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In partial fulfillment  
of the course  
In **CSINTSY**

**MCO3- TRAVEL AGENT ADVISOR**

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## I. Introduction

The Trip Adviser Agent (TAA) asks for various necessary information from the traveler in order to formulate and generate the appropriate advice and guidelines for the traveler given their situation. The TAA specifically specializes in the rules and regulations provided by the New Zealand governing body. The TAA can generate guidelines for various types of travelers like citizens, non-citizens, dependents, students, and other necessary work-related travelers. Given the current situation under the global pandemic, a system or machine like the Trip Adviser Agent is incredibly helpful for travelers since there are a plethora of new rules and regulations concerning health and safety protocols and stricter ever-changing border rules. Some travelers may be too daunted or intimidated by such a vast amount of information needed to attain for them to book flights, thus something like the TAA can alleviate their concerns by simplifying the research process for the traveler with its extensive knowledge on the current rules and regulations provided by the government.

## II. Knowledge Base

The research process started with parsing the internet for related information using pertinent keywords to have an efficient research process. When researching, we primarily considered the date that the regulations were established. In addition, we made sure that those rules would be applicable to Filipino citizens. After narrowing down various sources, the group's sources were mainly composed of government websites from both New Zealand and the Philippine Airlines website. The group was able to gather key information regarding the general and quarantine requirements for travel into New Zealand as well as various lists of allowed types of individuals to enter the country given the current situation.

*List of sources:*

*(APA citation with url in references section):*

| Source                  | Type of Information Provided   |
|-------------------------|--|
| New Zealand Immigration | List of Allowed Travelers, COVID-19 Requirements, Specific document requirements   |
| Philippine Airlines     | General Requirements, List of Allowed Travelers, Quarantine Requirements, Requirements required by the Philippine Government |
| SafeTravel.NZ           | Border Measures in New Zealand, Assistance information   |

*Rules for the Trip Adviser Agent:*

| Rules                      |   |
|----------------------------|---|
| <b>Profile Information</b> | <ol style="list-style-type: none"><li>1. IF user wants to travel to New Zealand, THEN move to the next number.</li><li>2. IF user does not want to travel to New Zealand, THEN exit.</li><li>3. IF user is a new user, THEN they can create a new profile (full name, username, citizenship).</li></ol> |

|                           |  |
|---------------------------|--|
|                           | <p>4. IF username is not unique, THEN loop until the username is unique.</p> <p>5. IF user is not a new user, THEN they input their username.</p> <p>6. IF username does not exist in the database, THEN the TAA would go back to the start.</p>   |
| <b>Travel Information</b> | <p>7. IF user is a citizen of Australia, New Zealand, or Philippines, THEN they will be marked as that citizenship.</p> <p>8. IF user is not a citizen in the listed choices, THEN they will be marked as foreign.</p> <p>9. IF user is a citizen of more than 1 country, THEN they can add more.</p> <p><i>Purpose: Returning Resident</i></p> <p>10. IF user's purpose to travel is as a returning resident, THEN they are asked if they would be traveling with others.</p> <p>11. IF the group of people coming with the user already exists, THEN the program would let the user input the representative username.</p> <p>12. IF the group of people coming with the user does not exist yet, THEN the program would let the user add members to it.</p> <p>13. IF the member has an existing account, THEN the program would search them and return if it exists or not.</p> <p>14. IF the account exists, THEN they will be accompanied by the user.</p> <p>15. IF the account does not exist, THEN they will have to make an account for that member.</p> <p>16. IF user seeks to add more members to the group, THEN they can do so.</p> <p><i>Purpose: Official Business</i></p> <p>17. IF user's purpose to travel is for official business, THEN they will be asked what business they have in New Zealand.</p> |

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|----------------------------|--|
|                            | <p>18. IF user's business is for government purposes, THEN they will be asked if they are a diplomat/consular official.</p> <p>19. IF user's business is for vocational purposes, THEN they will be asked if they either are an essential worker, OFW, or something else.</p> <p>20. IF user is an OFW, THEN they will be asked if they have departed from New Zealand between Dec. 1, 2019 and Oct. 9, 2020.</p> <p>21. IF user departed from New Zealand between Dec. 1, 2019 and Oct. 9, 2020, THEN they will be asked some questions if they would be valid to travel to New Zealand.</p> <p>22. IF user did not depart from New Zealand between Dec. 1, 2019 and Oct. 9, 2020, THEN they are not allowed to travel.</p> <p><i>Purpose: Emergency</i></p> <p>23. IF user's purpose to travel is an emergency, THEN they will need to submit a request to travel to New Zealand, and asked if it's approved.</p> <p>24. IF the request to travel to New Zealand is not approved, THEN the TAA would tell the user to have the request be approved first.</p> <p><i>Purpose: Other</i></p> <p>25. IF user's purpose is not listed in the initial choices and chose other, THEN they will be asked what other reason do they have.</p> <p>26. IF user's other purpose is still not listed, THEN they will be asked if they have submitted a request to travel to New Zealand.</p> <p>27. IF the request to travel to New Zealand is not approved, THEN the TAA would tell the user to have the request be approved first.</p> |
| <b>Travel Requirements</b> | <p><i>Purpose: Citizen</i></p> <p>28. IF user's purpose to travel is as a citizen and they are a citizen of New Zealand, THEN their requirements will be shown.</p> <p>29. IF user's purpose to travel is as a citizen and they are not a citizen of New Zealand, THEN they are not allowed to travel.</p>   |

|                             |   |
|-----------------------------|---|
|                             | <p><i>Purpose: Returning Resident</i></p> <p>30. IF user is returning citizen traveling alone, THEN requirements would be shown.</p> <p>31. IF user is traveling with non-family members THEN they are not allowed to travel.</p> <p>32. IF user is traveling with family members THEN requirements will be shown.</p> <p><i>Purpose: Official Business</i></p> <p>33. IF user is traveling for government purposes and is a diplomat/consular official, THEN their requirements for that will be shown.</p> <p>34. IF user is traveling for government purposes and is not a diplomat/consular official, THEN requirements for that will be shown.</p> <p>35. IF user is traveling for vocational purposes and is an essential worker, THEN their requirements will be shown.</p> <p>36. IF user is traveling for vocational purposes and is an OFW, THEN their requirements will be shown</p> <p>37. IF user is traveling for vocational purposes and has other business/work purposes, THEN their requirements will be shown.</p> <p>38. IF user's business is for educational purposes, THEN their requirements will be shown.</p> <p><i>Purpose: Tourist</i></p> <p>39. IF user's purpose to travel is as a tourist, THEN they will not be allowed to travel at the moment.</p> <p><i>Purpose: Emergency</i></p> <p>40. IF the request to travel to New Zealand is approved, THEN their requirements will be shown.</p> <p><i>Purpose: Other</i></p> <p>41. IF user's other purpose is for humanitarian reasons, THEN their requirements will be shown.</p> <p>42. IF the request to travel to New Zealand is approved, THEN their requirements will be shown.</p> |
| <b>Arrival Requirements</b> | <p>43. IF user has all the travel requirements, THEN they can travel to New Zealand.</p>  |

|  |   |
|--|---|
|  | <p>44. IF they can travel to New Zealand, THEN procedures upon arriving at the country will be shown.</p> <p>45. IF user does not have all the travel requirements, THEN they cannot travel to New Zealand.</p> <p>46. IF user cannot travel to New Zealand, THEN a message stating that the user is not allowed to travel will be shown.</p> |
|--|---|

### III. Results and Analysis

The following are the screenshots of some of the resulting conversations that the Travel Advisor Agent can produce based on the some of specific cases:

- *Case A (Returning Resident):*

```
Please type your username: |: jdm.
Welcome back john doe!
What is your reason for travel?
1 - citizen, 2 - returning resident, 3 - official business,
4 - tourist, 5 - emergency, 6 - others
|: 2.
You are a returning resident
Will you be traveling with others?
1 - Yes, 2 - No
|: 2.

Here are the basic needed documents for your travel:
passport, visa, negative RT-PCR test within 72 hours before travel.
You should also be fully vaccinated with your last dose
taken at least 14 days prior to the flight.
PAL Passenger Information Form or PAL Partner Laboratory
e-CIF Form PH Bureau of Immigration Declaration Form.

Provide a Valid Managed Isolation Allocation System Voucher.

Do you have all the requirements needed?
1 - Yes, 2 - No
|: 1.
Lets Go!

Here are the procedures to follow upon arrival in the country:
Managed isolation and quarantine minimum of 7 days from the date
and time of arrival in New Zealand.
Covid-19 testing while in managed isolation facility:
>happens on or around day 0-1 (arrival), day 3,
and day 5-6 (prior departure from MIQ)
>negative Rapid Antigen Test if day 5-6 result was not received before day 7,
and they are traveling outside Auckland

Back to menu?
```

Figure III.A Conversation of Returning Resident with TAA

**Description:** The TAA asks for the traveler's profile and confirms that they are a returning resident, which is allowed for travel back to New Zealand therefore the TAA shows them the requirements.

- *Case B (Returning Resident traveling with dependents):*

```
Hi, john doe!
Add a username: |: jd12.
Please type in your citizenship:
You are a citizen of what country?
1 - Australia, 2 - New Zealand,
3 - Philippines, 4 - others
|: 3.
Will you add more ? (If you a citizen of more than 1 country)
1 - Yes, 2 - No
|: 2.
What is your reason for travel?
1 - citizen, 2 - returning resident, 3 - official business,
4 - tourist, 5 - emergency, 6 - others
|: 2.
You are a returning resident
Will you be traveling with others?
1 - Yes, 2 - No
|: 1.
Are they your family?
1 - Yes, 2 - No
|: 1.
Will this group be an existing group?
1 - Yes, 2 - No
|: 2.

Hi, jane doe!
Add a username: |: jd13.
Please type in your citizenship:
You are a citizen of what country?
1 - Australia, 2 - New Zealand,
3 - Philippines, 4 - others
|: 3.
Will you add more ? (If you a citizen of more than 1 country)
1 - Yes, 2 - No
|: 2.
Please type in your citizenship:
You are a citizen of what country?
1 - Australia, 2 - New Zealand,
3 - Philippines, 4 - others
|: 3.
Will you add more ? (If you a citizen of more than 1 country)
1 - Yes, 2 - No
|: 2.
Will you add more people?
1 - Yes, 2 - No
|: 2.
Done.
accompany(jd12,jd13)

Here are the basic needed documents for your travel:
passport, visa, negative RT-PCR test within 72 hours before travel.
You should also be fully vaccinated with your last dose
taken at least 14 days prior to the flight,
PAL Passenger Information Form or PAL Partner Laboratory
e-CIF Form PH Bureau of Immigration Declaration Form.

Provide a Valid Managed Isolation Allocation System Voucher.

Do you have all the requirements needed?
1 - Yes, 2 - No
|: 1.
Lets Go!
```

Figure III.B Conversation of Returning Resident accompanied by a party with TAA

**Description:** The TAA asks the user for more information for their party and makes sure they are related because only related groups are allowed to travel into NZ.

- Case C (Non-citizen with official business in NZ) :

```
Would you like to travel to New Zealand?
1 - Yes, 2 - No
|: 1.
Are you a new user?
1 - Yes, 2 - No
|: 2.
Please type your username: |: jdn.
Welcome back jane doe!
What is your reason for travel?
1 - citizen, 2 - returning resident, 3 - official business,
4 - tourist, 5 - emergency, 6 - others
|: 3.
You are traveling for official bussines.
What businesses do you have in New Zealand?
1 - governmental purposes, 2 - vocational purposes
3 - educational purposes
|: 3.
You are traveling for education purposes.

Here are the basic needed documents for your travel:
passport, visa, negative RT-PCR test within 72 hours before travel.
You should also be fully vaccinated with your last dose
taken at least 14 days prior to the flight,
PAL Passenger Information Form or PAL Partner Laboratory
e-CIF Form PH Bureau of Immigration Declaration Form.

Provide a Valid Managed Isolation Allocation System Voucher.

Nomination to study in New Zealand from education provider,
Nomination to study in New Zealand from New Zealand's Ministry
of Education.

Do you have all the requirements needed?
1 - Yes, 2 - No
|: 1.
Lets Go!

Here are the procedures to follow upon arrival in the country:
Managed isolation and quarantine minimum of 7 days from the date
and time of arrival in New Zealand,
Covid-19 testing while in managed isolation facility:
>happens on or around day 0-1 (arrival), day 3,
and day 5-6 (prior departure from MIQ)
>negative Rapid Antigen Test if day 5-6 result was not received before day 7,
and they are traveling outside Auckland

Back to menu?
1 - Yes, 2 - No
```

Figure III.C Conversation of Non-Citizen with official business with TAA

**Description:** The TAA shows Non-Citizens with official business, like students, the additional specific requirements needed for them to enter the country.

- Case D (Non-citizen Tourist):

```
Would you like to travel to New Zealand?
1 - Yes, 2 - No
|: 1.
Are you a new user?
1 - Yes, 2 - No
|: 1.
First name: |: billy.
Last name: |: bob.
Hi, billy bob!
Add a username: |: bb123.
Please type in your citizenship:
You are a citizen of what country?
1 - Australia, 2 - New Zealand,
3 - Philippines, 4 - others
|: 3.
Will you add more ? (If you a citizen of more than 1 country)
1 - Yes, 2 - No
|: 2.
What is your reason for travel?
1 - citizen, 2 - returning resident, 3 - official business,
4 - tourist, 5 - emergency, 6 - others
|: 4.
You are a tourist.
Sorry, but tourists cannot travel to New Zealand at the moment.
You are not allowed to travel.
```

Figure III.D Conversation of Non-Citizen Tourist with TAA

**Description:** The TAA asks if the user is a tourist and since they are a tourist, the TAA informs them that they are allowed to travel into the country since the NZ does not allow tourists during this time.

- *Case E (Dual citizen [Filipino & New Zealander]):*

|   |  |
|---|--|
| <pre> First name:  : john. Last name:  : cena. Hi, john cena! Add a username:  : jc12. Please type in your citizenship: You are a citizen of what country? 1 - Australia, 2 - New Zealand, 3 - Philippines, 4 - others  : 3. Will you add more ? (If you a citizen of more than 1 country) 1 - Yes, 2 - No  : 1. You are a citizen of what country? 1 - Australia, 2 - New Zealand, 3 - Philippines, 4 - others  : 2. Will you add more ? (If you a citizen of more than 1 country) 1 - Yes, 2 - No  : 2. What is your reason for travel? 1 - citizen, 2 - returning resident, 3 - official business, 4 - tourist, 5 - emergency, 6 - others  : 1. </pre> | <pre> Checking if you are a citizen of New Zealand... You are a citizen of New Zealand.  Here are the basic needed documents for your travel: passport, negative RT-PCR test within 72 hours before travel, PAL Passenger Information Form or PAL Partner Laboratory e-CIF Form PH Bureau of Immigration Declaration Form.  Provide a Valid Managed Isolation Allocation System Voucher.  Do you have all the requirements needed? 1 - Yes, 2 - No  : 1. Lets Go!  Here are the procedures to follow upon arrival in the country: Managed isolation and quarantine minimum of 7 days from the date and time of arrival in New Zealand, Covid-19 testing while in managed isolation facility: &gt;happens on or around day 0-1 (arrival), day 3, and day 5-6 (prior departure from MIQ) &gt;negative Rapid Antigen Test if day 5-6 result was not received before day 7, and they are traveling outside Auckland </pre> |
|---|--|

*Figure III.E Conversation of Dual Citizen with TAA*

**Description:** The TAA asks the user for its citizenships, and since the user holds a New Zealand citizenship they are eligible for travel.

- *Case F (OFW as essential worker):*

|  |   |
|--|---|
| <pre> Welcome back rick ardo! What is your reason for travel? 1 - citizen, 2 - returning resident, 3 - official business, 4 - tourist, 5 - emergency, 6 - others  : 3. You are traveling for official bussines. What businesses do you have in New Zealand? 1 - governmental purposes, 2 - vocational purposes 3 - educational purposes  : 2. You are traveling for business/work purposes. Are you any of the following? 1 - essential worker, 2 - OFW, 3 - others  : 2. You are an OFW. </pre> | <pre> Have you departed from New Zealand between 1 December 2019 and 9 October 2020? 1 - Yes, 2 - No  : 1.  Have you held one of the following visas at the time you left New Zealand? Essential Skills Work Visa/Entrepreneur Work Visa/ Work to Residence visa - Talent (Accredited Employer) Work Visa/ Talent (Arts, Culture and Sports) Work Visa/Long Term Skill Shortage List Work Visa/Skilled Migrant Category Job Search Visa/South Island Contribution Work Visa/Global Impact Work Visa) 1 - Yes, 2 - No  : 1.  Have you witnessed statutory declaration, declaring you were still employed in the same job when you left New Zealand? 1 - Yes, 2 - No  : 1. </pre> |
|--|---|

*Figure III.F.1 Conversation of essential OFW with TAA*

```

Have you lived in New Zealand for more than 2 years before
leaving, or between 1 and 2 years?
If between 1 to 2 years you must at least satisfy one of the following:
had 1 or more dependent children with you in New Zealand for at least
6 months of that 12-month period;
have parents or adult siblings currently in, and who are ordinarily resident
in, New Zealand; or submitted your application for your current resident
visa by 10 August 2020, or have held an Entrepreneur work visa at the time
of departing New Zealand, operated a business at the time of departing New
Zealand in accordance with the conditions of your visa, and have continued
to operate the same business since departing New Zealand.
1 - Yes, 2 - No
|: 1.

Here are the basic needed documents for your travel:
passport, visa, negative RT-PCR test within 72 hours before travel.
You should also be fully vaccinated with your last dose
taken at least 14 days prior to the flight,
PAL Passenger Information Form or PAL Partner Laboratory
e-CIF Form PH Bureau of Immigration Declaration Form.

Provide a Valid Managed Isolation Allocation System Voucher.

You should be a holder of a normally resident work visa.
If visa has expired before 1 January 2021 you must have made
another visa application before 10 August 2020.

```

*Figure III.F.2 Continuation of conversation*

**Description:** Since the rules for returning OFWs are more complex, the TAA further asks for more information regarding the employment status and travel status of the OFW from certain dates since the New Zealand border only allows specific international employees to enter the country during this time.



## Analysis

The TAA was able to perform its tasks of gathering information from the traveler and using this data to formulate the appropriate guidelines and rules for the traveler through backward chaining. The TAA was also able to determine between certain purposes of travel and could discern between valid and invalid reasons as shown by its ability to tell the tourist that they can not travel to New Zealand.

The cases displayed above are very accurate in determining the requirements of a particular user for visit. In the first case, it can be seen that a returning resident is immediately allowed to travel to New Zealand. Despite the limiting travel guidelines, residents of New Zealand that are going to return are very lenient in their entry to the country due to them being a resident of it. In the second case, it is the same situation as the previous one, however, the user is bringing along dependents, particularly, family members. At the moment, only people related to the user are allowed to travel to New Zealand. If the group hasn't already existed in the database, they should create accounts for themselves to have their requirements and guidelines. The third case involves a non-citizen on official business with an educational purpose. They have additional requirements such as an e-CIF Form PH Bureau of Immigration Declaration Form and are required nominations from their education provider and the New Zealand Ministry of Education. In the fourth case, it can be seen that a tourist is immediately declined entry due to the ongoing circumstances. The fifth case displays an example of a user with a dual-citizenship to know if they're allowed access to new Zealand. They are allowed entry because they are a New Zealander citizen returning to their homeland, with minimal requirements. Lastly, the sixth case involves an OFW user conversing with the TAA. The OFW process is perhaps the most difficult and complex one because of how restrictive the guidelines and requirements are. They are considered an essential worker, but seeing as they are not a citizen of New Zealand, it can be very difficult to get in. The requirements include having a Valid Managed Isolation Allocation System Voucher and a normally resident work visa.

## IV. Conclusions and Recommendations

The Travel Advisor Agent(TAA) was able to handle most of the test cases given the knowledge base the group provided. One of the TAA's strengths is that it can provide accurate information relevant to the user's situation and cases. Another strength of the TAA is that it can handle the travel requirements for users traveling in groups. The TAA can also validate and check an existing user's profile for deficiencies in their information. Lastly, the TAA provides additional instruction for travelers upon their arrival. Some of the limitations within the program itself is that the user can not update or edit their profile information that they initially provided. The TAA can be further improved if it can provide the user with recommendations or other valuable course of actions to be taken if the TAA finds that they are not eligible for travel to New Zealand. Overall, the TAA was able to perform the necessary tasks without any significant errors and it can function optimally.

## V. References

- New Zealand Immigration. (2021a). *New Zealand border entry requirements*. Retrieved February 22, 2022, from <https://www.immigration.govt.nz/about-us/covid-19/border-closures-and-exceptions/entry-to-new-zealand/border-entry-requirements>
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SafeTravel. (2021, February 15). *COVID-19: Advice for New Zealanders overseas* | SafeTravel.  
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#### VI. Google drive link

[https://drive.google.com/drive/folders/1hg2zVgOYcv7ef-j9ggSi6upOlb\\_6L4Vk?usp=sharing](https://drive.google.com/drive/folders/1hg2zVgOYcv7ef-j9ggSi6upOlb_6L4Vk?usp=sharing)

#### VII. Appendix. Contribution of Members

| Name   | Detailed Contributions  |
|--------|---|
| Bondoc | Research & Data Gathering, TAA Source Code, Debugging   |
| Tamayo | Report Writing[Knowledge Base, Analysis], Debugging   |
| Tipan  | Research & Data Gathering, Report Writing [Introduction, Results & Analysis, Conclusion], Debugging |
| Yabut  | Report Writing[Knowledge Base], Debugging   |