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COMP3030J Software Engineering Project 2 Group 5 User Document

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1 Introduction

1.1 Problem Statement

In this user document, a detailed introduction of the project will be given. The system is for two user portals: staffs and customers.

Firstly, In the customer portal, the functionalities are divided into the User System, including account and relevant user service, and Booking System, including view the destinations, attractions, accommodations and making bookings. The staff portal will have some extra functionalities to manage and edit these data.

Secondly, for customer portal, we will introduce 4 aspects: account, view all the destinations, accommodations, attractions, making reservation, and view their own reservation. In addition, for staff end, we will introduce 4 aspects: account, add new destinations, accommodations, attractions, view all the reservations, and view all the customers.

1.2 Accessing Our Web

Customer can get access to our web through both mobile devices or PC by the following URL.

<http://csi420-01-vm5.ucd.ie>

Here are the accounts for testing:

Staff	3374618571@qq.com	Hardy2001!
Customer	344482899@qq.com	50Dollars#

1.2.1 Change Language

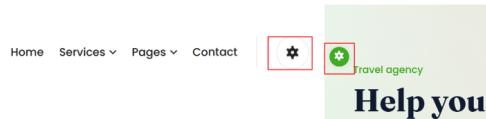


Figure 1: Change Language

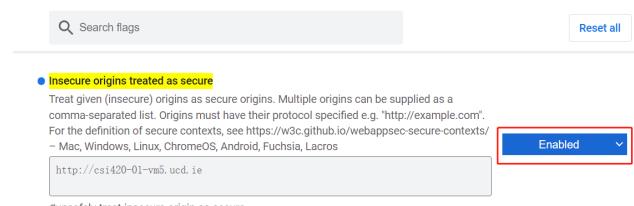
By click this button on the home page or navigation bar, we could change the language of the website to Chinese or English

1.2.2 Solving the problem of browsers not being able to turn on the microphone with http requests

Type in the address bar of your browser

```
1 Google
2 chrome://flags/#unsaferly-treat-insecure-origin-as-secure
3 edge
4 edge://flags/#unsaferly-treat-insecure-origin-as-secure
```

Set this option to Enabled



Enter the address to be visited in the input box <http://csi420-01-vm5.ucd.ie/> After clicking on the Relaunch button in the bottom right corner and automatically restarting your browser, you will be able to call the microphone under the added http address

2 Staff Portal Functions

2.1 Account

In the index page, you can click the login button on the navigation bar to login with your staff account.



Figure 2: Login as a Staff

Figure 3: Register and Login

After logging in with your staff account, the index page will be changed into staff index

To logout, first enter the staff page and click the logout

2.2 Destinations, accommodations, and attractions

2.2.1 View All Destinations

After entering the staff index page, you can click “StaffServices” and click “Destinations” button to enter destination view page. Here you can view all destinations and add new ones.

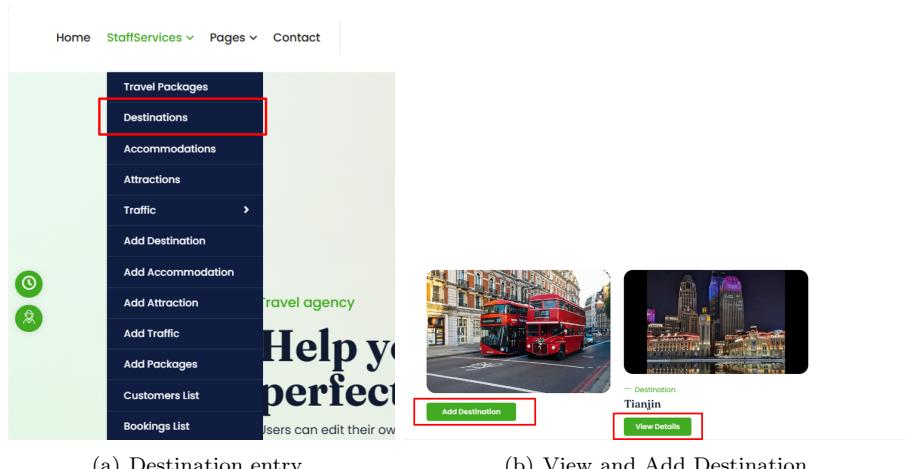


Figure 4: Destination

By clicking the “view detail” button, you can view the detail of the destination and its accommodations and attractions just like customers can do.

By clicking the “add destination” button, the page will be directed to the add destination page, staff can create a new destination by filling all the input fields and click “add” button.

Add destination

Type the name of the destination

Type the intro of the destination

Add

Figure 5: Add Destination

2.2.2 View All Accommodations

Staff can enter accommodations page by clicking “StaffServices” and clicking “Accommodations” button. Here you can view all accommodations and add new ones.

(a) Accommodations

(b) View and Add Accommodation

Figure 6: Accommodation

By clicking the “view detail” button, you can view the detail of the accommodation just like customers can do.

By clicking the “add accommodation” button, it will be directed to the add accommodation page. Here, staff can create a new accommodation by filling all the input fields and click “add” button.

Add accommodation

Type the name of the accommodation

Type the address

Type the name of the destination

Type the intro of the accommodation

Upload accommodation picture

Add

Figure 7: Add Accommodation

2.2.3 View All Attraction

Staff can enter attractions page by clicking “StaffServices” and clicking “Attractions” button. Here you can view all attractions and add new ones.

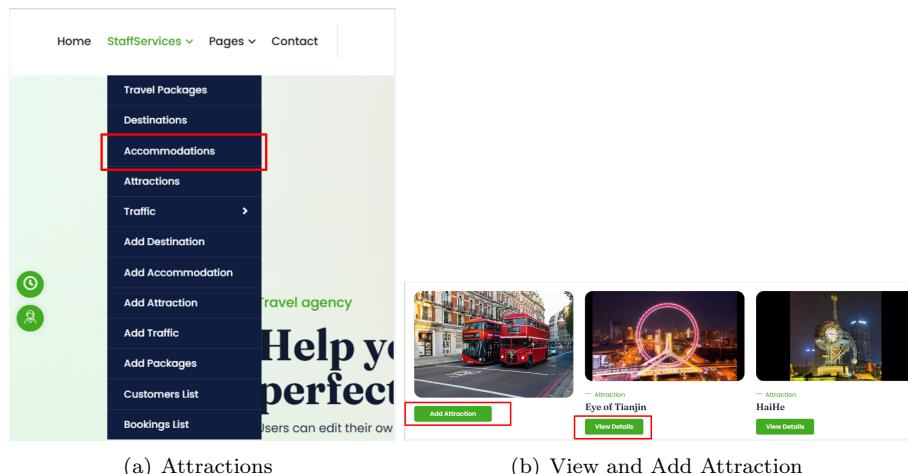


Figure 8: Attractions

By clicking the “view detail” button, you can view the detail of the attraction just like customers can do.

By clicking the “add attraction” button, it will be directed to the add attraction page. Here, staff can create a new attraction by filling all the input fields and click “add” button.

Figure 9: Add Attraction

2.2.4 Search

In Destination, Accommodation, Attraction pages, by clicking the magnifier in the navigation bar, staff can enter a search page.



Figure 10: Search Page Entrance

In search page, staff can enter key words for destinations, accommodations or attractions, then the system will return a page contains the results.



Figure 11: Search Page

2.3 View All Customers

2.3.1 Customer List

Staff can access the customer list page by clicking “Customer List” in the Staff page. All customer information will be displayed on this page.

(a) Customer List Entrance

(b) Customer List Entrance

Figure 12: Customer List

2.4 View Reservations

2.4.1 View Reservations of a Customer

By clicking the view detail button in the last column of customer list, staff can view all the reservations made by this customer

Customer ID	Name	Email	Operation
1	hardyprime	3374628571@qq.com	View Details
2	hardyprime2	3374618571@qq.com	View Details
3	Han Xiaoyu	137742666@qq.com	View Details

Figure 13: Customer Reservation Entrance

By clicking the edit button a modal will pop up and staff could edit any field of this booking or delete it. By clicking the confirm the staff could confirm this reservation and automatically send customer a confirm email.

Booking ID	Destination	Accommodation	Attraction	StartTime	EndTime	
18	Tianjin	Jindi Ziluo Mansion		2023-05-24 20:40	2023-05-25 00:41	Edit
19	Tianjin	Eye of Tianjin		2023-05-25 20:43	2023-05-26 00:45	Edit

Booking Details

Accommodation

Attraction

Start Date

End Date

Edit

Delete

Figure 14: Reservation of Customer and Edit Modal

2.5 View All Reservations

By clicking the Booking List in navigation bar, staff can view all the detail information of reservations in the system. Here, we can also edit or confirm reservation

Page 6

The screenshot shows a navigation bar with links: Home, StaffServices (selected), Pages, and Contact. A sidebar on the left contains links: Travel Packages (highlighted with a red box), Destinations, Accommodations, Attractions, Traffic, Add Destination, Add Accommodation, Add Attraction, Add Traffic, Add Packages, Customers List, and Bookings List. The main content area features a green banner with the text "Travel agency" and "Help you perfect". Below the banner is a table titled "Booking List" showing two entries:

Booking ID	Customer name	Destination	Accommodation	Attraction	StartTime	EndTime	Edit	Confirm
18	hardyprime2	Tianjin	Jindi Ziluo Mansion		2023-05-24 20:40	2023-05-25 20:41	<button>Edit</button>	<button>Confirm</button>
19	hardyprime2	Tianjin		Eye of Tianjin	2023-05-25 20:43	2023-05-26 20:45	<button>Edit</button>	<button>Confirm</button>

(a) Reservation List Entrance

(b) Reservation List

Figure 15: Reservation

2.6 View Travel Packages

2.6.1 View Items In Package And Add New Ones

By clicking the Travel Packages in navigation bar, staff can view all the detail information of travel packages in the system and add new items.

The screenshot shows a navigation bar with links: Home, StaffServices (selected), Pages, and Contact. A sidebar on the left contains links: Travel Packages (highlighted with a red box), Destinations, Accommodations, Attractions, Traffic, Add Destination, Add Accommodation, Add Attraction, Add Traffic, Add Packages, Customers List, and Bookings List. The main content area features a green banner with the text "Travel agency" and "Help you perfect". To the right of the banner is a large image of a city skyline at night. Below the image is a section titled "Package" with the heading "Tianjin Day Trip" and the price "200". A green button labeled "View Details" is visible.

Figure 16: Travel Package Entrance

The screenshot shows a message at the top: "Not any hidden charge, choose our travel package". Below this are three thumbnail images: a tropical beach, a train interior, and a night cityscape. Below the thumbnails are three cards with travel details:

- Tianjin Jindi Ziluo Mansion 2023-05-02 16:00 2023-05-02 19:00 Add Item
- Tianjin Eye of Tianjin 2023-05-02 12:00 2023-05-02 12:15
- Tianjin Eye of Tianjin 2023-05-02 19:00 2023-05-02 19:15

Figure 17: Travel Package Detail

By clicking the view details staff can enter the detail page and could add new item by clicking add item.

2.6.2 Create New Packages

By clicking Add Packages in navigation bar, staff can create new packages, the process is similar to creating destination.

The screenshot shows a web application interface for managing travel packages. On the left, there's a sidebar with links like 'Travel Packages', 'Destinations', 'Accommodations', 'Attractions', 'Traffic', and several 'Add' options. The 'Add Packages' link is specifically highlighted with a red box. The main content area is titled 'Add Travel Package' and contains three input fields: 'Type the name of the travel package', 'Type the chinese name of the travel package', and 'set a price for the package'. Below these is a green 'upload' button, followed by a large empty text area and a green 'Add' button at the bottom.

Figure 18: Create Package

2.7 Add Traffic

By clicking Add Traffic, staff can enter traffic creation page and add new traffic for customers

This screenshot shows the 'Add traffic' form. The sidebar again highlights 'Add Traffic'. The main form has several input fields: 'Enter the type of the traffic', 'Enter the type in chinese of the traffic', 'Enter the departure place', 'Enter the chinese name of the departure place', 'Enter the destination', 'Enter the chinese name of the destination', 'Enter the price', 'Departure Time' (with a date picker icon), 'Arrive Time' (with a date picker icon), and a large empty text area. A green 'Add' button is at the bottom.

Figure 19: Create Traffic

3 Customer Portal Functions

3.1 Account

In the index page, you can click the button “Login” in navigation bar and choose “as a customer” to login with your customer account or register a new one.

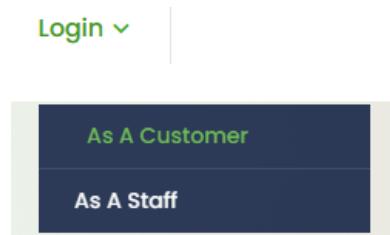


Figure 20: Login as a Customer



Figure 21: Register and Login

After logging in with your customer account, the index page will be changed into customer index

3.2 Destinations, accommodations, attractions and planning tools

3.2.1 Destinations

After entering the customer index page, you can click “Services” and click “Destinations” button in navigation bar to enter destination view page. Here you can view all destinations.

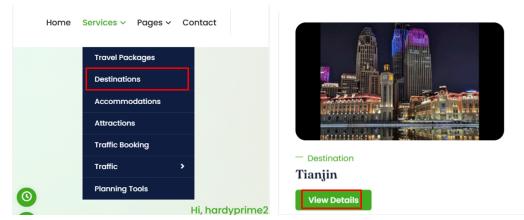


Figure 22: Destinations

By clicking the “view detail” button, you can view the detail of the destination and its accommodations and attractions. **For the details of the destination, we provide the subway chart for the customer to refer (only support Chinese subway for now).** You can view their English translation by clicking on the station.



Figure 23: Subway Chart Entrance

3.2.2 View All Attractions

Customer can enter attractions page by clicking “Services” and clicking “Attractions” button in navigation bar. Here you can view all attractions.



Figure 24: View Attraction and Make a reservation

By clicking the “view detail” button, you can view the detail of the attraction and the reservation information for current attraction. By clicking the “Subscribe” button, you can make a reservation for current attraction.

3.2.3 View All Accommodations

Customer can enter attractions page by clicking “Services” and clicking “Accommodations” button in navigation bar. Here you can view all attractions.

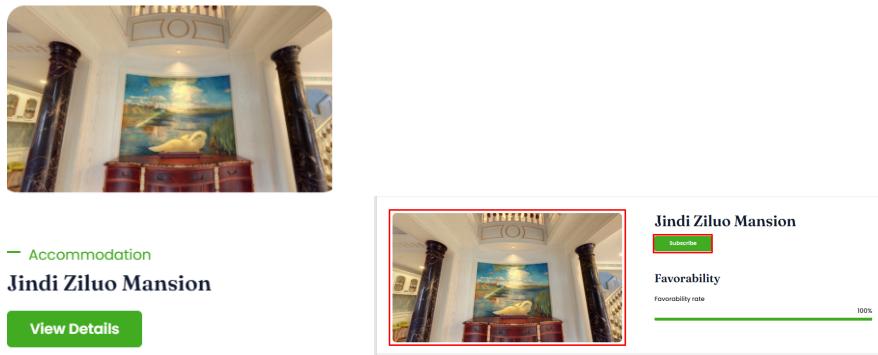


Figure 25: View Accommodations and Make a reservation

By clicking the “view detail” button, you can view the detail of the accommodation and the reservation information for current accommodation. By clicking the “Subscribe” button, you can make a reservation for current accommodation.

We provide some detailed 3-dimensional views of the accommodation for the customer to refer to. One can view different rooms of a certain accommodation thoroughly. By clicking the preview picture of this accommodation, a new window with the VR view for this accommodation will be opened.

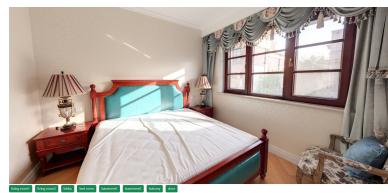


Figure 26: VR Preview for Accommodations

At the bottom you can choose which room you would like to have a preview

3.2.4 Planning tools

Customer can enter planning tool by clicking “Services” and clicking “Planning tools” button in navigation bar. Here you can use the calendar as a planning tool, by clicking the highlighted date you can view the reservation on that date and edit them.

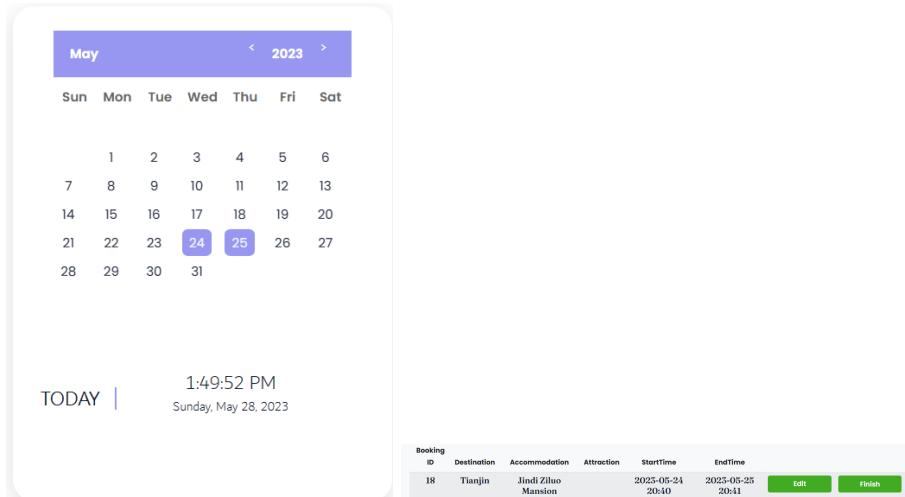


Figure 27: Planning Tool

3.3 View Travel Packages

Customer can enter travel package page by clicking “Services” and clicking “Travel Packages” button. Here customer can view all the packages and subscribe them by clicking “select this package”

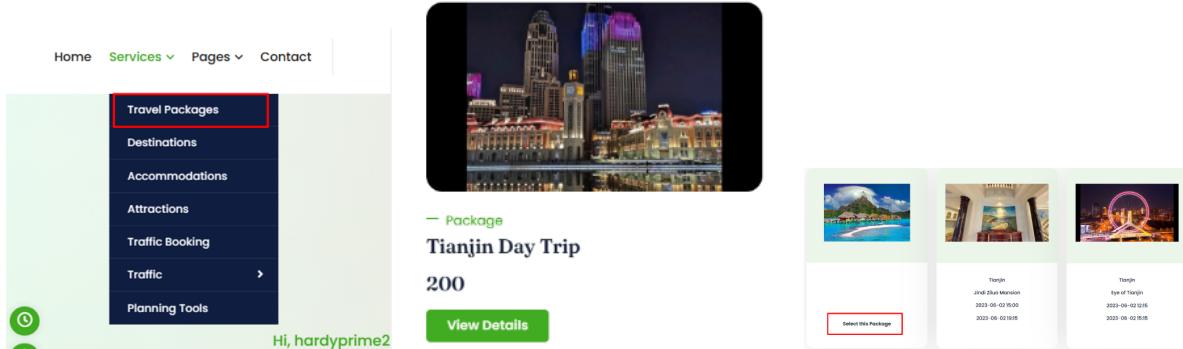


Figure 28: Travel Packages

3.4 Buy Tickets

Customer can enter traffic page by clicking “Services” and clicking “Traffic” button. Here customer can view all the tickets we provided for train or airline and buy them by clicking “select this plan”

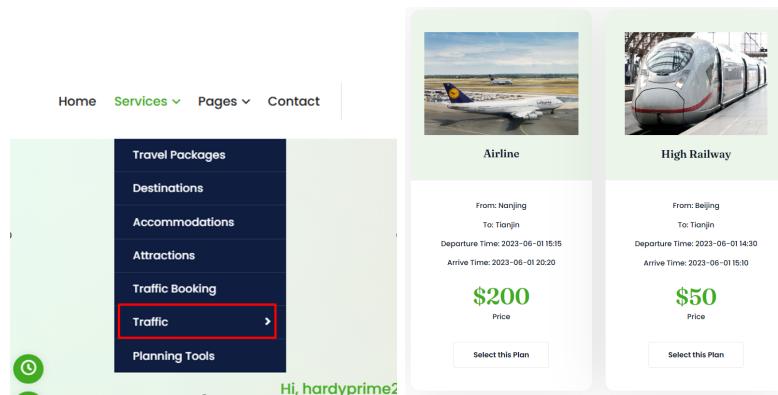


Figure 29: Traffics

In addition, customer can enter traffic booking page by clicking “Services” and clicking “Traffic Booking” button. Here customer can view all the tickets they have bought and also could delete those they have already used.

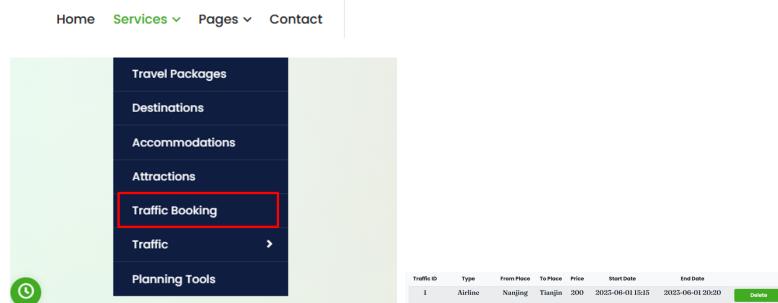


Figure 30: Traffic Bookings

4 Communication Service

After logging in, there is a button on each page that customers can click to chat with staff, and staff can click to chat with customers.

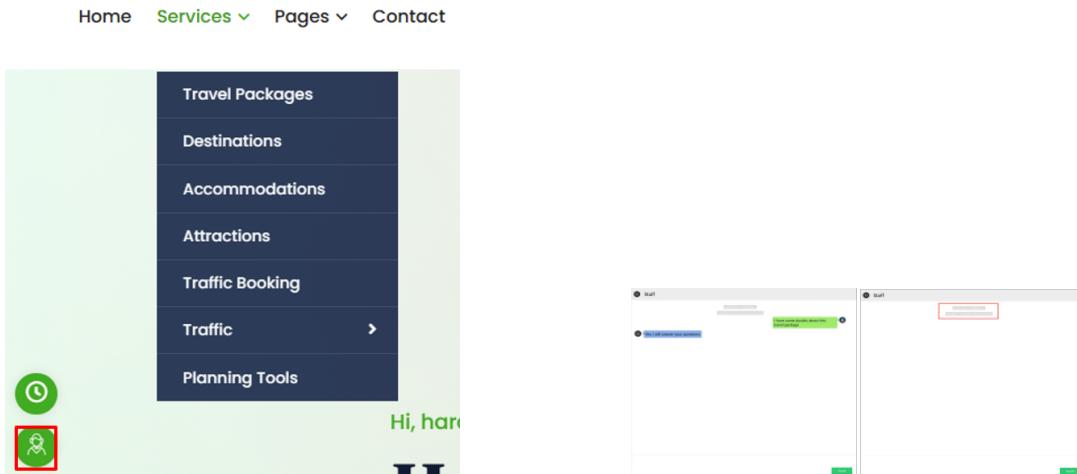


Figure 31: Chat Entrance

Figure 32: Chat with Staff

Once the customer is on the chat page, if there is an available customer service, they will be directly connected to the customer service for a one-to-one call. If there is no available customer service on the system, it will go into a queue and show how many customers are waiting in the queue.

Once the customer service is on the chat page, they will access the customer directly for one-to-one communication if there is a customer waiting to be served. **The chat function support the transmission of the picture and the voice input where the voice input requires the permission of the user considering the security issue.**

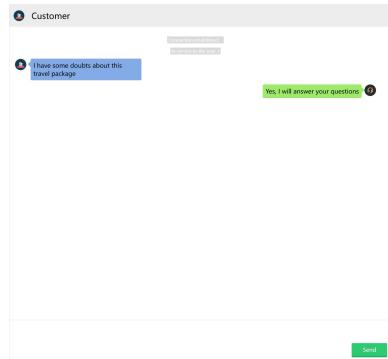


Figure 33: Chat with Customer

During the communication process, all messages are encrypted and the customer service and the customer cannot see each other's personal details.

5 Review Posting

Customers are allowed to post comments (reviews) about the accommodation and the attraction at the bottom of attraction or accommodation pages. The comments would be dealt with the sentimental analysis, giving certain scores and attitude for the other customers to refer to. The comments would also contribute to the overall score of the attraction/accommodation.

Figure 34: Post Reviews