

**GoBook  
Client  
Software**

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## 1. Introduction

This document describes the GoBook Client Software, which is software that runs on the server of a service provider who has registered as a provider on the GoBook website and which acts as the interface between the provider's computer system(s) and the GoBook website. This document is intended to be a supplement to the GoBook provider brochure, which describes the GoBook website and associated functionality in great detail – it is suggested that the reader read the GoBook provider brochure before reading this document.

## 2. About Us

GoBook Client Software is the creation of MN Software, a software house specialising in developing applications for the Microsoft .NET platform. We develop customised Windows-based or Web-based applications for our clients but also have our own software products that we develop and sell. Here are our contact details:-

Mobile/Cell number :- (083) 4726436  
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## 3. Glossary

Here are definitions for some of the more frequently-used terms in the discussion that follows:-

- *GoBook* – refers to the [www.gobook.co.za](http://www.gobook.co.za) website.
- *Provider* – company, small business, organisation, individual, etc that has subscribed to GoBook in order to give their current or prospective clients the ability to make online bookings for their services.
- *Service* – service offered by one or more providers as part of their business.
- *Client* – users that have registered on GoBook in order to be able to make online bookings for services.

## 4. What Functionality does the Software Provide?

The **primary** functionality provided by the software is the following set of services which, by default, are configured to run on a regular basis :-

- Bookings Service, which performs the following actions:-
  - Calls a service running on the GoBook website in order to retrieve any new booking or booking cancellation requests made on the website.
  - Validates each request using the provider's database and associated business rules and then either accepts, rejects or cancels the booking as required. For accepted and cancelled bookings, the provider's database will also be updated accordingly.
  - Checks the provider's database to see if any new bookings have been made or if any existing bookings have been cancelled by the provider's in-house systems since the last time the service was run.
  - Batches the validated bookings from the website and any new/cancelled bookings from the provider's side and sends the batch back to the website using another service running there.
  - The bookings made via the website are now updated accordingly and any new/cancelled bookings made by the provider's in-house systems are also stored as valid bookings on the website.
  - In this way, any client wishing to make a booking for the provider's services via the website now has an up-to-date and complete picture of which bookings are still available.

- Client Details Service, which performs the following actions:-
  - Calls a service running on the GoBook website in order to retrieve any changed personal or contact details for clients, who have specifically requested that, when they make changes to these details on the website, that these changes are fed through to the provider's system(s).
  - The relevant columns in the client's record on the provider's database will be updated with any changes made on the website.
- Client Balances Service, which performs the following actions:-
  - Any balance(s) for any account(s) held for clients in the provider's system(s) that have changed since the last time the service was run, are extracted from the provider's database along with any financial transactions if available.
  - A service running on the GoBook website is then called – the changed balances (and any associated financial transactions if available) are then stored in the database on the website.
  - In this way, any client using the website may at any time view the latest balance(s) for any account(s) he/she holds with a provider (and any associated financial transactions if available).
- The following additional actions may be performed for any of the services above:-
  - The service may be made inactive, i.e. the service will cease to be run on a regular basis until made active again.
  - The interval (in seconds) between successive executions of the service may be increased or decreased as required to accommodate different internet connectivity profiles (e.g. dial-up, ADSL).
  - The service may be run on demand using the "Run Now" option.

The **secondary** functionality provided by the software is the following:-

- An administrator log-on facility. Anyone using the software has view-only access, but only someone logged on as the administrator can make software configuration changes or stop the software.
- Should you still be dependent on a dial-up connection for Internet connectivity, you may store the details for the dial-up connection under the *Connections* option. The details include the telephone number that needs to be dialled and the username and password for your account with your ISP (Internet Service Provider). You may create multiple dial-up connections, but only one may be designated as active at any one time. When the services mentioned above need to be run, the software will first check whether it has an Internet connection – if it doesn't and there is an active dial-up connection defined, it will automatically establish the dial-up connection, run the service(s) involved and then drop the connection. The run intervals for the different services mentioned above should be adjusted to more realistic levels (i.e. less frequently) if a dial-up connection is used.
- The *Remote Backups* option enables you to select one or more files/folders residing on your server, which, at a specified time of day, will be zipped into a single file and then this file will be uploaded to the GoBook site and stored there. This option is very handy to make remote backups of key files/folders which can then be downloaded and restored using the "My Backups" page on the website in the event of, for example, your server being damaged or stolen. A backup may be marked as inactive, in which case the backup will not be done on a daily basis until it is made active again, and it is also possible to have multiple active remote backups at any one time. The 4 files that comprise the GoBook Client Software "database" will automatically be included in any remote backup – this helps us to do any remote monitoring and debugging of the software on your server if required.
- There is a built-in *Browser* with address bar for quick access to GoBook and other websites.

- All activities performed by the software are logged to an *Activity Log*, which can be monitored and any error conditions reported to us for resolution. Since the activity log can get big at times, an archive is done on a daily basis and these archive files can be viewed in the same way as the current activity log.
- Finally there is a *System Configuration* option, where key system settings can be edited by suitably-qualified personnel, e.g. an administrator.

## 5. How Much will it Cost Your Business?

Since every provider's systems and databases differ, the GoBook Client Software needs to be customised per provider. There will therefore be a once-off cost to you to cover our costs in developing and testing the interface that has been tailored specifically to your system(s) and/or database(s). The cost involved will obviously depend on things like the complexity of the interface, etc. Also, should your systems and/or databases change in the future and these changes have an impact on the interface with GoBook, there will potentially be additional costs to your business in future if we have to modify the software to accommodate the changes made.

## 6. How Do You Get Hold of the Software?

First step is to register your business as a provider on the GoBook website. Go to [www.gobook.co.za](http://www.gobook.co.za), click on the Register link and then on the Register as Provider link or just click on the following link [http://www.gobook.co.za/publ/provider\\_register.aspx](http://www.gobook.co.za/publ/provider_register.aspx). Fill in the form, making sure that you tick the *Have Your Own Back-end System?* checkbox, and then click on the Register button. We will then contact you in order to determine your specific requirements re the interface between your systems and/or databases and the GoBook Client Software. We will make the necessary customisations to the software, test it and ship the final product to you for installation on your servers.

## 7. Conclusion

The GoBook Client Software will facilitate the interface between your systems and the GoBook website to ensure that data is always synchronized between the two and to ensure that accurate and up-to-date data is delivered to your clients when they use the website.

Your feedback and suggestions are always welcome!