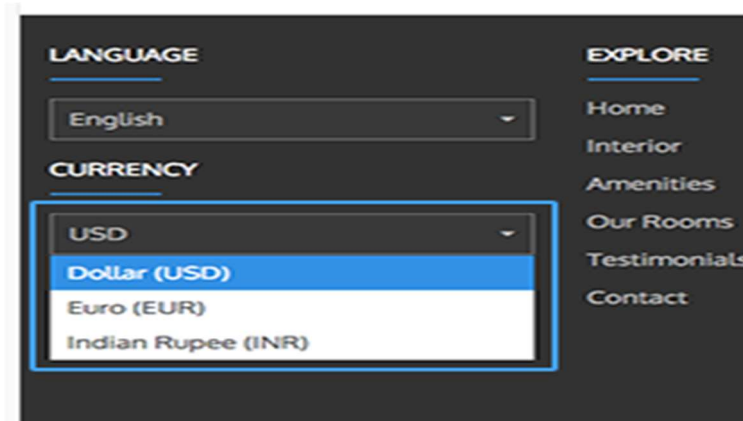
While making installment online to book rooms the most significant thing a client need is to get moment mail affirming their booking. Our OHBLSS framework sends moment mail to clients to dodge tumult among them. When the client get the affirmation mail, there will be an expansion in their trust with respect to the site. Along these lines, with our lodging booking framework, you can pick up client trust effectively.



Screenshot 13

Discount Offers

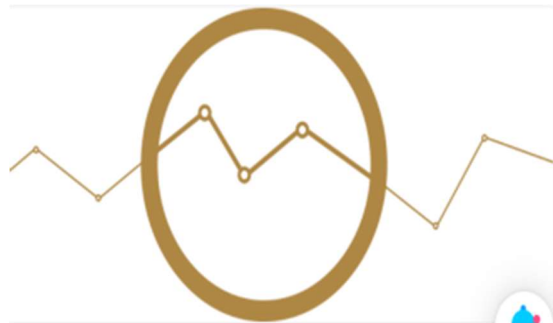
Offer limits on your lodgings or to a portion of your extraordinary visitors. Advance your inn with various vouchers. With OHBLSS Hotel Reservation and Online Booking System including and overseeing limits is simple. You can give vouchers to the entire truck or you can include limits certain rooms. You can give advantages to your client as indicated by your decision and can appeal them to book rooms from your site.



Screenshot 14

Various Languages And Currencies

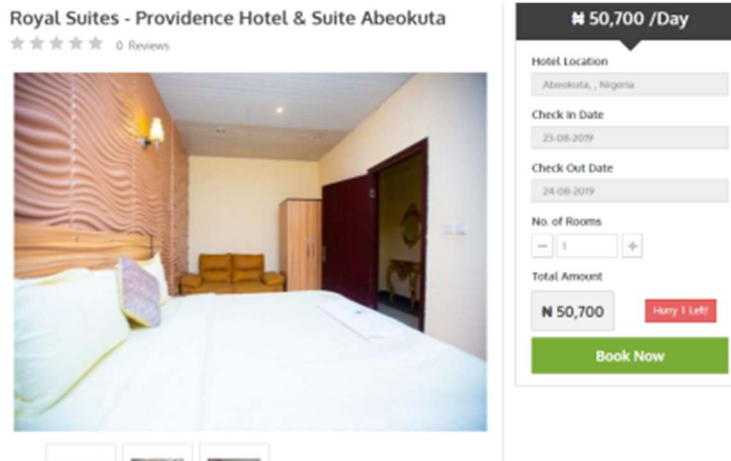
OHBLSS underpins different dialects and monetary standards. Presently, you can pull in clients from your nation just as from different nations. Every single client can see the cost of the rooms in his own money and they can see the webpage in their own language which will make your site increasingly intelligible to clients. This will assist you with increasing your income and can assist you with improving your inn evaluations.



Screenshot 15

Details Management

Details Management is essential since we are living in a time of data contamination and we have information surrounding us. It has turned out to be significant for our business to isolate helpful information. OHBLSS Hotel Reservation and Online Booking System can show ongoing information for the accessibility of rooms to the administrator. Administrator can see the inhabitation level of the rooms for example completely involved, mostly involved and void. The Admin can see the every day/week after week/month to month status of the rooms by dealing with the schedule on the details page. Administrator does not need to physically refresh the details of the booking. The framework will consequently refresh from the web based booking or the booking overseen by the administrator from the backend.



Screenshot 16

Easy to understand Booking

OHBLSS make the existence simple for both administrator and the end client. The end client can book the lodging in negligible simple advances. Clients can book rooms through the brisk checkout process.



Screenshot 17

Site improvement

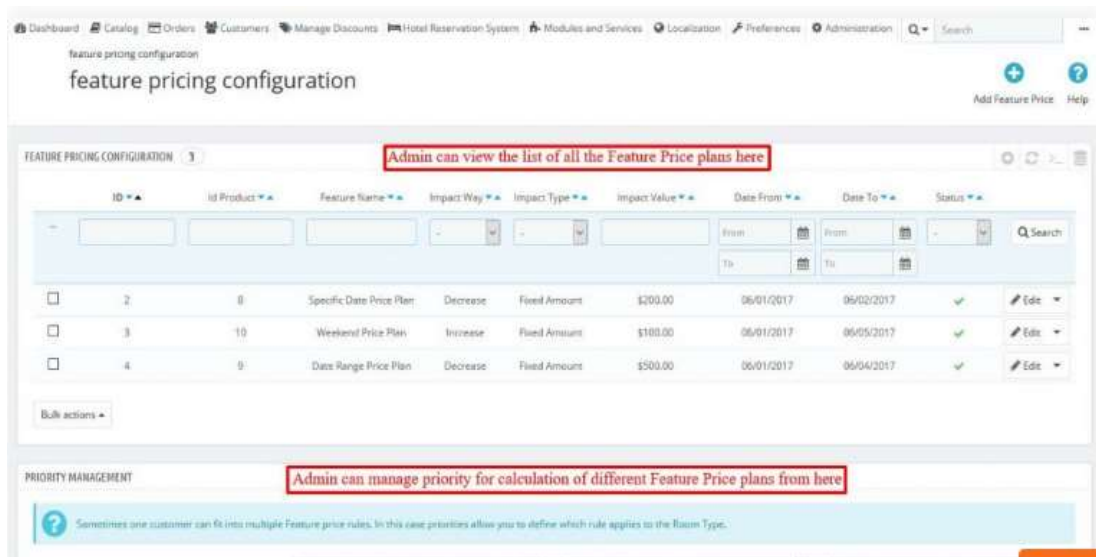
Site improvement builds the perceivability of your lodging booking site in the web index results. You can oversee meta labels and portrayals with the goal that web indexes can look through your site effectively. This will build the traffic on your lodging site which can bring you more income .



Screenshot 18

Responsive Theme

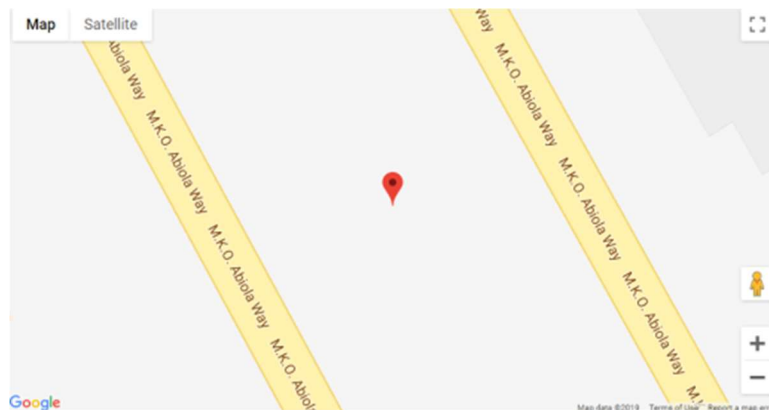
Today, clients lean toward cell phones and tablets over work areas and workstations. What's more, that is the reason a site ought to be receptive to the extents of screens. OHBLSS is receptive to every one of the screens. The client can check inns and rooms accessibility from anyplace independent of the framework they are utilizing. Notwithstanding the gadget utilized by the clients, the booking framework will continue as before.



Screenshot 19

Evaluating Rules

Need to set various costs for rooms on different events or according to seasons? All things considered, with different value principles highlight of OHBLSS you would now be able to make different value rules. Presently set costs as indicated by explicit dates, ends of the week or uncommon days and date go.



Screenshot 20

Google Maps

Google maps help explorers to arrive at your lodging. It gives data, for example, lodging address, contact number, audits, and inn timings. Through it, your clients can without much of a stretch find your inn. The greatest bit of leeway of having it on your site would be that it will manage your clients to arrive at your lodging with legitimate headings.

6. CONCLUSIONS

The Online Hotel Booking with Live Support System was created to supplant the manual procedure of reserving for lodging or some other office of the inn. Clients ought to have the option to know the accessibility of the rooms on a specific date. They ought to have the option to save the accessible rooms as per their need ahead of time to make their stay agreeable [5 - 7]. A framework head checked and managed the production of customer accounts. This framework will make their booking and deals reports and furthermore the manual chronicle of client, to keep their records and records would be simpler and to recover it whenever they need. Also live support system will help customer/client to make any other enquiries that is not clear to them or either negotiates further before making their payment.

In the nearest future incorporation of advanced chatbot should be implemented to the online hotel booking system.

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