

# UTILIZATION OF PAYMENT GATEWAY AND LIVE CHAT ON THE CRABBYS YOGYAKARTA ONLINE BOOKING SYSTEM

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## **ABSTRACT**

*Crabbys is a restaurant that provides processed crab and lobster food, which does not yet have an information system, especially a website that can convey information related to products and a system that can handle online purchases. This study aims to facilitate the owners to market their products online, especially for people around Yogyakarta, without going to a restaurant. This system is designed as a web application that utilizes a payment gateway to ease the buyers to make payments and has a live chat feature to simplify the buyers and admins to communicate in real-time. The system also has a voucher feature to attract buyers. In developing this system, the authors use the waterfall method, as for the design using DFD and ERD modeling, while creating web applications, the authors use the programming language PHP, Javascript, HTML and CSS, and MySQL database. Based on the results of user trials, it can be concluded that this system is beneficial and provides time efficiency and convenience in online transactions.*

*Keywords: online ordering system, payment gateway, live chat.*