



Novel Client Booking System in KLCC Twin Tower Bridge

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Abstract - This system should help managing the visitors and tour guides as well as scheduling tours to visit “Petronas Twin Towers Sky Bridge”. The system should at least support the following characteristics. It should keep track of visitors and or tourists. It should keep information about tour guides and their working hour and other related information about such employees. The administrators should be able to schedule their visiting hours. This is a work-flow system and it need to keep track of daily visitors. The requirement was meant for this system is straight forward and very clear with so little complexity. On one side the system should provide visitors an online booking interface for them to easily pick their favorite time to visit the place, on the administrative side; it should keep track of visitors and give the ability to admins to manage the timing schedules. This system will replace current working system if it is successful or will add to current existing system to make it more reliable and useful.

Keywords: Client booking, managing visitors

1 INTRODUCTION

This is a work-flow system and it need to keep track of daily visitors. The requirements were meant for this system is straight forward and very clear with so little complexity. On one side the system should provide visitors an online booking interface for them to easily pick their favorite time to visit the place, on the administrative side; it should keep track of visitors and give the ability to admins to manage the timing schedules.

Users of this system are tourist who would like to visit the twin towers sky bridge, system operators that includes administrators and tour guides.

This system will run on two interfaces, desktop application for windows and web interface for visitors booking. the programming language for web interface will be ASP that is supported in Windows .net platform. For saving data, system needs to kind of storage, file and database. For database system can use every existing database but as system is categorized as a light system SQL Server database system is recommended. Other databases like MSSQL or Oracle or IBM DB2 can be used as well.

With this system 2 type of document will be provided within this content.

1. System requirement specification.
2. System Analyze and design document.

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As we don't have access to the targeted operation environment therefore all the requirements are based on assumptions and do not reflect the reality of how things are done now. It has been assumed that the system will run on Windows systems and the database will be based on MySQL.

2 Proposed system features

The two main features of system are online booking and setting schedules for visitors. It is possible to add some more features in the future to this system so that it will be able to address broader issues. (Figure 1)

2.1 Book a tour

Using this feature, visitors can register their information in system and pick a desired and possible time to visit the sky bridge. Online booking site is an online section of application that is accessible from Internet. Visitors must enter their personal information which is then manageable by the admins. This data can be used for security efforts and also to compile statistical facts from it. (Figure 2)

2.2 View schedule

This feature is for tour guides and gives them the ability to view the schedules that had been made by administrator in order to know when they have to be ready for their next tour. We are also assuming that the tour guide is already logged in. (figure 3)

2.3 View visitors information

This feature allows system administrator to view the currently registered visitors information and manage them, which can be edit and delete. We are also assuming that the administrator is already logged in. (figure 4)

3 Data Flow Diagram

It shows about overall data interaction inside system and what will happen inside system this is level 1 DFD. (Figure 5)

4 Entity Relationship Diagram

It shows relationship between data inside database and how they are interact which each other's. Both Supervisor and Tour Guide are human and we have name and last name therefore these would inherit from visitor which is human too. And also these data would interact with each other using database. (Figure 6)

5 Screen Transaction Diagram

It will indicate how login and transaction inside system will work and interaction between users inside this system and their main interface with system. (Figure 7)

6 Conclusion

Booking system is a simple system that contains database and user could interact with database with a easy interface. For guest user they only could add data while administrator would be able to modify, add and delete data from database. In KLCC booking system user could book time to visit KLCC and a random number would generate and that number represent an id for trace user activity in system and with that id we could search user time and date of visit instead of type name . Also we could browse booking time date, name and other data by that ID.

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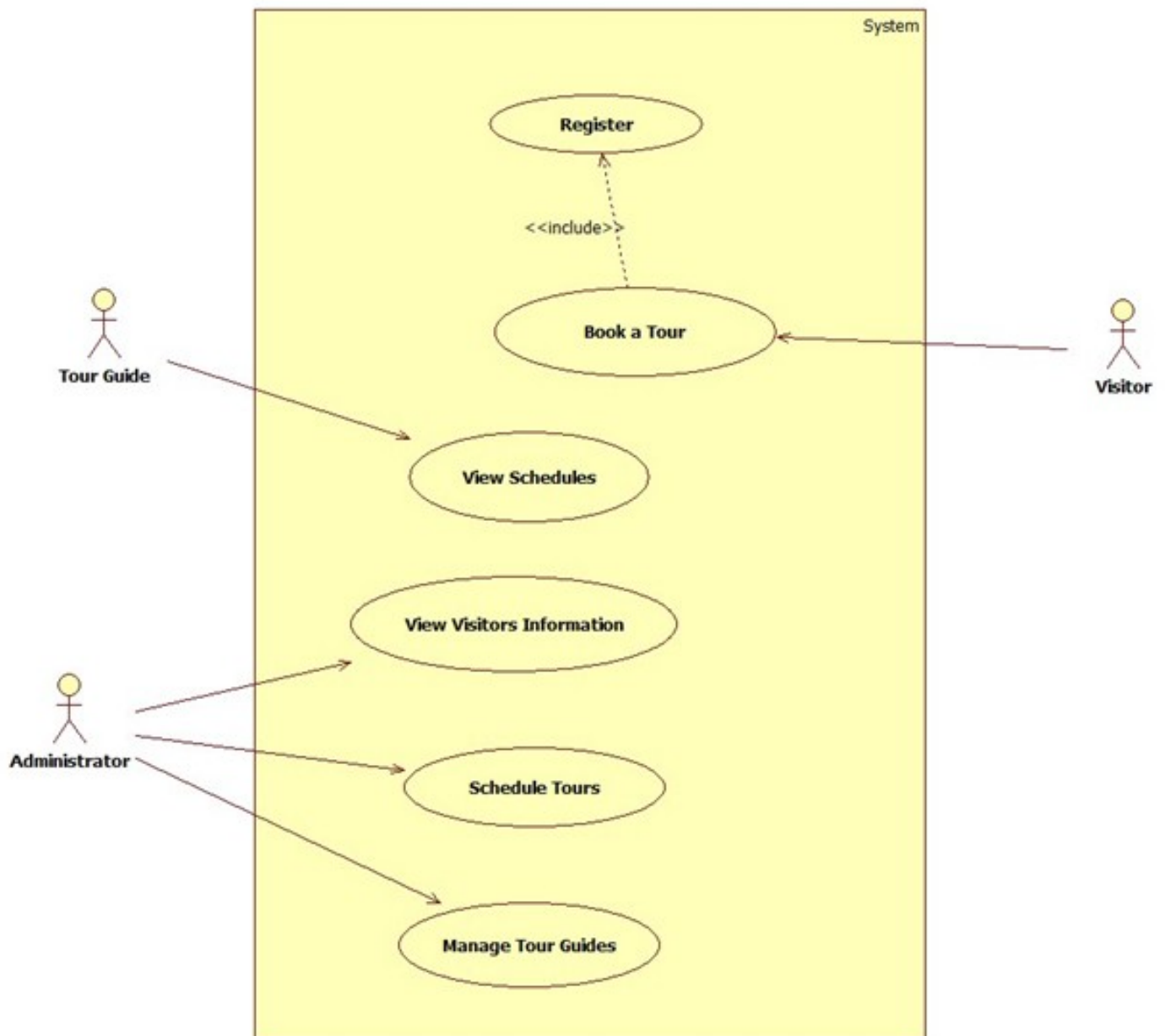


Figure 1. proposed booking system features

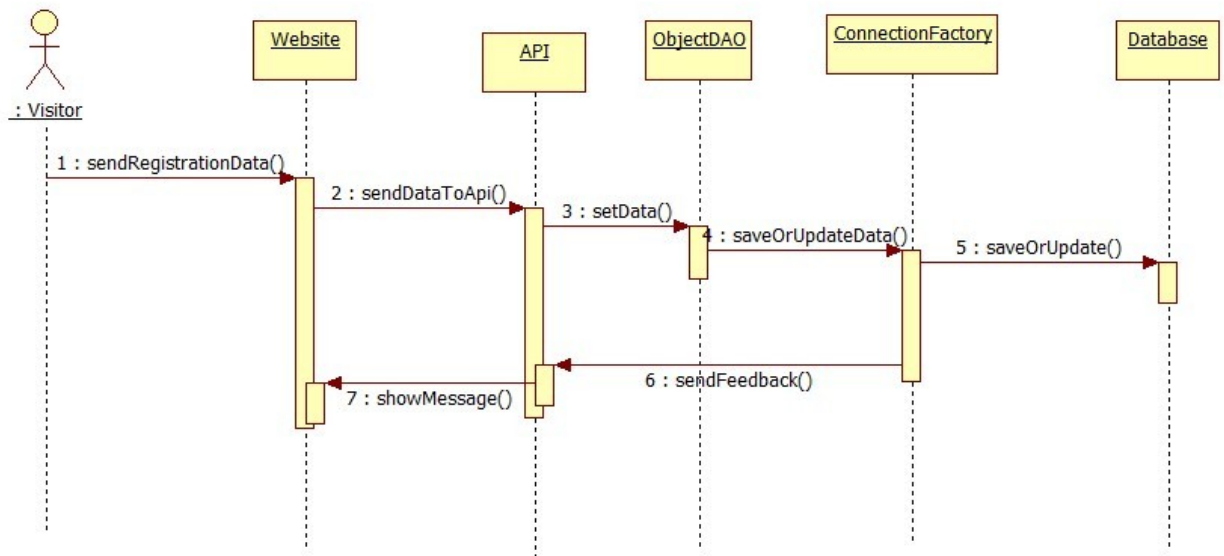


Figure 2. data flow of the system

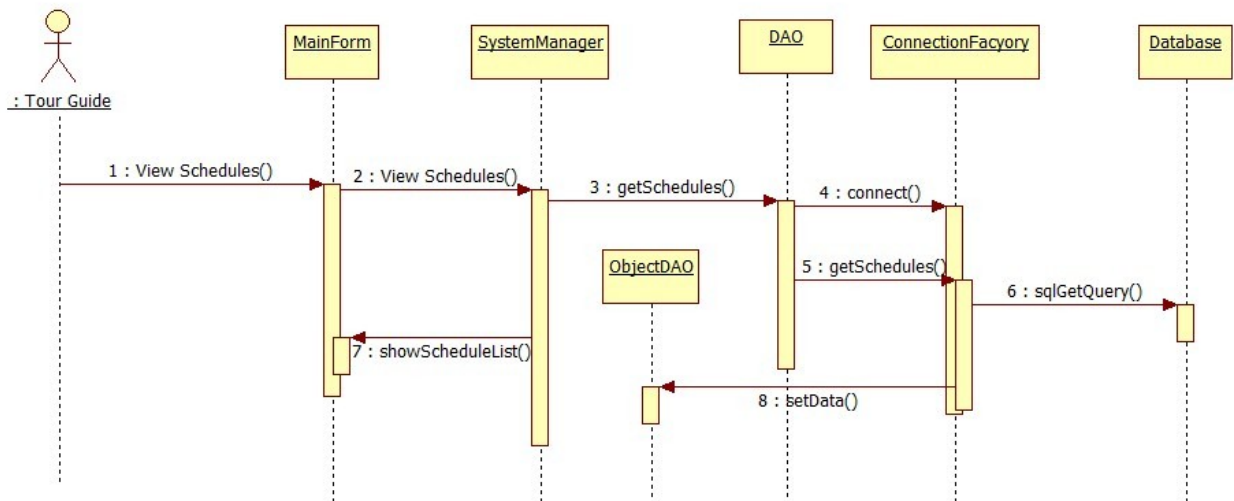


Figure 3. view schedule of the system

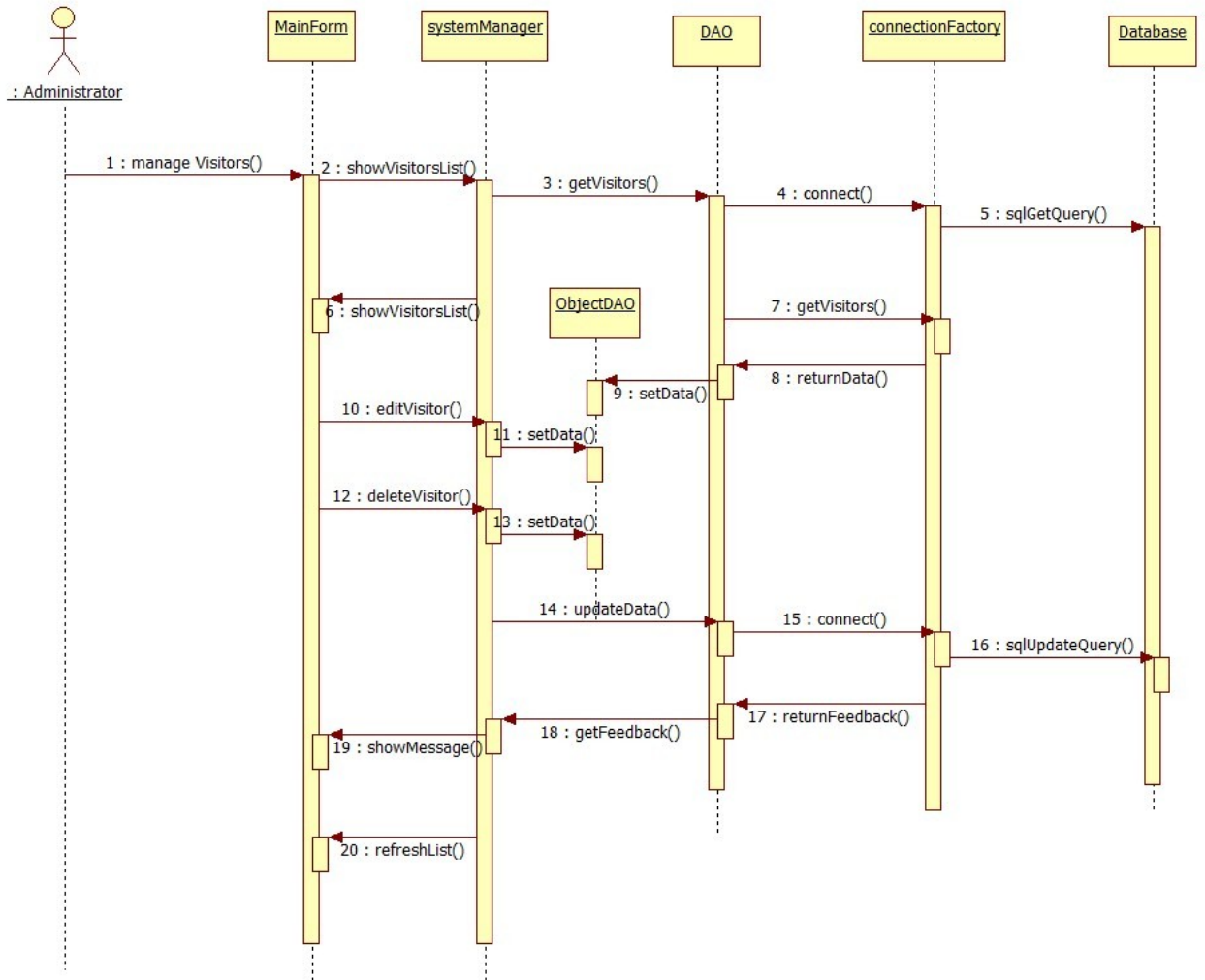


Figure 4. View visitors information

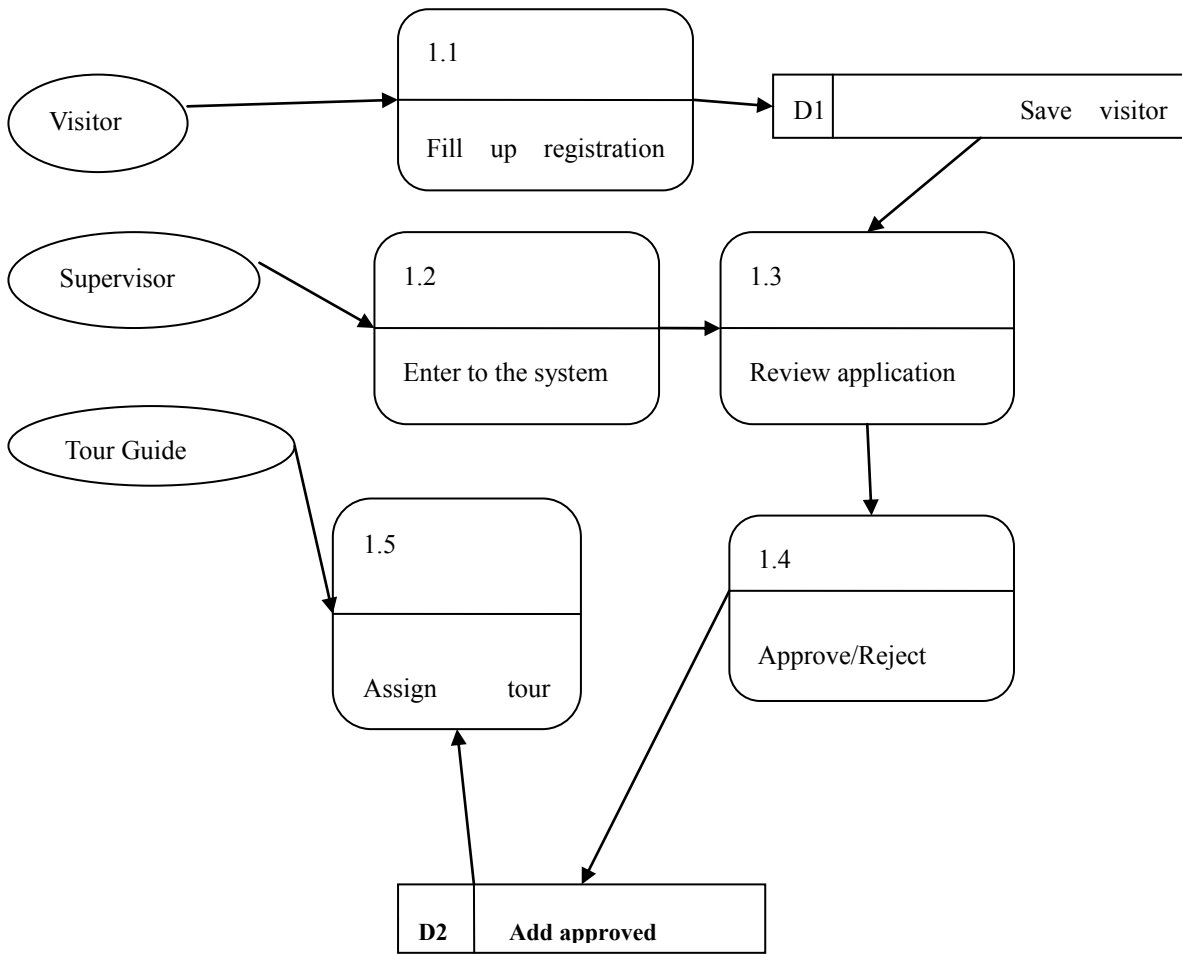


Figure 5. data flow diagram

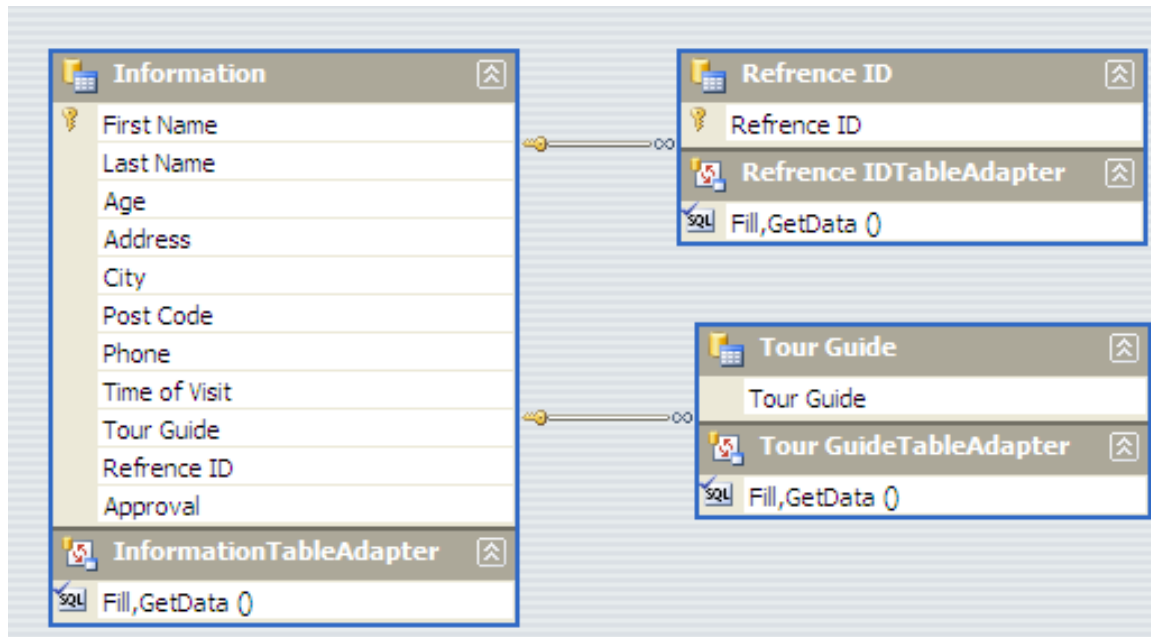


Figure 6. entity relationship diagram

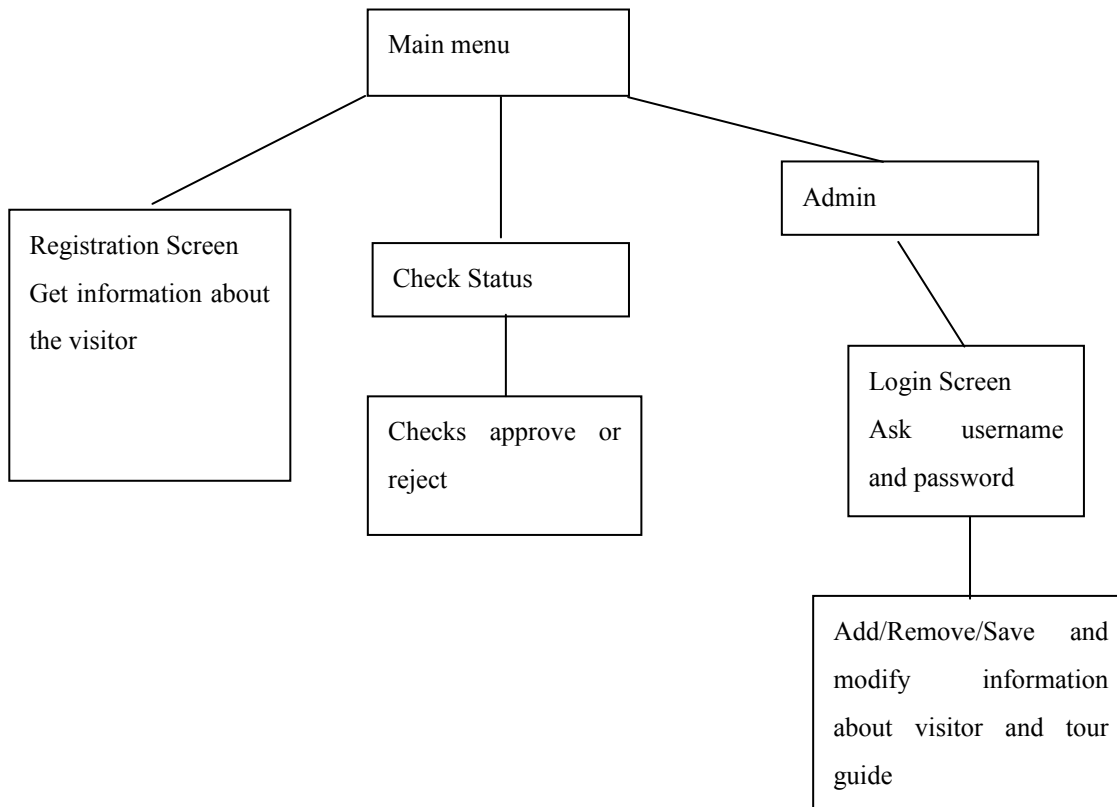


Figure 7. screen transaction diagram