

***IMPLEMENTATION OF THE CHATBOT FEATURE IN THE WEB-BASED  
CLEANING SERVICE RESERVATION SYSTEM OF MITRA SUPER CLEAN  
YOGYAKARTA***

*(Case Study: Super Clean Partners)*

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***ABSTRACT***

*Mitra Super Clean is a cleaning service company that promotes its services through various social media platforms such as Instagram and Facebook. However, the company faces challenges in the service booking process, such as slow admin response to customers, unmanaged booking data, and scheduling conflicts due to the lack of an automated availability checking system. The booking process, which still uses a WhatsApp form, risks errors in checking date and time slots. This study aims to design and implement a web-based cleaning service reservation system equipped with a chatbot feature. The methods used include problem identification, data collection through observation and interviews, system requirements analysis, system design using DFD, prototyping, implementation using the Laravel framework and SQLyog as database managers, and system testing using black box testing methods. The test results indicate that all system functionality works well and meets user needs. This system is expected to improve the booking system, provide real-time service information, and enhance the quality of customer service at Mitra Super Clean.*

***Keywords:*** *Reservation System, Chatbot, Cleaning Services, Laravel*