



**WEB-BASED ONLINE TICKETING SYSTEM FOR HANDLING
COMPLAINT AND REQUEST FOR HOSPITALITY INDUSTRY USING
FORWARD CHAINING ALGORITHM**

UNDERGRADUATE THESIS

**Submitted as one of the requirements to obtain
Sarjana Komputer**

By:

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**FACULTY OF COMPUTING
INFORMATION TECHNOLOGY**

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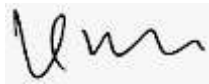
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HANDLING COMPLAINT AND REQUEST FOR
HOSPITALITY INDUSTRY USING FORWARD CHAINING
ALGORITHM**

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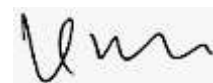
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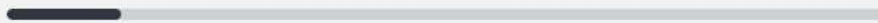
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ABSTRACT

In this digital era, especially in the hospitality industry. Customer service is very important in the process of running a company in the hospitality sector. Companies must be able to provide the best experience related to occupant satisfaction. Good service to users can convince users to remain sustainable or loyal to the company so that the company becomes the only choice if they want to use hospitality services.

Based on these problems, a solution is given to achieve this success, the company can use a ticketing system that is useful as a facilitator to accommodate and track all requests or complaints related to operational problems. Because with this ticketing system, the recording of complaints or requests obtained from a user is done digitally using a website to meet the complexity of time, thus affecting the performance of companies that previously still used traditional or manual methods that still used telephone lines or other traditional methods that made complaints and requests not resolved quickly and the process is not controlled. In developing this application, using the implementation of forward chaining algorithm.

Keyword: Hospitality, Helpdesk, Ticketing, Forward Chaining

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