

Traveling Management Platform Requirements Specification

Version 1.0

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1. Executive Summary

1.1 Project Overview

The absence of a unified traveling platform brings difficulties to clients and agencies in different aspects. The lack of an environment where a person can search about their trips or transports makes the planning of a good time a real headache without knowing with what agency you would choose to book the trip because how can a client know every agency that offers that service on a required time? On the other hand, even agencies would like to have a free market with an already targeted audience rather than just posting their offers on social media platforms. The internal organizations of an agency also suffer the need of having a management/tracking system for their services.

Therefore for this problem we suggest a software solution implemented through an web application that will satisfy the needs of both clients who need to book their next trip as well as helping agencies out in aspects of managing their trips better and as well as having a target audience without the need for further advertising.

1.2 Purpose and Scope of this Specification

The purpose of this document is to specify in detail the way how the suggested software solution will function and affect each stakeholder. Clients will have the possibility to search for their needed transport or trip services as well as have a feed page where they can discover new posts from agencies they follow as well as have suggestions about other posts and agencies profiles. From the agency's point of view, the system will be divided into three users which are: admin, marketing and manager users. Marketing users will basically be responsible for posting new posts and the marketing of the posts and agency itself inside our platform. Manager users will be responsible for managing the ongoing services. The admin will be responsible for managing its employees and generating reports about the company.

In scope

- Providing the clients with all information they require from searching through the platform filters.
- Clients can book a ticket for the selected service or real time.
- Allowing agencies to manage their traveling offers.
- Providing to the agencies self promoting.
- Recordkeeping of the past services.
- Rating system for agency's services.
- Software maintenance will be provided as long as the platform is existing.

Out of Scope

- The quality of the service of the agency itself.
- Prices the agencies put for their services.
- Amount return for cancellation of booked services

The above mentioned points remain under the responsibility of agencies itself.

2. Product/Service Description

Our suggested platform intends to simplify the interaction between clients and traveling agencies in the process of discovering and booking the trips a client requires from what different agencies might offer. The lack of an open and active user market makes it hard even for the agencies to gather clients without investing a lot in advertising through social media or tv ads. Our product aims to advertise agencies into a real target audience. Furthermore the managing services inside our platform tends to be very easy to use based on the everyday life and organization of travel agencies.

2.1 Product Context

Our platform is independent and self-contained. Other traveling management systems are currently in use or either developing where most of them aim to regulate only the internal organizational works inside one particular agency while our platform expands further to make it possible for agencies to manage their work in general terms as well as meeting their clients in order to make the booking process easier.

Every information will be created, stored and used only inside our platform and it will not have any relation with any outer system.

A detailed view on how the system operates can be found on our github repository :

<https://github.com/meginako/TravelAgency/tree/main/Diagrams>

2.2 User Characteristics

The platform will have 5 groups of users:

- Clients
 - Log in.
 - Surf the feed.
 - Follow agencies.
 - Search Trips or Transports.
 - Book a service.
 - Cancel a booked service.
 - Get the pdf of the generated ticket.
 - Profit from occasions of agency.
 - Save a post.
 - Review a service.
 - Message agencies.
- Agency Admin
 - Log in.
 - Add/Delete employees.
 - Create/Edit new posts.
 - Create/Edit new occasions.
 - Order new ads.
 - Cancel already booked service and turn back money.
 - Generate reports for past services.
 - Get reviewed.
 - Message Clients.

- Marketing User
 - Create/Edit/Delete a post.
 - Create/Edit/Delete an occasion.
 - Order an advertisement.
- Manager User
 - Cancel/Postpone an active post.
 - View old posts.
 - Generate reports about the past services.
 - Message clients.
- Platform Admin
 - Ban agencies and users.
 - Respond for incidents inside the page.
 - Maintain the platform price rates about advertisement.
 - Floor and ciel prices to guarantee a healthy free market.

2.3 Assumptions

- Since our product is a web application it requires a stable internet connection whenever it needs to be accessed.
- The system language will be English and no other languages are available for the moment, therefore users who intend to use our platform need to have a basic knowledge of English language
- Even though our product is very easy and intuitive, users need to have the basic knowledge on computer usage.
- The cancellation of tickets is completely handled by agency politics.

2.4 Constraints

- Our system is a stand alone platform which does not operate in parallel with other platforms.
- The platform is built using PHP, javascript, html, css.
- Agencies must be a legitimate business and provide the identification number while registering.
- The rates and fees of the platform are set by the agency which provides the service.

2.5 Dependencies

- The platform needs constant posting of services in order for other actions to be performed.
- Reviewing a service is only available to the users after the manager has declared the service as done.
- The pdf ticket will be generated after the booking is done.

3. Requirements

3.1 Functional Requirements

Client:

Req#	Requirement	Comments	Priority	Date Rvwd	SME Reviewed / Approved
BR_U_01	The system should allow the users to see the feed with posts from agencies.	When the user first logs in, the first thing they see is the feed with posts and ads. For every 5 posts an ad is shown to the user.	2	19/04/22	A.Xhepi A.Gega E.Qose M.Nako M.Y.Chalashkan T.Papa Y.B.Ermis
BR_U_02	The system should allow the user to search for transport or tour based on filters.	On the search menu two tabs will be shown. One containing all the filters for tours and the other for transportation.	2	19/04/22	A.Xhepi A.Gega E.Qose M.Nako M.Y.Chalashkan T.Papa Y.B.Ermis
BR_U_03	The system should allow the user to book a tour or transportation.	The system should be able to save the reservation and reduce the number of available seats.	1	19/04/22	A.Xhepi A.Gega E.Qose M.Nako M.Y.Chalashkan T.Papa Y.B.Ermis
BR_U_04	System should allow the user to give a review to the tour or the transport they have chosen.	After a certain amount of time the user will be requested to review a service they have taken.	3	19/04/22	A.Xhepi A.Gega E.Qose M.Nako M.Y.Chalashkan T.Papa Y.B.Ermis

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BR_U_05	System should allow users to see their past trips.	All the previous services the user has taken will be shown in the history menu.	3	19/04/22	A.Xhepi A.Gega E.Qose M.Nako M.Y.Chalashkan T.Papa Y.B.Ermis
BR_U_06	The system should allow the user to see the saved posts from agencies.	The system allows the user to save services they are interested in and access them later on.	3	19/04/22	A.Xhepi A.Gega E.Qose M.Nako M.Y.Chalashkan T.Papa Y.B.Ermis
BR_U_07	The system should allow the user to cancel a booking.	The system should delete the user's booking from the database if the user chooses to cancel it.	1	19/04/22	A.Xhepi A.Gega E.Qose M.Nako M.Y.Chalashkan T.Papa Y.B.Ermis
BR_U_08	The system should generate a PDF for the ticket booked.	The system should generate a ticket for each service the user books.	1	19/04/22	A.Xhepi A.Gega E.Qose M.Nako M.Y.Chalashkan T.Papa Y.B.Ermis
BR_U_09	The system will allow the user to see the profile of an agency.	The system should allow the user to go to the profile of an agency and see all the services offered by that agency.	3	19/04/22	A.Xhepi A.Gega E.Qose M.Nako M.Y.Chalashkan T.Papa Y.B.Ermis

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BR_A_01	The system should allow the agency admin to see and edit the agency profile.	The agency admin can see and edit the profile of the agency like picture, name description ect.	2	20/04/22	A.Xhepi A.Gega E.Qose M.Nako M.Y.Chalashkan T.Papa Y.B.Ermis
BR_A_02	The system should allow the agency admin to see, edit and add agency employees.	The agency admin can see and edit the current agency employees, manager users and marketing users, and he also can add new ones.	1	20/04/22	A.Xhepi A.Gega E.Qose M.Nako M.Y.Chalashkan T.Papa Y.B.Ermis
BR_A_03	The system should allow the agency admin, marketing user and manager user to see the active and past posts of the agency.	All roles of the agency can see the active and past posts of the agency.	2	20/04/22	A.Xhepi A.Gega E.Qose M.Nako M.Y.Chalashkan T.Papa Y.B.Ermis
BR_A_04	The system should allow the agency admin and marketing user to add a new post.	The agency admin and marketing user should be able to post the new posts of the agency.	1	20/04/22	A.Xhepi A.Gega E.Qose M.Nako M.Y.Chalashkan T.Papa Y.B.Ermis
BR_A_05	The system should allow the agency admin and marketing user to see the active occasions and add new ones.	The agency admin and marketing user should be able to check the active occasions and edit them and also add new ones.	1	20/04/22	A.Xhepi A.Gega E.Qose M.Nako M.Y.Chalashkan T.Papa Y.B.Ermis

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BR_A_06	The system should allow the agency admin and marketing user to see the active ads and add new ones.	The agency admin and marketing user should be able to check the active ads and see the remaining time in them and also add new ones.	1	20/04/22	A.Xhepi A.Gega E.Qose M.Nako M.Y.Chalashkan T.Papa Y.B.Ermis
BR_A_07	The system should allow the manager user to view the post of the agency.	The manager user should be able to view any of the posts made by the marketing team.	2	20/04/22	A.Xhepi A.Gega E.Qose M.Nako M.Y.Chalashkan T.Papa Y.B.Ermis
BR_A_08	The system should allow the manager to postpone or cancel active post of the agency.	The system should give the possibility to the manager to postpone or cancel a post of the agency so he can check how the booking is going or notify the users for a postpone/cancel.	2	20/04/22	A.Xhepi A.Gega E.Qose M.Nako M.Y.Chalashkan T.Papa Y.B.Ermis
BR_GR_02	The system should generate a PDF for the review of a past agency trip.	The system should generate a PDF with detailed info about the review of a past post	3	19/04/22	A.Xhepi A.Gega E.Qose M.Nako M.Y.Chalashkan T.Papa Y.B.Ermis
BR_AD_01	The system should allow the admin to ban both users and agencies.	The system should allow the admin to remove a user or agency if he finds them unworthy.	2	19/04/22	A.Xhepi A.Gega E.Qose M.Nako M.Y.Chalashkan T.Papa Y.B.Ermis

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BR_AD_02	The system should allow the admin to see the profile of an agency.	The system should allow the admin to see the active posts, see the active ads, see the active occasions, see the past post of the agency.	2	19/04/22	A.Xhepi A.Gega E.Qose M.Nako M.Y.Chalashkan T.Papa Y.B.Ermis
BR_AD_03	The system should allow the admin to delete posts.	The system should allow the admin to delete posts, delete ads and delete occasions.	2	19/04/22	A.Xhepi A.Gega E.Qose M.Nako M.Y.Chalashkan T.Papa Y.B.Ermis
BR_AD_04	The system should allow the admin to contact the user and the agencies.	The system should allow contact between admin and both users and agencies for any problem they might have.	1	19/04/22	A.Xhepi A.Gega E.Qose M.Nako M.Y.Chalashkan T.Papa Y.B.Ermis

3.2 Non-Functional Requirements

3.2.1 Product Requirements

3.2.1.1 User Interface Requirements

General UI Requirements:

- The User Interface should be clean and intuitive.
- The product should be able to be used in different screen sizes such as desktop, mobile, tablet, etc.
- Each user page needs to be organized into a right bar navigation which will take around $\frac{1}{3}$ of the screen, accompanied by a dashboard which will take the remaining $\frac{2}{3}$ of the screen and show the information about what user has selected to navigate.
- The Landing page needs to provide general information about each user category that intends to use our platform.
- The login page will be the same for every type of user.
- The register page will be different for the agencies and different for clients.

Users UI Requirements:

Client:

- The Client dashboard will have 5 categories which are: feed, search, history, messages, logout.
- The feed page will contain posts from agencies the client has already followed and posts from agencies which have advertised their posts.

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- The search page will provide the user to search for two types of services: transport and trip, after this selection, the client would choose the start place, destination and date when they need this service.
- When the client has searched on the search page, the required results will be shown.
- The user has the possibility to book a service directly when they see the post.
- After the user has booked a service, a pdf ticket will be generated.
- The client has a history page where he can see the upcoming, past and saved posts.
- Upcoming services the user has booked will be displayed on this page as well as an option to cancel the reservation.
- Past services will be the transports or trips the user has booked through our platform. Here the user might review the service.
- On the save page, the user will have posts which he/she had saved before to review.

Agency Admin:

- The navigation bar of admin will have the following categories: Profile, Posts, Occasions, Ads, Employees.
- At the profile page the admin might edit the profile details that represent the company.
- At Posts Page the agency admin can see the active posts, past posts and create a new post. Active posts are posts which are posted and are currently out in the public eyes to be booked. Past posts are all the services that were booked and finished.
- Occasions Page will provide the admin to create new occasions or delete old ones. Occasions are a set of rules specified by the agency for a group of clients in order to profit a % of lower price.
- Ads Page will offer the admin the possibility to pay and advertise a post.
- Employees page will provide the admin to add new employees categorized in two types: marketing and manager users. As well as delete users from the system.

Marketing Users:

- The navigation bar for marketing users will have the following categories: posts, occasions, ads.
- Posts page will provide the marketing users to post new offers for agency's services.
- Occasions page will provide this user to create or delete the rules of which clients will profit from this occasion and on what type of services.
- Ads page where the marketing user might pay our platform to promote a post of the agency.

Manager Users:

- The navigation bar for manager users will contain the following categories: Transport and Turistic.
- On the Transport page the manager user will be able to see the transport services the agency offers in two states: active and past.
- On the Touristic page the manager user will be able to see the trip services the agency offers in two states: active and past.
- For both categories active posts have the option to be postponed or canceled. At this moment a message is sent to the clients who had previously made the reservation.
- Past posts will have the option to see the review clients have given and generate reports.

Platform Admin User:

- The platform admin will have a dashboard with all agencies registered and accompanied by the buttons of banning the agency or deleting the agency.
- A dashboard with clients registered on the platform will be provided to the platform admin where he can ban the users.
- Through the navigation bar the admin is able to see the incidents different users might message the platform.

3.2.1.2 Usability

Our product aims to be very user friendly that even people with little usage on web applications should find it intuitive and easy to use. A user manual will be available and delivered to users through email when they register on our platform. To minimize the confusion created by wrong inputs or search, most of the features will have user friendly warnings. We tend to provide the user with informative text which provides feedback to many actions performed by the user.

3.2.1.3 Efficiency

3.2.1.3.1 Performance Requirements

- Since our product is a web application the performance of the system is strongly linked to the speed of the internet connection.
- The expected traffic of users in our platform is around 20 users accessing the page at the same time.
- The server should be able to handle around 1500 users at the same time.
- Supposingly on ideal internet connection parameters:
 - The latency of platform response should be kept around 0.1 s.

3.2.1.3.2 Space Requirements

Our platform will mainly deal with text materials which will be stored in a database and text only does not require much space. Supposingly if we have 1000 users (different categories) which will use the platform everyday, the information that they will store might be around 0.5 MB per month. Therefore for the platform to have sufficient memory for 15 years of usage, the space disk should be 1TB.

3.2.1.4 Dependability

Availability

- The system will be available for all users to access 24/7.
- The product is supposed to work around 99.9 % of the time.
- Our product is aimed for Albania and the Balkans but it can be expanded to other geographical areas.
- The system is planned to be down once a week for internal maintenance during the midnight on weekends for around 30 - 60 mins when it is necessary.
- Since our product is aimed to be used in the Balkan area, the hours of midnight would be the same for most of the countries.

Reliability

The system should be reliable 24 hours everyday of the week with an expected increase in traffic of users on Thursday and Friday since most of the clients book their trip during those two days for the weekend.

Monitoring

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The system will store logs for every action each user performs and will be checked time by time if bigger errors do happen.

Maintenance

The system maintenance will be provided by the developers of the product in cases when errors might occur or if an update is required for the platform. The support of the product will be always provided and developers of the system should be contacted through the messages of the platform administrator. New features will be added when users might require those features.

Integrity

The system integrity is maintained through the system logs and daily checks on those logs in order to better understand what could have possibly gone wrong.

3.2.1.5 Security

- Safe from SQL Injections by using PDO library, sanitizing user inputs and using safe sql statements.
- Using HTTPS protection in order to secure data transfers.
- Hashed password for each user account.

3.2.2 Organizational Requirements

3.2.2.1 Environmental Requirements

Our software will be used to efficiently and beneficially coordinate, regulate and simplify the way that people choose how, where and when to travel in their everyday life. It will also facilitate the way travel agencies promote their businesses, advertise their discounts, provide services to their customers and manage their work flow, by using an online management system.

Power Supply: The power is provided by the premises of each office where a travel agency operates its business, that needs access to a computer for maintenance.

Internet Connection: Each office where travel agencies are located must have reliable, either wireless or wired, internet connection. Customers can access our software by either their personal home internet connection, or mobile data.

3.2.2.2 Operational Requirements

Our software is a web application that will make it possible for travel agencies to promote and advertise their business by providing different traveling services to the customers. Each agency will have 3 main role users such as:

- Marketing administrators that will have access to CRUD operations regarding trips and occasions held by the agency;
- Managers that will continuously check and keep in track of every trip progress;
- Agency Administrators that will have access to CRUD operations regarding the agency's overall users

Benefits are also on the customer side, as they will be able to plan and reserve tickets for their trips in real time, from everywhere, as long as they are connected to the internet. Customers do not have access to any CRUD operation, they can only view, appoint and rate the available services for them.

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The system will provide Customer Service that makes possible for customers to communicate with agencies' employees, through a messaging system.

The admin/s of the software can continuously check the maintenance and implementation progress of the system.

3.2.2.3 Development Requirements

Front-End

To develop the client-side of our software we are using the following technologies:

HTML, CSS, JS

Back-End

To develop the server-side of our software we are using the following technologies:

PHP, MySQL

3.2.3 External Requirements

3.2.3.1 Regulatory Requirements

Privacy policies will be adopted in compliance with the provisions of the Law No. 9887, dated 10.03.2008 "On the Protection of Personal Data" and related sub-legal acts. The Privacy Policy describes the types of collected information as well as the way how this information will be used. Like most institutions and entities on the Internet, IP addresses of visitors to this web application are used to help diagnose problems with the main server and to administer the Travel Agency by identifying how the site is being used. IP addresses are not linked to anything personally identifiable. This means that user sessions will be tracked, but the users will remain anonymous.

3.2.3.2 Ethical Requirements

Clients must agree to share their personal information within the system.

The personal information that will be shared:

- Full name
- Phone Number
- Email

The client's information will be used for verification and for communication purposes. The agency must agree to share its information and its workers (manager, administrator, marketer) information for communication, payment and verification purposes. The personal information that agency will share:

- Name
- Nipt
- Phone Number

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- Email
- Payment Number
- Address

The personal information that workers will share:

- Full Name
- Email

3.2.3.3 Legislative Requirements

Our system will first and foremost comply with the laws of Albania and standards and regulations applied by law enforcement agencies of the Albanian government.

3.2.3.3.1 Accounting Requirements

Personal information of every user of this system will be subject to protection by the according regulations and legislative rules that are already being applied within the Albanian territory. The Commission for Personal Data Protection, which is operating in Albania, grants institutions, organizations and/or businesses a license that allows them to handle personal and sensitive information regarding the users of an information system. According to the law No.9887, dated 10.03.2008, as amended with law No.48/2012, "On the Protection of Personal Data", the personal information of each user should be private and possible to be accessed only by the specified actors.

3.2.3.3.2 Security Requirements

This web application will also enforce the latest update on the General Data Protection Regulation (GDPR) as it became enforceable on May 25, 2018 in EU (European Union) and EEA (European Economic Area) countries

3.3 Domain Requirements

The domain requirements for our platform will simulate a free market between travel agencies and clients. The purpose of this product is to allow the client to find services related to transportation and trips. On the other hand the agency is given an easier way to reach the client. The web application is built to be used by different agencies which will have different users such as admin, marketing user and manager user.

4. User Scenarios/Use Cases

UC_1.1	Log in
Summary	Each user can login in the system with their own credentials.
Actors	Admin, Agency Admin, Manager, Marketing, Client
Description	Users enter username, e-mail address and password if the credentials match the ones in the database they will be transferred to their own profile/dashboard.If not, the system shows a warning message prompting the user to re-enter their credentials.
Pre-Condition	Users should have valid account credentials to log in.Except admin everyone will create their own accounts and they will be verified by the admin.
Post-Condition	Users will be directed to their respective profile/dashboard.

UC_1.2	Ban a client
Summary	The admin can ban a client if it is necessary.
Actors	Admin
Description	The admin has the right to ban a client if he/she does not comply with the rules of the programm.Before getting banned the client will receive a warning that his/her actions will lead to the account getting banned.

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Pre-Condition	Client must have done something that was not allowed in the program.
Post-Condition	Client will be banned and wont be able to use the program.

UC_1.3	Set prices for an ad
Summary	The amount that an ad can have.
Actors	Admin
Description	Admin decides the price of the ad based on the minimum and maximum margins so that there won't be a dominating agency.
Pre-Condition	Admin must know the average capital of the agencies.
Post-Condition	Agencies will not be able to surpass the price limit for an ad.

UC_1.4	Delete an occasion
Summary	The admin has the right to delete an occasion.
Actors	Admin

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Description	The admin can delete an occasion if there is a need.
Pre-Condition	The occasion must not comply with the rules of the programm.
Post-Condition	The occasion will be banned and the parties will be notified.

UC_1.5	Ban an agency
Summary	The admin will ban the agency if it does not comply with the rules of the program.
Actors	Admin
Description	The admin has the right to ban an agency if it sees that it is not complying with the rules of the program and the state.If the agency is scamming people or is known to disrespect the clients.
Pre-Condition	Agency must have done something/s that was not allowed in the programm or in the state.
Post-Condition	The agency will be banned.

UC_1.6	Delete a post
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Summary	The admin can delete posts if the company is misusing the posts.
Actors	Admin
Description	The admin has the right to delete the posts if there is false information or the contents of the post are not reflected in reality.
Pre-Condition	The poster must have not complied with the rules of posting inside the programm.
Post-Condition	The post will be deleted and a message will be sent as to why the post was removed.

UC_1.7	Delete an ad
Summary	The admin can delete an ad if it doesn't comply with the rules.
Actors	Admin
Description	The admin has the right to delete an ad if the ad contains false information or has been reported as a scam from the clients. The ads need to comply with the programs add policy.
Pre-Condition	The ad must not have complied with the programs add policy or has been reported as a scam.

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Post-Condition	The add will be deleted and a message will be sent to the poster to state the reason why it was removed.
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UC_2.0	See the active occasions
Summary	The actors have the rights to view what occasions are happening.
Actors	Admin, Agency admin, Marketing
Description	The actors have the right to see what occasions are happening and where it is happening.
Pre-Condition	The occasion must be declared before.
Post-Condition	N/A

UC_2.1	See the active ads
Summary	The actors have the rights to view the active ads on the program.
Actors	Admin, Agency admin, Marketing
Description	The actors have the right to see what active ads are running on the program.

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Pre-Condition	The occasion must be declared before.
Post-Condition	The information on ads.

UC_2.2	See the profile of an agency
Summary	The actors have the rights to view the profile of the selected agency.
Actors	Admin, Agency admin, Client
Description	The actors have the rights to view the profile of the agency and what is happening there.
Pre-Condition	Select the agency you want to view
Post-Condition	See the profile of the agency.

UC_2.3	See the active posts of the agency
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Summary	The actors have the rights to view the active posts of the selected agency.
Actors	Admin, Agency admin, Client, Marketing, Manager
Description	The actors have the rights to view the active posts that the agency offers.
Pre-Condition	Select the agency you want to view the active posts.
Post-Condition	See the active posts of the agency.

UC_2.4	See the reviews about their past posts
Summary	The actors have the rights to view the post history of the selected agency.
Actors	Admin, Agency admin, Manager
Description	The actors have the rights to view the post history of the agency and what is happening there.
Pre-Condition	Select the agency you want to view
Post-Condition	See the post history of the agency.

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UC_2.5	Chat with the agency or client
Summary	The actors have the rights to communicate with each other through implemented chat .
Actors	Admin, Agency admin, Client, Manager
Description	The actors have the rights to communicate with each other on the integrated chat of the program.The clients can use it to ask questions to agencies and agencies to reply back.
Pre-Condition	Select the actor you want to communicate
Post-Condition	Communication achieved.

UC_3.0	Save a post
Summary	The client has the rights to save the viewed posts.
Actors	Client

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Description	The client has the right to save any post that he/she desires and can come back to that as long as the post is still active.If the post is not active it means the agency took it down or it was taken down by the administrator of the program.
Pre-Condition	Find the post you want to save.
Post-Condition	The post is saved and added to a new folder called "Saved".

UC_3.1	See the feed with the posts from agencies
Summary	The client has the rights to view the posts put out by agencies.
Actors	Client
Description	The client can see every single post put out by the agencies as long as the agency has not taken it down or the post wasn't taken down by the administration.
Pre-Condition	Go to the post feed on the application.
Post-Condition	Total view of all the posts made by the agencies.