

TRIPSIER USER MANUAL VERSION 2.3.1

TRIPSIER

User Manual

May 2023

Silicon Squad

(Group 9)

Tripsier

Abstract

The website **Tripsier** aims at designing and developing a website for a local Travel Agent to adapt to the pandemic induced new business trend towards online sales. With a user-friendly and well-designed interface, the customer portal provides a search for detailed information on travel destinations, attractions, reviews, and accommodations; features such as payment and contact; booking and planning tools integrated with the search results and transportation; a company profile; a chat-box to consult for feasible advice, while the staff portal allows employees to organize, modify, prioritize, update reservations; keep track of bookings in the system; add new tourist destinations; change any part of the system where reservations are processed; support online communication between staff and customers. This manual explains the many ways in which to use the site in order to get the most out of our vast resource. For all further questions, please get in touch with the Silicon Squad team – yanxiu.jin@ucdconnect.ie

Contents

1	Operating environment	1
1.1	Hardware configuration	1
1.2	Software support	1
2	User Manual	1
2.1	Register & Login	1
2.2	Home Page	2
2.3	Search	2
2.4	Switching languages	2
2.5	Recommendation	2
2.6	Destinations	3
2.7	Attractions	3
2.8	Accommodations	3
2.9	Add to Cart	4
2.10	Google Map	4
2.11	Reviews	4
2.12	Ask for help	4
2.13	VR tour	4
2.14	Planning and Booking	4
2.14.1	Select date range	4
2.14.2	Drag and drop	5
2.14.3	Booking	5
2.14.4	Plan Visualization	5
2.15	Virtual Guide-Shizuku	5
2.16	View Orders	5

3	System Admin	5
3.1	Register	6
3.2	Login	6
3.3	Information Management	6
3.3.1	Overview Page	6
3.3.2	View and Modify Details	6
3.4	Reservation Management	7
3.5	Communication	7

1. Operating environment

1.1 Hardware configuration

The Client-side hardware configuration is recommended as follows:

- CPU: I3 and above version
- DISK: Disk storage over 10GB
- Memory: 4G and above

1.2 Software support

The Client-side software support is recommended as follows:

- Operation System: Microsoft Windows 8 and above; Mac OSX 8 and above
- Web Browser: Google Chrome 110 and above; Safari 5.1.6 and above

2. User Manual

Administrator account number: 20372103@qq.com

Password: 1234

Customer account number: 2285814046@qq.com

Password: 1234

2.1 Register & Login

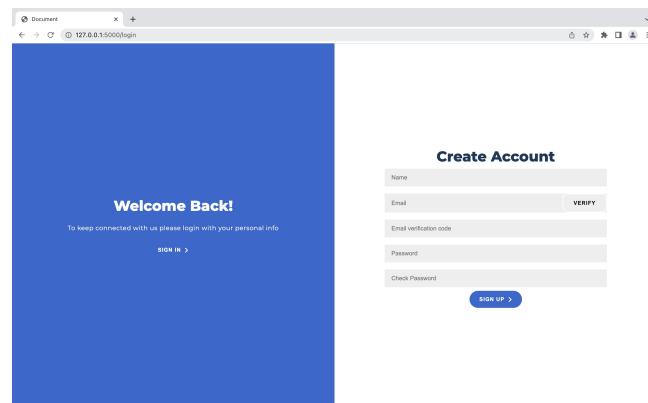


Figure 1. Register

Register

1. Open Google Chrome and enter the website address to display the trisier website platform registration page.
2. Enter Name and Email, click VERIFY to obtain the verification code, enter Email verification code, enter password, enter Check Password, and click SIGN UP. The registration succeeds and the login page is displayed.

Login

Enter Email and Password, and click sign in to log in successfully and enter the home page.

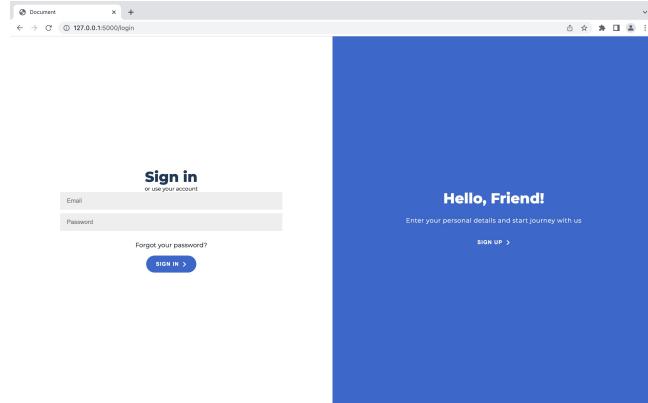


Figure 2. Login

2.2 Home Page

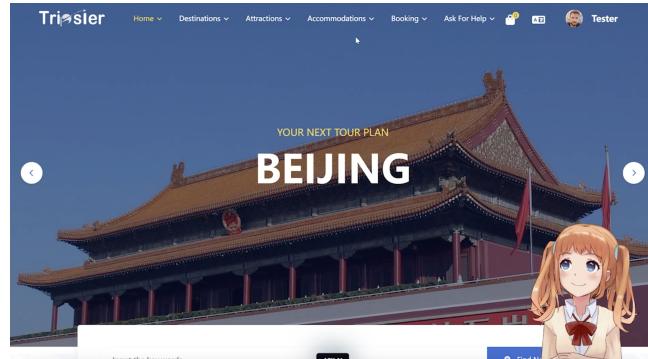


Figure 3. Home Page

Both non-logged in and logged in users will be able to navigate to the main page, as well as all destinations, attractions or accommodation in detailed page through the top menu bar.

2.3 Search

This is a search method similar to Google Search, where relevant results are retrieved based on keywords and sorted by relevance. For example, a search using the keywords "Beijing, Tiananmen and Forbidden City" would first retrieve results containing all three words, then retrieve results containing two of those words, and finally retrieve all results containing only one keyword.

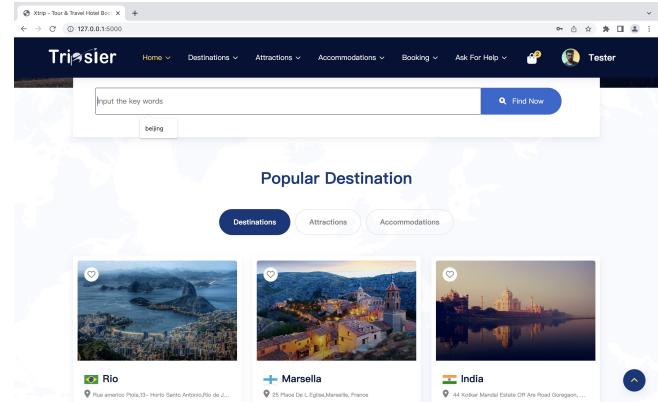


Figure 4. Home Page Search

2.4 Switching languages

In the page, click the switch language button on the top right corner on the navigation bar to switch between English and Chinese for the whole website. Due to different user's cookie, The default translation may be mixed at first(English is our default browser's preferred language), which only requires you to manually switch languages once to achieve consistency

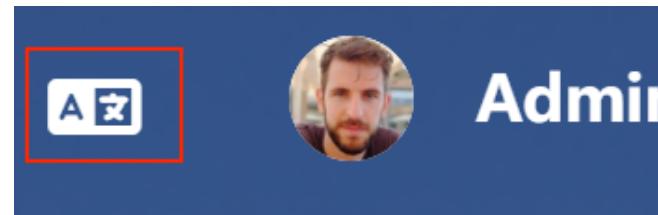


Figure 5. Language Button



Figure 6. Translated Chinese website

2.5 Recommendation

At the bottom of the main page there are default recommendations for popular tourist cities, attractions and accommodation. Once the user has performed some actions on the page, the site will generate personalised recommendations based on a back-end algorithm. Predictions of places that users might like to visit are displayed at the top of the page.

2.6 Destinations

Either from nav bar or enter beijing in the search box and click the Find now button to query the Beijing destination. Click the see Details button to enter the Beijing destination info page. Show the attractions and accommodation information in Beijing. For each attraction, accommodation is marked separately with price and detailed address.

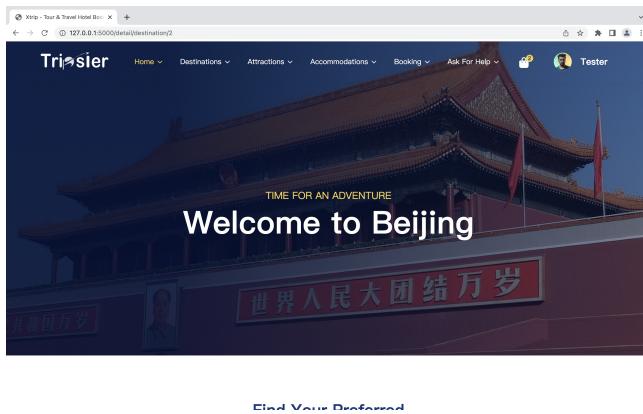


Figure 7. Destination info-Beijing

2.7 Attractions

Within the destination info page, attractions are listed.

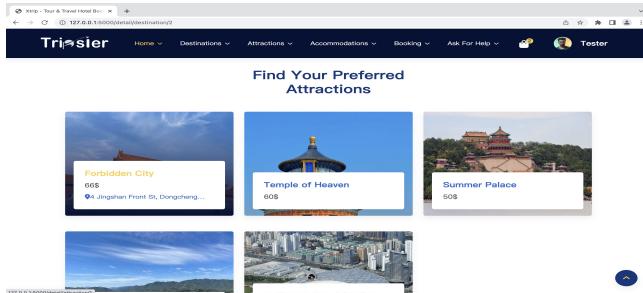


Figure 8. Attraction info-Beijing

Click forbidden city Attractions to enter the Details page of forbidden city Attractions. You can view forbidden city introduction, user comments, and Representative Captures, and interact with each other using the review function.

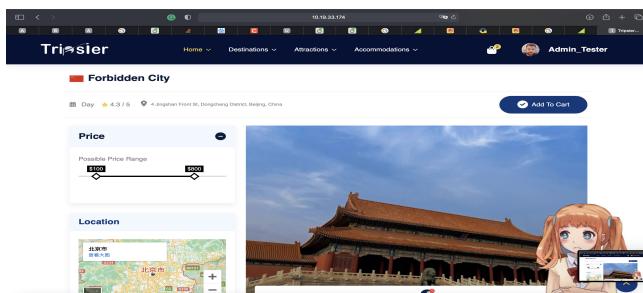


Figure 9. Attraction Info-Forgotten City

2.8 Accommodations

Within the destination info page, accommodations are listed with detailed price and address.

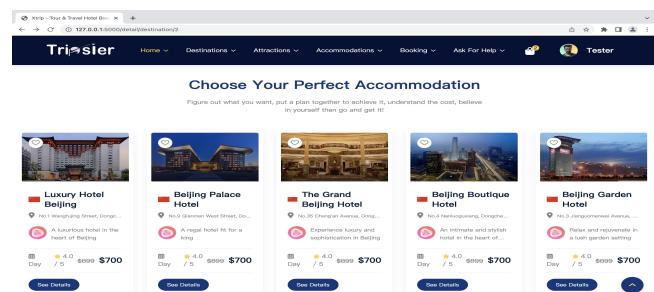


Figure 10. Accommodation Info-Beijing

Select Beijing Palace Hotel and click the "See Details" button to enter the details page to view the introduction of Beijing Palace Hotel, user comments, Representative capture display, you can use the review function to interact.

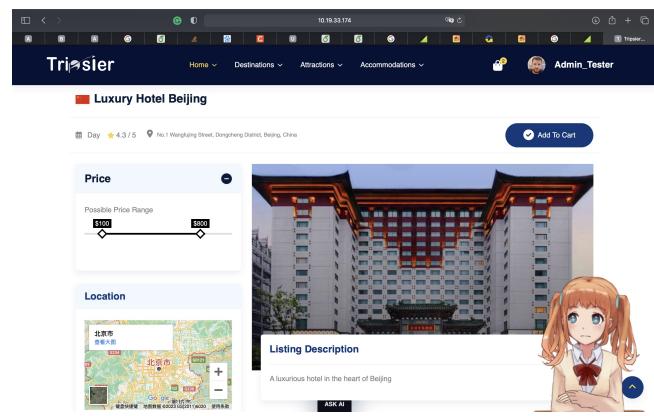


Figure 11. Accommodation Info-Hotel

2.9 Add to Cart

Click on the Add to Chart button to add your favorite destinations or attractions to the Chart List in the Planning Panel, and you will be able to use them later to plan your formation as you like.

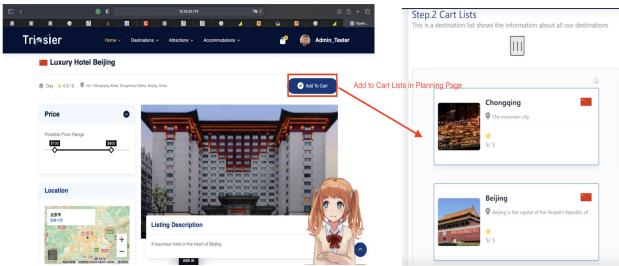


Figure 12. Add to Cart List

2.10 Google Map

In the Attractions/Accommodations detail page, there is a interactive google map. The users can press the + and - to zoom in and out the map; press and drag to browse around the map; press on the blue-underlined link to get to the large and comprehensive map provided directly in the Google's official website.



Figure 13. Google map

2.11 Reviews

Users can add reviews to attractions and accommodations by entering the content of one's comment and click Submit Review button to submit it. The user can click the number of stars to rate.

2.12 Ask for help

From the menu bar at the top of the main page, customers can select the 'Ask for help' button to access a live one-to-one chat with customer service.

The users will get into a chat room to communicate with a staff real-time. Users should type words into the input box and press the send button to send using a chat box. Note: This

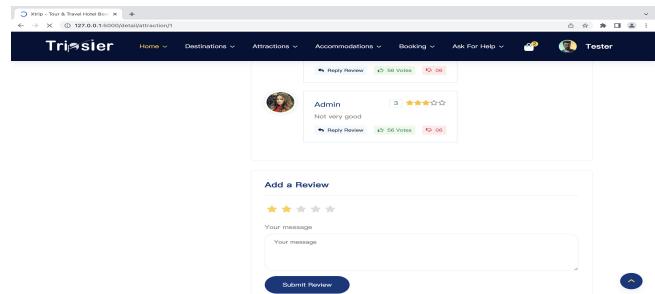


Figure 14. Review

feature requires a staff to be in his/her/their chat room page at the same time, in order to receive the message

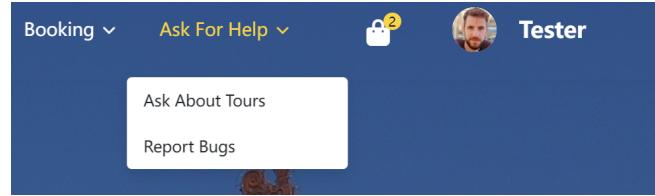


Figure 15. Ask for help button

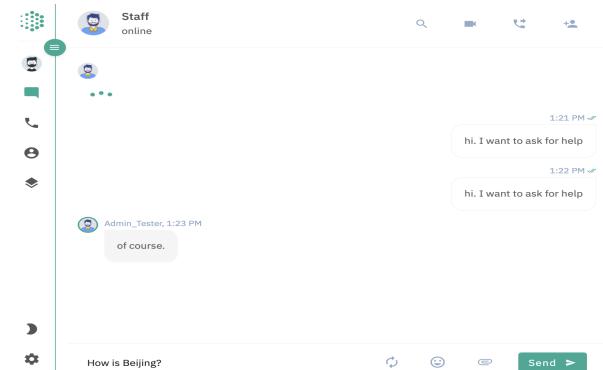


Figure 16. Chat room

2.13 VR tour

In some famous attractions, users can find a button for a Virtual Tour. The users can drag the 3D video scene or play with a panel to tour around the attraction with different angles; use a VR device to get immersed in the 3D video scene. Only support VR videos of Temple of Heaven, Forbidden City, Summer Palace and Great Wall.

2.14 Planning and Booking

In the planning panel, we provide drag-and-drop panels for users to schedule their travel destinations using this interactive method. At the end, the site automatically generates a visual globe to show the user's planned route.

2.14.1 Select date range

First the user needs to select the date of travel in the date selection box. The current date is marked in green, and the

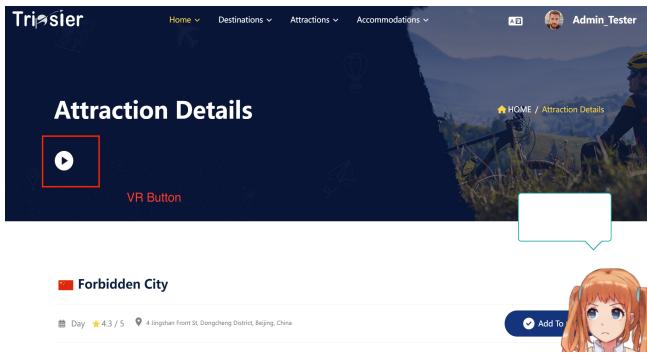


Figure 17. VR Play Button

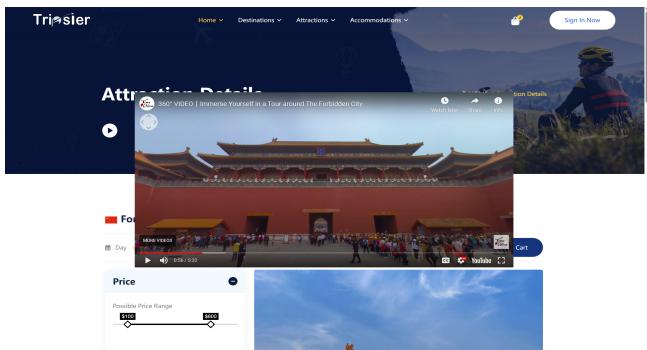


Figure 18. VR tour of Tiananmen

user can click on the start date of the trip, then move the mouse to and click on the expected end date. The website will then mark each day of the expected trip in blue. The user can see the final start and end dates in the input box.

2.14.2 Drag and drop

Users can select the panel they want to plan from the multiple day planner on the right. Then you can select the destination you want to reach and drag it into the corresponding Destination box on the right. Then the left panel will automatically generate the attractions owned by the destination, and the user can select the planned attraction and drag it to the bottom of the destination. After that, The left panel appears with information on the accommodation corresponding to the attraction, and the user is able to drag and drop and plan in the same way. Note that you can only have one destination in a day's itinerary, but you can have multiple attractions and accommodations.

In addition, click the "Back" button to return from the Attraction list to the Destination list, or Accommodation list to the Attraction list. Drag the item you want to delete from the plan panel to the top of the trash can and release it to delete the item.

2.14.3 Booking

Click "Submit" button to submit this schedule group when the schedule is complete.

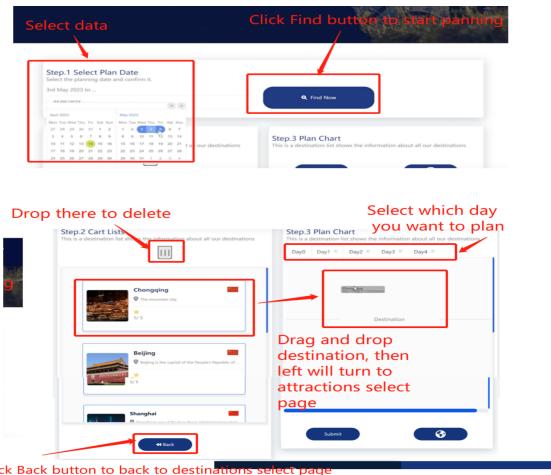


Figure 19. Plan panel operation

2.14.4 Plan Visualization

Clicking on the Earth icon button next to "Submit" will redirect you to the destination visualization screen. The website will generate a 3D globe and visualize each day's planned destination on it. Users will be able to see their planned route visually.



Figure 20. 3D earth to visualize destinations

2.15 Virtual Guide-Shizuku

At the bottom of each page there is an AI mannequin that can interact with the user. The user can enter the question they want to ask in the input box and the AI customer service will answer the question by voice and text.

2.16 View Orders

Once a plan has been completed, the user can select the 'My Tour' button in the top menu bar to access the history page to see all orders for completed plans.

3. System Admin

The staff system is specifically designed for website staffs. Employees are able to browse travel information, including destination, accommodations, attractions; Add destinations. Browse destinations, attractions and accommodations details



Figure 21. "My Tour" page

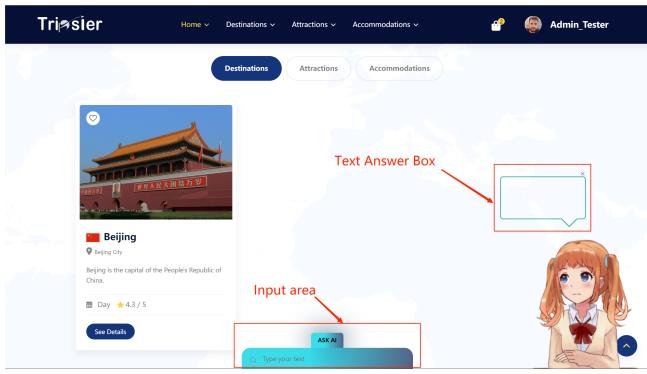


Figure 22. Artificial Intelligence Customer Service

in admin mode; Supervise(including search), organize, modify, prioritize, updatekeep track of reservations; Have instant chatting with customer to provide customer service and consult; Browse visualized statistics of the website. We hope that the staff will be able to manage the website information through this system and provide a better experience for our customers.

3.1 Register

The registration process is the same as in the user registration section, except the user has to click on the staff button to confirm that he/she is registering as a staff.

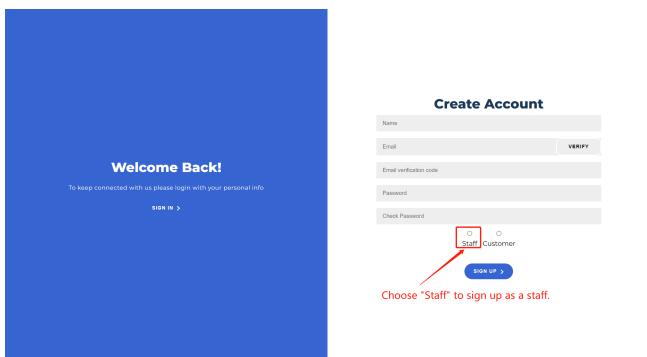


Figure 23. Staff register

3.2 Login

Same as above for logging in user accounts. You can log in after entering the employee account password on the login page.

3.3 Information Management

The employee system has the ability to query all information. Once on the main page, employees are able to select pages from the menu bar at the top of the page. The default is the Overview page.

3.3.1 Overview Page

The default home page is an information visualization at a glance interface. The staff can see the current money flow and growth of the website, the number of customers and the number of daily visits to the website.

Below is a visualization of the current site's data on popular destinations based on back-end algorithms. We wanted our employees to be able to visualize the relationship between website content and customer experience through these visual charts.

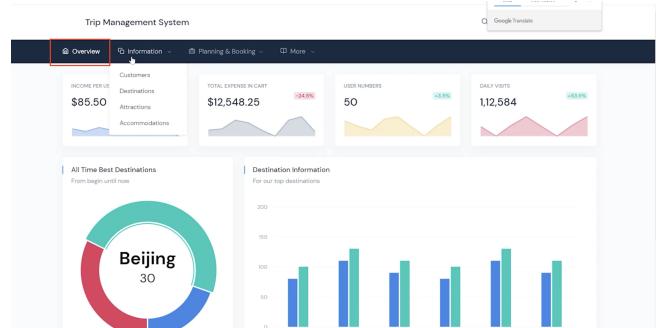


Figure 24. Overview Page

Finally employees are able to view information on the last 5 newly registered users as well as information on the last 10 order transactions.

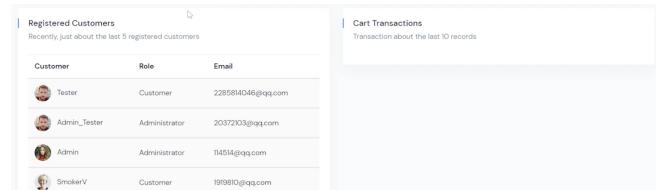


Figure 25. Latest Information

3.3.2 View and Modify Details

Select the information you wish to view from the top menu bar, including customer, destination, attractions and accommodation.

The main screen will display all the information about the selected item. We offer destination and accommodation details pages. Click on the Details button next to the page to go to the detailed information page.

Upload New Destination
When a destination is now supported by the travel agency to be the target destination, staff can add information to the website.

Destination Name:

Description:

Location:

E.g. Sichuan Province, Chengdu City:
Longitude (From -180 to 180)
0°~180°represent East longitude, -180°~0°represent West longitude

Latitude (From -90 to 90)
0°~90°represent North latitude, -90°~-0°represent South latitude

Avatar of the Destination:

Drag and drop a file here or click

Only jpg, jpeg, png, gif are allowed

Submit

Figure 26. Add Destination

On the details page of destinations, employees are able to see a visual graph of the destination's browsing information. The page also has a map of the location. On the location map, the user can press on the '+' and '=' buttons to zoom in and out of the map.

In the accommodation details page, the staff can see the recent booking information related to the accommodation, the booking information will show the booking time, booking information and so on. This will greatly improve the efficiency of the administrator.

Employees can add destinations by clicking the "More" button on the top menu bar. After filling in all destination related information, click the "Submit" button to add the new destination to the database, which will then be displayed on the home page.

Choose the information you want to view

Information ▾ Planning & Booking ▾ More ▾

Attraction
This is a tool for viewing information about all our attraction

Attractions Accommodations

Figure 27. Select which information you want to view

Customers Lists
This is a customer list shows the information about all our customers

#	ID	Username	Mark	Email	Date of register	Operations
0	1	Tester	0	228584046@qq.com	2023/4/11	<button>Details</button>
1	4	SmokerV	0	199880@qq.com	2023/4/11	<button>Details</button>

Figure 28. View customers information

3.4 Reservation Management

The "Planning Booking" button at the top of the menu allows you to view and amend your order information.

On the Edit Information page, staff can find and amend orders within a certain time period by selecting the date above.

Attraction Lists
This is a customer list shows the information about all our attraction

#	ID	Name	Price	Destination	Location	Operations
0	1	Forbidden City	66\$	Beijing	Beijing City	<button>Details</button>
1	2	Temple of Heaven	60\$	Beijing	Beijing City	<button>Details</button>
2	3	Summer Palace	50\$	Beijing	Beijing City	<button>Details</button>
3	4	The Great Wall of China	80\$	Beijing	Beijing City	<button>Details</button>
4	5	Beijing National Stadium (Bird's Nest)	70\$	Beijing	Beijing City	<button>Details</button>

Figure 29. View attractions information

Attraction Lists
This is a customer list shows the information about all our attraction

#	ID	Name	Price	Destination	Location	Operations
0	1	Forbidden City	66\$	Beijing	Beijing City	<button>Details</button>
1	2	Temple of Heaven	60\$	Beijing	Beijing City	<button>Details</button>
2	3	Summer Palace	50\$	Beijing	Beijing City	<button>Details</button>
3	4	The Great Wall of China	80\$	Beijing	Beijing City	<button>Details</button>
4	5	Beijing National Stadium (Bird's Nest)	70\$	Beijing	Beijing City	<button>Details</button>

Figure 30. View accommodations information

This makes it easier for staff to respond to unexpected situations within a certain period of time. In addition, the employee can select the number of items to be displayed. In the search box on the right hand side, employees can search for any item by entering their name, destination, attraction or accommodation. The staff can change the order information via the update information button and the cancel reservation button.

On the appointment information view page, in addition to searching and selecting a range to display, staff are able to view notes by clicking on the button next to their ID.

3.5 Communication

Employees can access the customer communication interface by selecting the "Chat" button from the personal icon in the top right corner.

Once on the page, staff are able to receive and respond to customer requests. The message can be sent by typing in the input box below and clicking on the "Send" button. **Note:** This feature requires a customer to be in his/her/their chat room page at the same time, in order to receive the message

Figure 31. View destinations information. (Select Details button to view details)

Figure 32. Details Pages



3.6 Others

Management system can enter the Home Page of the website through the "Index" button in the upper right corner, and return to the Overview Page of the management system through the "Admin Page" button on the page.

System Instructions

If any errors occur during the operation of the system, the system will present the corresponding error message with a prominent identifier to clearly indicate the problem to the user. For example, if a user submits incomplete or incorrectly formatted information on the login registration page, the error message will be highlighted in flash. Such error messages can indicate specific types of errors, such as missing required fields, invalid email addresses or incorrectly formatted dates.

Figure 34. Reservation Information Management Pages

Figure 35. Chat Page

Figure 36. Other

With these clear error alerts, users can quickly identify and correct input errors to ensure data accuracy and smooth system operation.

Team Work

We used Overleaf to complete the documentations.

User Manual Document: <https://www.overleaf.com/7499599221ddxbnjkbswmw>

Technical Document: <https://www.overleaf.com/3557458348xjmxtgsfsgmkh>

We used gitlab to collaborate on the code: https://csgitlab.ucd.ie/LioshaLou/silicon_squad_group_9