



TRƯỜNG ĐẠI HỌC FPT

MINISTRY OF EDUCATION AND TRAINING

# FPT UNIVERSITY

## Capstone Project Document

---

Build a website for promoting and booking tour  
within Vietnam

GFA24SE79	
<b>Group Members</b>	Châu Nguyễn Ngọc Hân, SE171462 Phạm Ngọc Hiếu, SE171321 Đỗ Tú Toàn, SE171737 Nguyễn Ngọc Nguyên Bảo, SE171413
<b>Supervisor</b>	Lại Đức Hùng
<b>Ext Supervisor</b>	
<b>Capstone Project code</b>	FA24SE059

## Table of Contents

Acknowledgement.....	3
Definition and Acronyms.....	4
I. Project Introduction.....	5
1. Overview.....	5
2. Product Background.....	5
3. Existing Systems.....	5
4. Business Opportunity.....	7
5. Software Product Vision.....	8
6. Project Scope & Limitations.....	8
II. Project Management Plan.....	10
1. Overview.....	10
2. Management Approach.....	14
3. Project Deliverables.....	16
4. Responsibility Assignments.....	17
5. Project Communications.....	17
6. Configuration Management.....	18
III. Software Requirement Specification.....	19
1. Product Overview.....	19
2. User Requirements.....	19
3. Functional Requirements.....	25
4. Non-Functional Requirements.....	46
5. Requirement Appendix.....	47
IV. Software Design Description.....	52
1. System Design.....	52
2. Database Design.....	55
3. Detailed Design.....	59
4. Activity Diagram.....	152
V. Software Testing Documentation.....	167
1. Scope of Testing.....	167
2. Test Strategy.....	168
3. Test Plan.....	170
4. Test Cases.....	171
5. Test Reports.....	171
VI. Release Package & User Guides.....	172
1. Deliverable Package.....	172
2. Installation Guides.....	172
3. User Manual.....	178

## **Acknowledgement**

First and foremost, we would like to express our deepest gratitude to our supervisor, Mr.Lai Duc Hung, for his invaluable guidance and encouragement throughout the development of the VietWay Tour project. His insights and expertise have been instrumental in shaping our project into its final form.

We also like to extend our special thanks to Mr. Lam Huu Khanh Phuong, Mr. Do Tan Nhan, Mr. Nguyen Ngoc Lam, and other lecturers for their detailed feedback and recommendations, which were critical to improving our project during its key phases.

Additionally, we extend our heartfelt appreciation to our families and friends, who supported us both emotionally and practically throughout this journey. Your unwavering encouragement has been our driving force.

Finally, a special thanks to our project team members for their dedication, hard work, and collaborative spirit. Each member's contribution, from brainstorming innovative ideas to overcoming technical challenges, has played a vital role in the success of the project.

We acknowledge that while we have made every effort to ensure the quality and completeness of this project, there may still be room for improvement. We sincerely thank everyone who has supported us and look forward to applying these experiences in our future endeavors.

Best regards,  
**VietWay Tour Project Team**

## Definition and Acronyms

Acronym	Definition
VWT	Vietway Tour
BA	Business Analysis
BR	Business Rule
ERD	Entity Relationship Diagram
GUI	Graphical User Interface
PM	Project Manager
SDD	Software Design Description
SPMP	Software Project Management Plan
SRS	Software Requirement Specification
UAT	User Acceptance Test
UC	Use Case
API	Application Program Interface
LI	Limitation

# I. Project Introduction

## 1. Overview

### 1.1 Project Information

- Project name: VietWay Tour
- Project code: FA24SE059
- Group name: GFA24SE79
- Software type: Web application

### 1.2 Project Team

Full Name	Role	Email	Mobile
Lại Đức Hùng	Lecturer	Hungld5@fe.edu.vn	0976710580
Châu Nguyễn Ngọc Hân	Leader	hancnnse171462@fpt.edu.vn	0392595879
Nguyễn Ngọc Nguyên Bảo	Member	baonnnse171413@fpt.edu.vn	0934199535
Đỗ Tú Toàn	Member	toandtse171737@fpt.edu.vn	0858610849
Phạm Ngọc Hiếu	Member	hieupnse171321@fpt.edu.vn	0962549760

## 2. Product Background

Vietnam's tourism industry is experiencing remarkable growth with notable statistics. As of August 2024, Vietnam welcomed over 85 million tourist arrivals.

This growth has driven an increasing demand for reliable travel information and tools to assist in trip planning. With the widespread use of social media, especially among the younger generation, platforms like Facebook and X have become highly effective channels for destination promotion, generating significant reach and engagement. Furthermore, advancements in technology and third-party tools, such as artificial intelligence and digital maps, present opportunities for integration to enhance the travel experience, allowing users to search, compare, and manage information conveniently.

The project aims to leverage these trends to develop a platform that enables users to access travel information effortlessly, promote destinations effectively, and enhance user experience, contributing to the sustainable growth of Vietnam's tourism industry.

## 3. Existing Systems

- Traveloka:** <https://www.traveloka.com/en-vn>
- Viet Travel:** <https://travel.com.vn>
- Klook:** <https://www.klook.com>
- Viettourist:** <https://viettourist.com>

### 3.1 Traveloka

- Link:** <https://www.traveloka.com/en-vn>
- Brief Description:** Traveloka is a comprehensive online travel platform that originated in Indonesia but has expanded to serve multiple Southeast Asian countries, including Vietnam.

- **System Actors:**
  - Travellers (both domestic and international)
  - Hotel owners and managers
  - Airlines
  - Tour operators
  - Activity providers
  - Customer service representatives

**Features:**

- Flight bookings
- Hotel reservations
- Airport transfers
- Attraction and activity bookings
- Travel insurance
- Price comparison tools
- User reviews and ratings
- Mobile app for iOS and Android

**Pros:**

- Wide range of services covering most travel needs
- User-friendly interface with both website and mobile app options
- Offers deals and promotions regularly
- Supports multiple languages and currencies
- 24/7 customer service

### 3.2 Viet Travel

- **Link:** <https://travel.com.vn>
- **Brief Description:** Travel.com.vn is a Vietnamese travel agency website offering a variety of domestic and international travel services.
- **Key Features:**
  - o Tour packages (both domestic and international)
  - o Hotel bookings
  - o Flight reservations
  - o Car rentals
  - o Visa application assistance
- **Pros:**
  - o Strong focus on Vietnamese destinations
  - o Offers both package tours and individual bookings
  - o Provides travel news and destination guides
- **Cons:**
  - o Interface is primarily in Vietnamese, which may be challenging for international travelers
  - o Limited online booking capabilities for some services

### 3.3 Klook

- **Link:** <https://www.klook.com>
- **Brief Description:** Klook is a global travel activities and services booking platform that operates in multiple countries, including Vietnam.

- **Key Features:**
  - o Wide range of activities and experiences bookings
  - o Local tours and day trips
  - o Transportation services (airport transfers, train tickets)
  - o Attraction tickets
  - o Mobile app with e-vouchers
- **Pros:**
  - o Extensive selection of activities and experiences
  - o User-friendly mobile app
  - o Often offers competitive prices
  - o Supports multiple languages and currencies
- **Cons:**
  - o Primarily focused on activities rather than comprehensive trip planning
  - o Limited flight and hotel booking options

#### **3.4 Viettourist**

- **Link:** <https://viettourist.com>
- **Brief Description:** Viettourist is a Vietnamese tour operator offering various travel services within Vietnam and to international destinations.
- **Key Features:**
  - o Domestic and international tour packages
  - o Hotel bookings
  - o Transportation services
  - o MICE (Meetings, Incentives, Conferences, and Exhibitions) services
- **Pros:**
  - o Specializes in Vietnamese destinations
  - o Offers both inbound and outbound travel services
  - o Provides customized tour options
- **Cons:**
  - o Limited online booking capabilities
  - o Website primarily in Vietnamese, which may be challenging for international travellers
  - o Less focus on individual activity or attraction bookings

### **4. Business Opportunity**

Vietnam's tourism industry is experiencing rapid growth, with a significant increase in tourist arrivals. As travelers increasingly seek convenience and personalized services, the demand for an integrated system that provides travel information, tour booking services, and destination promotion is more apparent than ever. With the growing need for reliable travel information, a centralized system will serve as a comprehensive resource for travelers.

This system not only provides a wide range of travel information but also integrates tools that allow users to easily search, book, and pay for tours. With the integration of AI and digital mapping, the system will offer personalized tour recommendations based on individual preferences, helping users easily find tours that suit their needs. Additionally, the

system will provide tools to manage bookings, modify or cancel tours, and process refunds, reducing complexity. This will enhance the customer experience while optimizing operational processes and improving accuracy.

Overall, this project presents a significant opportunity to leverage digital technology, AI, and social media tools to enhance the tourism experience in Vietnam. With its ability to consolidate information, streamline tour bookings, and offer personalized services, the system will not only meet the growing demand for travel information but also contribute to the sustainable growth of Vietnam's tourism industry. It will be a crucial tool for advancing the sector and creating great opportunities for both travelers and local businesses in an expanding market.

## 5. Software Product Vision

This software system will serve as a comprehensive digital tourism platform, offering a variety of tools designed to help travelers easily access the necessary travel information to plan their trips or book available tours and fully enjoy their journeys. The system will function as a one-stop hub, providing detailed information about attractions, cultural experiences, accommodations, transportation options, and other travel-related services, ensuring that users can find everything they need in one place.

By integrating artificial intelligence (AI) and digital mapping technology, the system will be able to offer personalized itinerary suggestions tailored to the specific preferences and needs of each traveler. This personalization will make it easier for users to plan their trips, ensuring they get the most out of their journeys based on their unique interests and travel styles.

Furthermore, the system will streamline the booking process for both travelers and operators by providing easy-to-use tools for managing bookings, cancellations, and refunds. This streamlined approach will not only reduce complexity but also improve operational efficiency, helping businesses save time and reduce administrative costs.

## 6. Project Scope & Limitations

### Project Scope:

1. User Roles and Access:
  - o Implement role-based access for guests, customers, admins, managers, and staff
  - o Provide tailored interfaces and functionalities for each user type
2. Destination Information:
  - o Create a comprehensive database of popular tourist attractions in Vietnam
  - o Include detailed descriptions, photos, and contact information for each attraction
3. Tour Booking System:
  - o Develop an online booking engine for customers
  - o Implement a secure payment gateway supporting major credit cards and local payment methods
4. User Management:
  - o Allow users to create and manage their profiles

- o Provide a dashboard for users to view their booking history

**5. Management Tools:**

- o Create a management panel for managing content, users, and bookings
- o Implement reporting tools for basic analytics on bookings and user behaviour

**6. Basic Search and Filter:**

- o Implement search functionality for destinations and tours
- o Provide basic filtering options (e.g., by location, price range, tour type)

**Limitations:**

**LI-1:** Limited Payment Options: While major credit cards and some local payment methods will be supported, the platform will not initially integrate with all possible payment gateways.

**LI-2:** Limited Reporting: Lacks advanced analytics and custom report generation capabilities.

**LI-3:** No Mobile Responsiveness: The system does not ensure the website is fully responsive and functional on mobile devices.

**LI-4:** Restricted social media presence: By only posting on Facebook and X.

## II. Project Management Plan

### 1. Overview

#### 1.1 Scope & Estimation

WBS ID	WBS Item	Complexity	Est. Effort (man-days)
<b>1</b>	<b>Project Initiating</b>		
1.1	Identify background and problem	Complex	4
1.2	Identify the primary goals and scope	Complex	5
1.3	Kick-off meeting	Simple	0.5
1.4	Create report 1 (Project Introduction)	Medium	4
1.5	Finish project initiating	Simple	0.5
<b>2</b>	<b>Project Planning</b>		
2.1	Create report 2 (Project Management Plan)	Medium	4
2.2	Training technical	Medium	10
2.3	Initializing the Codebase	Medium	1
2.4	Assign tasks to team members	Simple	0.5
2.5	Schedule regular meetings	Simple	0.5
2.6	Finish Project planning	Simple	0.5
<b>3</b>	<b>Project Executing</b>		
<b>3.1</b>	<b>Requirement</b>		
3.1.1	Define requirements	Complex	5
<b>3.2</b>	<b>Analysis</b>		
3.2.1	Analysis requirements	Complex	5
3.2.2	Create report 3 (Software Requirement Specification)	Medium	4
<b>3.3</b>	<b>Design</b>		
3.3.1	Design user interface	Medium	4
3.3.2	Create report 4 (Software Design Document)	Medium	5
<b>3.4</b>	<b>Implementation</b>		
<b>3.4.1</b>	<b>Implement customer features</b>		
3.4.1.1	Login	Simple	0.5
3.4.1.2	Register	Simple	0.5
3.4.1.3	Logout	Simple	0.5
3.4.1.4	Homepage	Complex	2
3.4.1.5	Browse provinces (search, filter sort)	Medium	1
3.4.1.6	Browse attractions (search, filter	Medium	1

	sort)		
3.4.1.7	Review attraction	Medium	1
3.4.1.8	Browse posts(search, filter sort)	Medium	1
3.4.1.9	Browse tours (search, filter sort)	Medium	1
3.4.1.10	Book tour	Complex	2
3.4.1.11	Payment	Complex	2
3.4.1.12	Profile	Simple	1
3.4.1.13	Manage booked tours	Complex	2
3.4.1.14	Cancel booking	Complex	2
3.4.1.15	Leave feedback	Simple	0.5
3.4.1.16	Manage bookmarks	Simple	1
3.4.1.17	Change/Reset password	Medium	1
<b>3.4.2</b>	<b>Implement management features</b>		
<b>3.4.2.1</b>	<b>Implement base features</b>		
3.4.2.1.1	Login	Simple	0.5
3.4.2.1.2	Logout	Simple	0.5
<b>3.4.2.2</b>	<b>Implement staff features</b>		
3.4.2.2.1	Create attraction	Medium	1
3.4.2.2.2	Create post	Medium	1
3.4.2.2.3	Create tour template	Medium	1
3.4.2.2.4	Create tour	Medium	1
3.4.2.2.5	Manage customers bookings	Complex	2
3.4.2.2.6	Change password	Simple	0.5
<b>3.4.2.3</b>	<b>Implement manager features</b>		
3.4.2.3.1	Manage provinces	Medium	1
3.4.2.3.2	Manage attractions	Medium	2
3.4.2.3.3	Manage posts	Medium	2
3.4.2.3.4	Manage tour templates	Medium	2
3.4.2.3.5	Manage tours	Medium	3
3.4.2.3.6	Manage customers bookings	Medium	2
3.4.2.3.7	Manage categories	Simple	1
3.4.2.3.8	Manage customers	Simple	1
3.4.2.3.9	Dashboard	Complex	4
3.4.2.3.10	Change password	Simple	0.5
<b>3.4.2.4</b>	<b>Implement admin features</b>		
3.4.2.4.1	Manage managers	Simple	0.5
3.4.2.4.2	Manage staff	Simple	0.5
3.4.2.4.3	Dashboard	Complex	4
<b>3.5</b>	<b>Testing</b>		
3.5.1	Create report 5 (Software Test Documentation)	Medium	4

3.5.2	Unit test	Medium	5
3.5.3	System test	Medium	2
<b>4</b>	<b>Project Monitoring and Controlling</b>		
4.1	Create report 6 (Software User Guides)	Medium	3
4.2	Monitor and control scope	Medium	1
4.3	Monitor and control risk	Medium	1
4.4	Tracking progress	Medium	1
<b>5</b>	<b>Project Closing</b>		
5.1	Create report 7 (Final Project Report)	Medium	5
5.2	Prepare for thesis defense	Medium	3
5.3	Team meeting	Simple	1
5.4	Close Project	Simple	0.5
<b>Total Estimated Effort (man-days)</b>			<b>131</b>

## 1.2 Project Objectives

- Timeliness: The project must be finished before December 12, 2024
- Allocated Effort (man-days): 110
- Defect Distribution:

#	Quantity Stage	No. of Defects	% of Defects	Notes
1	Reviewing	21	34,5%	Technical leader reviews code of members before merging
2	Unit Test	18	29,5%	Developer creates and tests
3	System Test	22	36%	The tester creates and tests
<b>Total</b>		<b>61</b>	<b>100%</b>	

## 1.3 Project Risks

#	Risk Description	Impact	Possibility	Prevention	Correction
1	Requirement changes.	Medium	Medium	All members discuss the project's requirements carefully before starting implementation.	Ensure resources are appropriately allocated to accommodate new requirements.

2	Members have argued, conflicted with others, leads to stressful working environments.	Medium	High	Define clear tasks for each member and agree on ideas before starting work.	All members discuss resolving the conflict. Voting.
3	Illness or absence of team members so that they cannot complete tasks under deadline.	Low	Medium	Members have to notify the team about illness or absence periods and the plan of how to keep up with the work process.	Ensure that the absence of a member won't affect others and always have plans to deal with this problem.
4	Members lack the knowledge and skills to complete a particular task.	High	Medium	Training all members before starting the project.	Members inform about their lack of skills, and other team member's support.
5	The library used in the project is no longer supported	Low	Low	Choose a reputable library with active maintenance on GitHub.	Choose alternative libraries or code.
6	Internet connection is down and team members cannot submit work or merge code.	Low	Medium	All developers have to set up the isolated development environment and have an offline copy of the documentation.	Use alternative ways to connect to the internet such as 3G, 4G.

## 2. Management Approach

### 2.1 Project Process

#### The Agile Scrum Framework at a glance

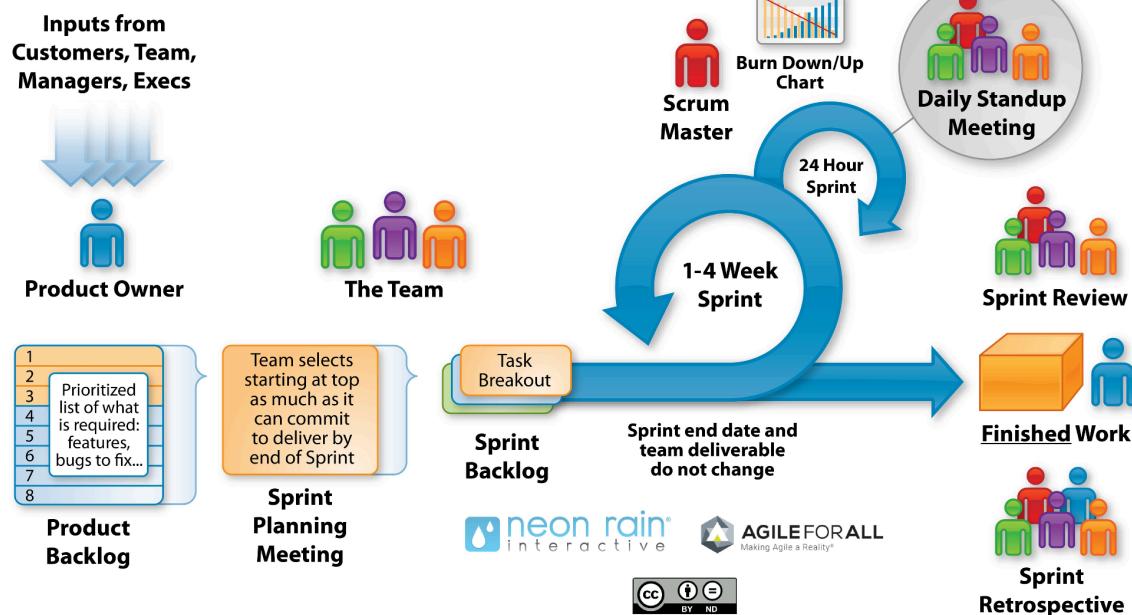


Figure 1 - Scrum process

Vietway-Tour project applies the Scrum model, an Agile framework for software development, for the following key reasons:

#### 1. Small Team Efficiency

- Our development team of 4-6 people is perfect for Scrum implementation
- Easier coordination and communication in daily stand-ups
- Quick decision-making and faster problem-solving
- No overhead of complex processes like in Waterfall methodology

#### 2. Sprint-Based Development

- Short sprints (2-4 weeks) help maintain focus and momentum
- Clear deadlines create a sense of urgency and productivity
- Regular delivery of working features
- Ability to quickly adapt to tourism market changes

#### 4. Improved Project Control

- Daily stand-ups keep everyone informed
- Sprint reviews ensure quality deliverables
- Sprint retrospectives help team improvement
- Clear visibility of project progress

#### 5. Risk Management

- Early detection of issues through regular sprints
- Quick adaptation to technical challenges
- Reduced project risks through iterative development
- Better handling of complex tourism requirements

References: <https://www.pm-partners.com.au/the-agile-journey-a-scrum-overview/>

## **2.2 Quality Management**

### **2.2.1 Defect Prevention:**

- If any defect is found, the related person must be notified immediately at that time.
- Defects must be carefully evaluated such as "How bad is the defect and can it damage the system?", "How long is the time to fix that defect?".
- The deadline for fixing the defect must be specified clearly.
- There is always a plan to prepare for what could happen at any time.

### **2.2.2 Reviewing:**

- The curator must be honest and not biased towards any of the project members. If there is an error, the person must immediately notify the person responsible for the defect.
- Defects should be recorded on the Bug Tracking software with details such as priority.
- The person responsible for defects found must-have solutions to fix the defect as quickly as possible.

### **2.2.3 Unit Testing:**

- The curator must prepare the test cases carefully and accurately and must not ignore any cases. Test cases should be appropriate for the functionality of the system.
- Defects should be recorded on the Bug Tracking software with details such as priority.
- The person responsible for defects found must-have solutions to fix the defect as quickly as possible.

### **2.2.4 Integration Testing:**

- The curator must prepare the test cases carefully and accurately and must not ignore any cases. Test cases should be appropriate for the functionality of the system.
- Defects should be recorded on the Bug Tracking software with details such as priority.
- The person responsible for defects found must-have solutions to fix the defect as quickly as possible.
- Internal modules within the system work smoothly.

### **2.2.5 System Testing:**

- The curator must prepare test cases carefully and accurately. The test cases must match well with the system and system and architecture design.
- Defects should be recorded on the Bug Tracking software with details such as priority.
- The person responsible for defects found must-have solutions to fix the defect as quickly as possible.
- System testing test cases cover the entire system functionality and the communication under development with external systems.

## **2.3 Training Plan**

<b>Training Area</b>	<b>Participants</b>	<b>When Duration</b>
ReactJS, Javascript(Front-end for Web)	Front-end member	05/09/2024 - 12/09/2024

RESTful API	All team member	12/09/2024 - 20/09/2024
Coding Convention & Bug Logging Convention	All team member	15/09/2024 - 25/09/2024
Github	All team member	15/09/2024 - 20/09/2024

### 3. Project Deliverables

#	Deliverable	Due Date	Deliverable Scope
1	Project Idea	21/08/2024	Brief description of the website's purpose, target audience, and unique selling points.
2	Report 1 – Project Introduction	04/09/2024	Product Background, Existing Systems, Business Opportunity, Product Vision, Project Scope & Limitations
3	Report 2 – Project Management Plan	20/09/2024	WBS, Project Process, Plan and Schedule, Project Organization, Project Communication, and Configuration Management
4	Report 3 – SRS	10/10/2024	Business Rules, Use Case Diagram & Use Case Description, Functional Requirements, and Non-Functional Requirements
5	Report 4 – Software Design	01/11/2024	System Architecture, Back-end Architecture, Front-end and Architecture Database design
6	Code & Implement Iteration 1	10/09/2024	Detailed Design Code & Unit test Integration & System test cases
7	Code & Implement Iteration 2	05/10/2024	Detailed Design Code & Unit test Integration & System test cases
8	Report 5 – Test Document	10/11/2024	Test Model, Test Plan, Test Cases, and Test Reports
9	Report 6 – Software Guides	20/11/2024	Deliverable Package Installation Guides User Manual
10	Code & Implement Iteration 3	04/12/2024	Detailed Design Code & Unit test Integration & System test cases
11	Report 7 - Final Code and Report	11/12/2024	Final Codes & documents, User manual

#### 4. Responsibility Assignments

D~Do; R~Review; S~Support; I~Informed; <blank>- Omitted

Responsibility	HanCNN se171462	BaoNNN se171413	ToanDT se17173 7	HieuPN se17132 1
Project Planning & Tracking	D, R	S, I, R	S, I, R	S, I, R
Prepare Project Introduction Document	R	D	R	R
Prepare SRS Document (Overview Part)	S, R	D	R	R
Prepare SRS Document (User Requirements)	D	S	R, I	R, I

#### 5. Project Communications

##### 5.1 Communication Plan

Communication Item	Who/Target	Purpose	When Frequency	Type, Tool, Method(s)
Team weekly meeting	All team members	Review plan, schedule, members' work achievements during the week and report the project's progress and status	8:00 pm every Friday	Offline, online through Facebook, Google Meet
Daily Meeting	Team members	Report the progress that members achieved each day	10:00 am and 8:00 pm every day	Facebook, Messenger, Meet, Gmail
Unscheduled meeting	All team members	When there's a critical problem that needs to be resolved immediately, discuss then solve that problem	When member find important problems	Online through Facebook, Google Meet

##### 5.2 External Interface

Function	Contact Person (name, position)	Contact address (email, telephone)	Responsibility

Supervisor	Lai Duc Hung	<a href="mailto:HungLD5@fe.edu.vn">HungLD5@fe.edu.vn</a> , 0976710580	<ul style="list-style-type: none"> <li>● Provide document template</li> <li>● Instruct the project team</li> <li>● Review deliverables</li> <li>● Supervise project status</li> <li>● Receive report project</li> </ul>
------------	--------------	--	---

## 6. Configuration Management

### 6.1 Document Management

- Document tools: Microsoft Office 2020, Microsoft Excel 2020
- File management: Google Drive

### 6.2 Source Code Management

Source code is managed by Git on github.com

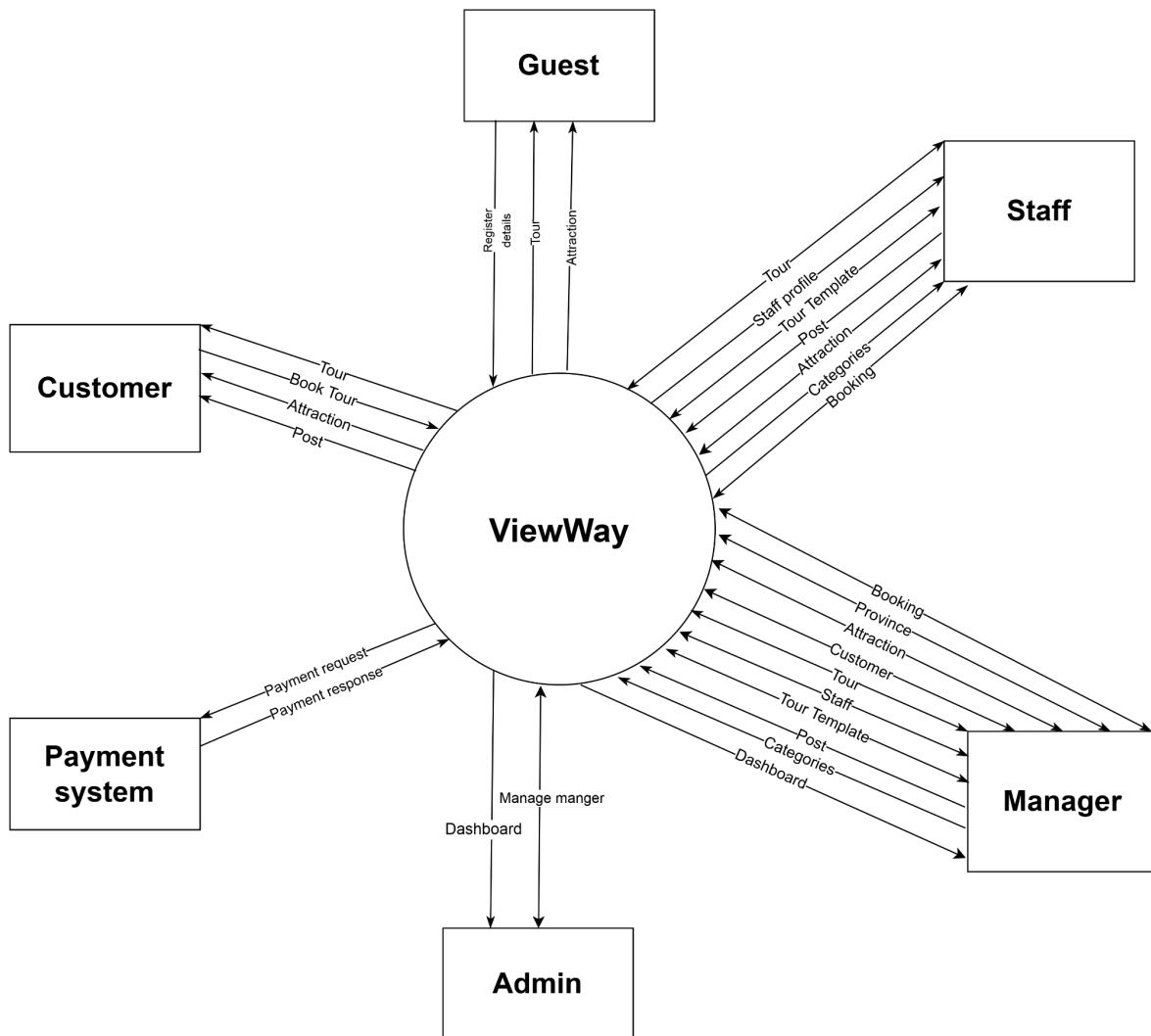
### 6.3 Tools & Infrastructures

Category	Tools & Techniques
Programming languages	Javascript, C#
Framework	ReactJS, .NET 8
API	RESTful API
API management tool	Postman
DBMS	SSMS
IDEs/Editors	Visual Studio Code, Visual Studio, Cursor, Windsurf
UML tools	Draw.io, PlantUML
Prototype design tool	Figma.com
Version Control	GitHub

### III. Software Requirement Specification

#### 1. Product Overview

The ViewWay platform is an all-in-one software solution developed to streamline the management of tour bookings, customer interactions, and operational workflows within the travel and tourism industry. This system replaces traditional, fragmented methods by offering a centralized digital platform that connects customers, staff, managers, and administrative teams. The primary objective of ViewWay is to enhance operational efficiency, improve customer satisfaction, and simplify the booking and payment processes.



#### 2. User Requirements

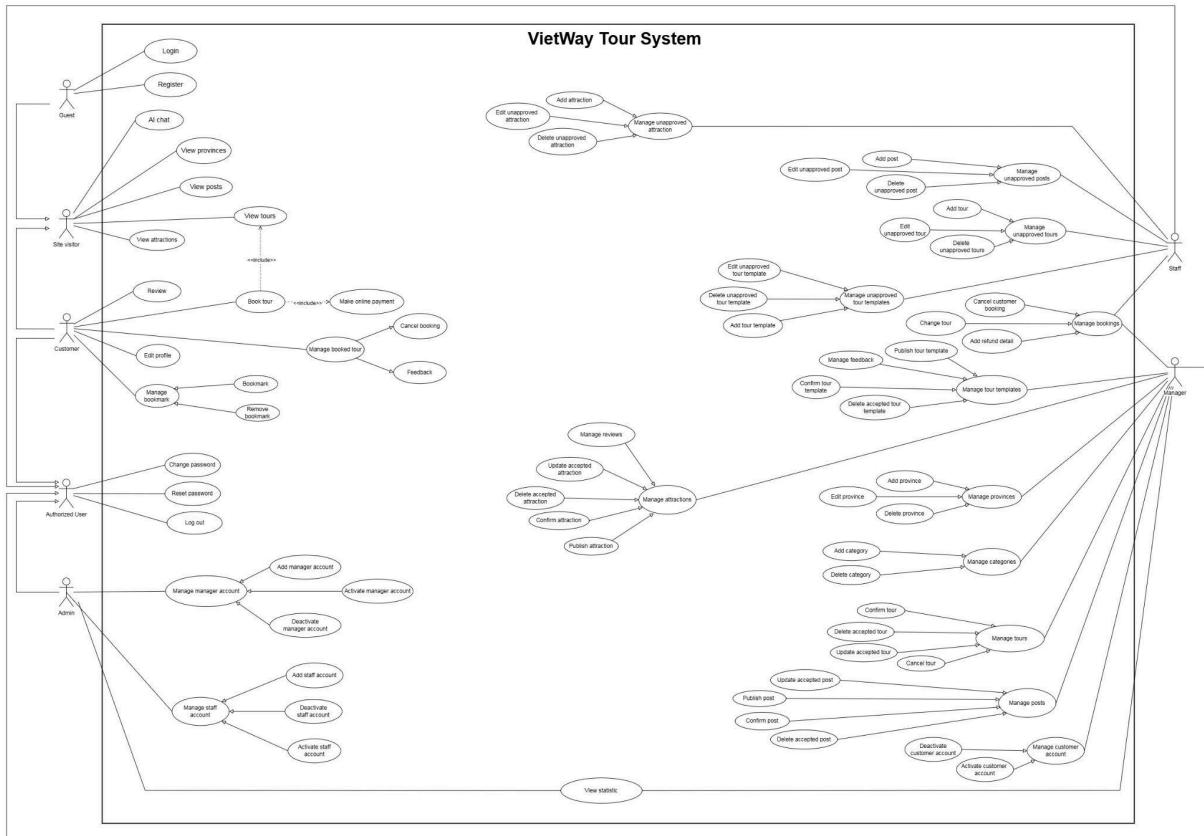
##### 2.1 Actors

#	Actor	Description
1	Admin	System administrator responsible for overseeing and managing manager accounts and view analyst
2	Manager	System manager responsible for overseeing and managing the overall platform settings, user accounts, and information

3	Staff	Operational personnel directly involved in customer interactions and support activities within the tourism platform
4	Guest	These are individuals who visit the platform but haven't registered or logged in yet. They may browse tourist attractions and tours but might have limited access to certain features compared to registered users
5	Customer	These are individuals who visit the platform but haven't registered or logged in yet. They may browse tourist attractions and tours but might have limited access to certain features compared to registered users

## 2.2 Use Cases

### 2.2.1 Diagram(s)



### 2.2.2 Descriptions

ID	Use Case	Actors	Use Case Description
1	Login	Guest	Allow guest to login into system
2	Register	Guest	Allow guest to create an account
3	AI Chat	Site Visitor	Allow guest/customer to interact with AI assistant
4	View provinces	Site Visitor	Allow guest/customer to view provinces and search for a specific province information
5	View posts	Site Visitor	Allow guest/customer to view posts and search for a specific post information

6	View attractions	Site Visitor	Allow guest/customer to search for a specific attraction
7	View tours	Site Visitor	Allow guest/customer to view full detail of a tour
8	Review	Customer	Allow customer to review to attraction
9	Book Tour	Customer	Allow customer to book a tour
10	Make online payment	Customer	Allow customer to pay online
11	View booked tour	Customer	Allow customer to view the tour they booked
12	Cancel booking	Customer	Allow customer to cancel a booked tour
13	Feedback	Customer	Allow customer to leave feedback to tour they already go
14	Manage bookmark	Customer	Allow customer to manage their bookmark
15	Bookmark	Customer	Allow customer to bookmark attractions and posts
16	Remove bookmark	Customer	Allow customer to remove bookmarked attractions and posts from their bookmarked list
17	Edit profile	Customer	Allow customer to edit their profile
18	Change password	Authorized User	Allow authorized user to change password
19	Reset password	Authorized User	Allow authorized user to reset password
20	Log out	Authorized User	Allow authorized user to log out of the system
21	Manage manager account	Admin	Allow admin to manage all manager account
22	Add manager account	Admin	Allow admin to add a manager account
23	Activate manager account	Admin	Allow admin to active manager accounts
24	Deactivate manager account	Admin	Allow admin to deactivate manager accounts
25	Manage Staff Account	Admin	Allow admin to manage all staff account

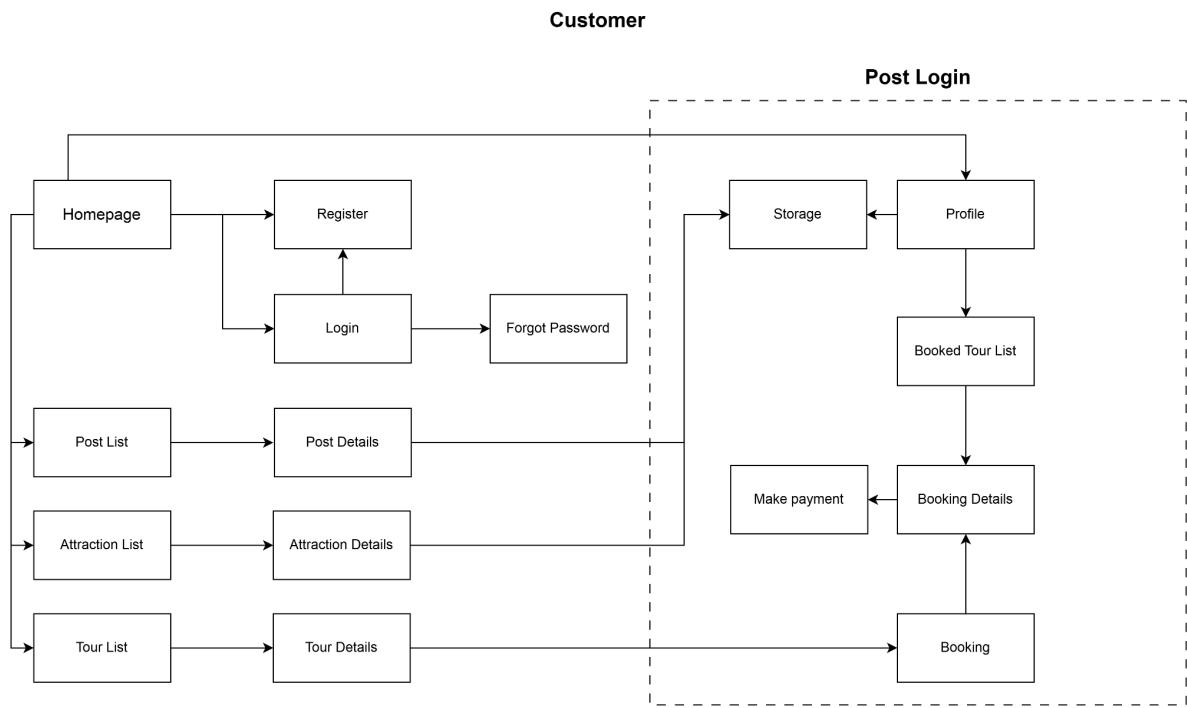
26	Add staff account	Admin	Allow admin to add a staff account
27	Deactivate staff account	Admin	Allow admin to deactivate staff accounts
28	Activate staff account	Admin	Allow admin to active staff accounts
29	View statistic	Admin, Manager	Allow admin/manager to view statistic of profit and promotion on social media
30	Manage categories	Manager	Allow manager to manage all available categories
31	Add category	Manager	Allow manager to add a new category
32	Delete category	Manager	Allow manager to delete category
33	Manage attractions	Manager	Allow manager to view all attraction
34	Confirm attraction	Manager	Allow manager to confirm a pending attraction
35	Update accepted attraction	Manager	Allow manager to update attraction that has been accepted
36	Delete accepted attraction	Manager	Allow manager to delete attraction that has been accepted
37	Publish attraction	Manager	Allow manager to publish attraction to social media
38	Manage Reviews	Manager	Allow manager to manage review
39	Manage customer account	Manager	Allow manager to manage all customer account
40	Active customer account	Manager	Allow manager to active a customer account
41	Deactivate customer account	Manager	Allow manager to deactivate a customer account
42	Manage provinces	Manager	Allow manager to manage all province
43	Add provinces	Manager	Allow manager to add a province
44	Edit provinces	Manager	Allow manager to edit a province
45	Delete provinces	Manager	Allow manager to delete a province
46	Manage tour templates	Manager	Allow manager to view all tour template
47	Publish tour template	Manager	Allow manager to publish tour template with available tour on social media
48	Confirm tour template	Manager	Allow manager to confirm a pending tour template

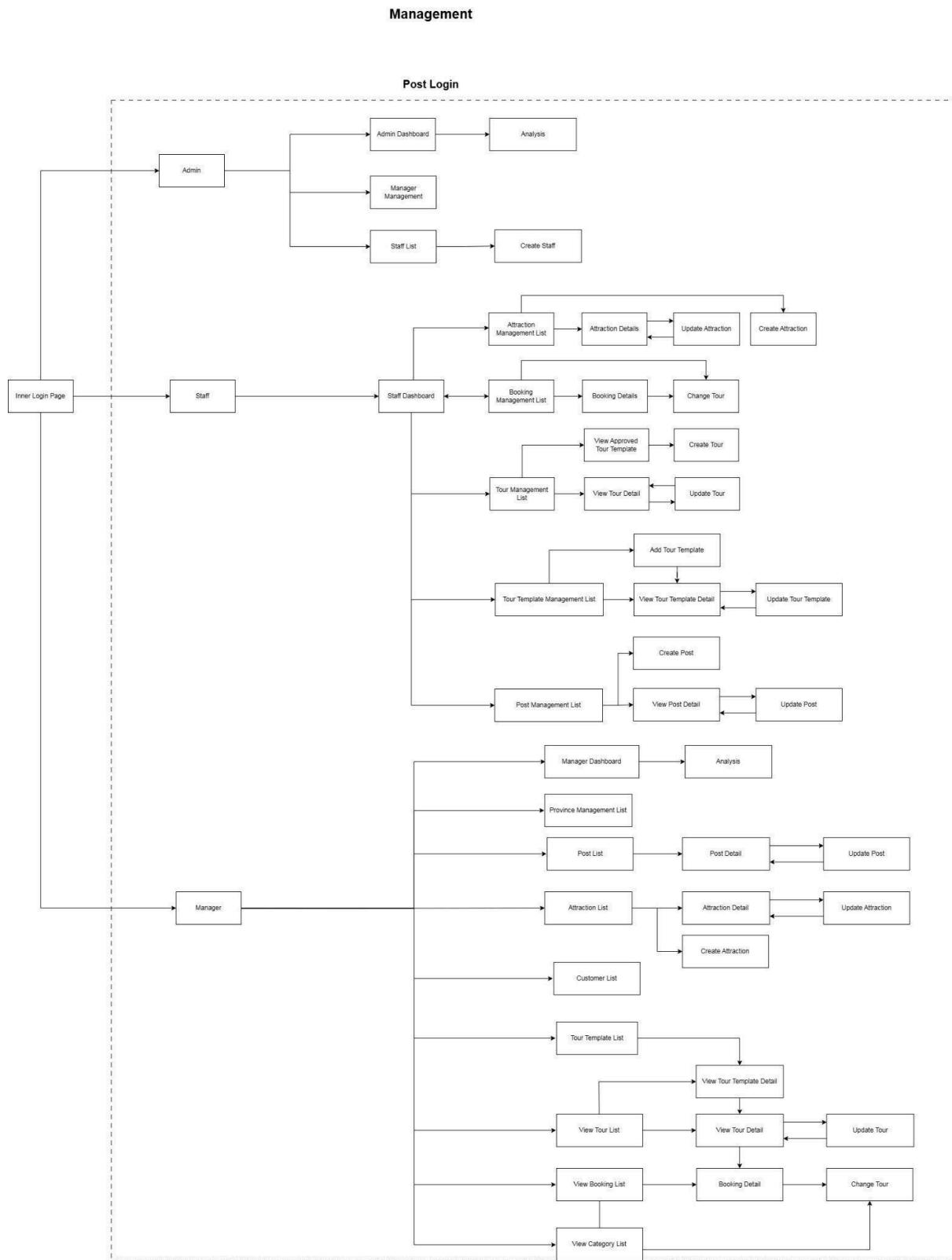
49	Delete accepted tour template	Manager	Allow the manager to delete a tour template that has been confirmed
50	Manage feedback	Manager, Staff	Allow manager to manage customer feedback about the tour
51	Manage tours	Manager	Allow manager to manage tour that have been submitted for confirmation.
52	Cancel tours	Manager	Allow manager to cancel a tour
53	Confirm tours	Manager	Allow manager to confirm pending tour
54	Update Accepted tours	Manager	Allow manager to update tour that has been accepted
55	Delete Accepted tours	Manager	Allow manager to delete tour that has been accepted
56	Manage posts	Manager	Allow manager to manage post that have been submitted for confirmation.
57	Confirm posts	Manager	Allow manager to confirm pending post
58	Publish posts	Manager	Allow manager to publish post to social media
59	Update accepted posts	Manager	Allow manager to update post that has been accepted
60	Delete accepted posts	Manager	Allow manager to delete post that has been accepted
61	Manage bookings	Manager, Staff	Allow manager/staff to manage customer booking
62	Cancel customer bookings	Manager, Staff	Allow manager/staff to cancel customer booking
63	Change tour	Manager, Staff	Allow manager/staff to change customer tour
64	Add refund detail	Manager, Staff	Allow manager/staff to add detail about refund
65	Manage unapproved tours	Staff	Allow staff to manage pending, rejected tour
66	Add tour	Staff	Allow staff to add tour
67	Edit unapproved tour	Staff	Allow staff to edit pending, rejected tour
68	Delete unapproved tour	Staff	Allow staff to delete pending, rejected tour

69	Manage unapproved tour templates	Staff	Allow staff to manage draft, pending, rejected tour template
70	Add tour template	Staff	Allow staff to add tour template
71	Edit unapproved tour template	Staff	Allow staff to edit draft, pending, rejected tour template
72	Delete unapproved tour template	Staff	Allow staff to delete draft, pending, rejected tour template
73	Manage unapproved attractions	Staff	Allow staff to manage draft, pending, rejected attraction
74	Add attraction	Staff	Allow staff to add attraction
75	Edit unapproved attraction	Staff	Allow staff to edit draft, pending, rejected attraction
76	Delete unapproved attraction	Staff	Allow staff to delete draft, pending, rejected attraction
77	Manage unapproved posts	Staff	Allow staff to manage draft, pending, rejected post
78	Add post	Staff	Allow staff to add post
79	Edit unapproved post	Staff	Allow staff to edit draft, pending, rejected post
80	Delete unapproved post	Staff	Allow staff to delete draft, pending, rejected post

### 3. Functional Requirements

#### 3.1 System Functional Overview





### 3.1.2 Screen Descriptions

#### a. Customer

#	Feature	Screen	Description
1	Main Navigation	Homepage	Main landing page that provides access to Post

			List, Attraction List, Tour List, and authentication options
2	User Registration	Register	Allows new users to create an account
3	User Login	Login	Existing users can sign in to their accounts
4	Password Recovery	Forgot Password	Allows users to reset their forgotten password
5	Posts	Post List	Displays a list of all posts/articles
6	Post Details	Post Details	Shows detailed information about a specific post
7	Attraction Listing	Attraction List	Displays a list of all attractions
8	Attraction Details	Attraction Details	Shows detailed information about a specific attraction
9	Tour Listing	Tour List	Displays a list of available tours
10	Tour Details	Tour Details	Shows detailed information about a specific tour
11	Profile Management	Profile	Allows users to view and manage their profile information
12	Saved Storage	Storage	Manages saved attractions and posts
13	Tour Bookings	Booked Tour List	Shows list of tours booked by the user
14	Booking Process	Booking	Interface for initiating a tour booking
15	Booking Details	Booking Details	Shows detailed information about a specific booking
16	Payment Processing	Make Payment	Interface for processing payments for booked tours

## b. Management

#	Feature	Screen	Description
1	Initial Access	Inner Login Page	Entry point for all administrative users
2	Access Control	Admin/Staff/Manager Selection	Different login paths based on user role
<b>Admin</b>			
3	Admin Control	Admin Dashboard	Main administrative control panel with analytics
4	Data Analysis	Analysis Dashboard	Advanced analytics and system-wide statistics

5	Manager Management	Manager Management	Oversee and manage manager accounts
6	Staff Management	Staff Management	Oversee and manage staff accounts
7	Add Employee	Create Staff	Interface for adding new staff members
<b>Staff</b>			
8	Staff Interface	Staff Dashboard	Main interface for staff operations
9	Booking Control	Booking Management List	Handle customer bookings
10	Booking Information	Booking Details	View and modify booking information
11	Change Tour	Change Tour	Modify tour details
12	Tour Management	Tour Management List	Manage tour schedules and details
13	Approved Tour Template List	View Approved Tour Template	View list of approved tour templates
14	Add Tour	Create Tour	Create new tour
15	Tour Information	View Tour Detail	View tour details
16	Update Tour	Update Tour	Modify existing tour
17	Template Control	Tour Template Management List	Handle tour templates
18	Content Management	Post Management List	Manage posts
19	Post Information	View Post Detail	View post detail
20	Add Post	Create Post	Create new posts
21	Update Post	Update Post	Modify existing posts
22	Template Control	Tour Template Management List	Manage tour templates
23	Template Information	View Tour Template Detail	View details of tour templates
24	Add Template	Add Tour Template	Create new tour templates
25	Update Template	Update Tour Template	Modify existing tour templates
26	Update Post	Update Post	Modify existing posts

27	Attraction Oversight	Attraction Management List	Manage and update attraction details
28	Attraction Information	Attraction Details	View detailed information about attractions
29	Update Attraction	Update Attraction	Modify existing attraction details
30	Add Attraction	Create Attraction	Interface to add new attractions
<b>Manager</b>			
31	Management Interface	Manager Dashboard	Comprehensive dashboard with analytics for managers
32	Data Analysis	Analysis Dashboard	Advanced analytics and system-wide statistics
33	Attraction Control	Attraction Management List	List and manage all tourist attractions
34	Attraction Information	Attraction Details	Detailed view of specific attractions
35	Attraction Updates	Update Attraction	Interface to modify attraction details
36	Attraction Creation	Create Attraction	Form to add new attractions
37	Booking Control	Booking Management List	Overview of all bookings
38	Booking Information	Booking Details	Detailed view of specific bookings
39	Tour Updates	Change Tour	Interface to modify tour details
40	Tour Oversight	View Tour List	Oversee all tours
41	Tour Information	View Tour Detail	View detailed tour information
42	Update Tour	Update Tour	Modify tour details
43	Template Control	Tour Template Management List	Manage tour templates
44	Template Information	View Tour Template Detail	Detailed view of tour templates
45	New Templates	Add Tour Template	Interface to create new tour templates
46	Location Control	Province Management List	Manage geographical locations
47	Content Management	Post Management List	Manage posts
48	Content	Post Detail	View detailed post information

	Information				
49	Update Post	Update Post		Modify existing posts	
50	User Oversight	Customer List		View and manage customer accounts	
51	Province Oversight	Province Management List		View and manage province	

### 3.1.3 Screen Authorization

Screen	Guest	Customer	Staff	Manager	Admin
Login screen	X	X	X	X	X
Login	X	X	X	X	X
Register screen	X	X			
Register new account	X	X			
Forget password screen		X			
Home screen	X	X	X	X	X
AI Chat	X	X	X	X	X
View Tour screen	X	X			
Book Tour screen		X			
Complete Payment screen			X		
View Post screen	X	X			
View Attraction screen	X	X			
View Profile screen		X			
View Booked Tour		X			
Cancel booking		X			
Feedback		X			
Manage bookmark		X			
Add bookmark		X			
Delete bookmark		X			
View Payment History		X			
Change Password screen		X	X	X	X
Manage Manager Account screen					X
Add new manager					X
Edit manager					X
Manage Staff Account screen					X
Add new staff					X
Edit staff					X
View Analytics screen				X	X
Manage Post screen			X	X	
Add new post			X		
Edit post			X		

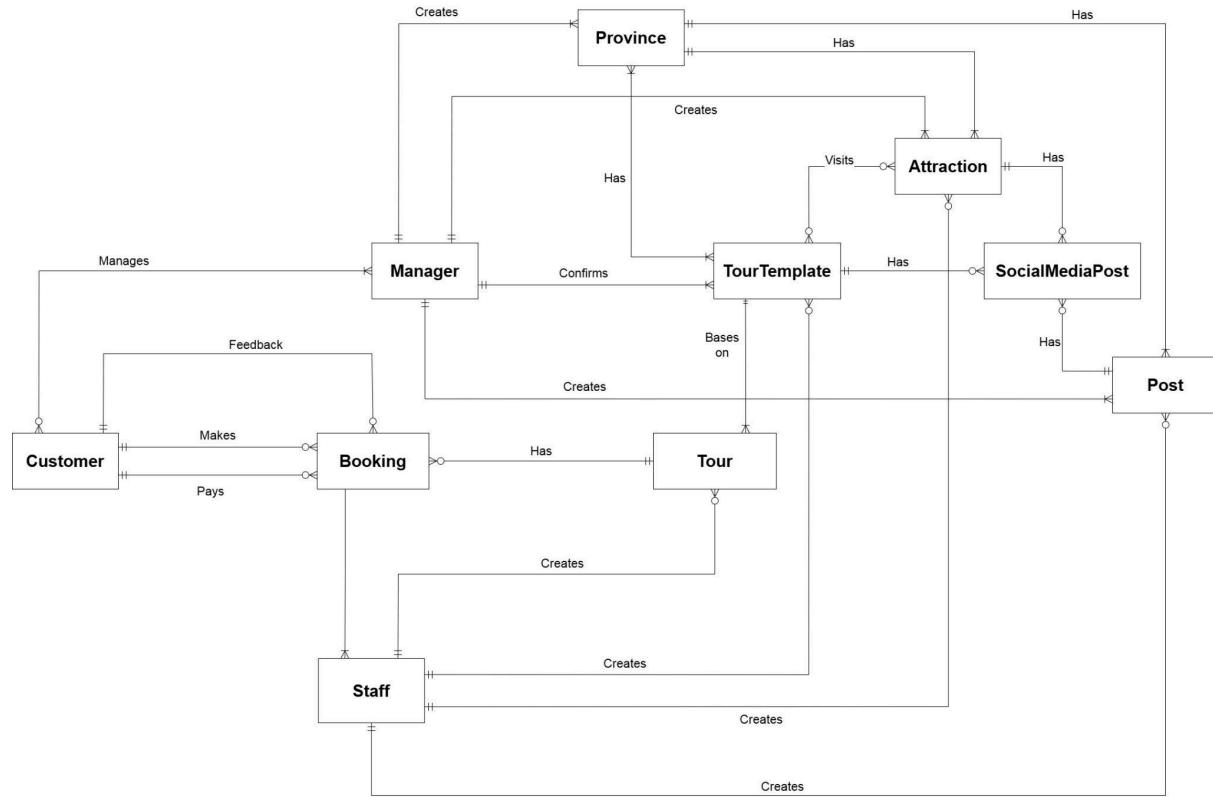
Delete post			X		
Confirm post				X	
Deny post				X	
Publish Post				X	
Manage Attraction screen			X	X	
Add new attraction			X		
Edit attraction			X		
Delete attraction			X		
Confirm attraction				X	
Deny attraction				X	
View review			X	X	
Publish Attraction				X	
Manage Reviews screen				X	
Hide review				X	
Unhide review				X	
Manage Tour Template screen			X	X	
Add new tour template			X		
Edit tour template			X		
Delete tour template			X		
Confirm tour template				X	
Deny tour template				X	
Publish Tour				X	
Manage Feedback screen				X	
Hide feedback				X	
Unhide feedback				X	
Manage Tour screen			X	X	
Add new tour			X		
Edit tour			X		
Delete tour			X		
Confirm tour				X	
Deny tour				X	
Manage Customer Account screen				X	
Activate customer account				X	
Deactivate customer account				X	
Manage Province screen				X	
Add new province				X	
Edit province				X	

Manage Booking screen			X	X	
Cancel booking			X	X	
Add refund detail			X	X	
Change tour			X	X	
Manage Category screen				X	
Add new province				X	
Edit province				X	

### 3.1.4 Non-Screen Functions

#	Feature	System Function	Description
1	Open Tour	Update Tour Status	Change status of Tour from Accepted to Opened upon open day
2	Close Tour	Update Tour Status	Change status of Tour from Opened to Closed upon close day or the participant meet the requirement
3	Ongoing Tour	Update Tour Status	Change status of Tour from Closed to Ongoing upon begin day of Tour
4	Completed Tour	Update Tour Status	Change status of Tour from Ongoing to Completed upon complete day of Tour
5	Send email	Book tour	Send confirmation emails to users upon successful tour registration, when a tour is canceled, or when the tour cannot proceed (notifying users about switching to an alternative tour).
6	Send OTP	Register	Send an OTP code to users upon register
7	Send booking cancellation email	Cancel tour	Automatically send emails to users when a tour is canceled
8	Send tour change notification email	Change tour	Automatically send an email to notify users about changing to an alternative tour when the original tour cannot proceed.

### 3.1.5 Entity Relationship Diagram



### Entities Description

#	Entity	Description
1	Manager	Represents a user with managerial privileges, typically overseeing staff and daily operations
2	Staff	Represents staff members who handle day-to-day tasks and customer interactions
3	Customer	Represents a user who makes bookings or purchases services through the platform
4	Province	Represents a geographic area or province where attractions and tours are located
5	Attraction	Represents a tourist attraction or location that is featured in tours or recommended to visitors
6	Tour Template	Represents a pre-defined template for organizing tours, including details about locations, activities, and schedules
7	Tour	Represents an actual instance of a tour that follows a specific tour template
8	Booking	Represents a reservation or booking made by a customer for a tour
9	Post	Represents a blog post, announcement, or review on the platform, typically for marketing or informational purposes
10	SocialMediaPost	A social media post designed to promote tours, tourist attractions, advertisements, or announcements.

## 3.2 Book Tour

### 3.2.1 Select Tour for Booking

#### Function Trigger

- **Trigger Type:** Accessed via the main navigation on the website or through a tour listing page.
- **Navigation Path:** Trang chủ > Chọn Tour > Thông tin Tour chi tiết

#### Function Description

- **Actors/Roles:**
  - **User/Customer:** Logged-in users interested in booking a tour.
  - **System:** Displays tour details, validates booking information, and processes the booking request.
- **Purpose:** The purpose of this function is to allow customers to view detailed information about a selected tour and proceed with booking. It includes a breakdown of the itinerary, tour information, and price. This function also lets users select a departure date and check for available spots.

**Interface:** The interface includes various sections:

- **Tour Overview:** Brief description of the tour, including the duration (3 days and 2 nights).
- **Itinerary (Lịch trình):** Lists day-by-day activities, with collapsible details for each day.
- **Policies and Notes (Chính sách, Lưu ý):** Provides recommendations for travelers.
- **Date Selection (Chọn ngày đi):** Drop-downs to select the month and specific start date.
- **Tour Information Panel (Thông tin tour):** Contains tour code, starting location, start and end dates, available seats, and price.
- **Booking Button (Đặt tour):** Allows users to proceed with booking after selecting a date.

#### Screen Layout

This screen is divided into two main areas:

1. **Left Side (Main Content):** Contains:
  - Tour overview, itinerary, policies, and traveler notes.
2. **Right Sidebar:** Contains date selection, tour details (code, starting location, dates, available seats), and pricing information.

The screen includes interactive elements like date drop-downs and an expandable itinerary.



Thời lượng: 3 ngày 2 đêm

Loại tour: Du lịch biển

### Tổng quan

Khám phá Đà Nẵng, thành phố đáng sống nhất Việt Nam, và trải nghiệm thiên đường du lịch Bà Nà Hills với cầu Vàng nổi tiếng, các khu vui chơi giải trí và cảnh quan thiên nhiên tuyệt đẹp.

### Lịch trình

- Ngày 1: Đà Nẵng - Phố Cổ Hội An
- Ngày 2: Bà Nà - Cầu Vàng
- Ngày 3: Đà Nẵng - Chợ Hàn

### Chính sách

#### Lưu ý

Nên mang theo đồ dùng cá nhân và thuốc chống côn trùng.

### Chọn ngày đi

Chọn tháng

tháng 11 năm 2024

Chọn ngày đi

8/11/2024 - 950.000 ₫

### Thông tin tour

Mã tour: DN-3N2D

Khởi hành từ: Bến Xe Khách Đà Nẵng (Hoà An, Cẩm Lệ, Đà Nẵng)

Khởi hành ngày: 8/11/2024 00:00

Kết thúc ngày: 10/11/2024

Số chỗ còn nhận: 3

Giá: 950.000 ₫

ĐẶT TOUR

## Function Details

### • Data Explanation:

- Tour Code (Mã tour):** Unique identifier for the tour (e.g., DN-3N2D).
- Start Location (Khởi hành từ):** The location where the tour begins.
- Dates (Khởi hành ngày, Kết thúc ngày):** Start and end dates of the tour.
- Available Seats (Số chỗ còn nhận):** Indicates how many spots are left for booking.
- Price (Giá):** Total cost for the tour per person.

### • Data Validation:

- Date Selection:** Validates that a start date is chosen before proceeding with the booking. If the tour is full (e.g., zero available seats), booking cannot proceed.
- Price Calculation:** Verifies that the correct price is displayed based on selected date and availability.

### • Business Rules:

- Availability Check:** Only allows booking if there are available seats.
- Date Restrictions:** Users can only select dates that fall within available options.
- Booking Limitations:** If the user attempts to book beyond available seats or after the tour has started, the system restricts the action.

### • Functionalities:

#### ○ Normal Cases:

- View Tour Details:** All users can see tour details, itinerary, and pricing.
- Select Date and Proceed:** User selects a valid date and proceeds to the booking page by clicking "Đặt tour."

#### ○ Abnormal Cases:

- No Available Seats:** Shows an alert or disables the booking button if there are no seats.

- **Invalid Date Selection:** Prevents selection of past or unavailable dates, ensuring only valid dates are chosen.

### 3.2.2 Payment

#### Function Trigger

- **Trigger Type:** This function is accessed via the Customer profile or after Customer books a tour.
- **Navigation Path:**
  - + Trang chủ > Chọn Tour > Thông tin Tour chi tiết > Đặt Tour > Hoàn thành đặt Tour
  - + Trang chủ > Profile > Tour Đặt ký

#### Function Description

- **Actors/Roles:**
  - **User/Customer:** A registered user who has completed the tour selection process and is ready to confirm the booking and proceed with payment.
  - **System:** The VietWay system, which displays the booking details, handles payment processing, and updates booking status.
- **Purpose:** The primary purpose of this screen is to allow users to verify their booking details, select a payment method, and complete the payment. This step ensures that users have accurate information before finalizing the booking.

**Interface:** The interface includes various sections:

**Contact Information (Thông tin liên lạc):** Displays the user's name, email, phone number, and address, which they entered in previous steps.

**Booking Details (Chi tiết booking):**

- **Booking Number (Số booking):** A unique identifier (e.g., 1303908740575002624) for tracking.
- **Total Price (Trị giá booking):** Displays the booking's total cost, in this case, 1,000,000 VND.
- **Payment Method (Hình thức thanh toán):** Options for payment, such as VNPay or Momo, with radio buttons to select one option.
- **Payment Status (Tình trạng):** Indicates the current status, here shown as "Đang chờ thanh toán" (Pending Payment).

**Traveler Information (Danh sách hành khách):** Lists each traveler's name, contact details, gender, and date of birth for verification.

**Booking Confirmation Summary (Phiếu xác nhận booking):**

- Overview of the tour package, including name, itinerary, tour code, and travel dates.
- **Total Cost (Tổng tiền):** The total payable amount, again confirmed as 1,000,000 VND.
- **Payment Buttons:** Options to proceed with payment immediately ("THANH TOÁN NGAY") or to delay it ("THANH TOÁN SAU").

#### Screen Layout

## Main Areas of the Screen:

### 1. Left Side:

- **Contact Information:** User's personal details.
- **Booking Details:** Shows booking ID, cost, payment method options, and current payment status.
- **Traveler Information:** List of travelers' details.

### 2. Right Side (Booking Confirmation Summary):

- **Tour Details:** Shows the tour overview, including name, tour code, itinerary, start and end dates.
- **Cost Confirmation:** Total cost for the tour is displayed here.
- **Payment Action Buttons:** Two buttons to either proceed with payment now or delay it.

## Interactive Elements:

- **Payment Method Selection:** Radio buttons to choose VNPay or Momo as the payment method.
- **Payment Buttons:** "THANH TOÁN NGAY" (Pay Now) and "THANH TOÁN SAU" (Pay Later) buttons to proceed with or defer payment.

The screenshot shows the VieWay booking confirmation page. At the top, there are navigation links: Trang chủ, Tỉnh thành, Điểm tham quan, Tour du lịch, Bài viết, and Tin tức sự kiện. On the right, there is a user profile icon. The main content area is divided into several sections:

- Thông tin liên lạc:** Displays personal details: Họ Tên: Nguyễn Ngọc Nguyên Bảo, Email: slenderbrine17@gmail.com, Điện thoại: 0934199535, Địa chỉ: (empty).
- Chi tiết booking:** Shows booking ID: 1303908740575002624, Total price: 1,000,000 đ, Payment method: VNPay, and a note: Đang chờ thanh toán (Pending payment).
- Danh sách hành khách:** Displays traveler details: Họ tên: Nguyễn Ngọc Nguyên Bảo, Số điện thoại: 0934199535, Giới tính: Nam, Ngày sinh: 4/17/2003.
- Phiếu xác nhận booking:** Shows a photograph of a gate in Đà Nẵng and the tour route: Đà Nẵng - Phố Cổ Hội An - Bà Nà - Cầu Vàng. It also lists the tour code: DN-3N2D, start date: 10/12/2024, end date: 12/12/2024, and total amount: 1,000,000 đ.
- Action buttons:** Two large blue buttons at the bottom: THANH TOÁN NGAY (Pay Now) and THANH TOÁN SAU (Pay Later). Below them is a note: Liên hệ tư vấn: 1900 1234.

## Function Details

### Data Explanation:

- **Booking Number (Số booking):** A unique ID for tracking the booking.
- **Total Price (Trị giá booking):** The cost of the tour per person or per group, depending on the booking.
- **Payment Method (Hình thức thanh toán):** Users select between VNPay and Momo, depending on their preference.

- **Traveler Details:** Each traveler's name, phone number, gender, and date of birth, necessary for confirming the correct travelers.

#### **Data Validation:**

- **Payment Method Selection:** Ensures only one payment method is chosen by the user before proceeding.
- **Traveler Information:** Confirms that all fields are correctly populated and verified for accuracy before payment.
- **Booking Status Update:** The system should update the booking status to "Paid" after successful payment.

#### **Business Rules:**

- **Payment Method Restriction:** Only one payment option can be selected at a time.
- **Availability Check:** If the tour is no longer available, the system should prevent payment.
- **Payment Verification:** Once payment is processed, the booking status should update, and the user should receive a confirmation.

#### **Functionalities:**

- **Normal Cases:**
  - **Review Booking Details:** Users can review all booking information to ensure accuracy before payment.
  - **Select Payment Method and Pay:** Users choose a payment method and confirm the payment by clicking "THANH TOÁN NGAY" (Pay Now).
- **Abnormal Cases:**
  - **Payment Failure:** If the payment fails, the system should provide options to retry or select a different payment method.
  - **Incomplete Traveler Information:** If required fields in traveler information are missing, the system should prompt the user to complete them.
  - **Invalid Payment Option:** If no payment method is selected, the user should be alerted before proceeding.

### **3.3 Tour Template and Tour**

#### **3.2.1 Create Tour Template**

##### **Function Trigger**

- **Trigger Type:** Accessed via the staff dashboard.
- **Navigation Path:** Trang chủ > Quản lý Tour Mẫu > Tạo Tour Mẫu mới

##### **Function Description**

- **Actors/Roles:**
  - **User/Staff:** Logged-in staff wants to create a new tour template.
  - **System:** Displays input fields, handles tour template data, and processes saving or publishing requests.
- **Purpose:** To allow staff to

1. Create a new tour template by filling in required details (e.g., tour name, overview, itinerary, etc.).
2. Upload images for visual representation of the tour.
3. Set up essential information, such as pricing and schedules.

**Interface:** The interface includes various sections:

**Header Section:**

- Page title: "Tạo tour mẫu mới".
- Navigation: Back button labeled "Quay lại".

**Tour Details Input:**

- Dropdowns for selecting the tour's:
  - Regions it passes through (e.g., "Bạc Liêu").
  - Starting location (e.g., "Bình Phước").
- Text field for Tour Name (e.g., "test").

**Image Upload Panel:**

- Main image display area with one uploaded image (ornate building and garden scene).
- Three placeholders labeled "Thêm ảnh" for additional image uploads.

**Tour Overview Section (Tổng quan):**

- Rich text editor for entering detailed tour descriptions.

**Itinerary Section (Lịch trình):**

- Expandable section to configure the itinerary:
  - Day-wise inputs:
    - Day Title (e.g., "Ngày 1").
    - Description fields for key details.
    - Destination Selection dropdown.

**Pricing Panel:**

- Input fields for:
  - Tour code (e.g., "test").
  - Base price (e.g., 10,000).
  - Discounted price (e.g., 10,000).

**Notes Section (Lưu ý):**

- Additional input field for travel notes or special instructions.

**Screen Layout**

**Main Content**

- **Top Section:**
  - Dropdowns and input fields for initial tour setup.
  - Image upload panel with existing and placeholder image slots.
- **Middle Section:**

- Rich text editor for "Tổng quan" and an expandable itinerary section.
- **Bottom Section:**
  - Input field for "Lưu ý."

## 2. Sidebar

- **Left Sidebar:**
  - Vertical navigation links to other system functions:
    - Points of Interest (**Điểm Tham Quan**).
    - Tour Templates (**Tour Mẫu**).
    - Tour Bookings (**Tour Du Lịch**).
    - Articles (**Bài viết**).
- **Right Sidebar:**
  - Save options:
    - **Save Draft (Lưu bản nháp)** button.
    - **Submit (Gửi)** button.

## Function Details

## Data Explanation

- 1. Tour Code (Mã mẫu):**
    - Unique identifier for the template (e.g., "test").
  - 2. Region and Start Location:**

- Regions the tour passes through.
  - Starting location for the tour.
3. **Dates:**
- Unspecified in the creation interface but likely added later.
4. **Pricing:**
- Input for base and discounted prices.

### **Data Validation**

1. **Image Uploads:**
  - Validates supported formats and file sizes.
2. **Field Completion:**
  - Ensures required fields (e.g., tour name, pricing) are completed before submission.

### **Business Rules**

1. **Draft and Publish Options:**
  - Allows saving as draft without publishing.
  - Requires complete fields for the "Gửi" (Submit) option.
2. **Image Management:**
  - At least one main image must be uploaded.

### **Functionalities**

1. **Normal Cases:**
  - Staff fills in all fields and submits successfully.
  - Uploads images for visual representation.
  - Saves drafts for later editing.
2. **Abnormal Cases:**
  - Missing required fields blocks submission.
  - Invalid image format triggers an error

## **3.2.2 Create Tour**

### **Function Trigger**

- **Trigger Type:** Accessed via the staff dashboard.
- **Navigation Path:** Trang chủ > Quản lý Tour > Tạo Tour mới

### **Function Description**

- **Actors/Roles:**
  - **User/Staff:** Logged-in staff wants to create a new tour.
  - **System:** Displays input fields, handles tour data, and processes saving or publishing requests.
- **Purpose:** To allow staff to:
  - Create a new tour based on a tour template by filling in required details (e.g., tour name, overview, itinerary, etc.).
  - Upload images for visual representation of the tour.
  - Set up essential information, such as pricing and schedules.

**Interface:** The interface includes various sections:

**Header Section:**

- Page title: "Tạo tour mới".
- Navigation: Back button labeled "Quay lại".

**Tour Template Details:**

- Dropdowns to view more information

**Itinerary Section (Lịch trình):**

- Expandable section with calendar to configure the itinerary:

**Tour information Panel:**

- Input fields for:
  - Begin destination information.
  - Time to register.
  - Amount of participants.
  - Tour price
  - Payment process
  - Refund policies

**Screen Layout**

**Main Content**

- **Top Section:**
  - Dropdowns and input fields for initial tour setup.
  - Image upload panel with existing and placeholder image slots.
- **Middle Section:**
  - Rich text editor for "Tổng quan" and an expandable itinerary section.
- **Bottom Section:**
  - Input field for "Lưu ý."

**2. Sidebar**

- **Left Sidebar:**
  - Vertical navigation links to other system functions:
    - Points of Interest (**Điểm Tham Quan**).
    - Tour Templates (**Tour Mẫu**).
    - Tour Bookings (**Tour Du Lịch**).
    - Articles (**Bài viết**).
- **Right Sidebar:**
  - Save options:
    - **Save Draft (Lưu bản nháp)** button.
    - **Submit (Gửi)** button.

- [Điểm Tham Quan](#)
- [Tour Mẫu](#)
- [Tour Du Lịch](#)
- [Booking](#)
- [Bài viết](#)

## Tạo tour mới

### Thông tin tour mẫu

Tên Tour: Đà Nẵng - Phố Cố Hội An - Bà Nà - Cầu Vàng 3 ngày 2 đêm  
Mã tour mẫu: DN-3N2Đ

Lịch tour:

Điểm đến: Đà Nẵng - Quảng Nam  
Khởi hành: Hồ Chí Minh  
Thời lượng: 3 ngày 2 đêm  
Phương tiện: Máy bay

### Lịch tour

### Thông tin tour

#### Thông tin khởi hành

Khởi hành từ (có thể chọn từ bản đồ)



Ngày khởi hành

Giờ khởi hành

Thời gian đăng ký

Ngày mở đăng ký

Ngày đóng đăng ký

Số lượng khách

Số khách tối đa

Số khách tối thiểu

Giá tour (phải từ 500,000 đến 4.200.000 VND)

Người lớn (từ 12 tuổi trở lên)

Trẻ em (từ 5-11 tuổi)

Em bé (dưới 5 tuổi)

Yêu cầu thanh toán

Yêu cầu cọc (%) - tính trên tổng tiền booking

Thời hạn thanh toán toàn bộ tổng tiền booking

Chính sách hoàn tiền

Hủy trước ngày

Tỷ lệ phạt hủy tour (%) - tính trên tổng tiền booking

Gửi

Trần Văn Trung

## Function Details

### Data Explanation

#### Region and Start Location:

- Regions the tour passes through.
- Starting location for the tour.

#### Dates:

- Unspecified in the creation interface but likely added later.

#### Pricing:

- Input for base and discounted prices.

### Data Validation

#### Field Completion:

- Ensures required fields (e.g., tour name, pricing) are completed before submission.

### Business Rules

#### Draft and Publish Options:

- Allows saving as draft without publishing.
- Requires complete fields for the "Gửi" (Submit) option.

## **Functionalities**

### **Normal Cases:**

- Staff fills in all fields and submits successfully.
- Saves drafts for later editing.

### **Abnormal Cases:**

- Missing required fields blocks submission.

## **4. Non-Functional Requirements**

### **4.1 External Interfaces**

The system integrate with:

- Payment gateways (VNPay) for secure transaction processing.
- Google Maps API for location.
- Social media platforms for sharing and authentication (Facebook, X).

### **4.2 Quality Attributes**

#### **4.2.1 Usability**

- First-time visitors shall be able to search and find a tour within 3 clicks
- 90% of new users shall be able to complete a booking without assistance
- The website shall be accessible according to WCAG 2.1 Level AA standards
- All error messages shall be in clear, non-technical language

#### **4.2.2 Reliability**

##### **- Availability:**

- The system shall maintain 99.9% uptime during peak hours (9 AM - 9 PM)
- Scheduled maintenance shall only occur during off-peak hours (2 AM - 5 AM)

**- MTBF:** The system shall operate without failure for at least 720 hours (30 days)

**- MTTR:** System recovery time shall not exceed 30 minutes for any failure

##### **- Accuracy:**

- Booking dates and times shall be synchronized within 5 second of real time
- Price calculations shall be accurate to two decimal places

#### **4.2.3 Performance**

##### **Response Times:**

- Home page shall load within 5 seconds on desktop (broadband connection)
- Search results shall display within 3 second
- Booking confirmation shall process within 5 seconds
- Image galleries shall load within 3 seconds

##### **Throughput:**

- System shall handle 1000 concurrent users
- Support 500 simultaneous booking transactions
- Process 10,000 search queries per hour

##### **Capacity:**

- Support 1,000 registered users
- Handle 100 tours in the database
- Store up to 1,000 user reviews
- Support 500 bookings per day

#### **Resource Utilization:**

- Image optimization for maximum size of 200KB per image
- Database queries shall not exceed 5 second
- Cache frequently accessed tour data

#### **4.2.4 Security**

- All payment transactions shall use SSL/TLS encryption
- User passwords shall be hashed using industry-standard algorithms
- Session timeout after 30 minutes of inactivity
- Maximum of 5 failed login attempts before temporary account lock
- Regular security audits every 3 months
- Compliance with GDPR and local tourism regulations
- Daily automated backups with 30-day retention

#### **4.2.5 Scalability**

- System shall scale horizontally to handle 100% increase in traffic
- Database shall support 50% annual growth in tours and users
- Content Delivery Network (CDN) integration for global access
- Auto-scaling capabilities during peak tourism seasons

### **5. Requirement Appendix**

#### **5.1 Business Rules**

ID	Rule Definition
BR-01	Guest must create an account to make a booking, providing valid phone number
BR-02	Password must specified security criteria (include at least: 1 lowercase letter, 1 uppercase letter, 1 number, and 1 special character)
BR-03	Guest can browse the website without the need to Register an account and Login
BR-04	All booking are refundable base on each tour's Term of Service
BR-05	Each tour offers two payment options: full Payment (customers may pay 100% of the total tour cost at the time of booking) and deposit payment (customers may pay a variable percentage of the total tour cost as a deposit)
BR-06	The deposit percentage required for a booking is specified in each tour's payment policy
BR-07	The remaining balance after the deposit (if applicable) must be paid in full by the payment deadline.

BR-08	Full payment deadline is set per tour and specified in the tour's payment terms
BR-09	Initial booking payment must be made within 24 hours
BR-10	System automatically cancels unpaid bookings after 24 hours
BR-11	Customers can only make feedback on tour they already take part in
BR-12	When book tour, customer is required to enter full name, email, phone number for contact information and enter full name, phone number, gender, date of birth for each passenger, for air/train transportation, passenger upon reaching the age legal limit require to provide ID number
BR-13	A tour booking must include at least one adult, children (under 18 years old) are not allowed to book a tour independently
BR-14	In case the original tour cannot begin due to unforeseen issues, the company reserves the right to offer an alternative tour to the
BR-15	Any proposed tour change must be confirmed (accept or reject) by the customer.
BR-16	The tour change may involve price adjustments based on the alternative tour offered.
BR-17	The company must ensure clear and timely communication with the customer regarding the change, providing sufficient time for the customer to review and confirm the new tour option.
BR-18	When Admin creates an account for Manager or Staff. Admin won't need to type in password but instead the Manager or Staff account will be generated with an existed password
BR-19	Staff allowed to delete a Post, an Attraction, a Tour Template when it still in Pending
BR-20	Manager must review Post, Attraction, Tour Template and Tour within 3 days after Staff submit it
BR-21	Manager only allowed to deactivate a Customer account in case of said Customer violate the Term of Services
BR-22	Tour are only available if they have available slots
BR-23	Booking are only confirmed upon full payment or a deposit
BR-24	Minors must be accompanied by an adult
BR-25	Only specified payment methods are accepted
BR-26	Payment must be completed within a specified timeframe to avoid auto-cancellation
BR-27	All prices are displayed in the system
BR-28	Refunds are processed based on the cancellation timeline and tour refund policy (e.g., 100% refund for cancellations 7+ days prior, partial refund for cancellations within 7 days).
BR-29	Non-refundable tours must be clearly labeled.

BR-30	Users can cancel their booking up to a specified cutoff time
BR-31	Cancellations after the cutoff result in penalties or forfeiture of the full amount.
BR-32	Users may reschedule their tour up to a specified time before the original date, subject to availability.
BR-33	If a tour operator cancels a tour, users are offered a full refund or a credit towards future bookings
BR-34	Maximum and minimum group sizes are enforced, and tours may be canceled if the minimum size isn't met.
BR-35	Users must arrive at the designated meeting point by the specified time.
BR-36	Late arrivals may forfeit their booking without refund.
BR-37	Users must disclose any medical conditions or accessibility requirements during booking.
BR-38	Users are responsible for meeting the physical demands of the tour.
BR-39	Tour descriptions must specify prohibited items (e.g., alcohol, weapons).
BR-40	Users' personal data must be handled in compliance with local privacy laws
BR-41	Users must agree to the terms of service before completing their booking.
BR-42	All disputes are subject to the governing law specified in the terms.
BR-43	Only verified users who completed a tour may leave reviews.
BR-44	Reviews are moderated for inappropriate content.
BR-45	The website displays only the total tour price as a package, with no itemized costs.
BR-46	Only the total tour package price is displayed; specific costs for vehicles, accommodations, or meals are not itemized.
BR-47	Users can book tours directly through the website by selecting the desired tour and entering participant details.
BR-48	Tour Template, Attraction and Post on social media will be scored and ranked to represent the user interest and show which one attracts the most attention from users on social media.
BR-49	The score for Tour Template, Attraction and Post on Facebook will be distributed follow these score: - An Impression will represent 0.5 points - A click or Like will represent 1 points - A Wow or Haha will represent 1.5 points - A Love or leaving a comment will represent 2 points - Sharing will represent 3 points - A Sad will represent -1 - An Angry will represent -2
BR-50	The score for Tour Template, Attraction and Post on X (formerly known as Twitter) will be distributed follow these score:

	<ul style="list-style-type: none"> <li>- An Impression will represent 0.5 points</li> <li>- A Like will represent 1.5 points</li> <li>- A Love or leaving a comment will represent 2 points</li> <li>- A Retweet or a quote will be time by 3</li> </ul>
--	--

## 5.2 Common Requirements

**CR-1** Sign in: User can log in to the system

**CR-2** Sign up: User can register to the system

**CR-3** Log out: User can sign out of system

**CR-4** View profile: User can view information of profile

**CR-5** Update profile: User can update the information of profile

**CR-6** Reset password: User can reset password

**CR-7** Change password: User can change password

## 5.3 Application Messages List

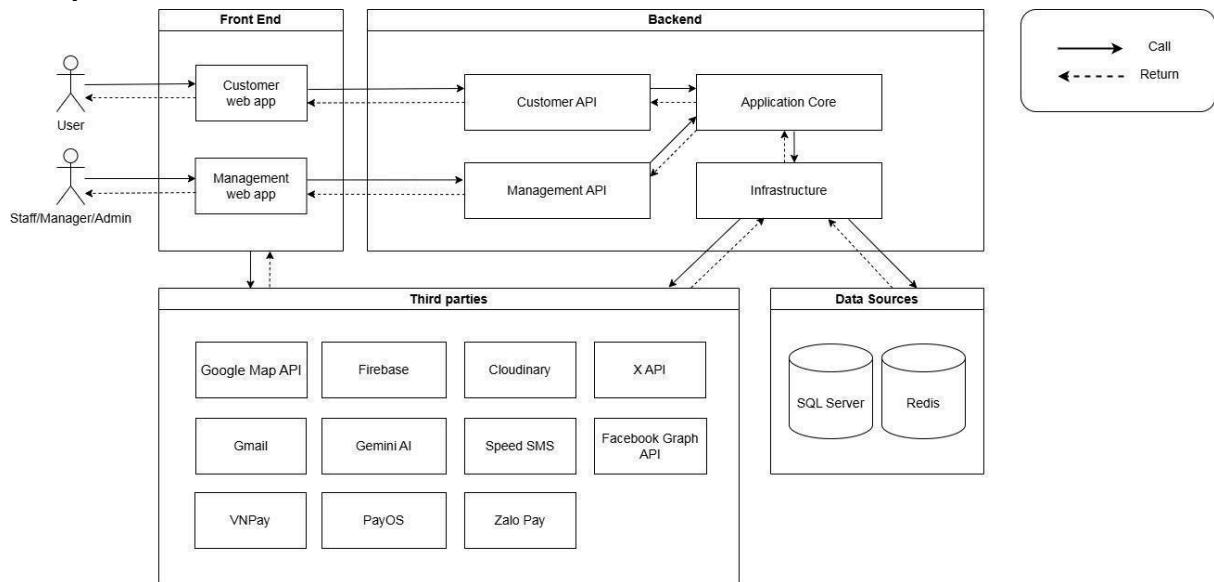
#	Message code	Message Type	Context	Content
1	MSG01	In line	There is not any search result	Không tìm thấy kết quả phù hợp
2	MSG02	In red, under the text box	Input-required fields are empty	Ô * không được để trống
3	MSG03	Toast message	Updating successfully	Cập nhật * thành công
4	MSG04	Toast message	Adding new successfully	Tạo mới * thành công
5	MSG05	In red, in pop up	Delete Confirmation	Bạn có muốn xóa * không?
6	MSG06	In green, in pop up	Delete Successfully	Xóa * thành công
7	MSG07	In green, pop up message	Book Tour successfully	Bạn đã đặt tour thành công
8	MSG08	In green, pop up message	User complete payment for booking	Bạn đã thanh toán công
9	MSG09	In green, pop up	User register to system successfully	Bạn đã đăng ký tài khoản thành công

		message, bottom right		
10	MSG10	In red, pop up message, bottom right	Customer book a tour already booked	Bạn đã đặt tour này vào ngày {ngày} rồi.

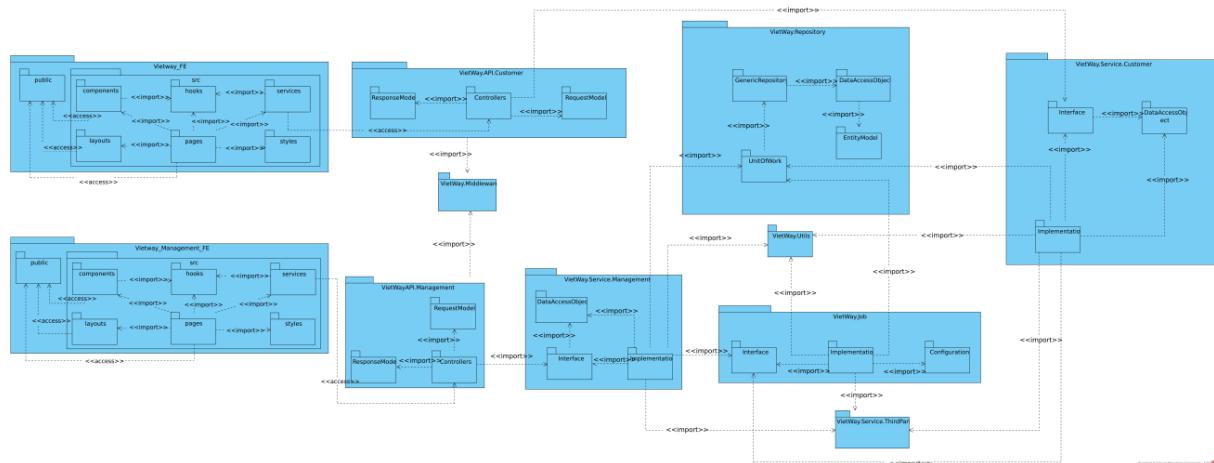
## IV. Software Design Description

### 1. System Design

#### 1.1 System Architecture



#### 1.2 Package Diagram



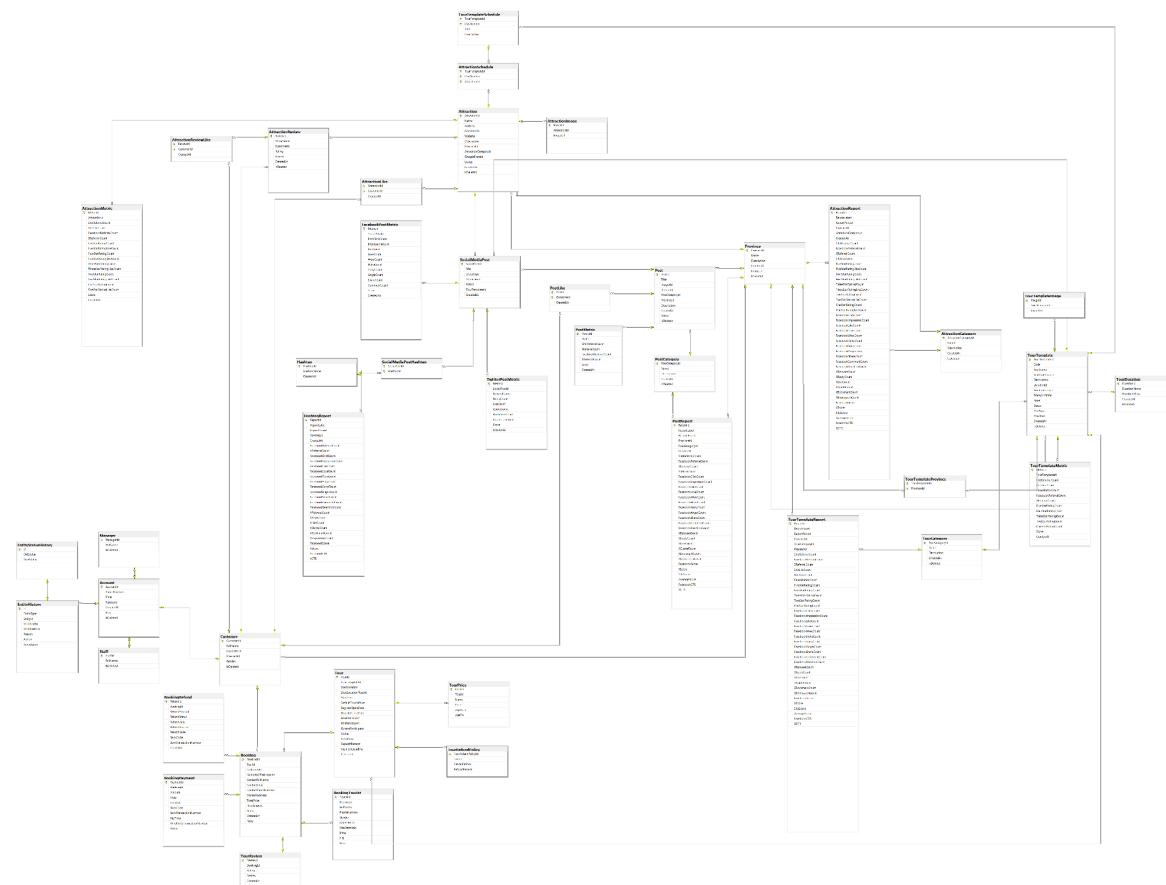
#### Package Descriptions

No	Package	Description
01	VietWay.API.Customer	This package is an API designed for managing customer interactions within the VietWay ecosystem, offering endpoints for account management, bookings, attractions, and tours.
02	VietWay.Service.Customer	This package is a service layer designed to manage customer-related functionalities within the VietWay ecosystem. It provides data transfer objects (DTOs) and

		configuration settings for handling bookings, attractions, tours, and customer profiles.
03	VietWay.API.Management	This package is a comprehensive API designed for managing various aspects of a travel and tourism platform. It provides endpoints for handling user accounts, attractions, tours, bookings, payments, and more. The API is built using ASP.NET Core and follows best practices for RESTful services, ensuring a robust and scalable architecture.
04	VietWay.Service.Management	This package is a service layer designed to manage management-related functionalities within the VietWay ecosystem. It provides data transfer objects (DTOs) and configuration settings for handling bookings, attractions, tours, and customer profiles.
05	VietWay.Repository	This package is a .NET-based repository designed to facilitate data access and management for a variety of entities within a system. It leverages Entity Framework Core for ORM capabilities, providing a structured approach to database interactions while ensuring maintainability and scalability.
06	VietWay.Util	This package is a utility library designed to provide common functionalities and helper methods for the VietWay project. It includes custom exceptions, hashing utilities, ID generation, and date-time handling.
07	VietWay.Service.ThirdParty	This is a .NET-based library that provides integration with various third-party services, including Cloudinary for image management, Gmail for email services, Facebook for social media interactions, Firebase for authentication, and Google Gemini for AI-driven content generation. This library encapsulates the logic for interacting with these services, promoting clean architecture and ease of use within the VietWay ecosystem.

08	VietWay.Job	This is a .NET-based job scheduling and management system designed to handle various background tasks related to booking, email notifications, and data caching. It integrates with the VietWay ecosystem, utilizing repositories and services to perform operations efficiently and reliably.
09	VietWay.Middleware	This is a .NET-based middleware library designed to enhance the functionality of ASP.NET Core applications. It provides essential middleware components for authentication, error handling, and request logging, facilitating better management of HTTP requests and responses.
10	VietWay_FE	This is a front-end package designed to provide a seamless user experience for customers experience for the VietWay application. It includes a collection of reusable components, utilities, and styles that facilitate the development of responsive and interactive web applications.
11	VietWay_Management_FE	This is a front-end package designed to provide a seamless user experience for management experience for the VietWay application. It includes a collection of reusable components, utilities, and styles that facilitate the development of responsive and interactive web applications.

## 2. Database Design



## Table Descriptions

No	Table	Description
01	Account	Description: Manages user authentication and authorization information Primary keys: AccountId Foreign keys: None
02	Attraction	Description: Stores information about tourist attractions and destinations Primary keys: AttractionId Foreign keys: AttractionCategoryId, ProvinceId
03	AttractionCategory	Description: Categorizes different types of attractions Primary keys: AttractionCategoryId Foreign keys: None
04	AttractionImage	Description: Stores images associated with attractions Primary keys: ImageId Foreign keys: AttractionId
05	AttractionLike	Description: Tracks user likes/favorites for attractions Primary keys: AttractionLikId Foreign keys: AttractionId, CustomerId

06	AttractionReview	Description: Stores customer reviews and ratings for attractions Primary keys: ReviewId Foreign keys: AttractionId, CustomerId
07	AttractionSchedule	Description: Manages operating schedules for attractions Primary keys: ScheduleId Foreign keys: AttractionId
08	AttractionReviewLike	Description: Tracks likes on attraction reviews Primary keys: ReviewId, CustomerId Foreign keys: ReviewId (AttractionReview), CustomerId (Customer)
09	TourTemplate	Description: Stores reusable tour templates and their configurations Primary keys: TourTemplateId Foreign keys: TourCategoryId
10	TourTemplateImage	Description: Stores images associated with tour templates Primary keys: ImageId Foreign keys: TourTemplateId
11	TourTemplateSchedule	Description: Defines default schedules for tour templates Primary keys: ScheduleId Foreign keys: TourTemplateId
12	TourTemplateProvince	Description: Maps tour templates to provinces they cover Primary keys: TourTemplateProvinceId Foreign keys: TourTemplateId, ProvinceId
13	Tour	Description: Contains details about specific tour instances and bookings Primary keys: TourId Foreign keys: TourTemplateId, StartProvince, EndProvince
14	TourPrice	Description: Stores pricing information for different tour packages Primary keys: PriceId Foreign keys: TourId
15	TourCategory	Description: Categorizes different types of tours Primary keys: TourCategoryId Foreign keys: None
16	TourReview	Description: Stores customer reviews and ratings for tours Primary keys: ReviewId Foreign keys: BookingId
17	TourRefundPolicy	Description: Defines refund policies for different tour packages Primary keys: PolicyId Foreign keys: TourId
18	TourDuration	Description: Defines standard duration options for tours Primary keys: DurationId Foreign keys: None
19	Booking	Description: Manages tour bookings and reservations

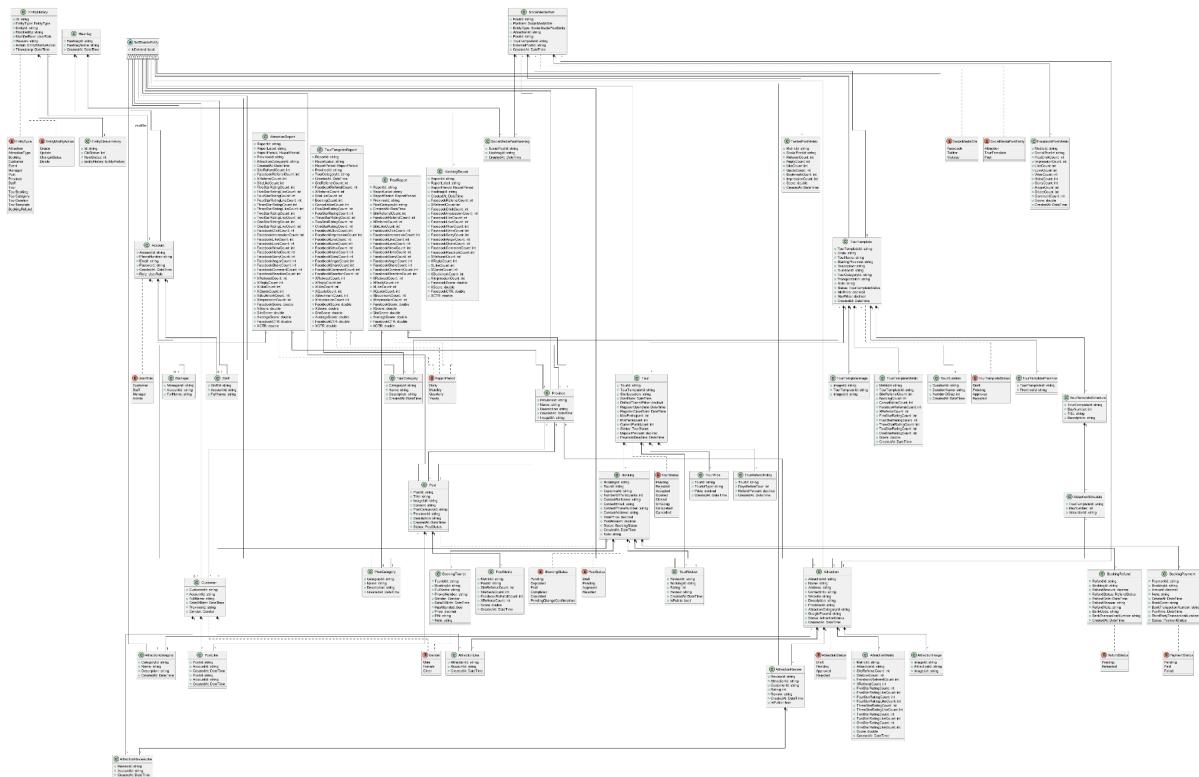
		Primary keys: BookingId Foreign keys: TourId, CustomerId
20	BookingTourist	Description: Stores information about individual tourists in a booking Primary keys: BookingTouristId Foreign keys: BookingId
21	BookingRefund	Description: Manages refund information for cancelled bookings Primary keys: RefundId Foreign keys: BookingId
22	BookingPayment	Description: Tracks payment information for tour bookings Primary keys: PaymentId Foreign keys: BookingId
23	Province	Description: Contains information about geographical provinces/regions Primary keys: ProvinceId Foreign keys: None
24	Post	Description: Manages blog posts and content articles Primary keys: PostId Foreign keys: PostCategoryId, ProvinceId
25	PostCategory	Description: Categorizes different types of posts/articles Primary keys: PostCategoryId Foreign keys: None
26	PostLike	Description: Tracks user likes for posts Primary keys: PostLikeId Foreign keys: PostId, CustomerId
27	Customer	Description: Stores customer profile and contact information Primary keys: CustomerId Foreign keys: AccountId
28	Manager	Description: Stores information about system managers/administrators Primary keys: ManagerId Foreign keys: AccountId
29	Staff	Description: Contains information about staff members Primary keys: StaffId Foreign keys: AccountId
30	EntityHistory	Description: Tracks historical changes to entity records Primary keys: EntityHistoryId Foreign keys: EntityId (polymorphic)
31	EntityStatusHistory	Description: Logs status changes for various entities Primary keys: StatusHistoryId Foreign keys: EntityId (polymorphic)
32	AttractionMetric	Description: Stores metrics on the daily promotion performance of each attraction Primary keys: MetricId

		Foreign keys: None
33	FacebookPostMetric	Description: Stores metrics on the daily promotion performance of each Facebook post (attraction/tour template/post) Primary keys: MetricId Foreign keys: SocialPostId
34	PostMetric	Description: Stores metrics on the daily promotion performance of each post Primary keys: MetricId Foreign keys: PostId
35	SocialMediaPost	Description: Stores information about posts on social media (attractions, tours, or articles shared on social media platforms) Primary keys: SocialPostId Foreign keys: AttractionId, PostId, TourTemplateId
36	TourTemplateMetric	Description: Stores metrics on the daily promotion performance of each post Primary keys: MetricId Foreign keys: TourTemplateId
37	TwitterPostMetric	Description: Stores metrics on the daily promotion performance of each X (Twitter) post (attraction/tour template/post) Primary keys: MetricId Foreign keys: SocialPostId
38	AttractionReport	Description: Stores performance reports of attraction promotions over time Primary keys: ReportId Foreign keys: ProvinceId, AttractionCategoryId
39	Hashtag	Description: Stores hashtag Primary keys: HashtagId Foreign keys: None
40	HashtagReport	Description: Stores performance reports of hashtag promotions over time Primary keys: ReportId Foreign keys: HashtagId
41	PostReport	Description: Stores performance reports of post promotions over time Primary keys: ReportId Foreign keys: ProvinceId, PostCategoryId
42	SocialMediaPostHashtag	Description: Stores hashtag that use in social media post Primary keys: SocialPostId, HashtagId Foreign keys: SocialPostId, HashtagId
43	TourTemplateReport	Description: Stores performance reports of tour template promotions over time Primary keys: ReportId Foreign keys: ProvinceId, TourCategoryId

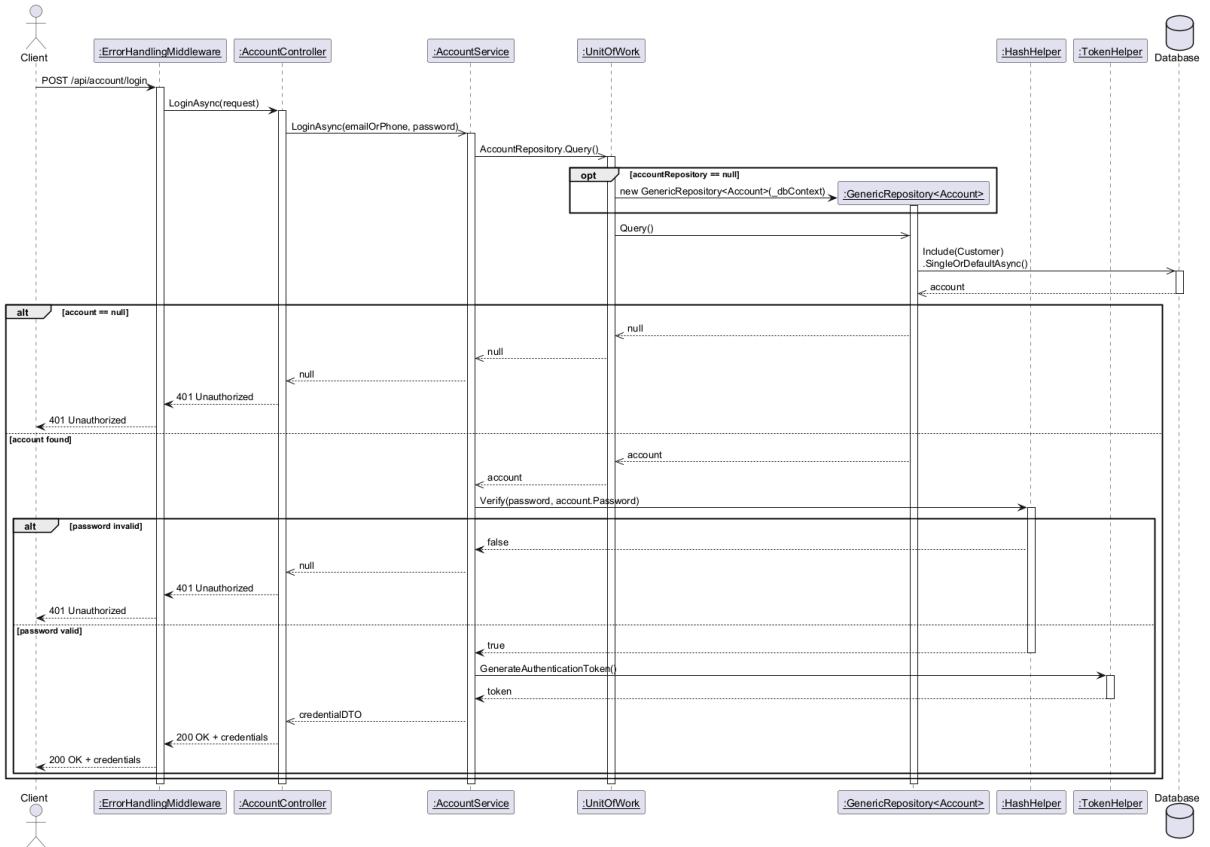
### **3. Detailed Design**

### **3.1 Account**

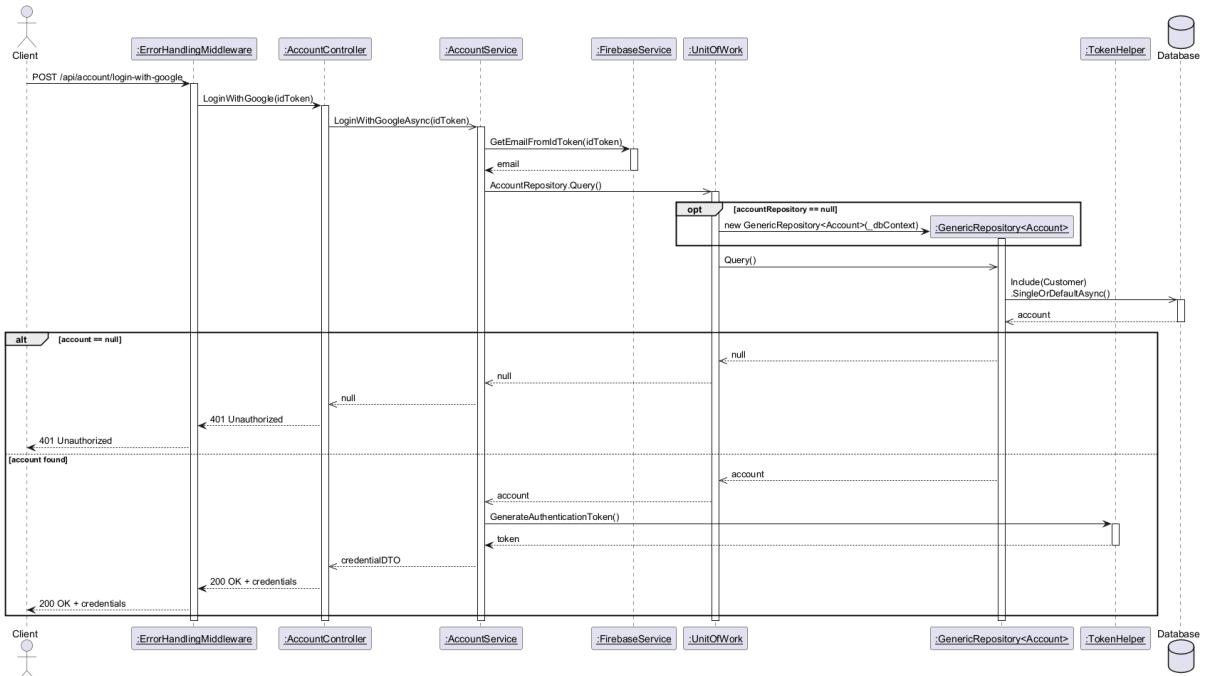
### 3.1.1 Class Diagram



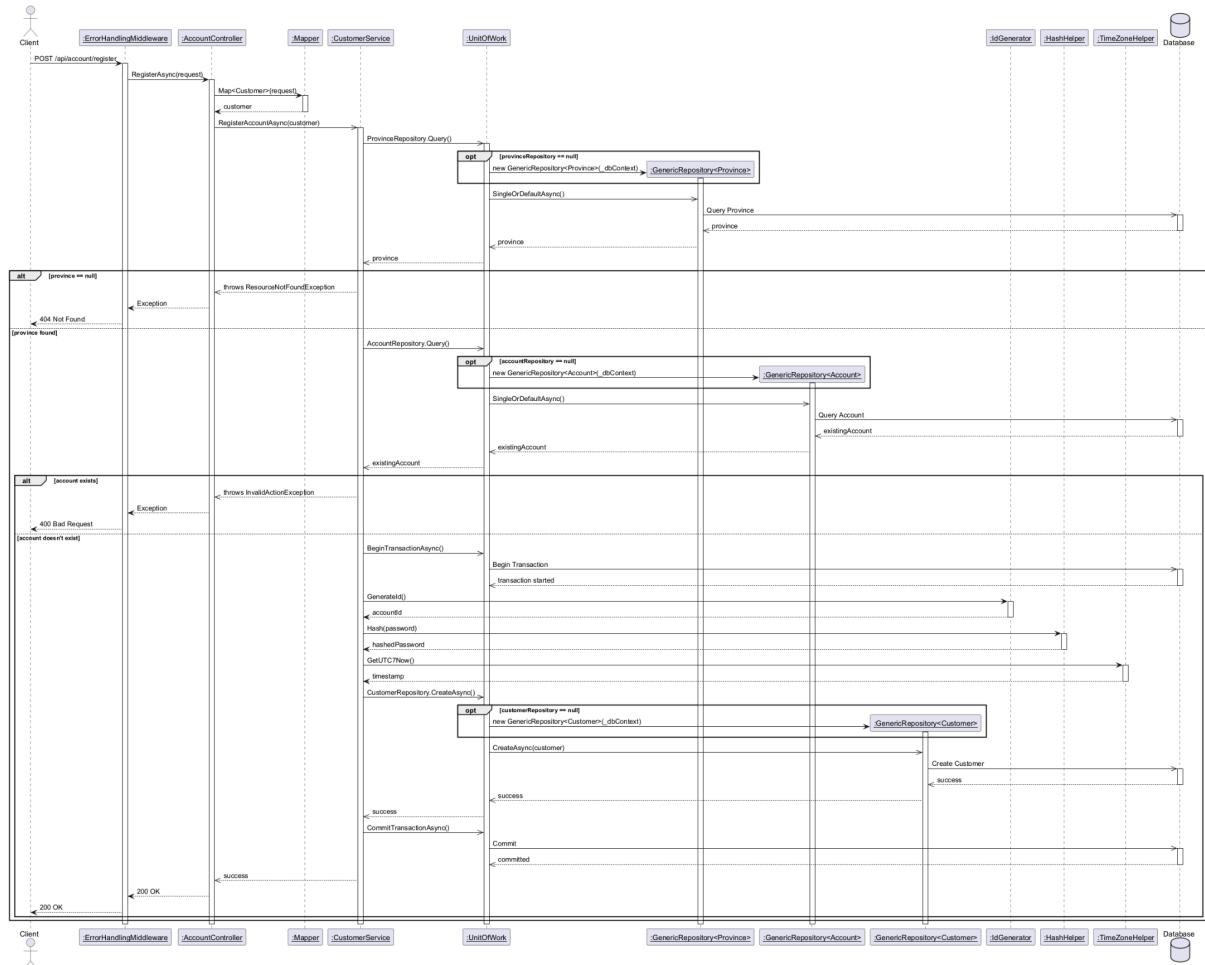
### 3.1.2 Login



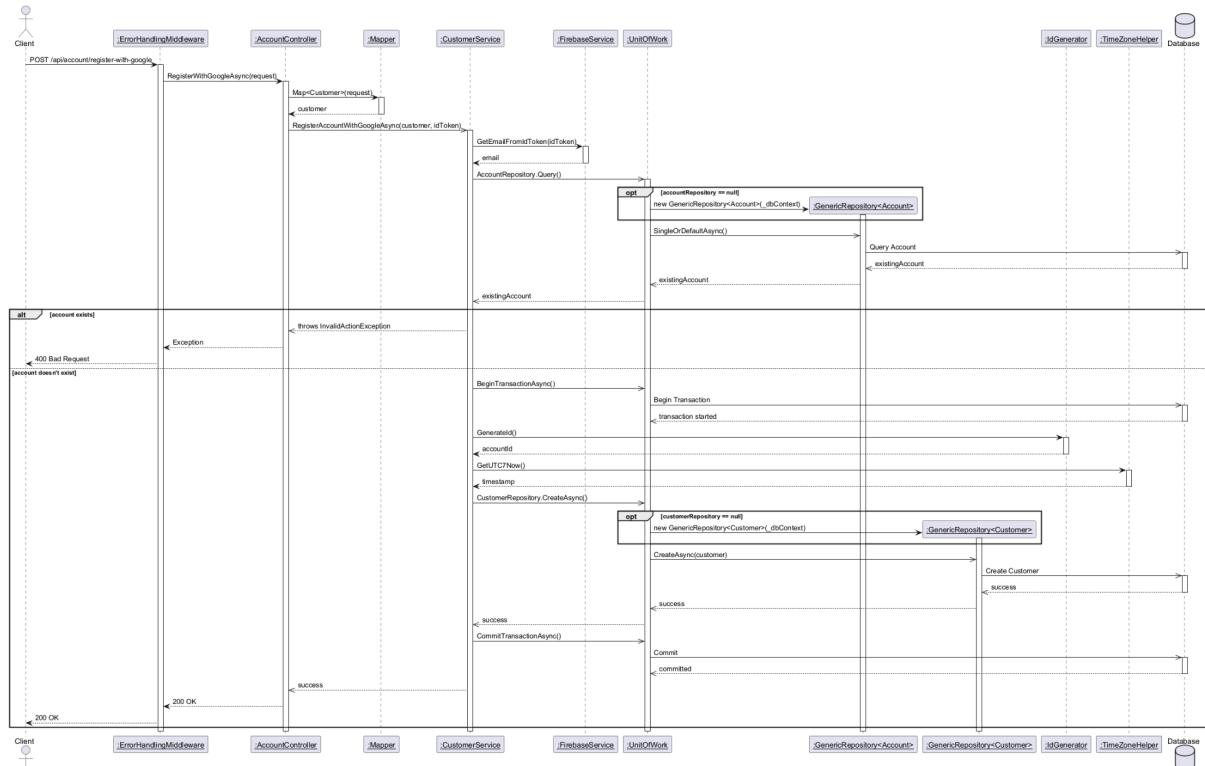
### 3.1.3 Login With Google



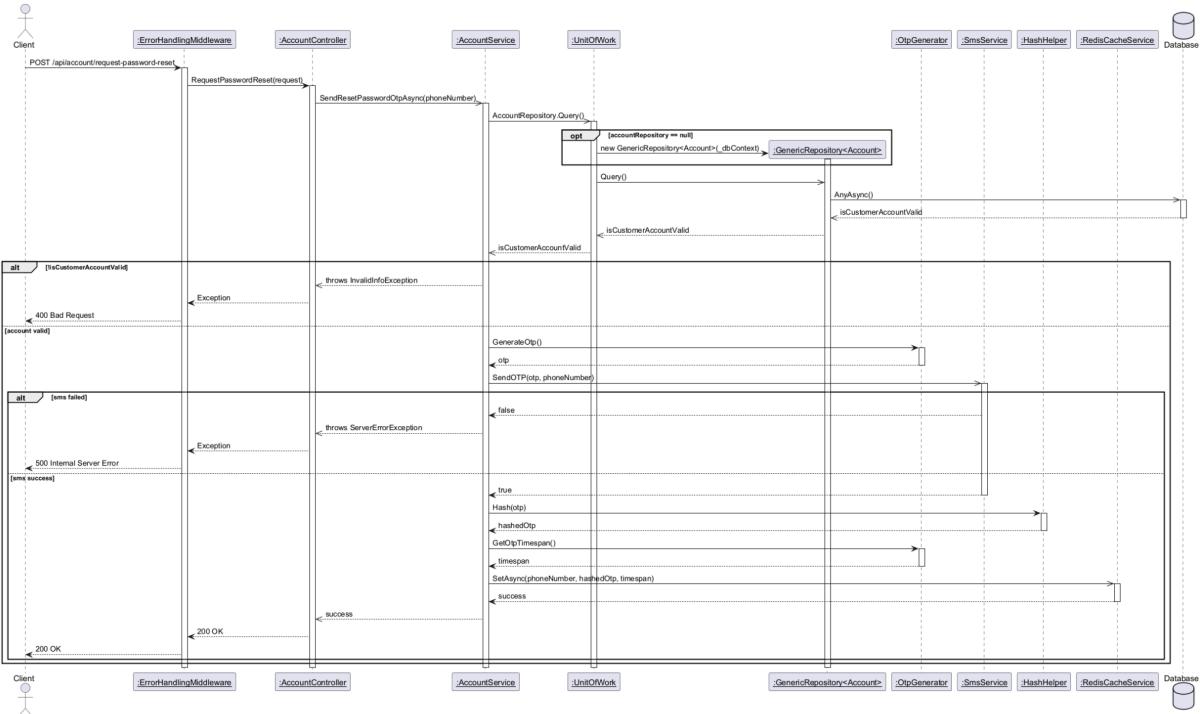
### 3.1.4 Register



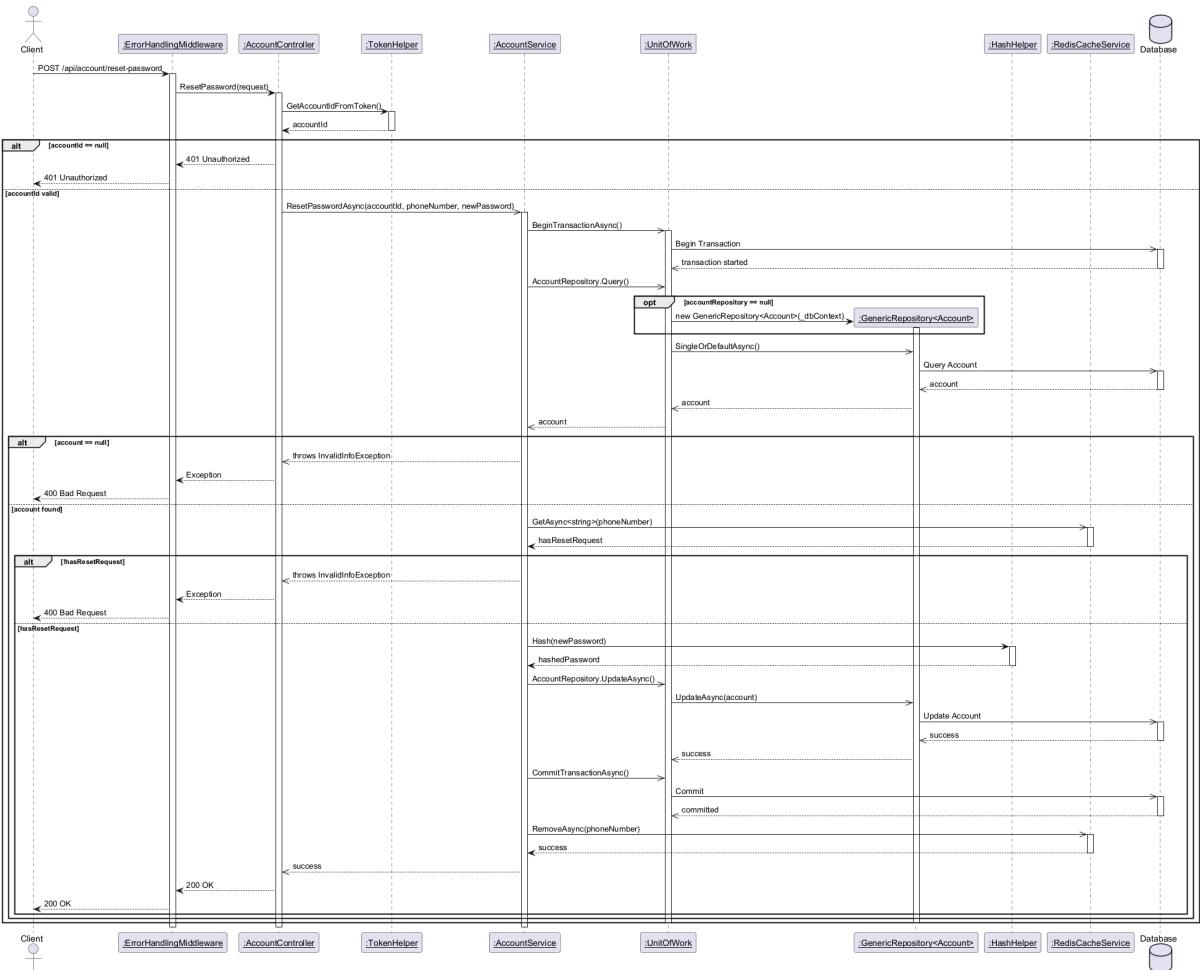
### 3.1.5 Register With Google



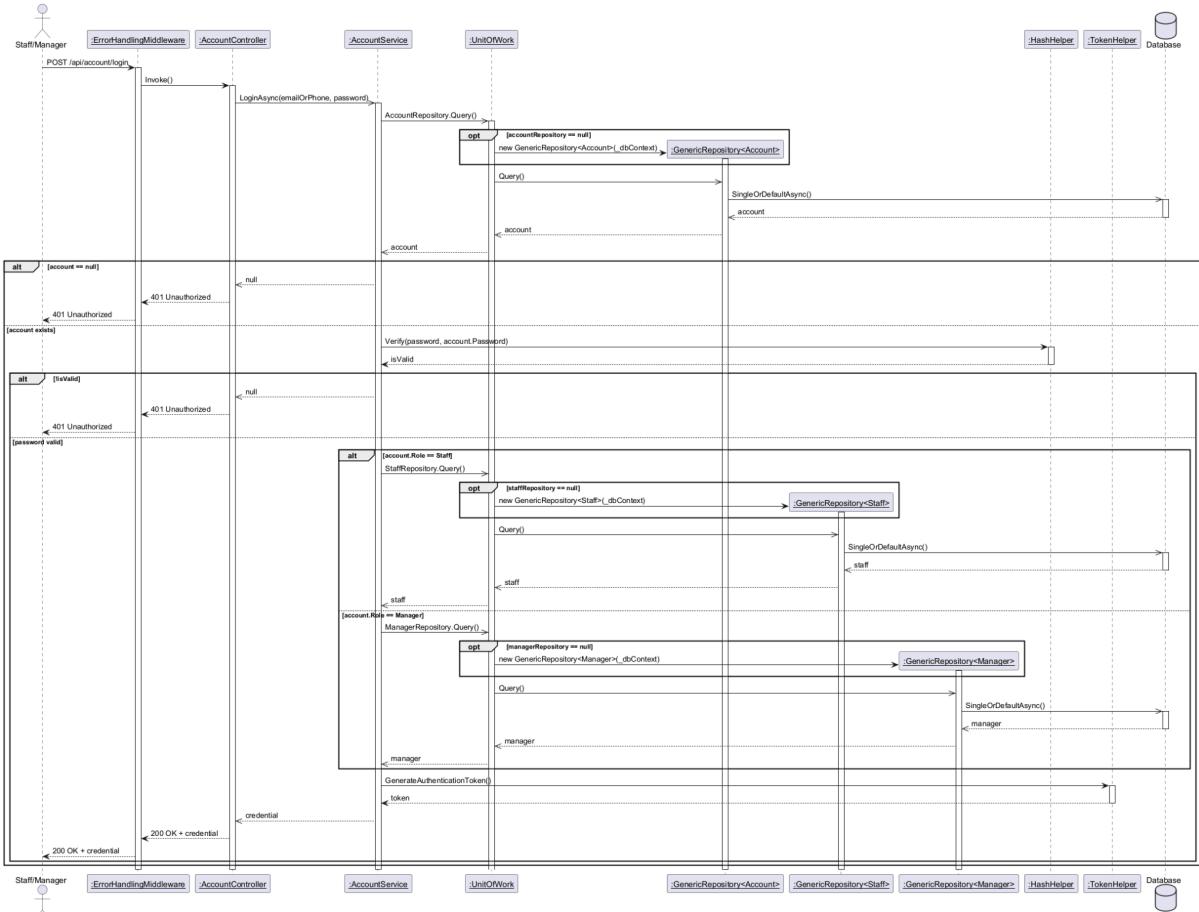
### 3.1.6 Request Password Reset



### 3.1.7 Reset Password

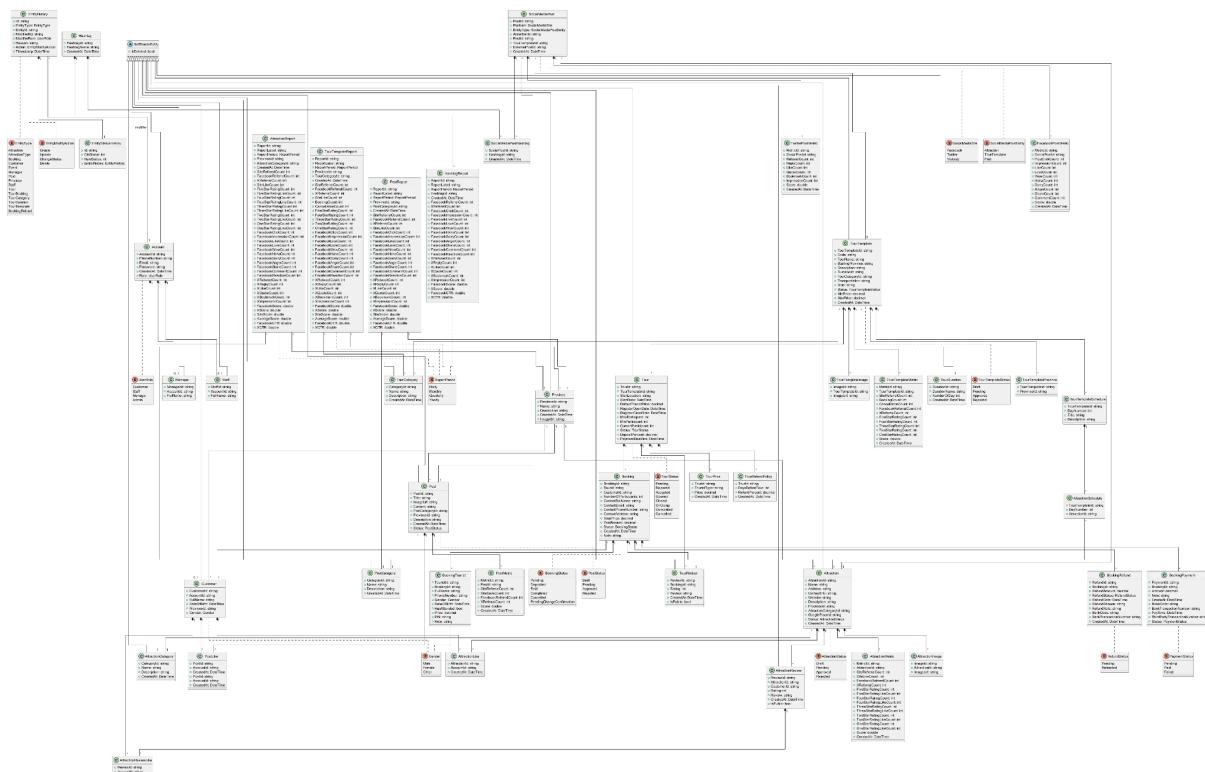


### 3.1.8 Staff/Manager Login

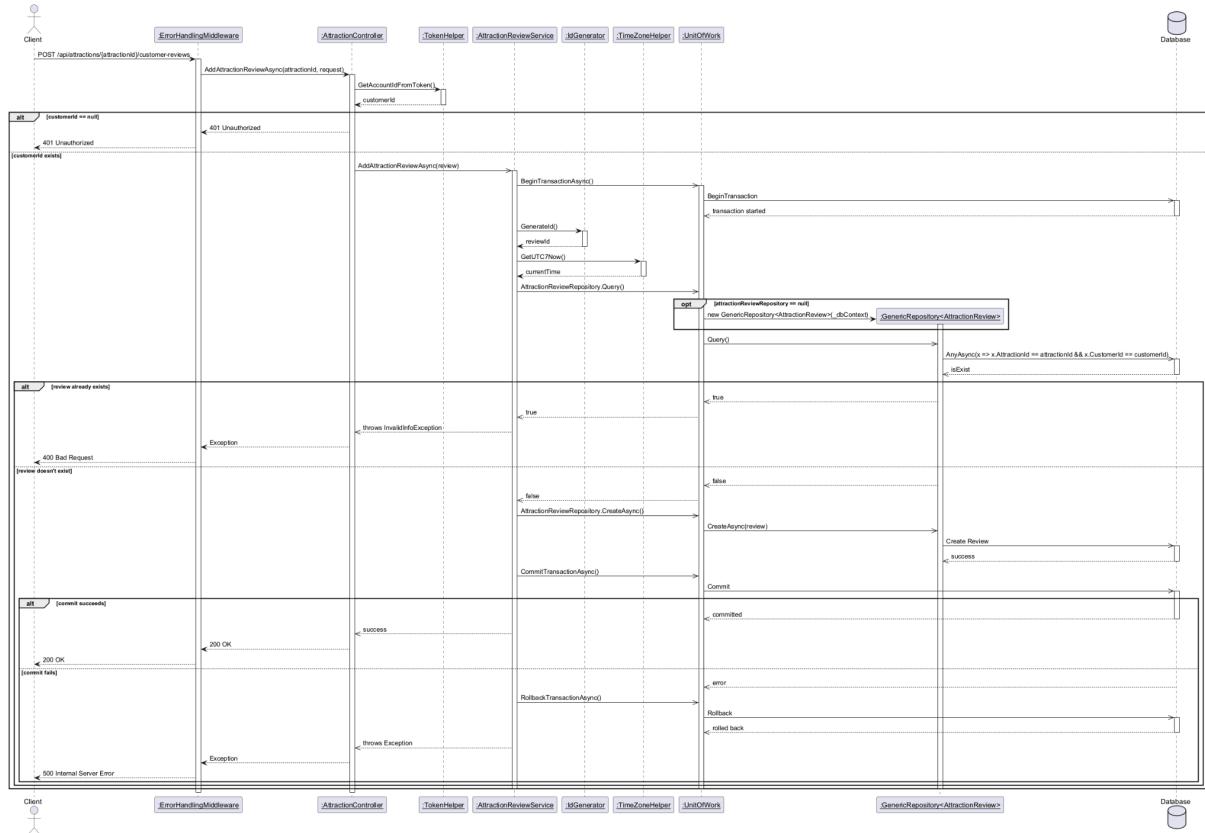


## 3.2 Attraction

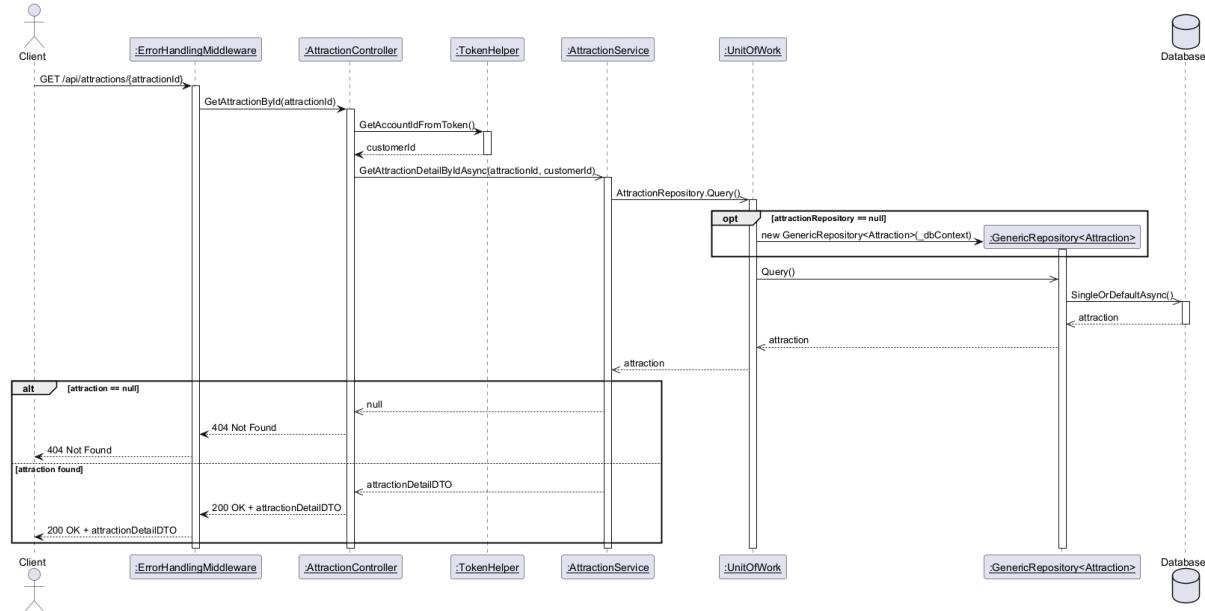
### 3.2.1 Class Diagram



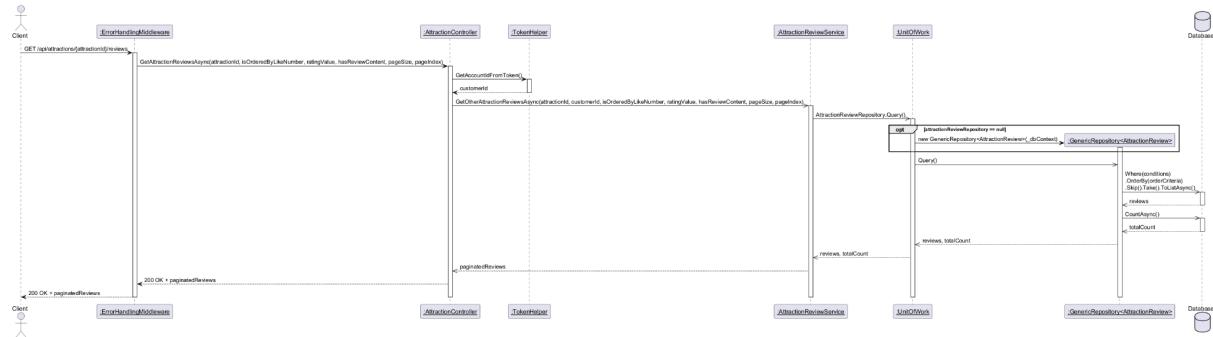
### 3.2.2 Add Attraction Review



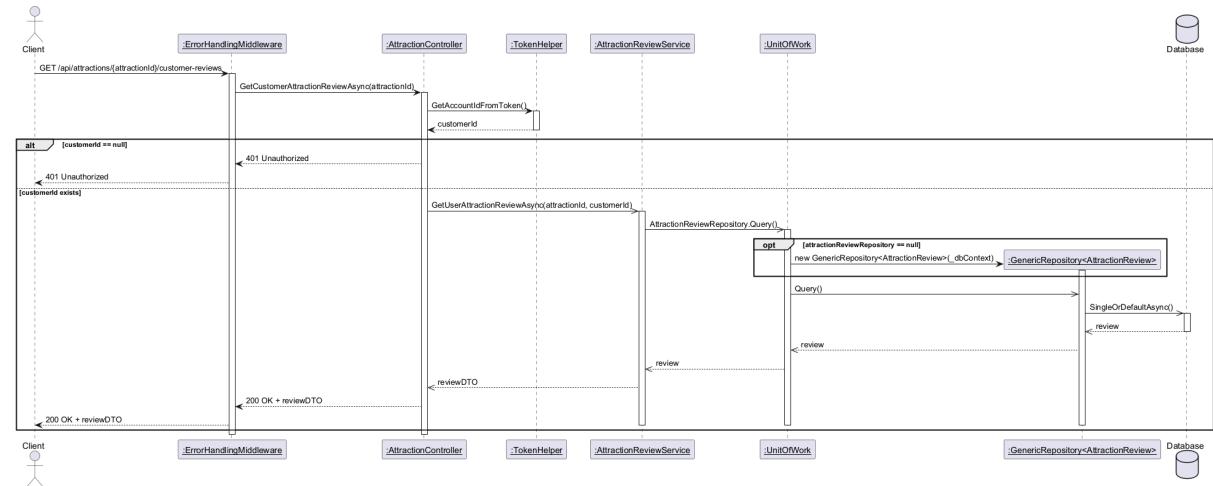
### 3.2.3 Get Attraction By Id



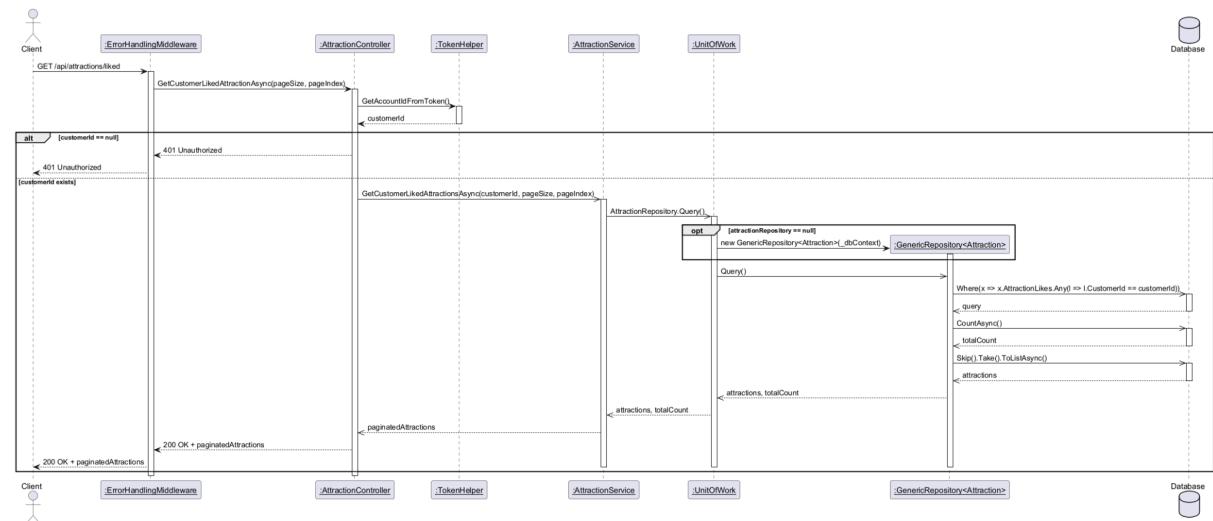
### 3.2.4 Get Attraction Reviews



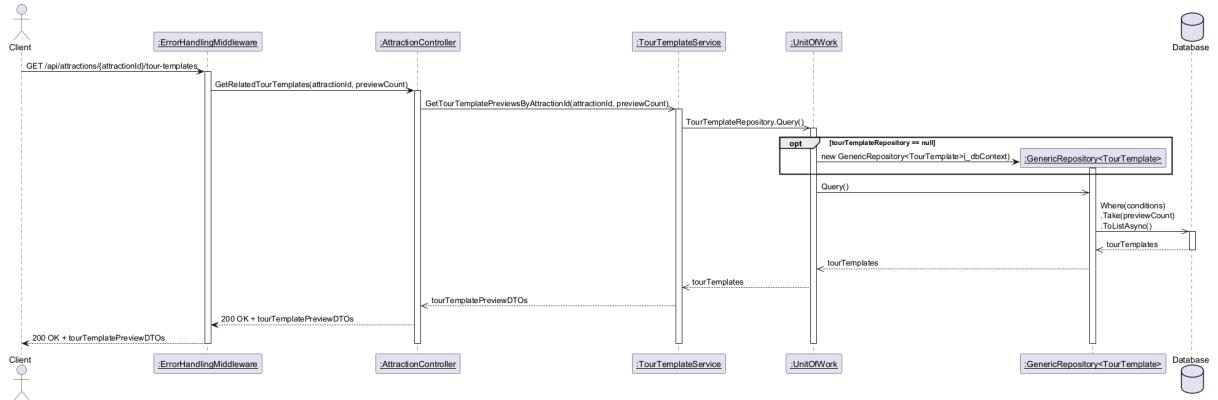
### 3.2.5 Get Customer Attraction Review



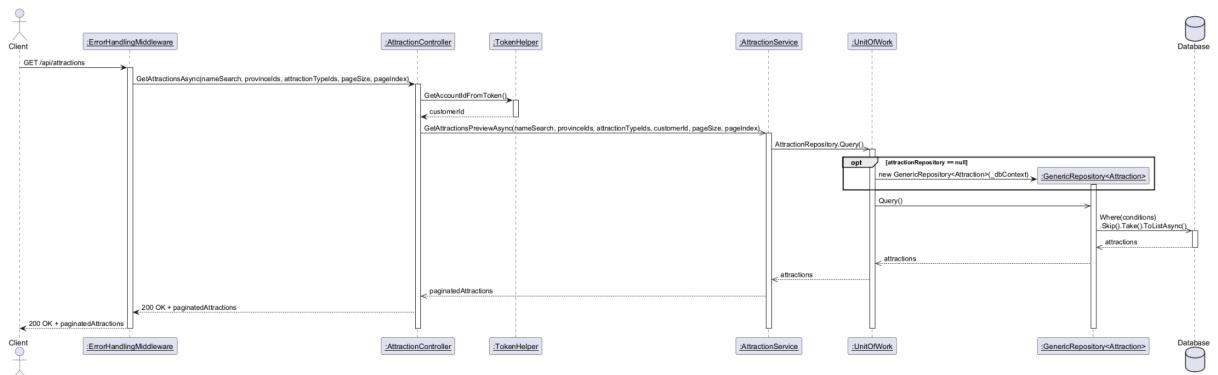
### 3.2.6 Get Customer Liked Attractions



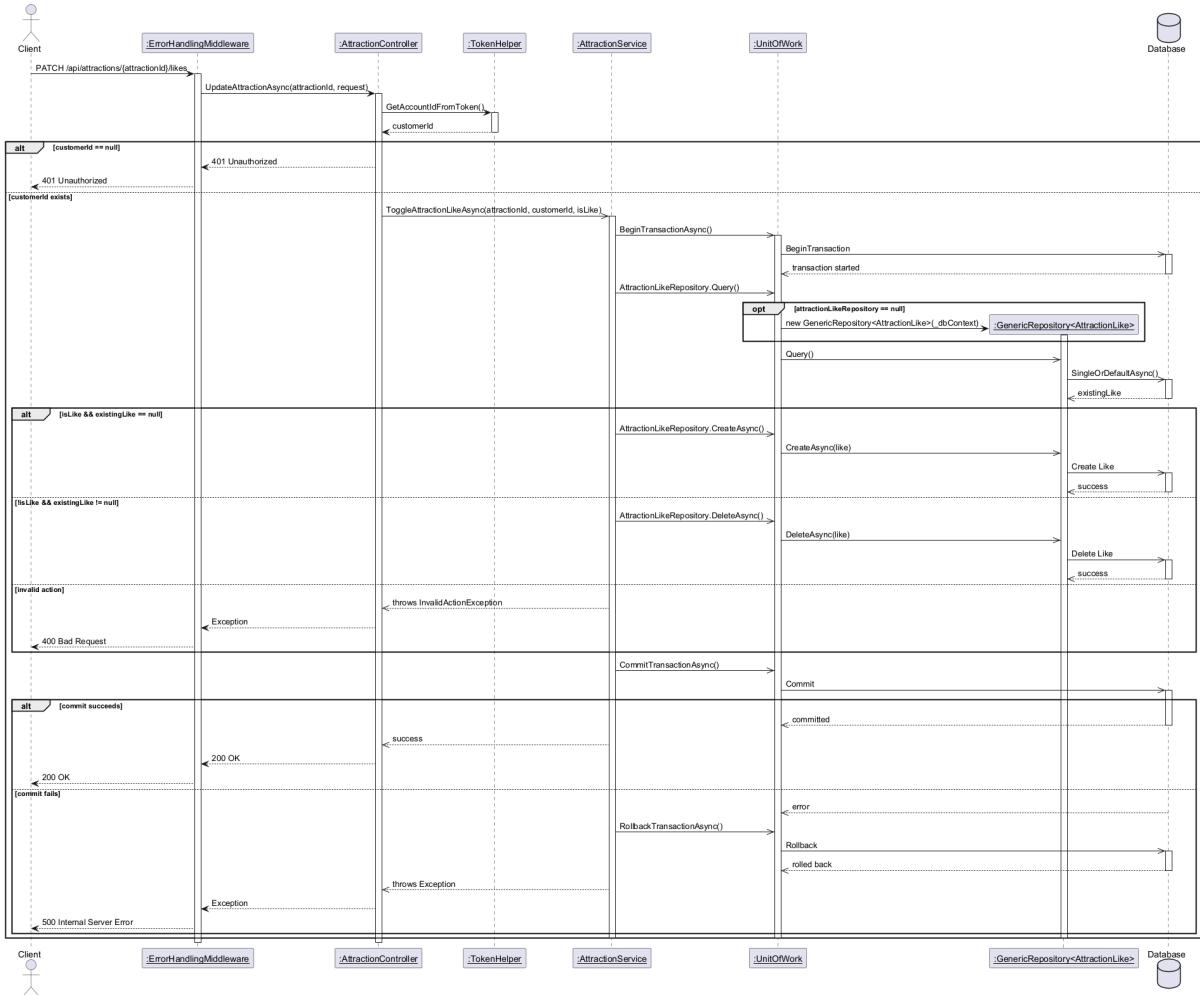
### 3.2.7 Get Related Tour Templates



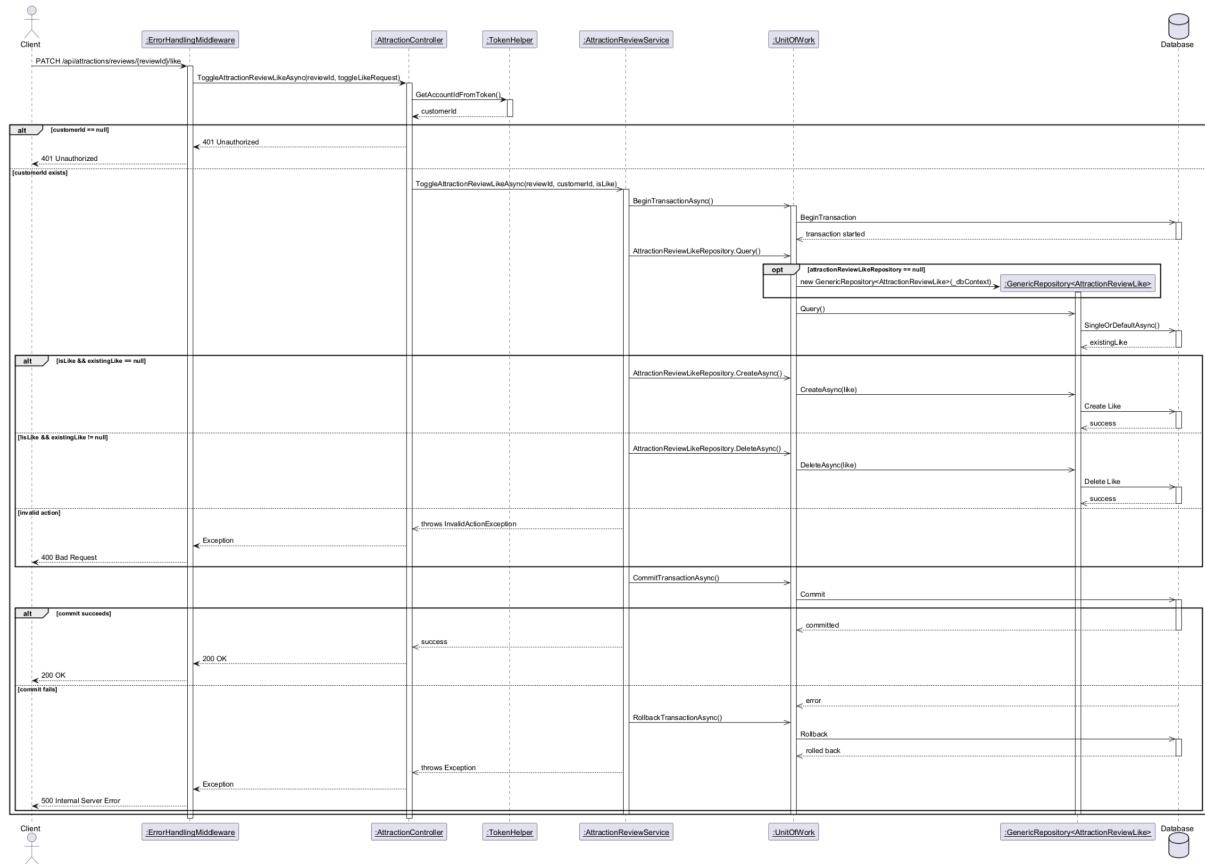
### 3.2.8 Get Attractions



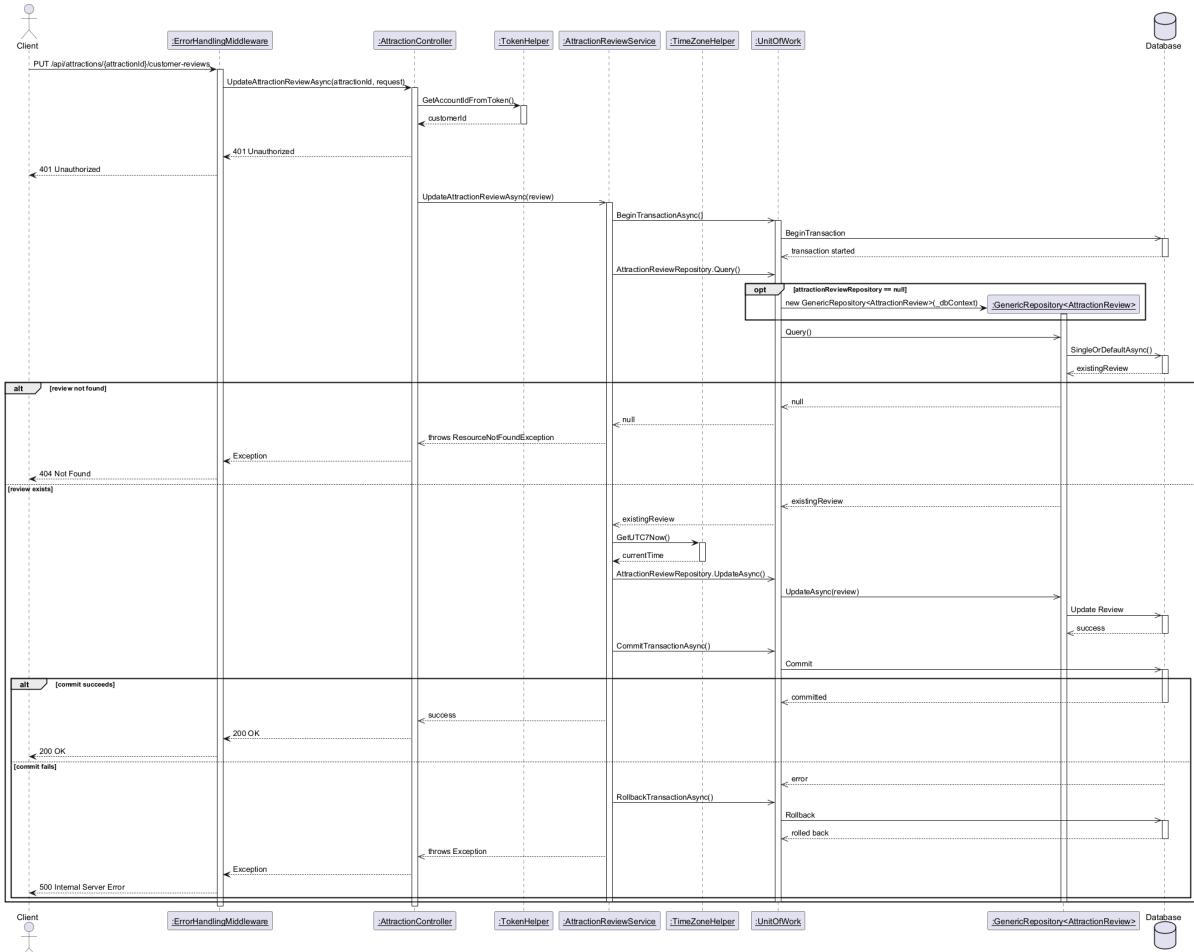
### 3.2.9 Toggle Attraction Like



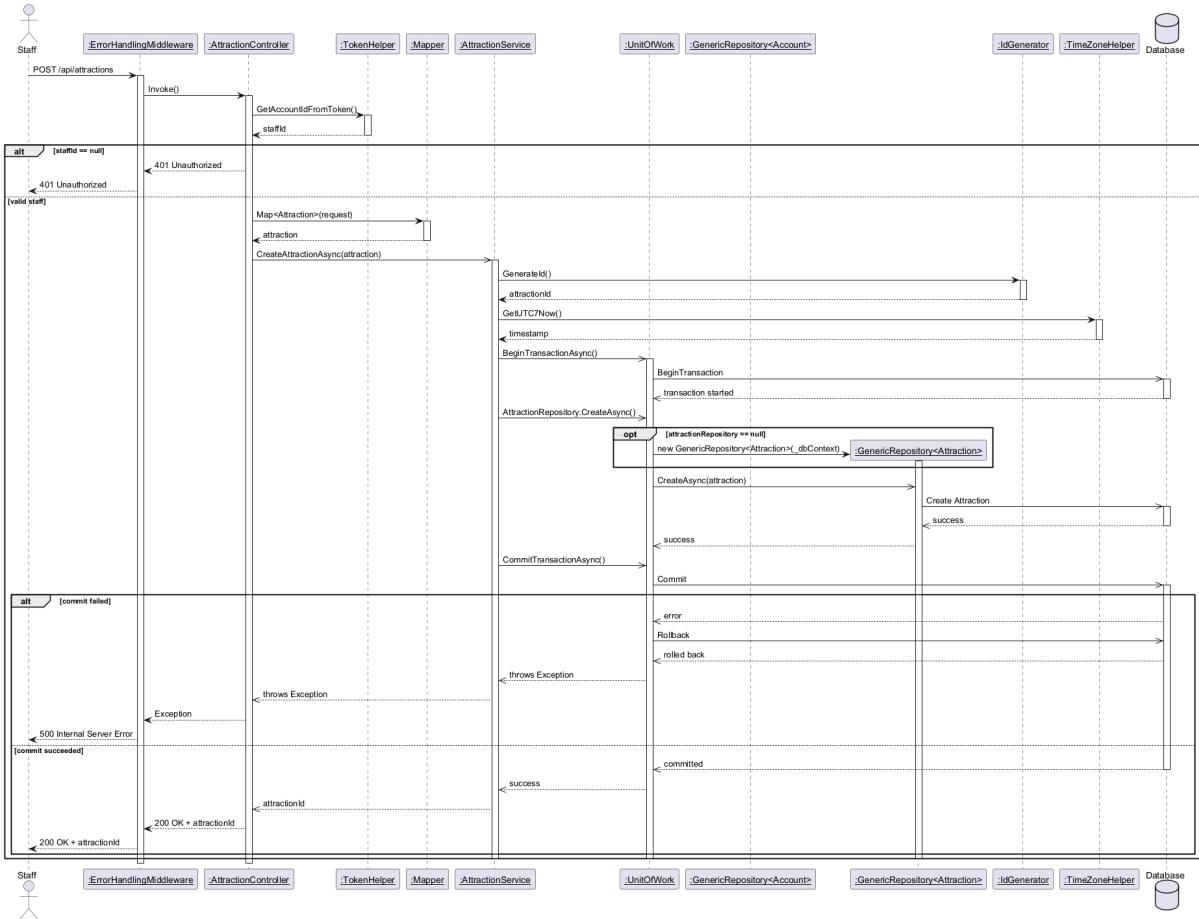
### 3.2.10 Toggle Attraction Review Like



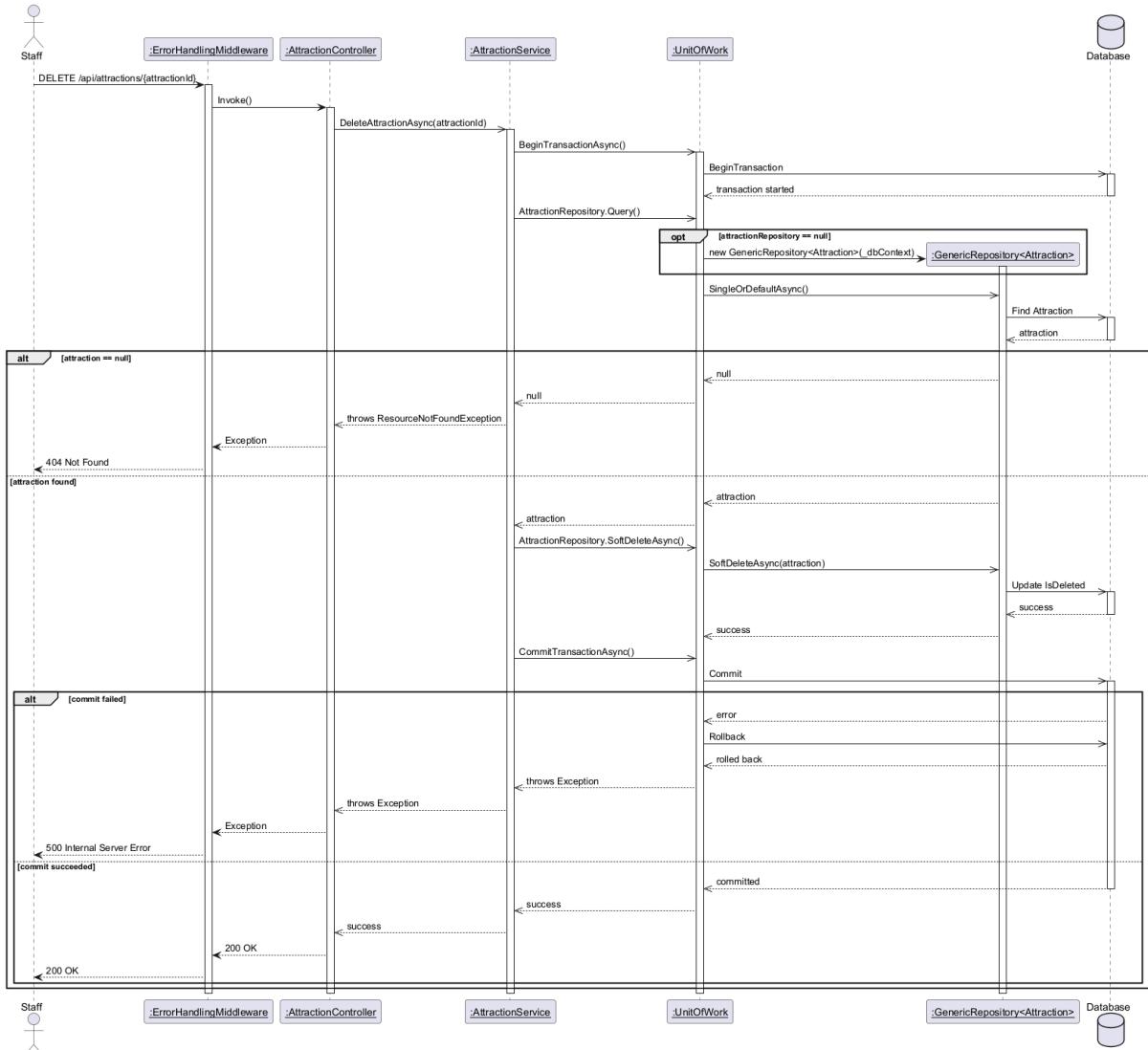
### 3.2.11 Update Attraction Review



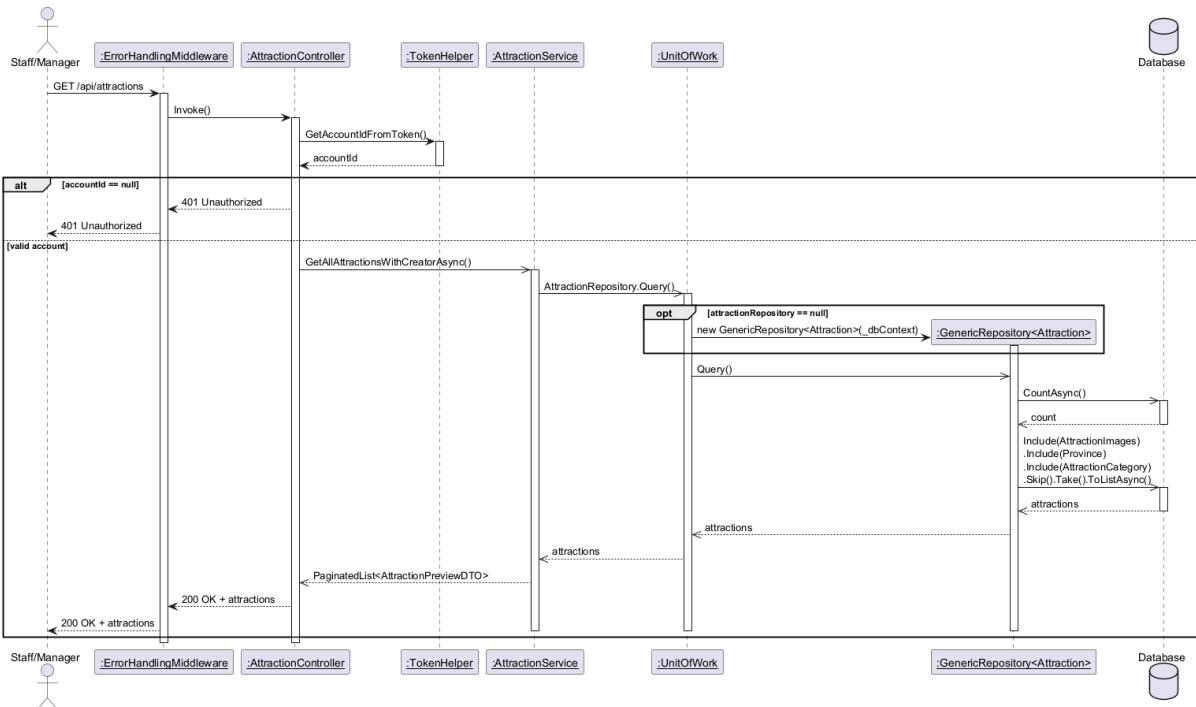
### 3.2.12 Staff/Manager Create Attraction



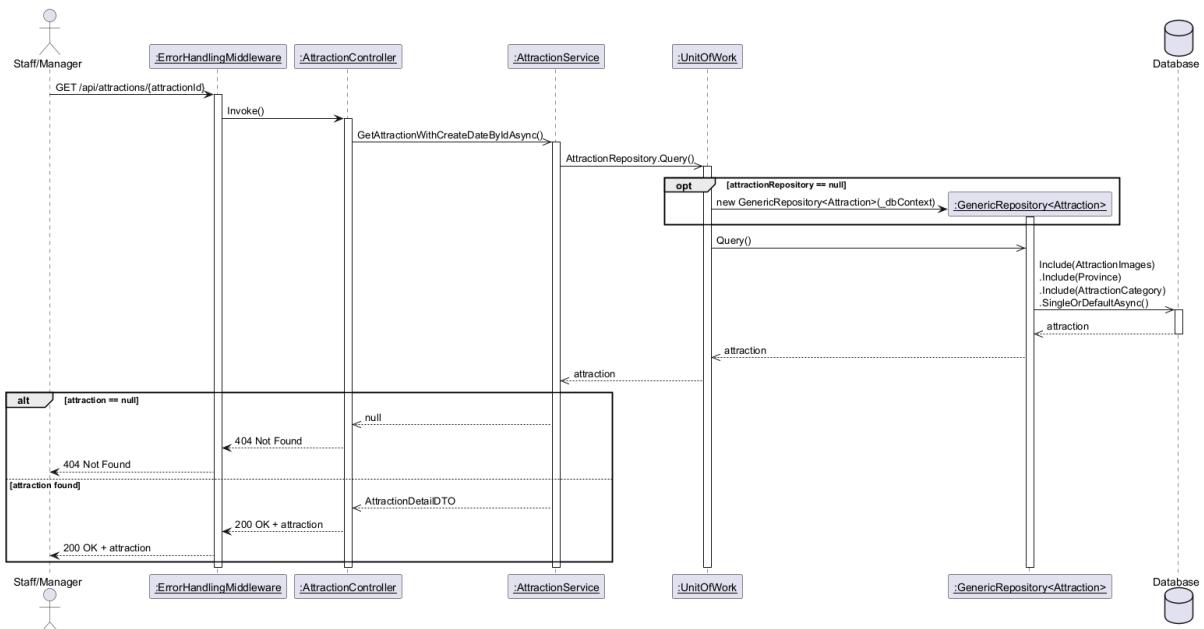
### 3.2.13 Staff/Manager Delete Attraction



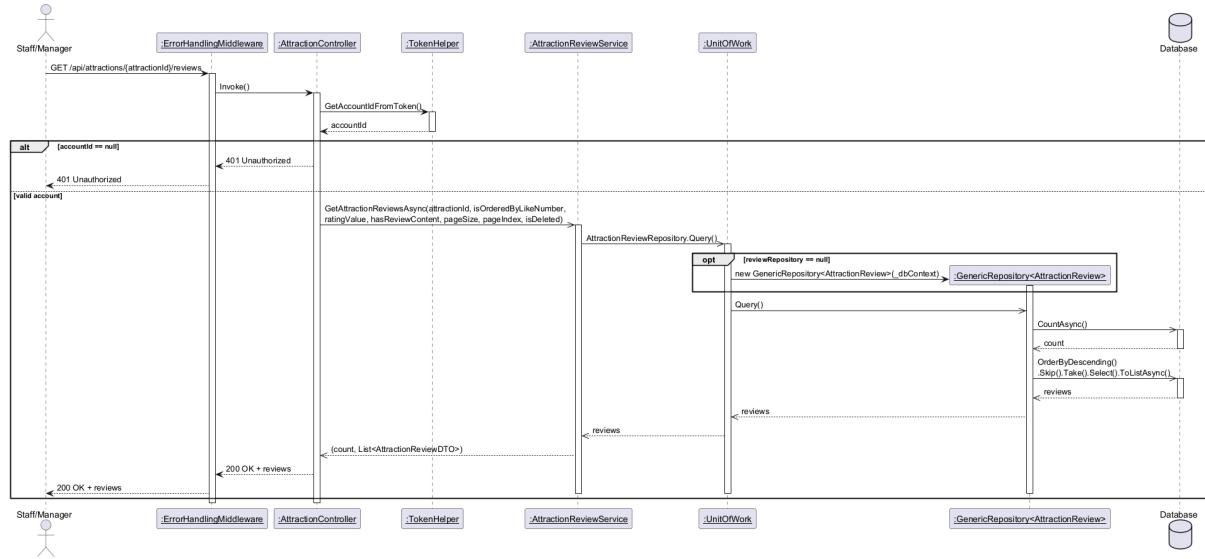
### 3.2.14 Staff/Manager Get All Attractions



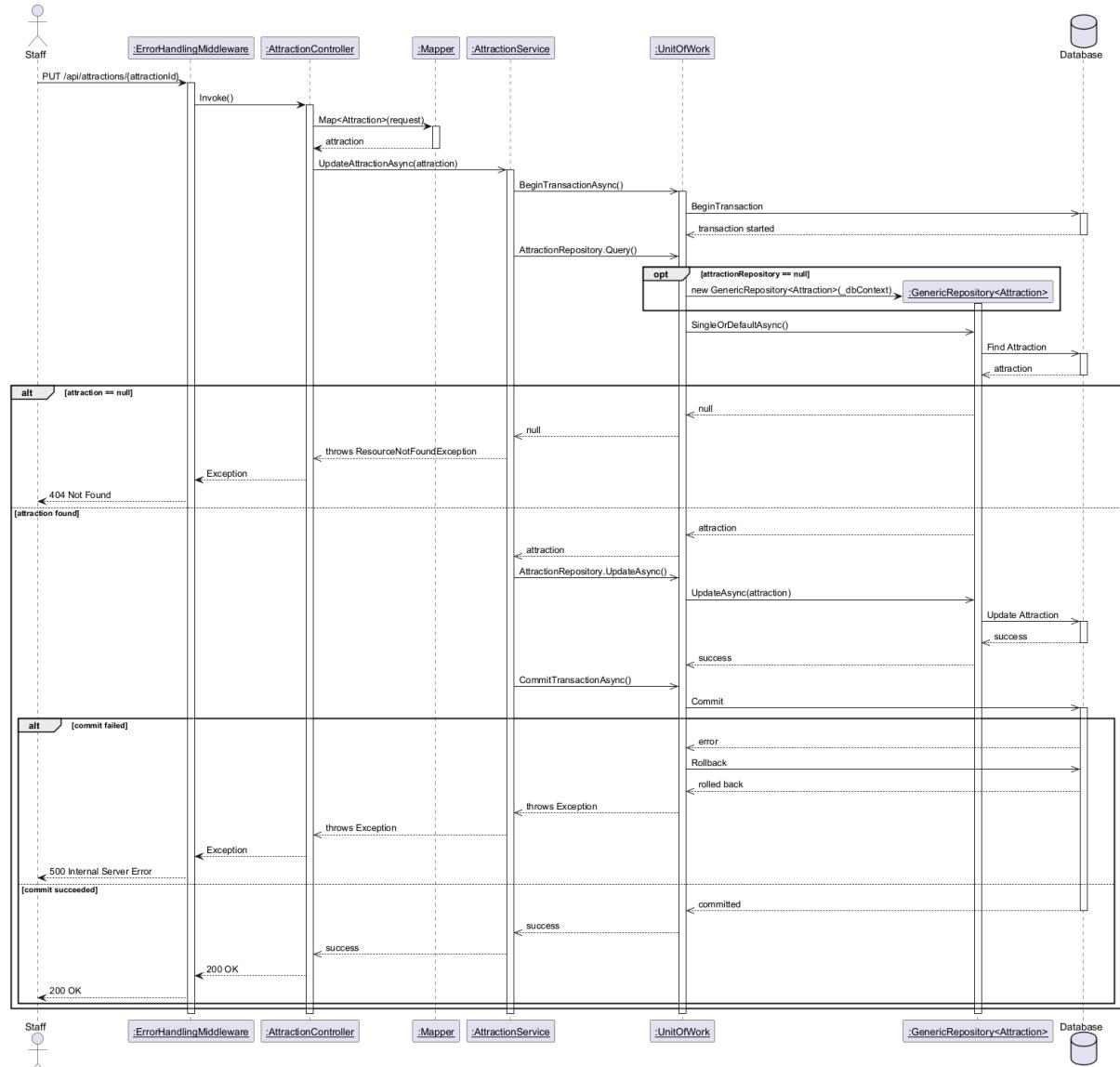
### 3.2.15 Staff/Manager Get Attraction By Id



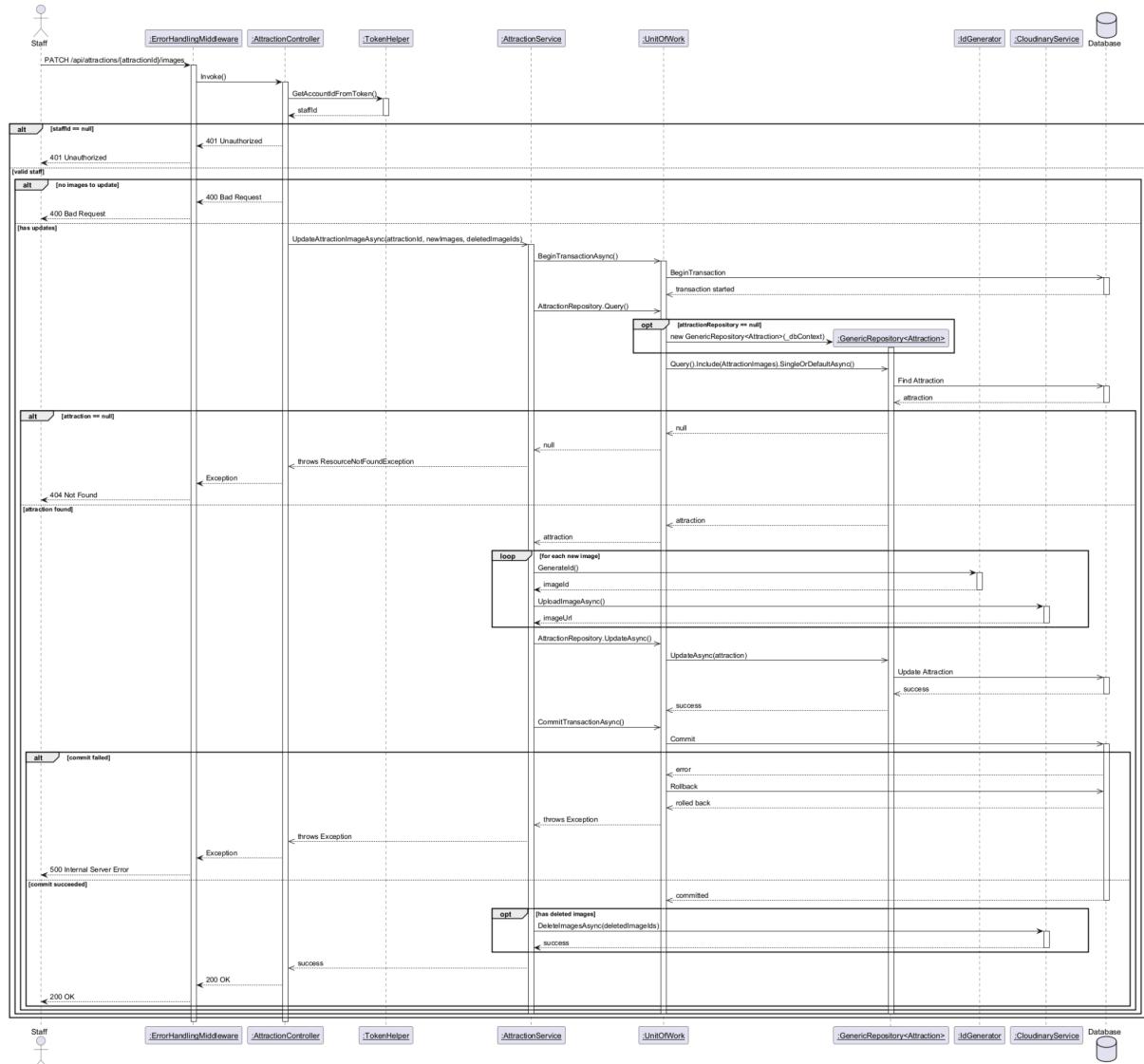
### 3.2.16 Staff/Manager Get Attraction Reviews



### 3.2.17 Staff/Manager Update Attraction



### 3.2.18 Staff/Manager Update Attraction Images

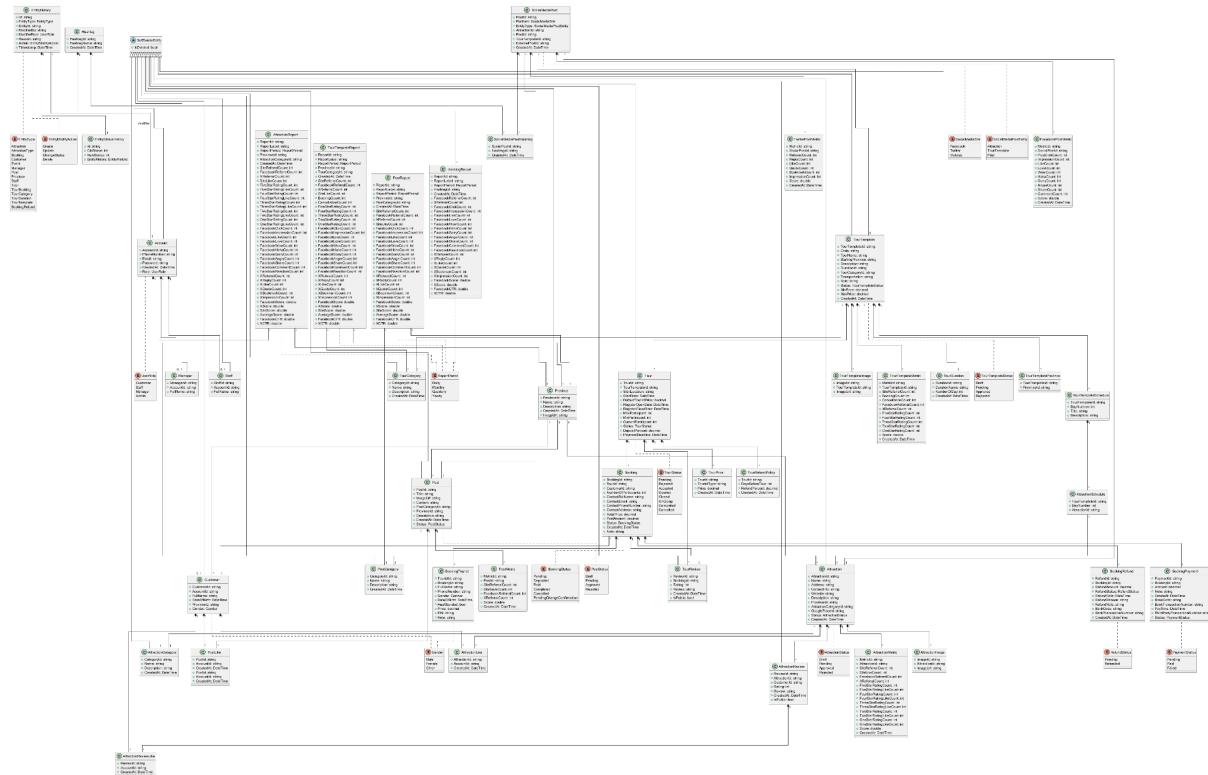


### 3.2.19 Staff/Manager Update Attraction Status

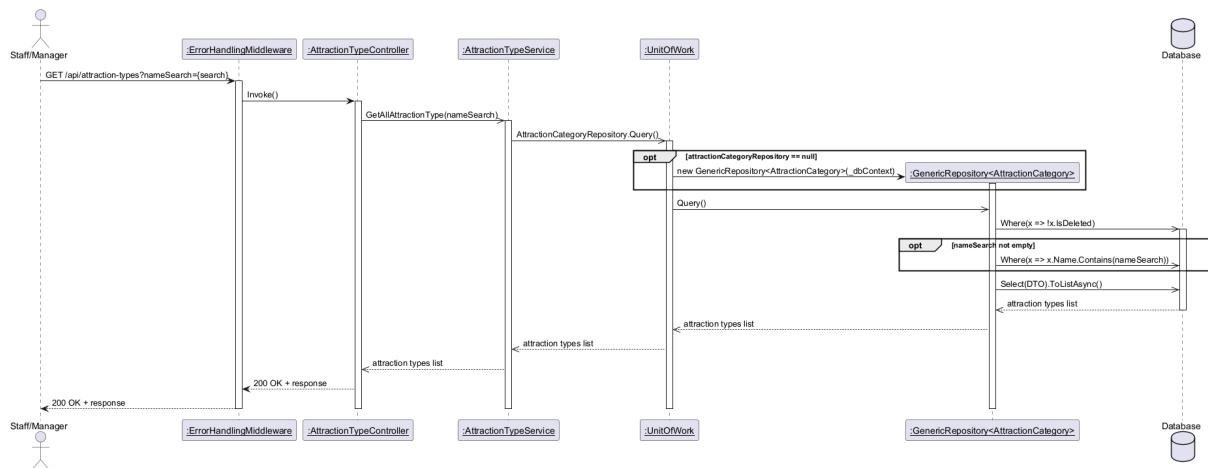


### 3.3 Attraction Type

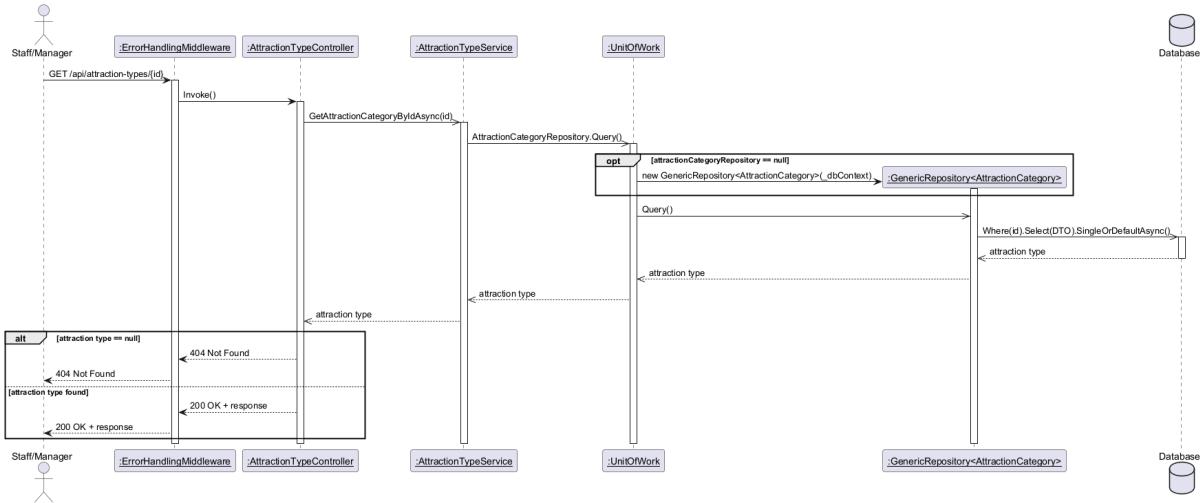
#### 3.3.1 Class Diagram



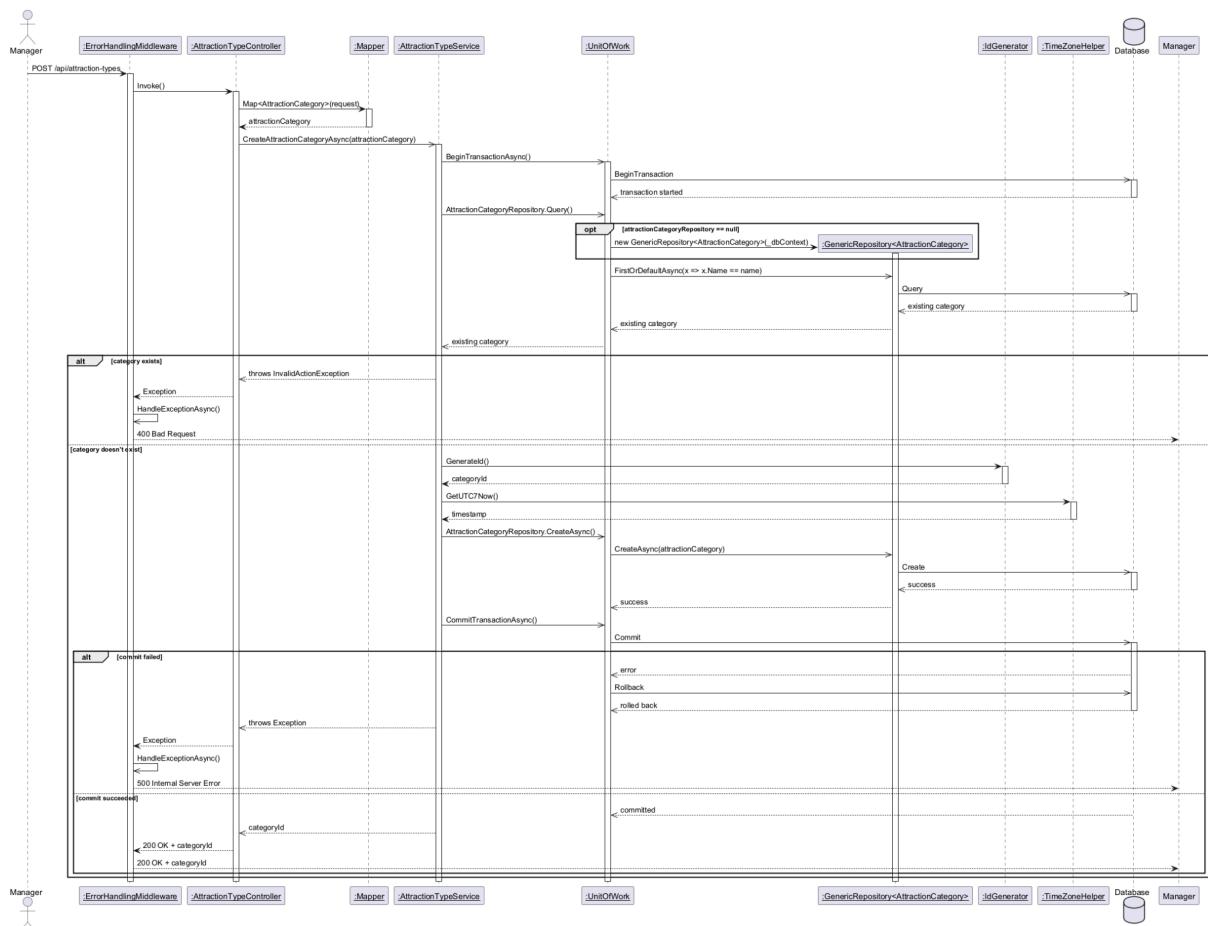
### 3.3.2 Get All Attraction Type



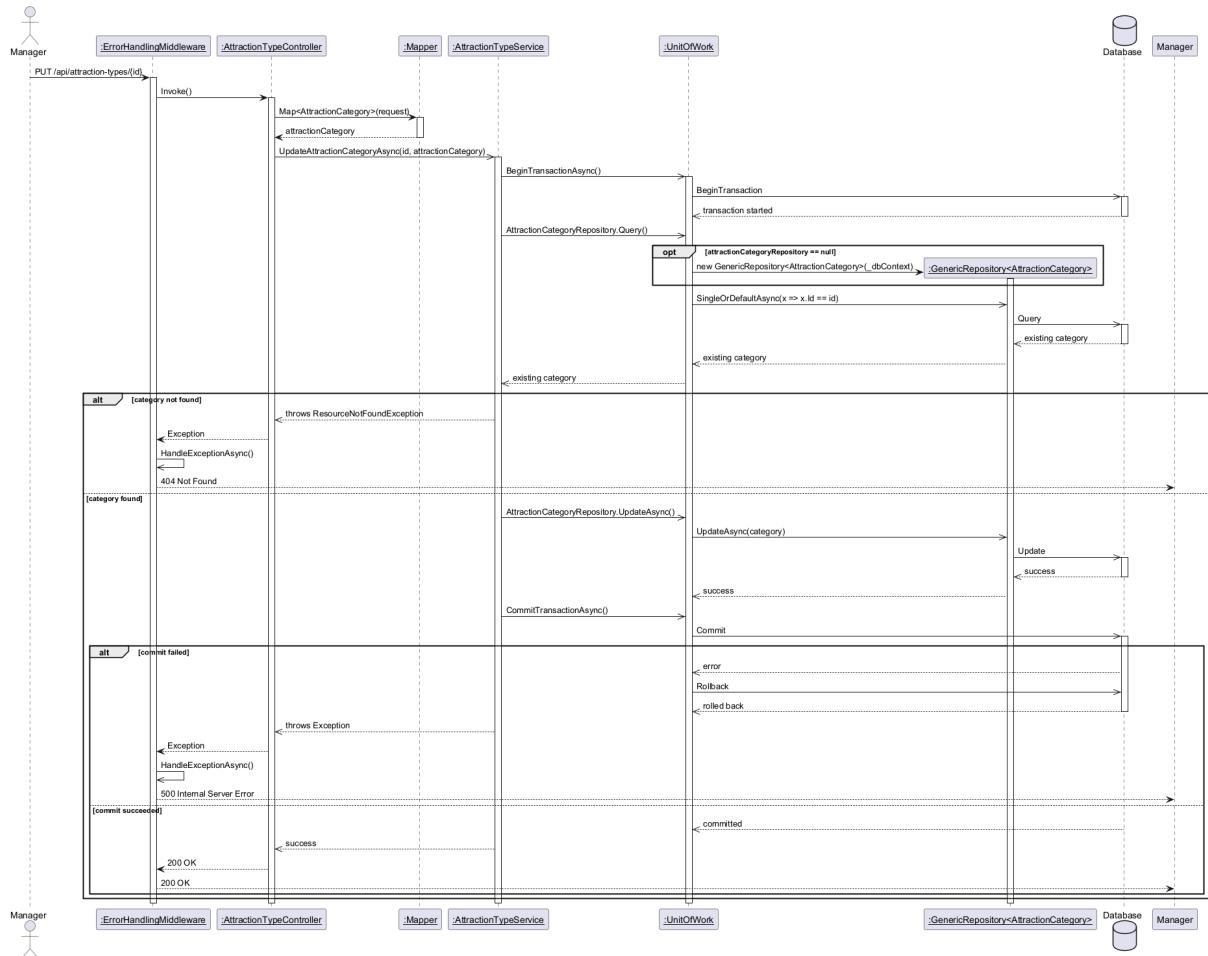
### 3.3.3 Get Attraction Type By Id



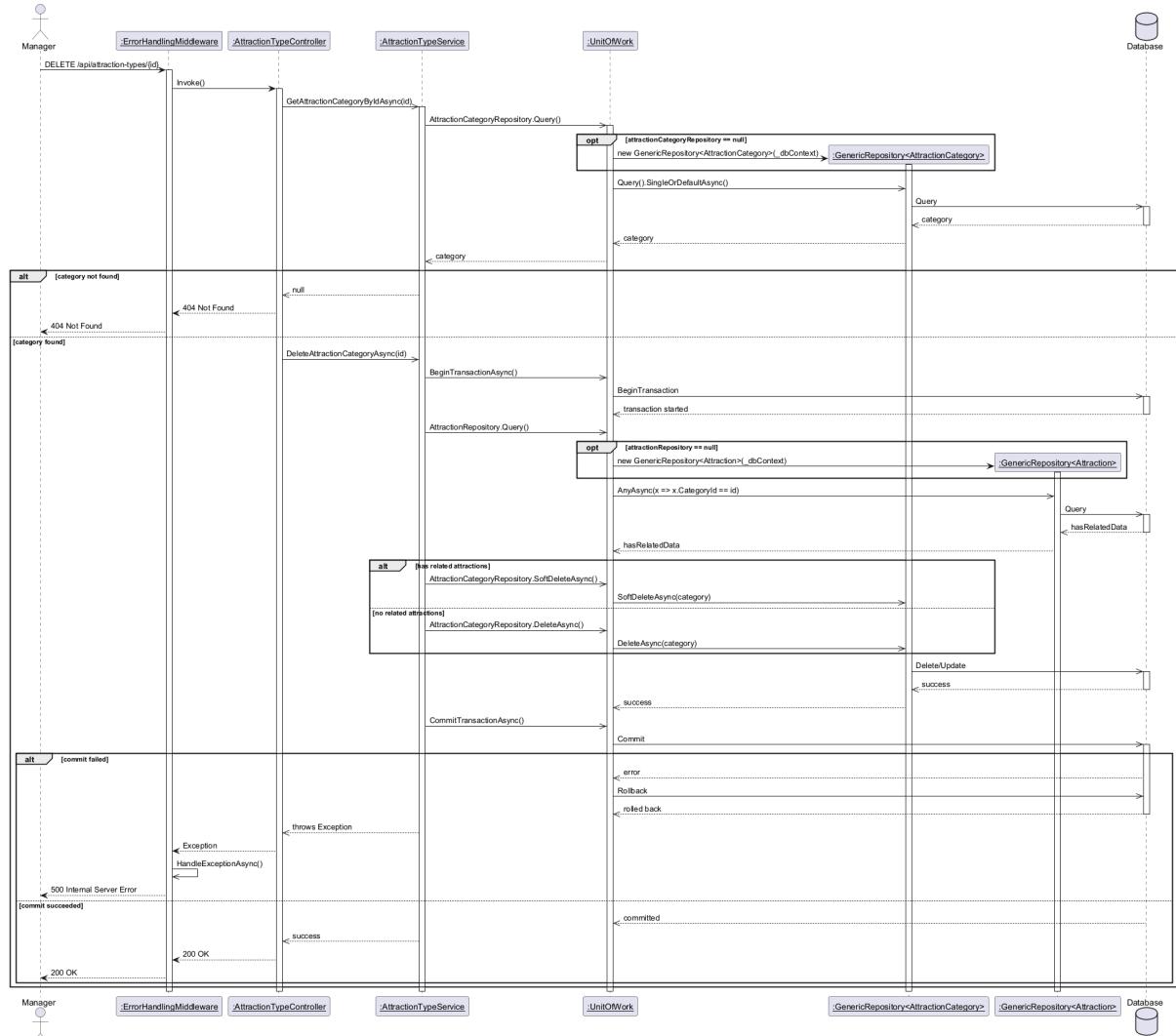
### 3.3.4 Create Attraction Type



### 3.3.5 Update Attraction Type

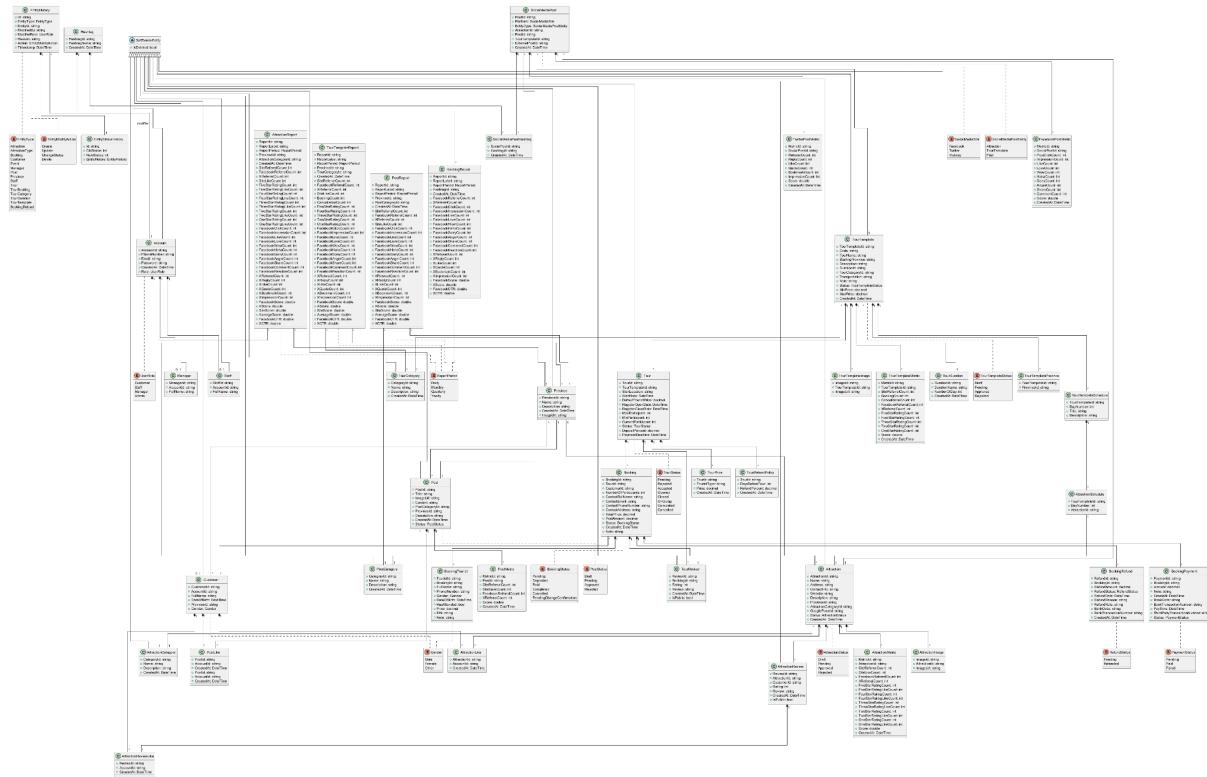


### 3.3.6 Delete Attraction Type

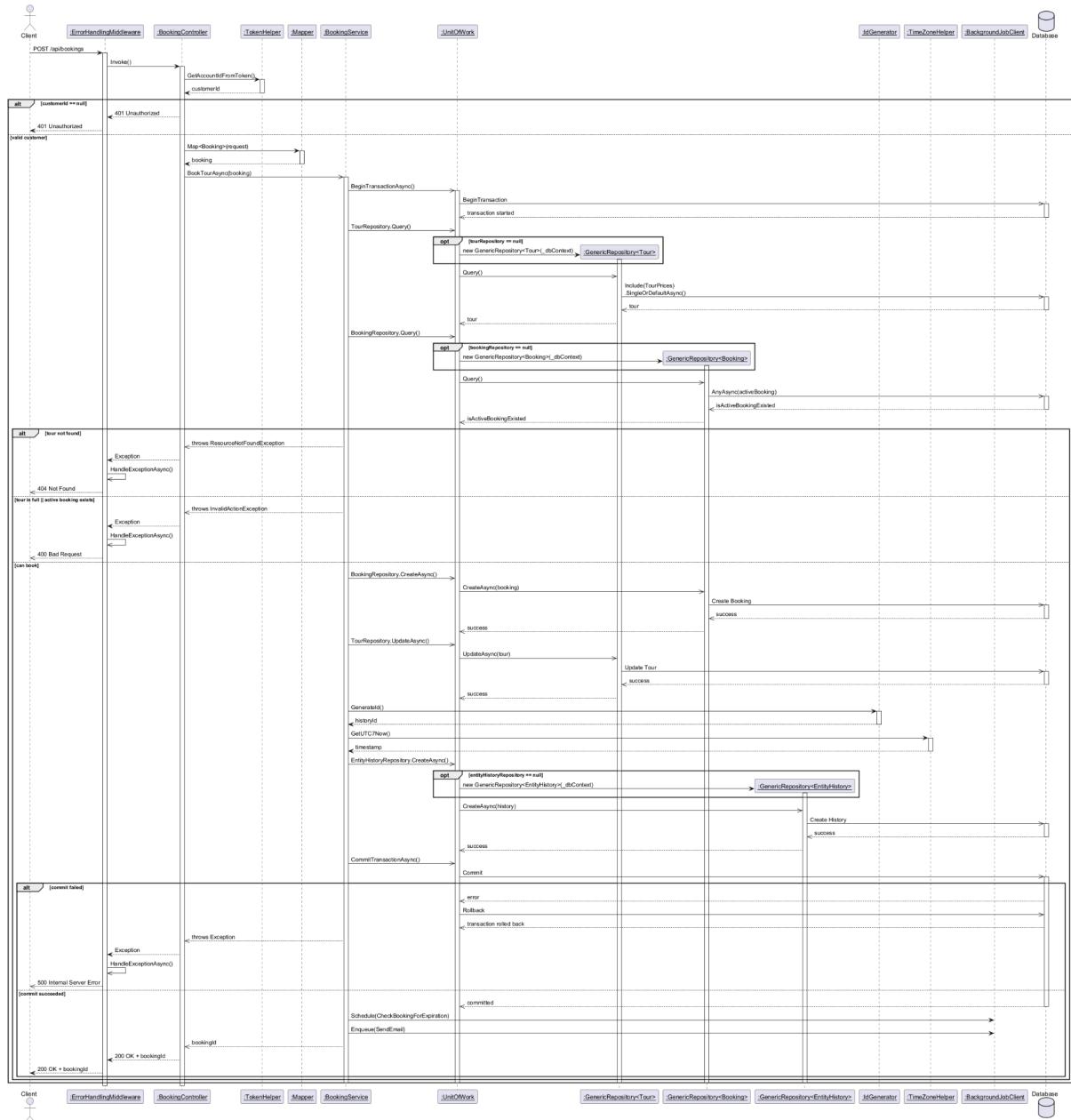


## 3.4 Book Tour

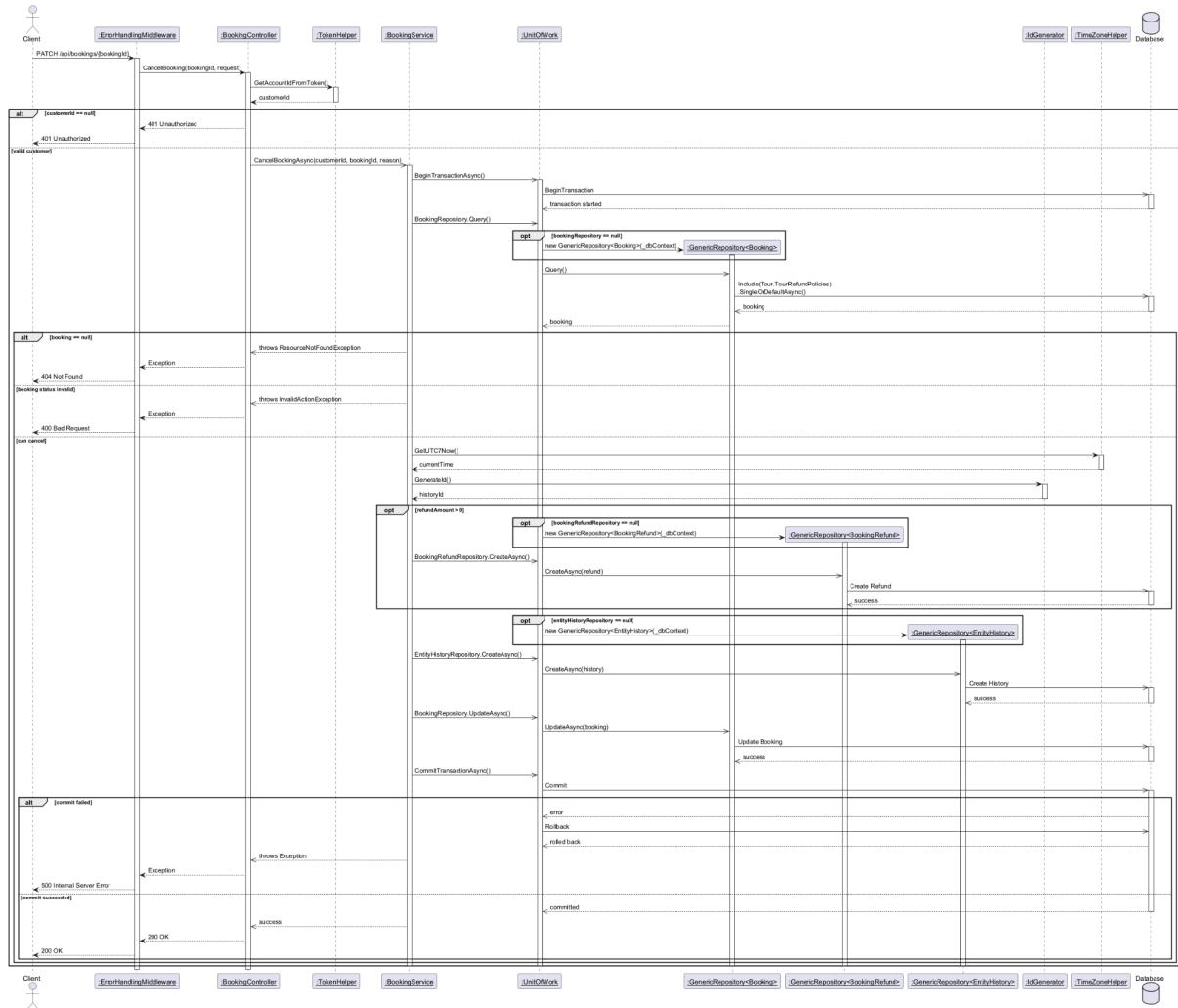
### 3.4.1 Class Diagram



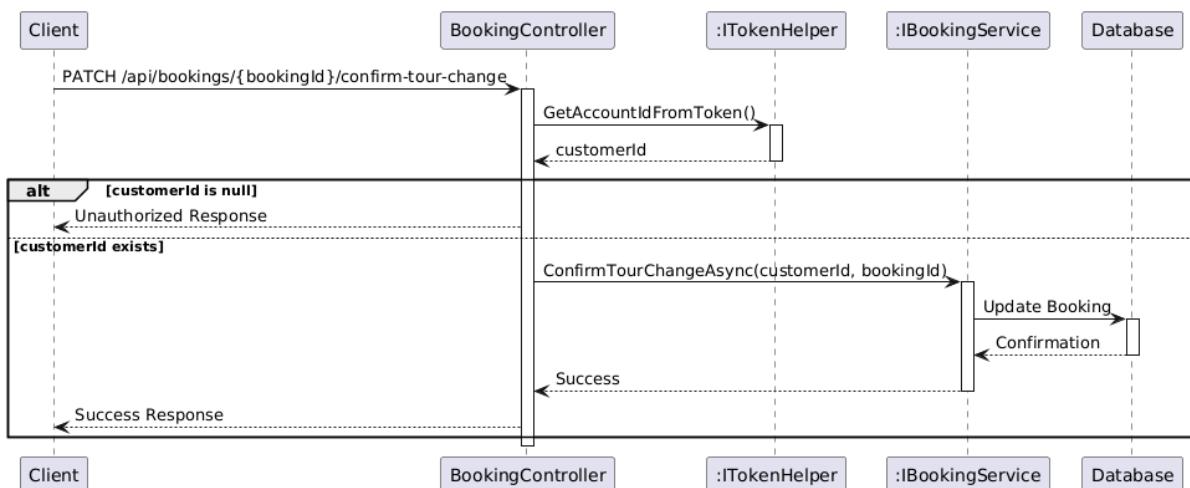
### 3.4.2 Book Tour



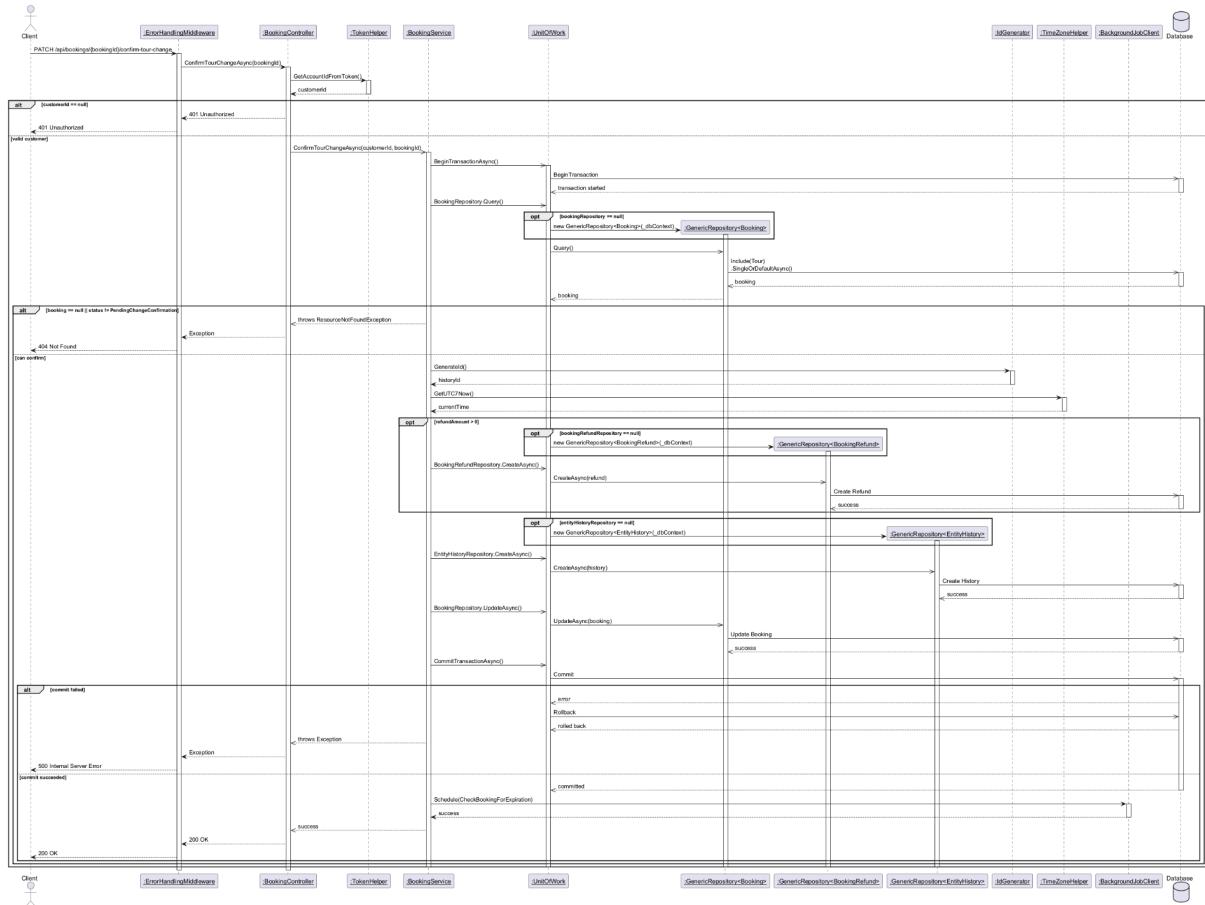
### 3.4.3 Customer Cancel Booking



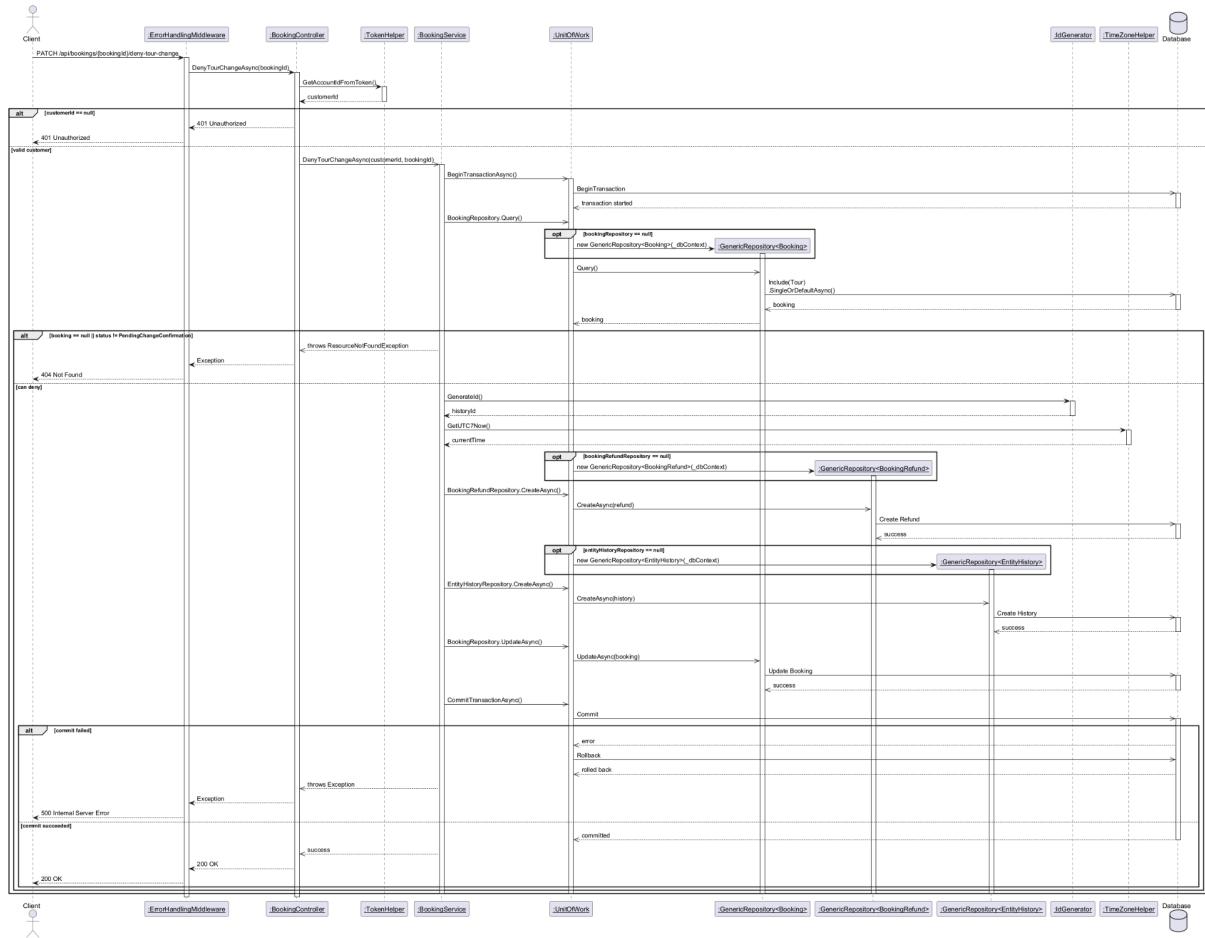
### 3.4.4 Change Tour



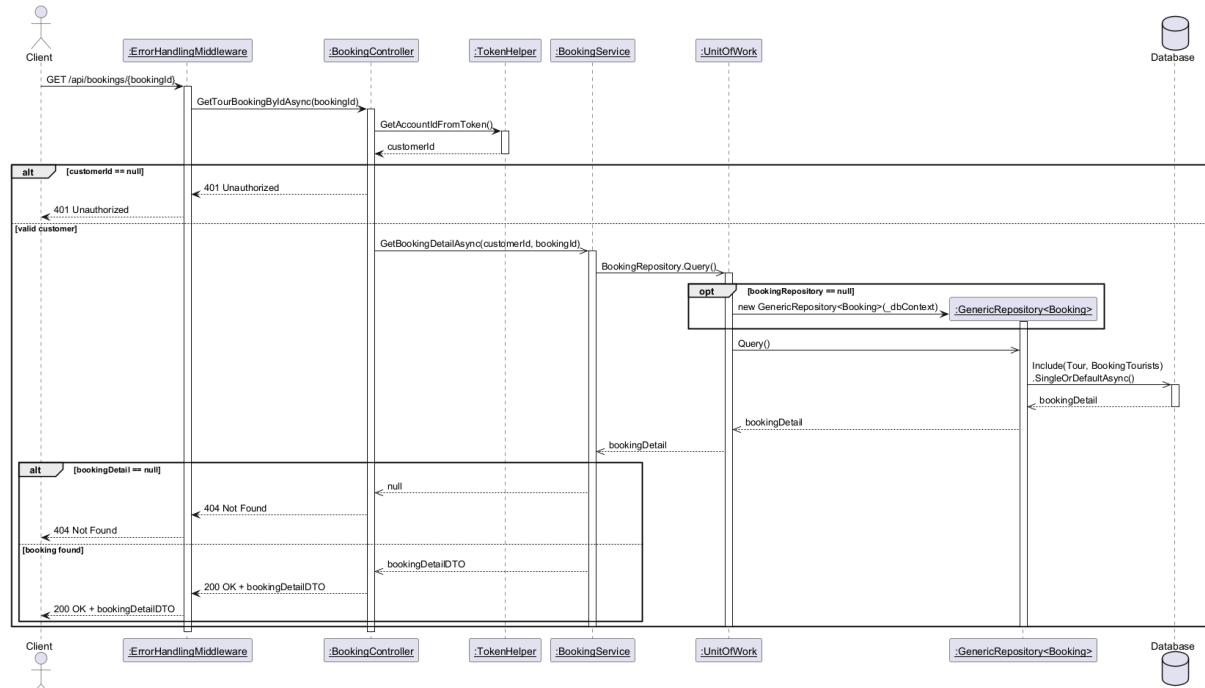
### 3.4.5 Confirm Tour Change



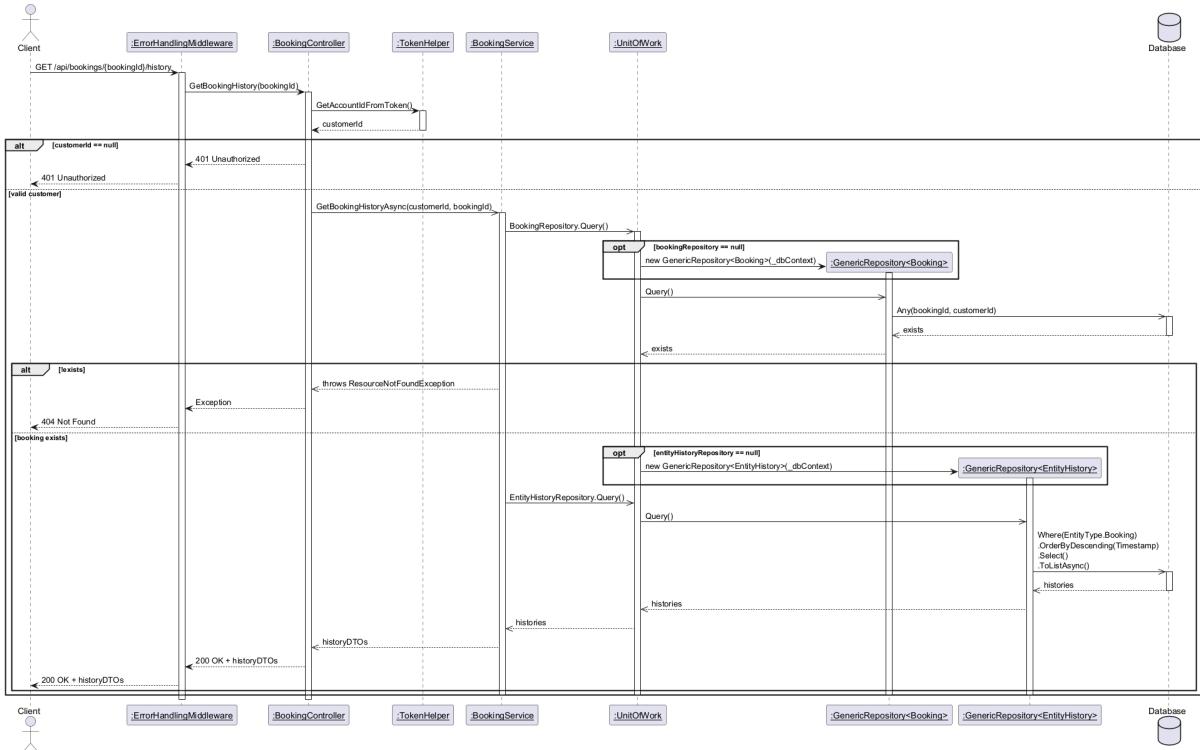
### 3.4.6 Deny Tour Change



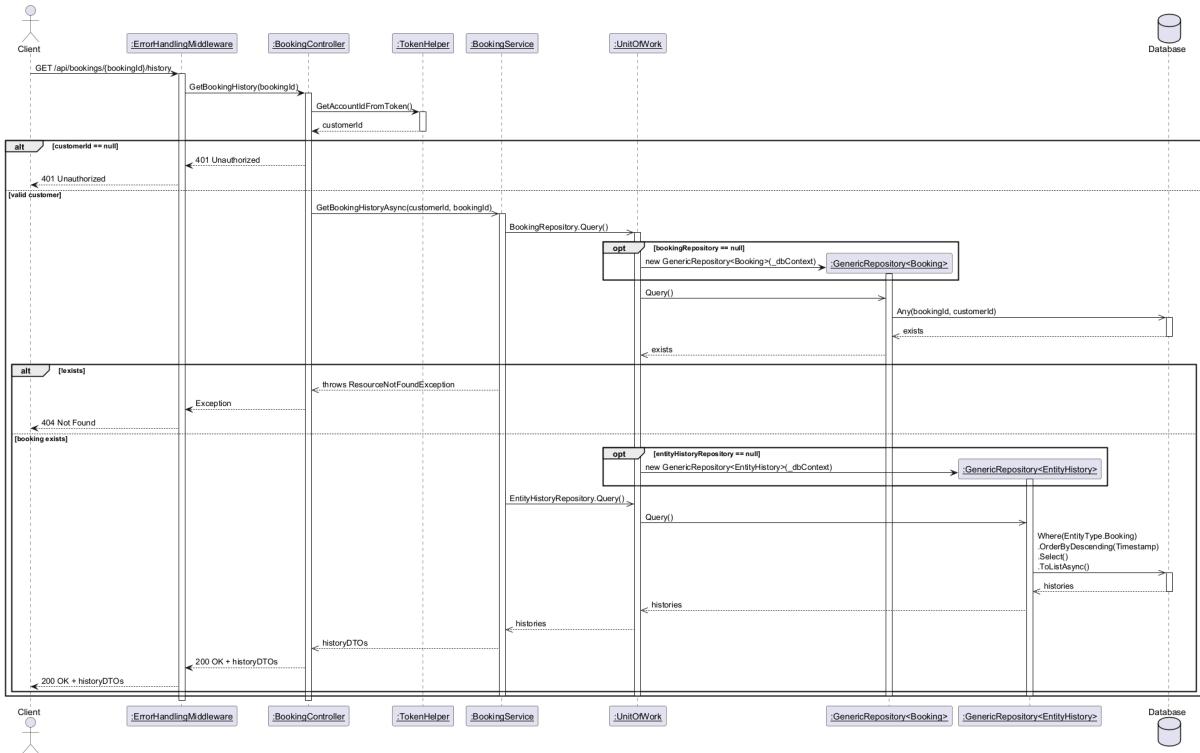
### 3.4.7 Get Booking Detail



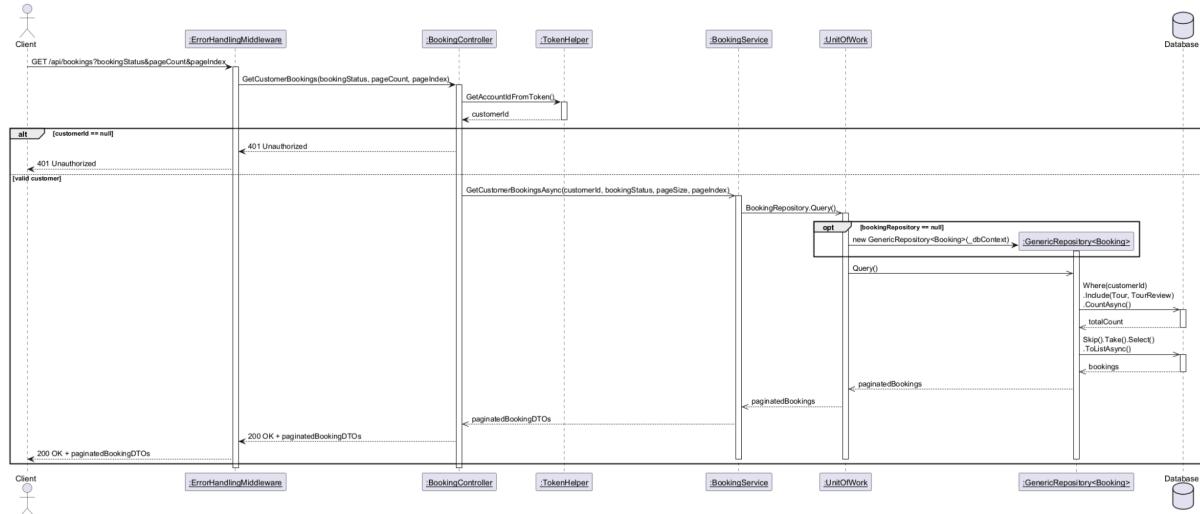
### 3.4.8 Get booking history



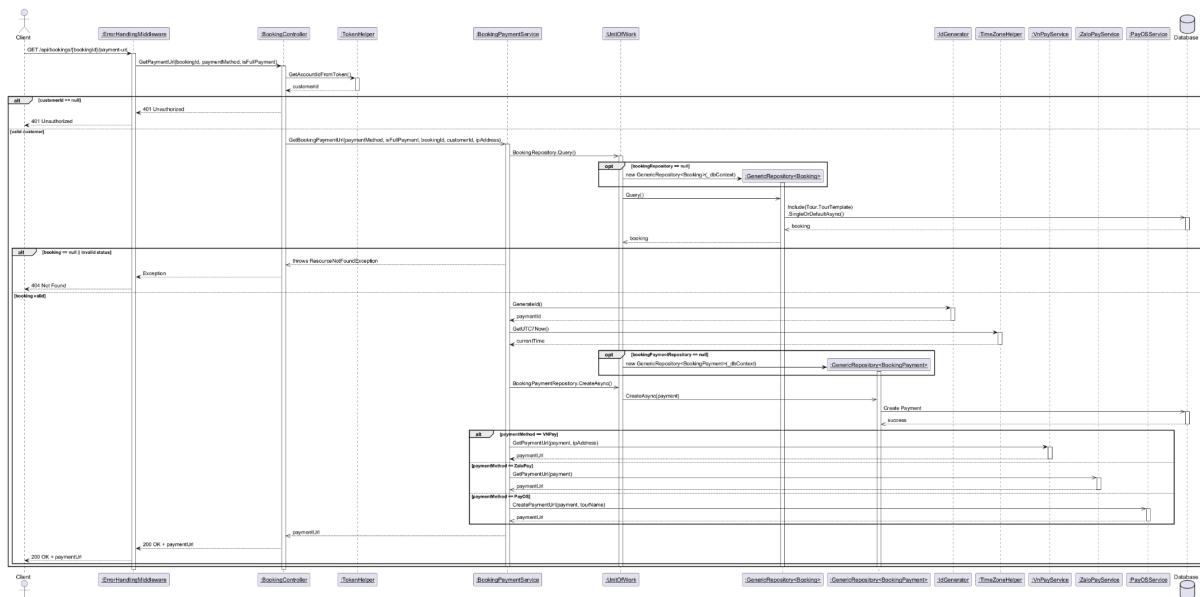
### 3.4.9 Get Booking Payment



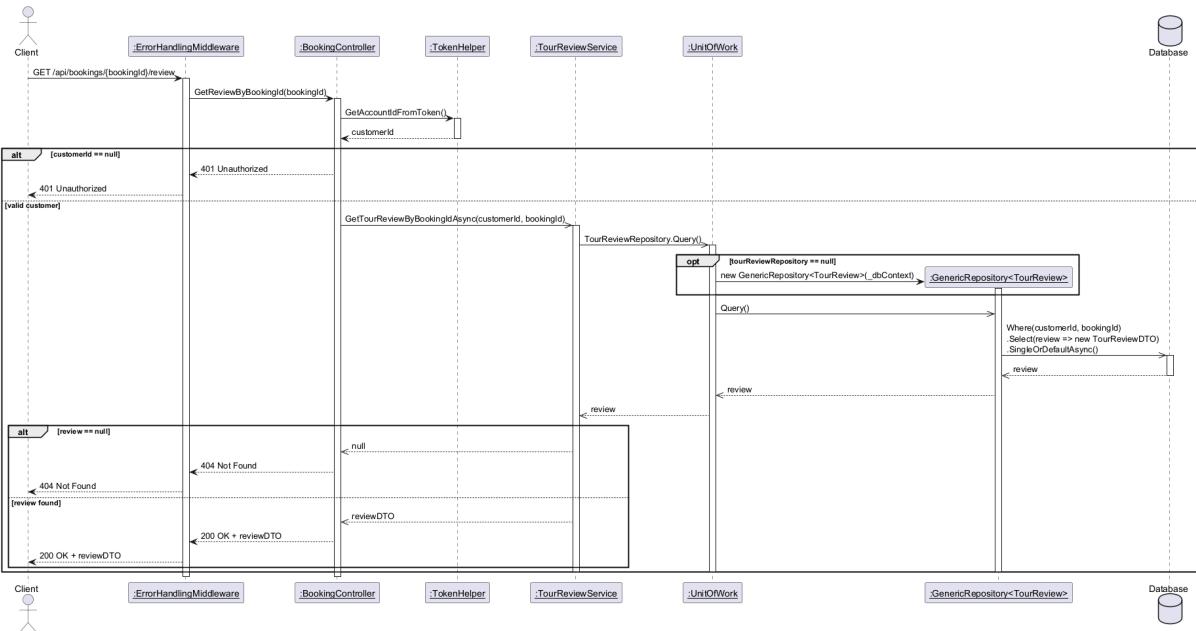
### 3.4.10 Get Customer Bookings



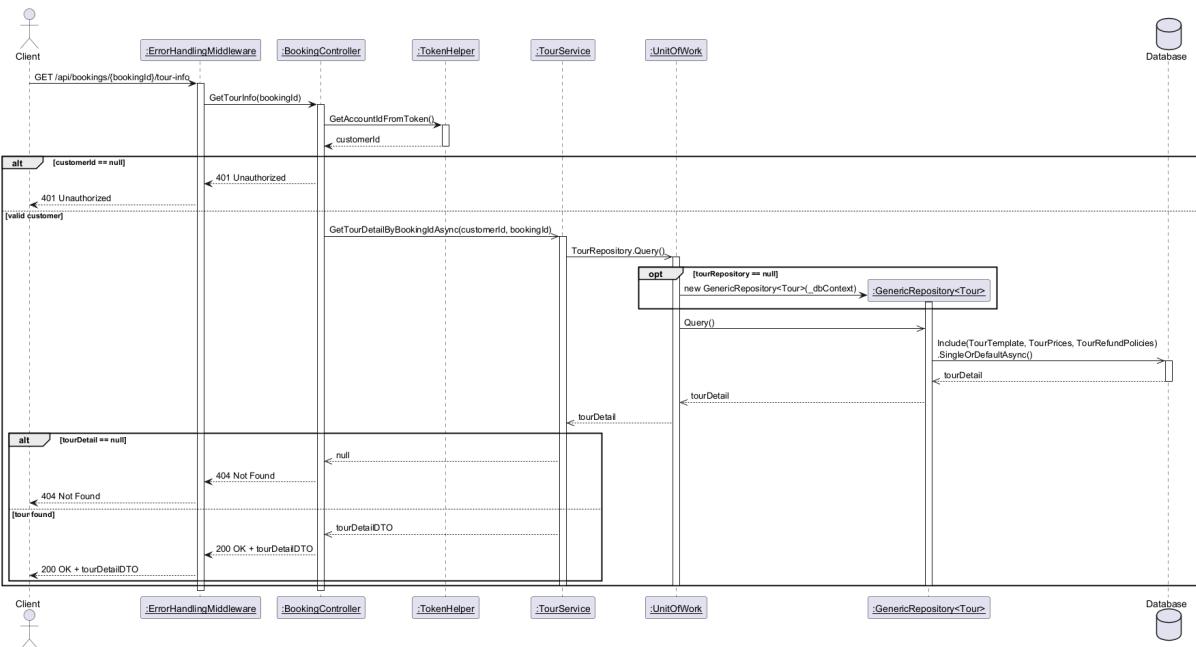
### 3.4.11 Get Payment URL



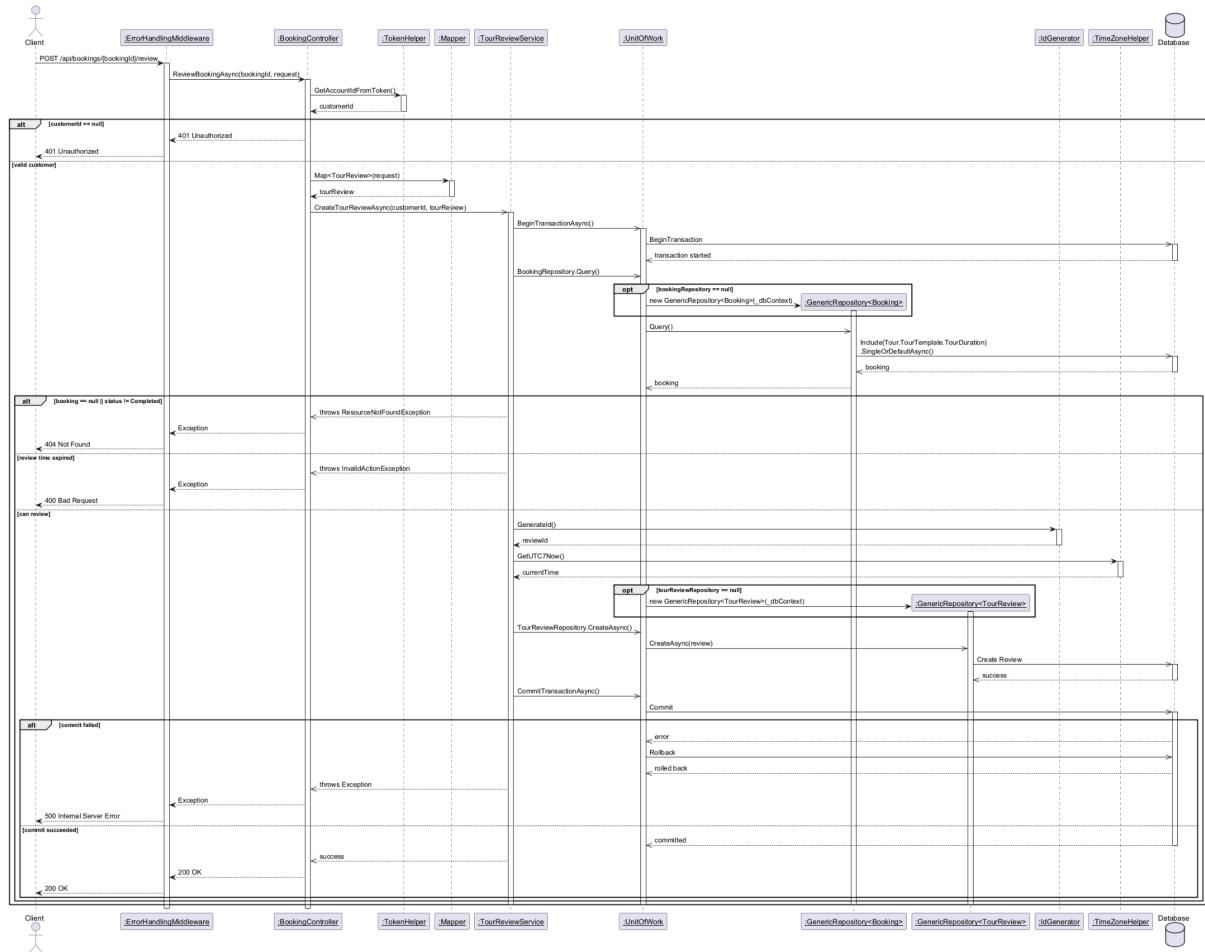
### 3.4.12 Get Review By Booking Id



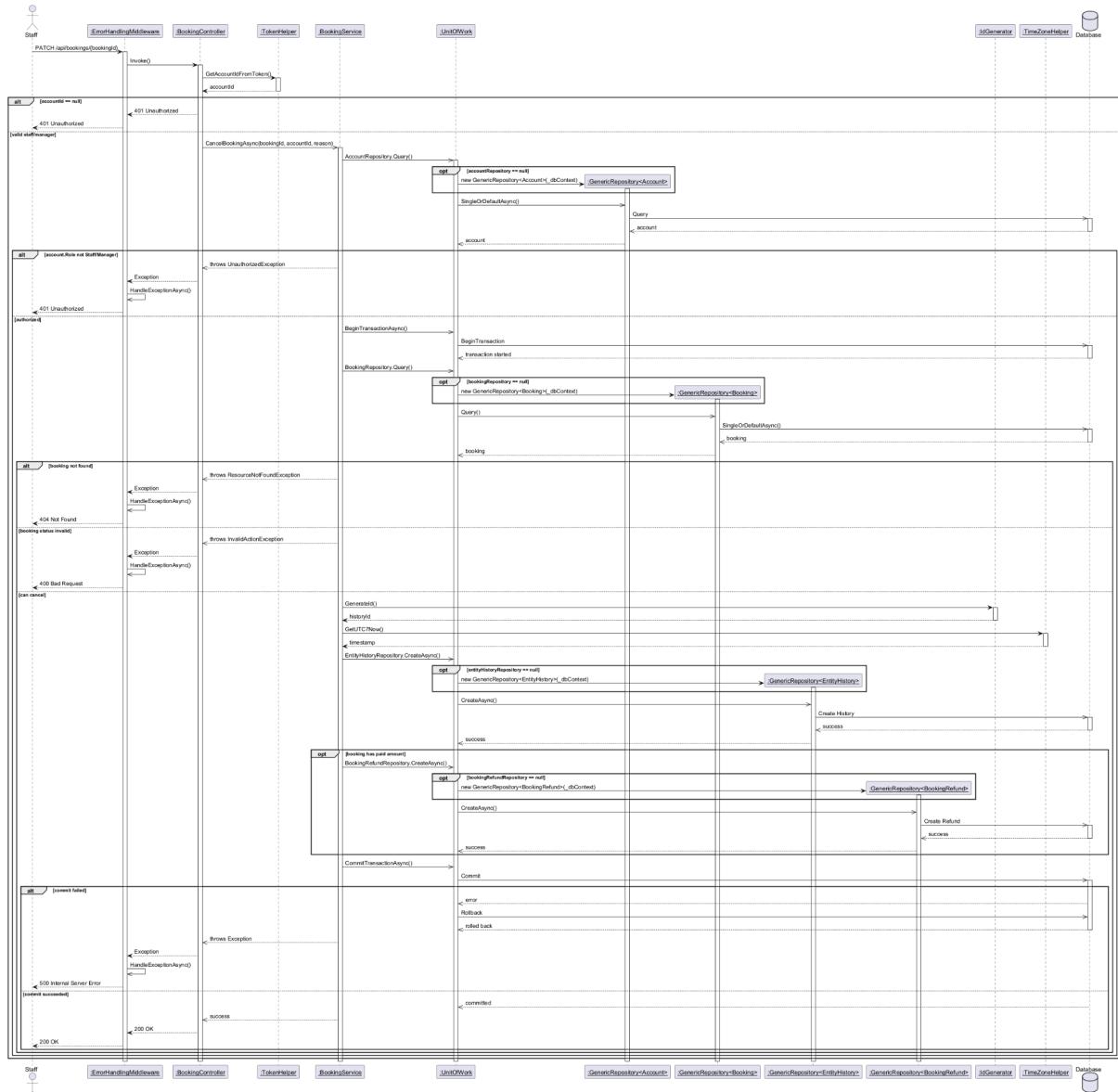
### 3.4.13 Get Tour Info



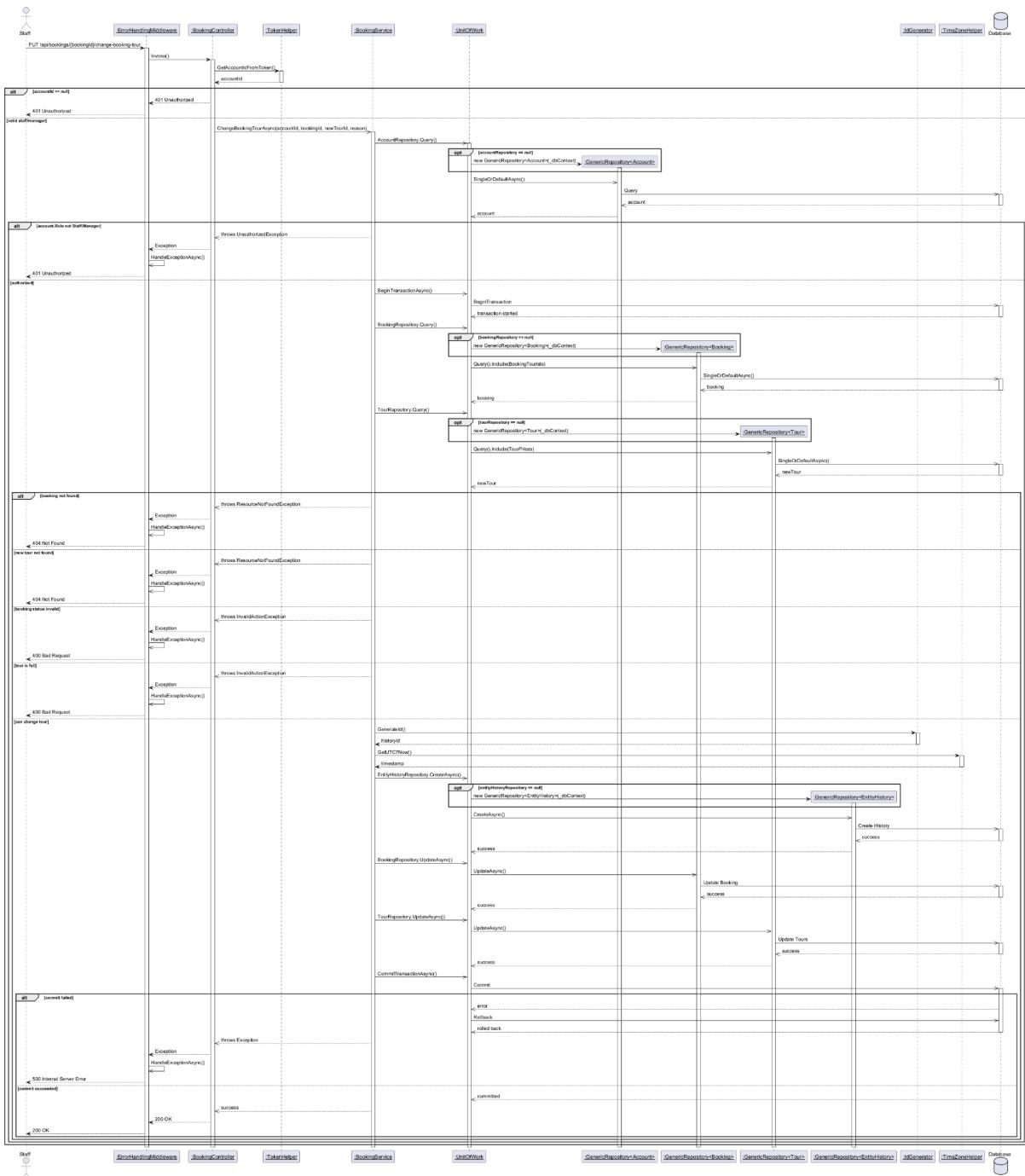
### 3.4.14 Review Booking



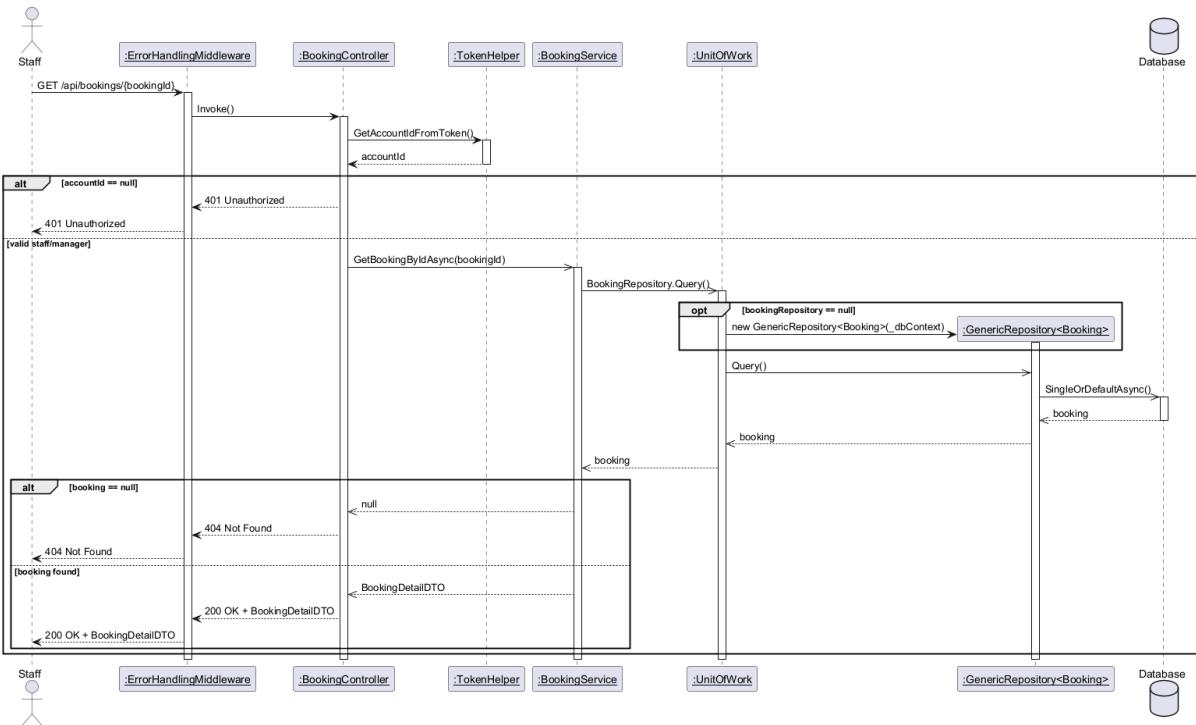
### 3.4.15 Manager/Staff Cancel Booking



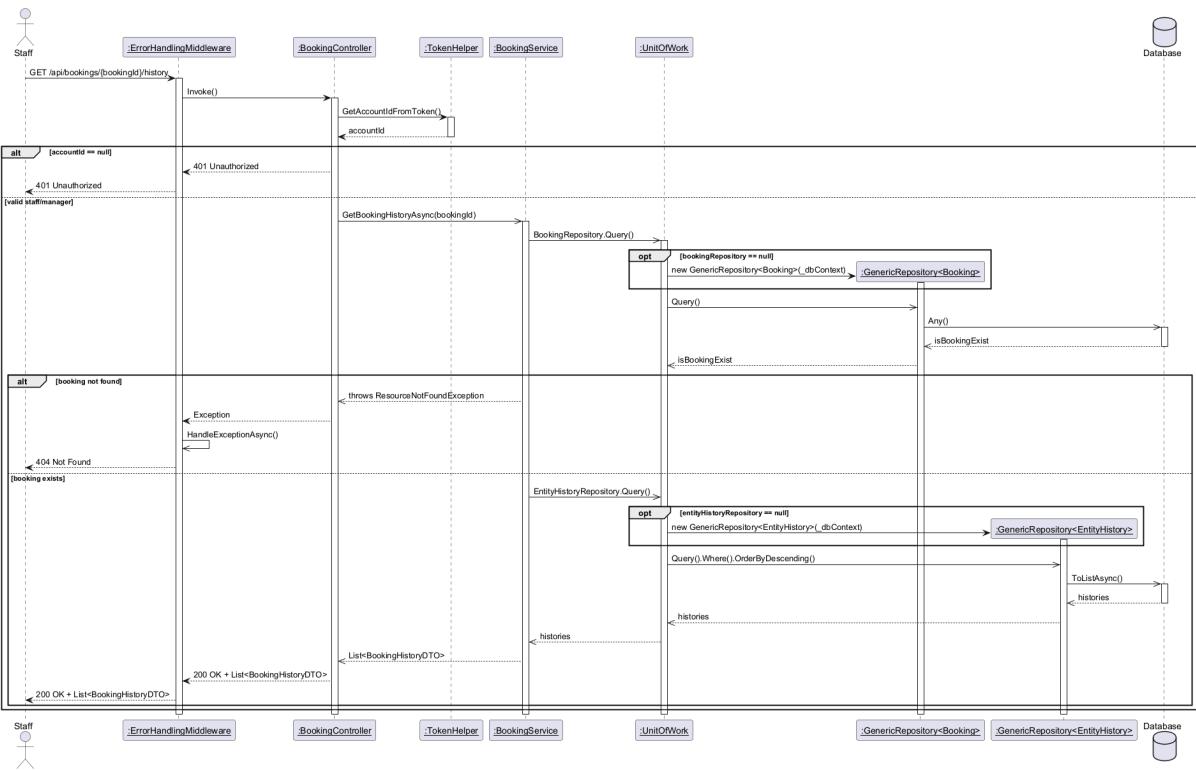
### 3.4.16 Manager/Staff Change Booking Tour



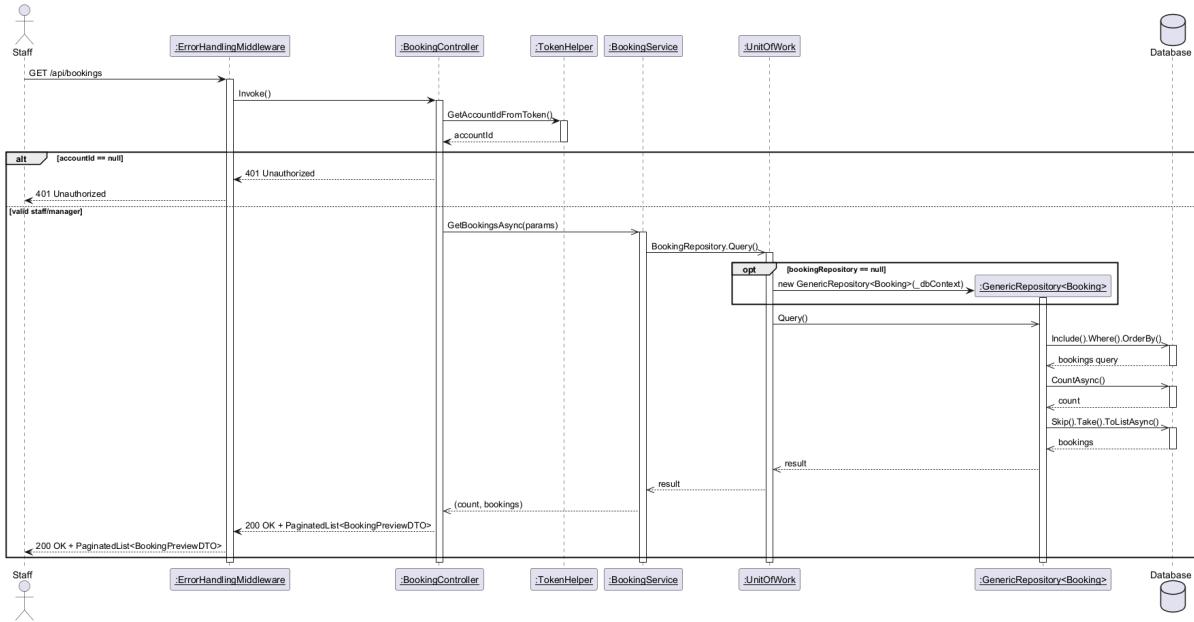
### **3.4.17 Manager/Staff Get Booking By Id**



### 3.4.18 Manager/Staff Get Booking History

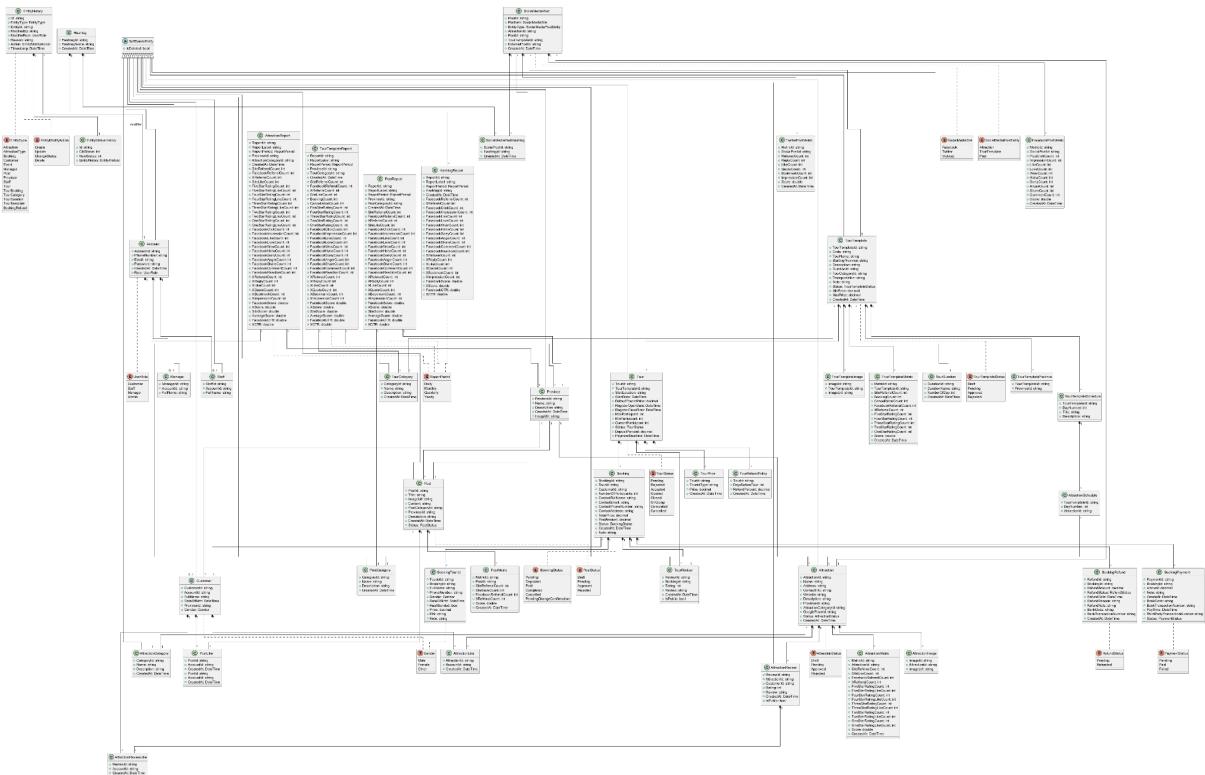


### 3.4.19 Manager/Staff Get Bookings

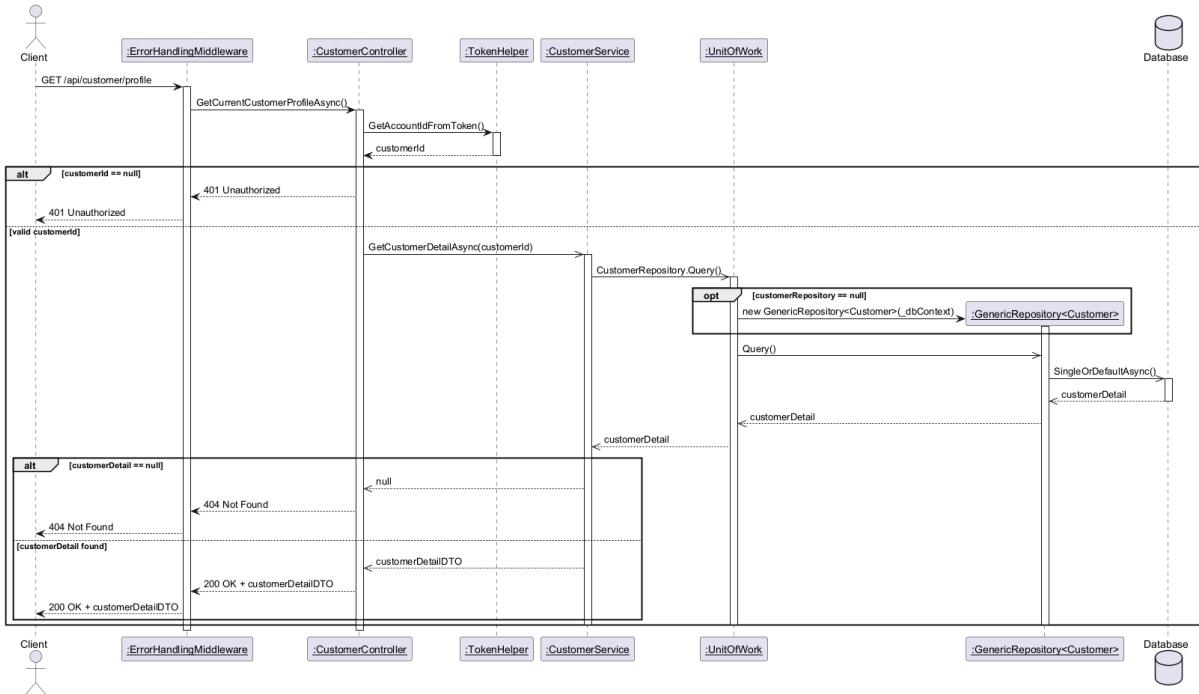


## **3.5 Customer**

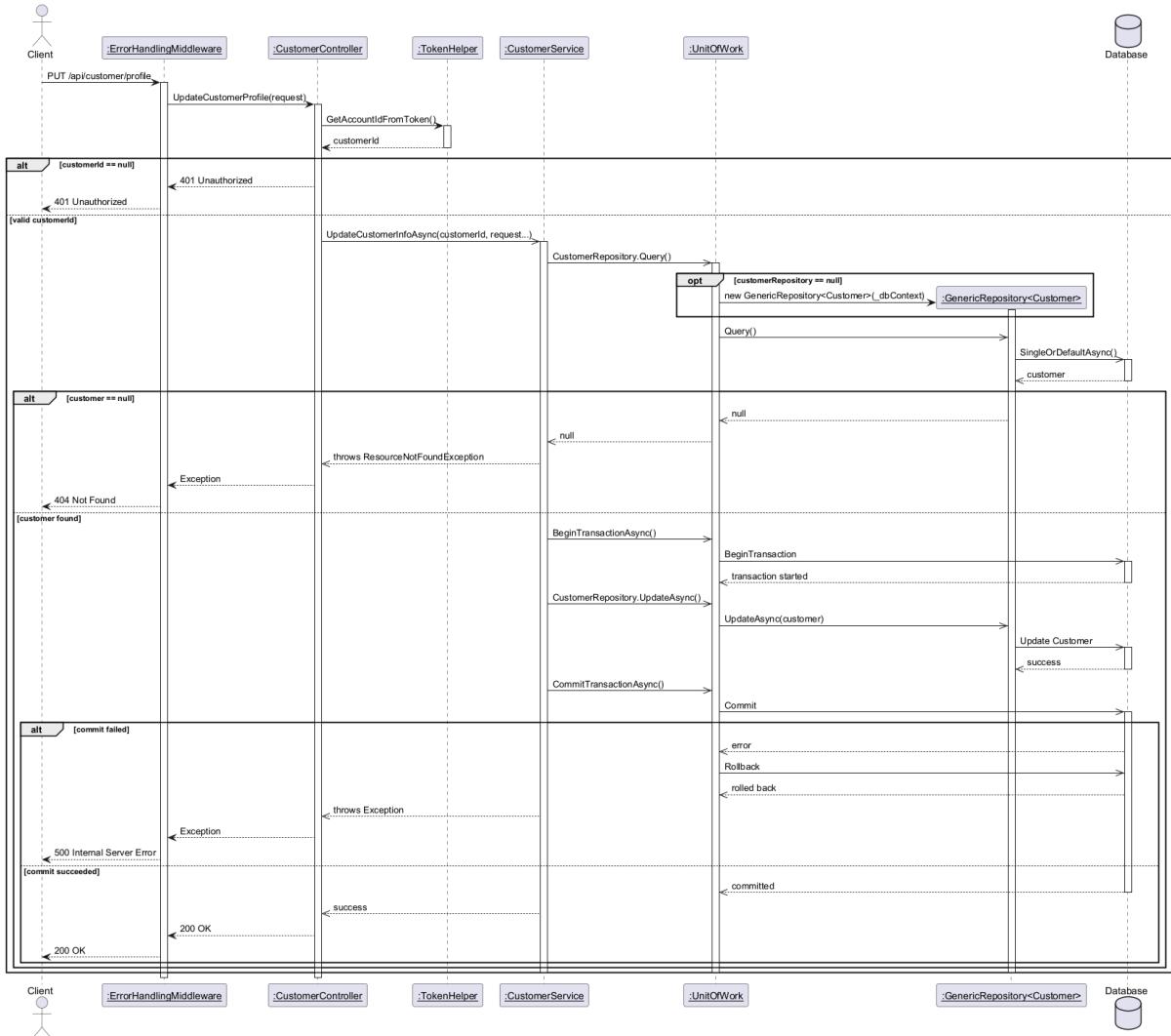
### **3.5.1 Class Diagram**



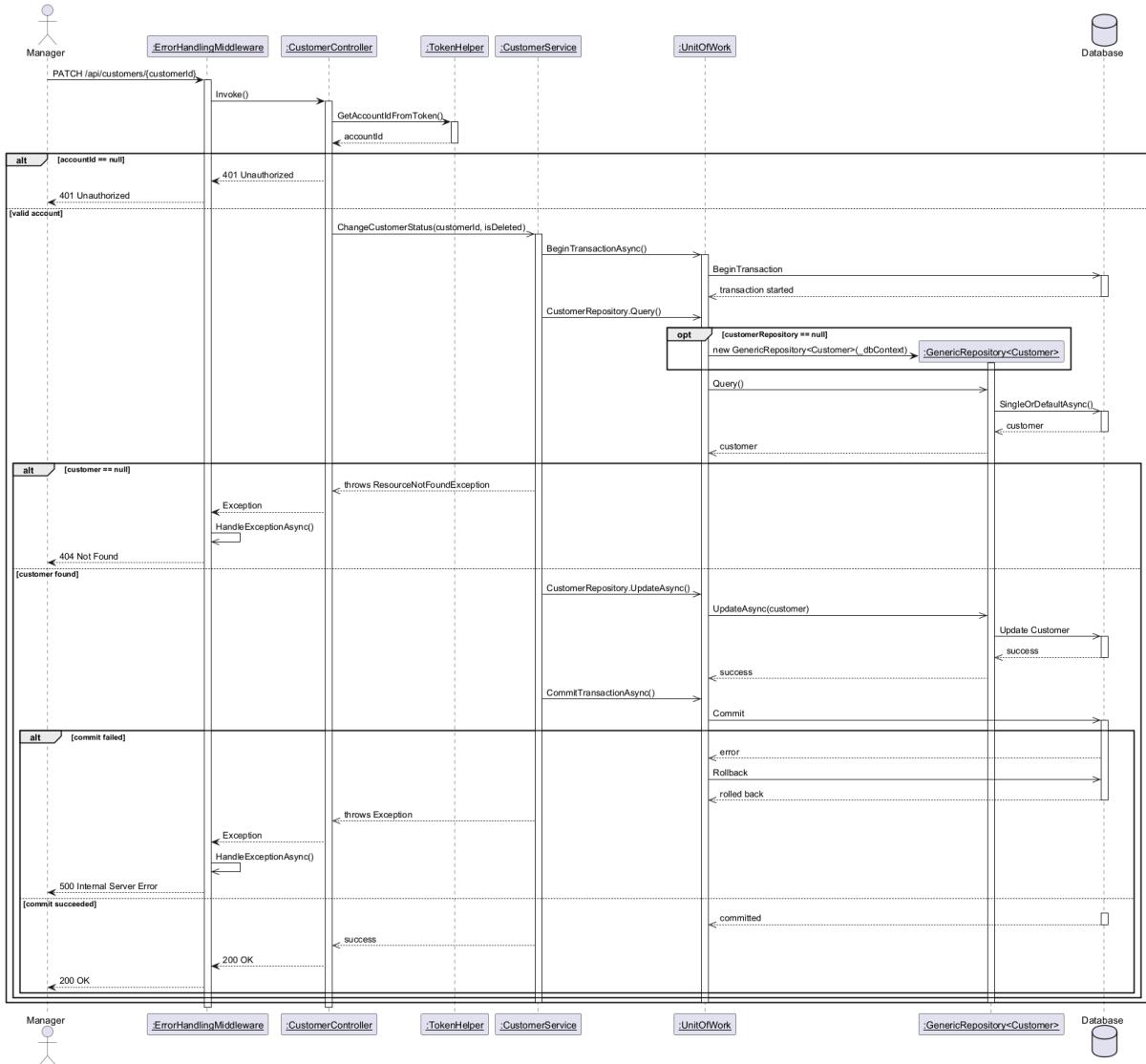
### **3.5.2 Get Customer Profile**



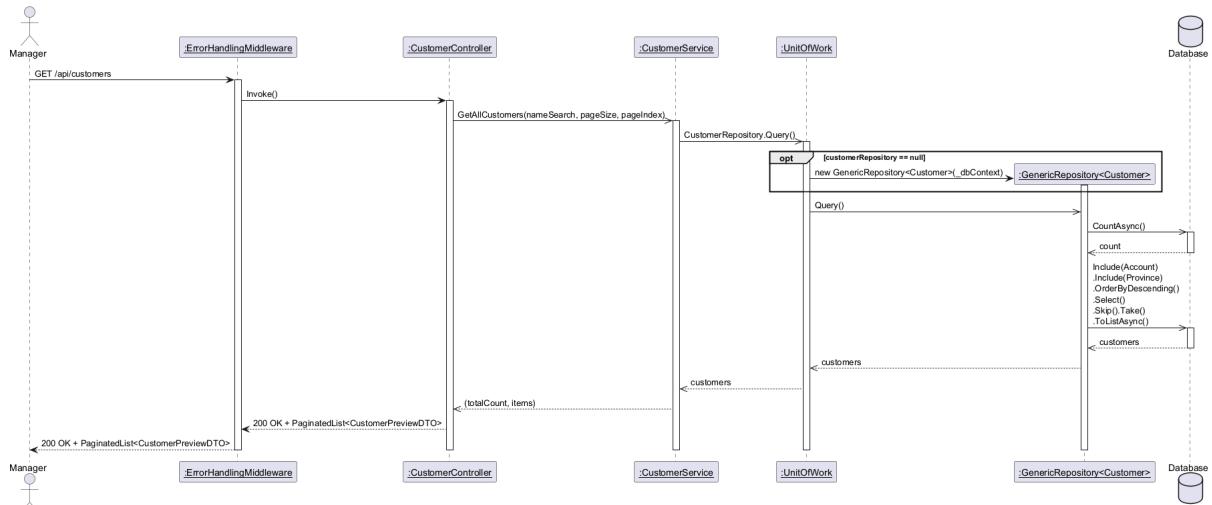
### 3.5.3 Update Customer Profile



### 3.5.4 Manager Change Customer Status

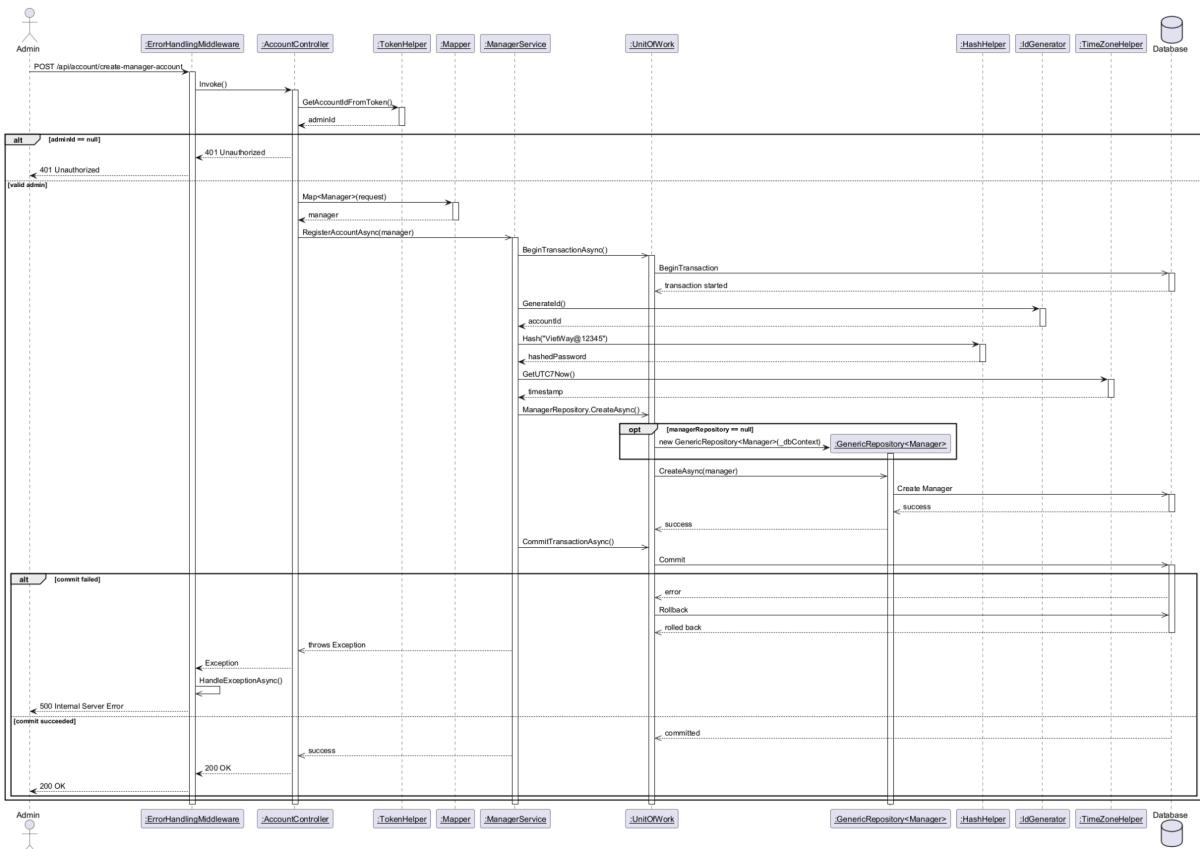


### 3.5.4 Manager Change Customer Status

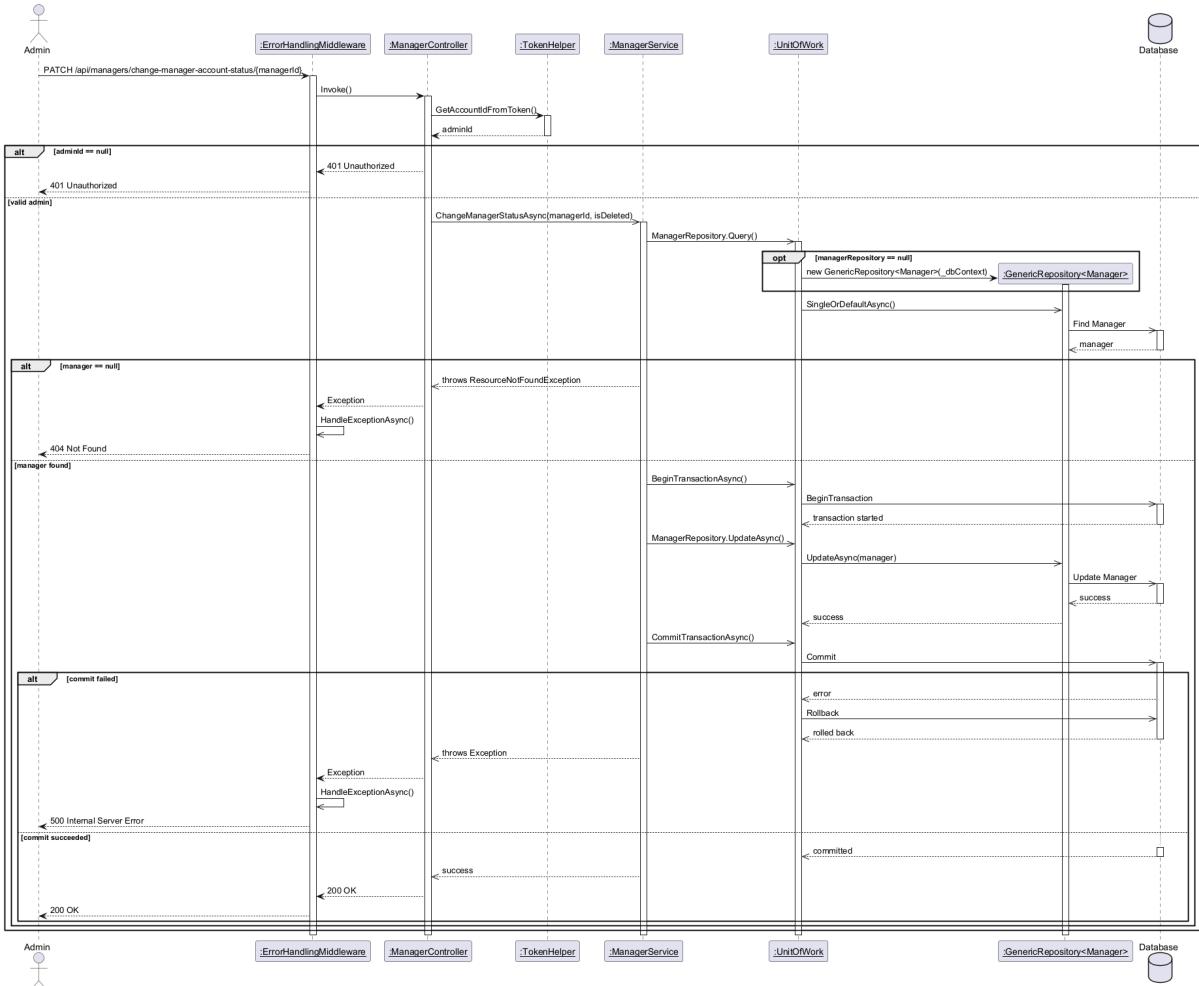


### 3.6 Manager

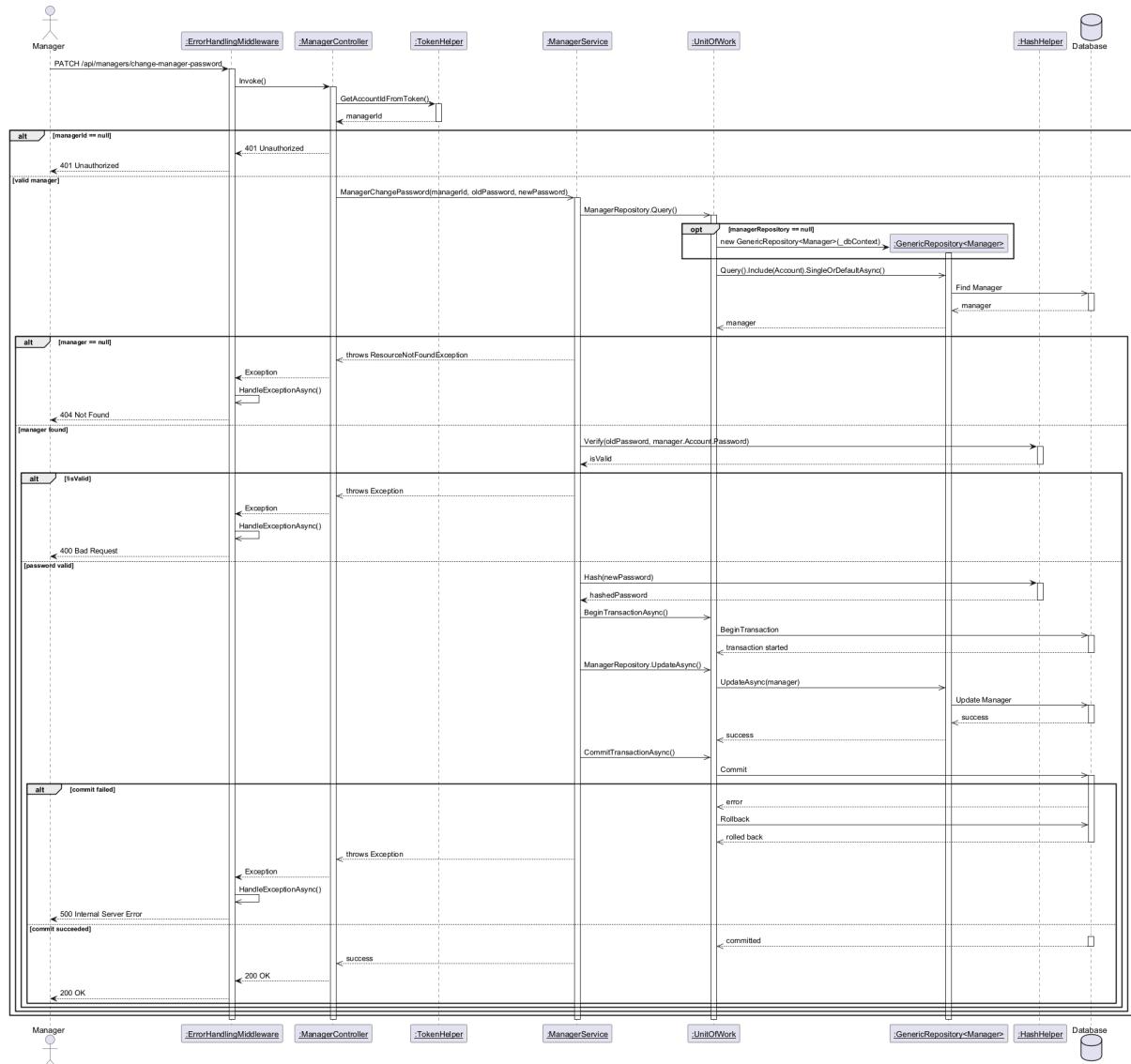
### **3.6.1 Create Manager Account**



### **3.6.2 Change Manager Status**

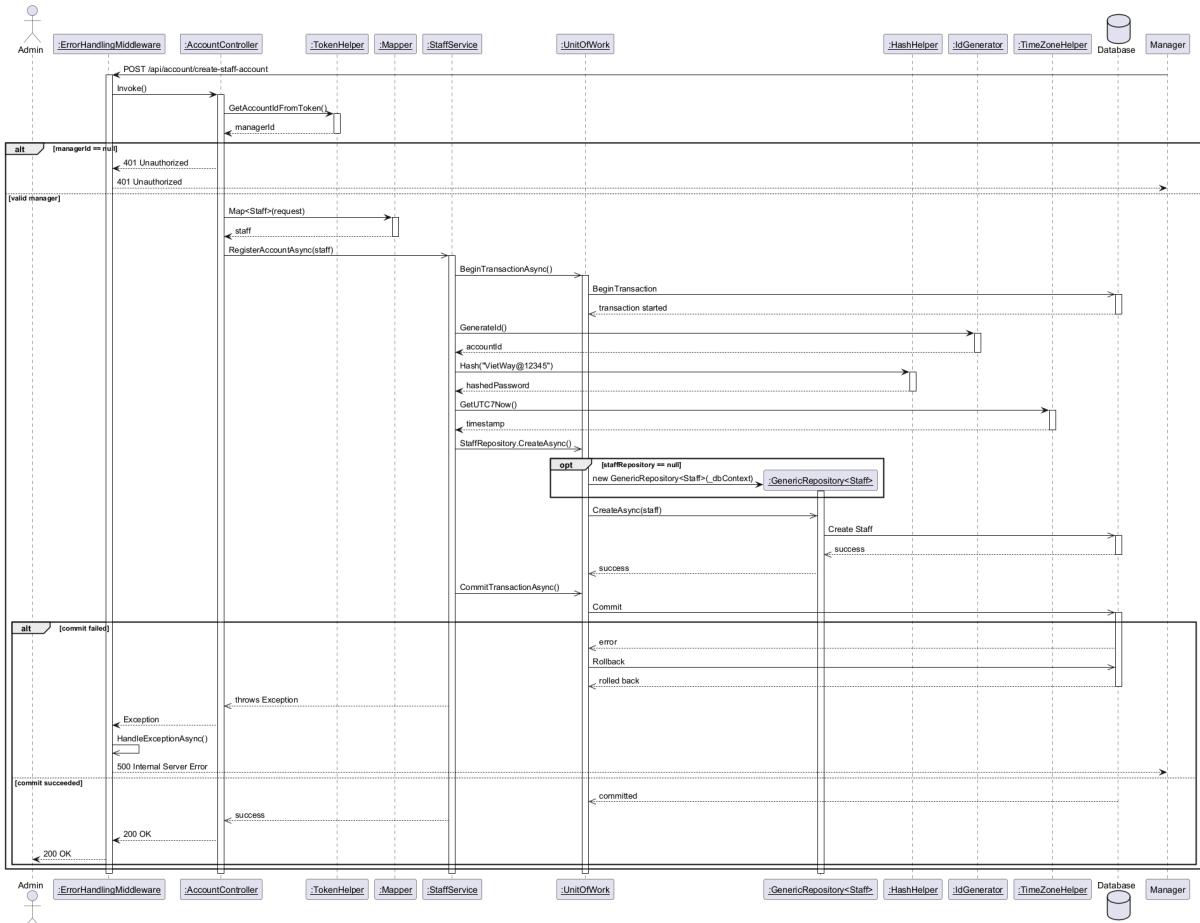


### 3.6.3 Change Manager Password

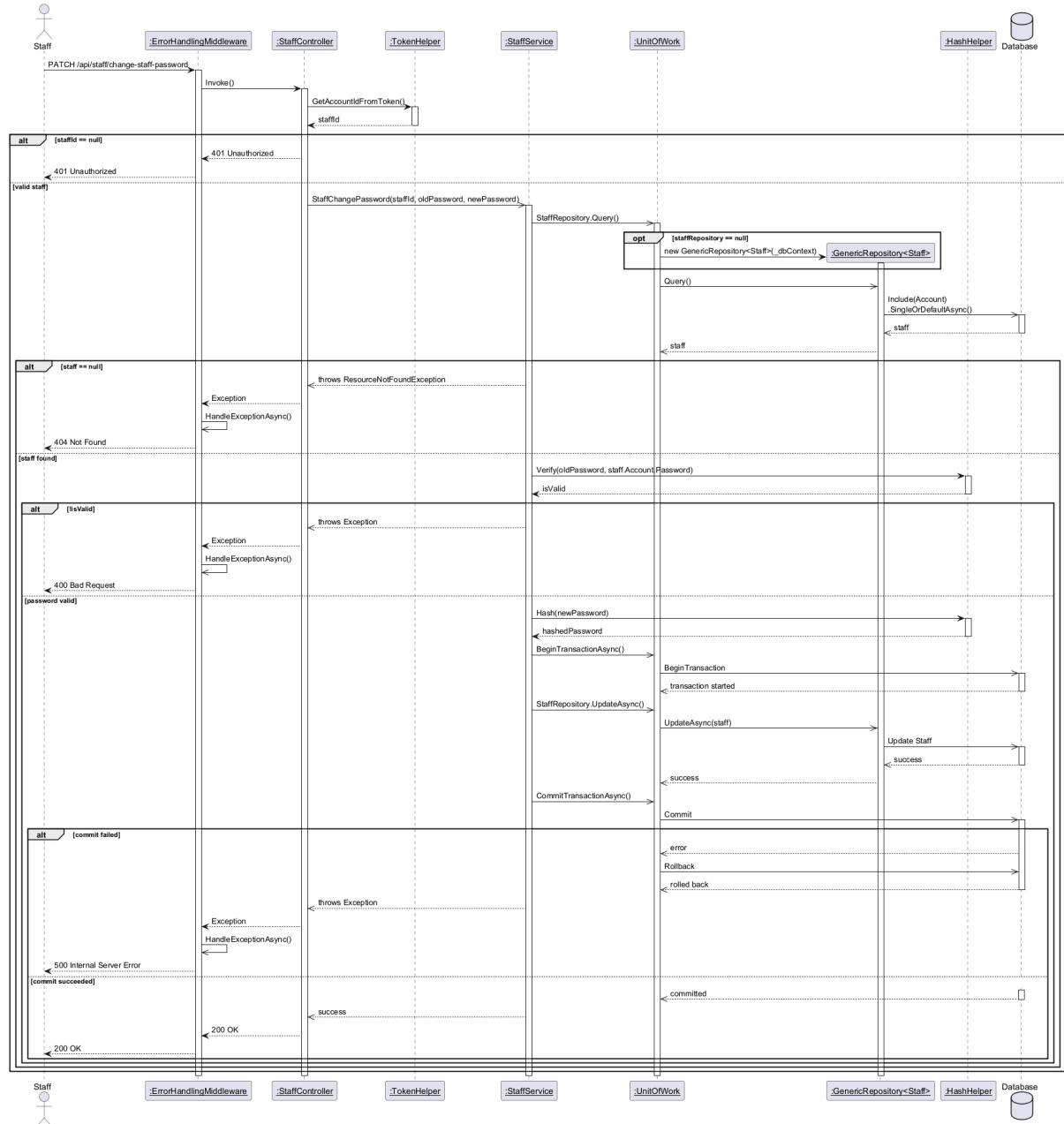


### 3.7 Staff

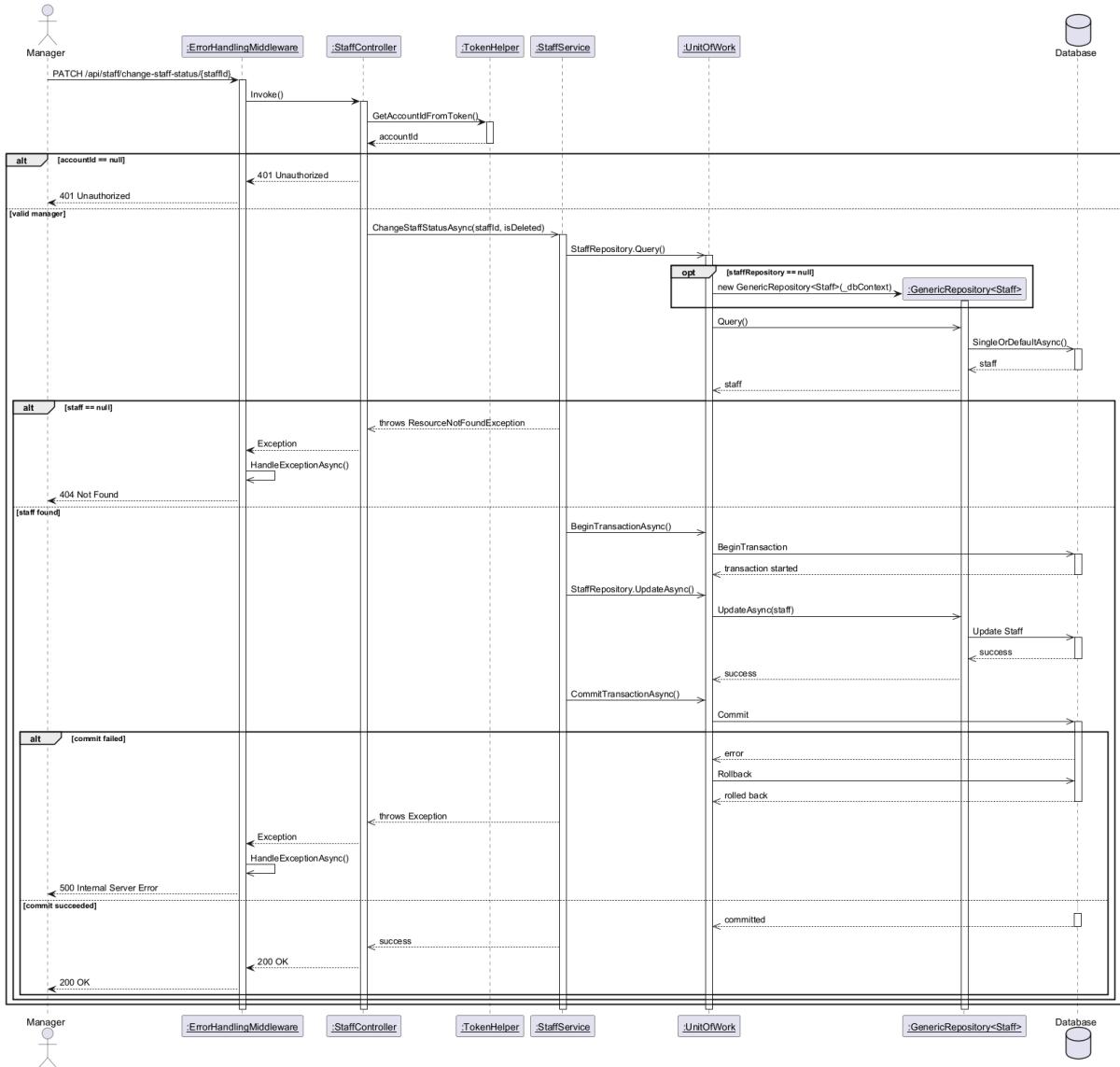
### 3.7.1 Create Staff Account



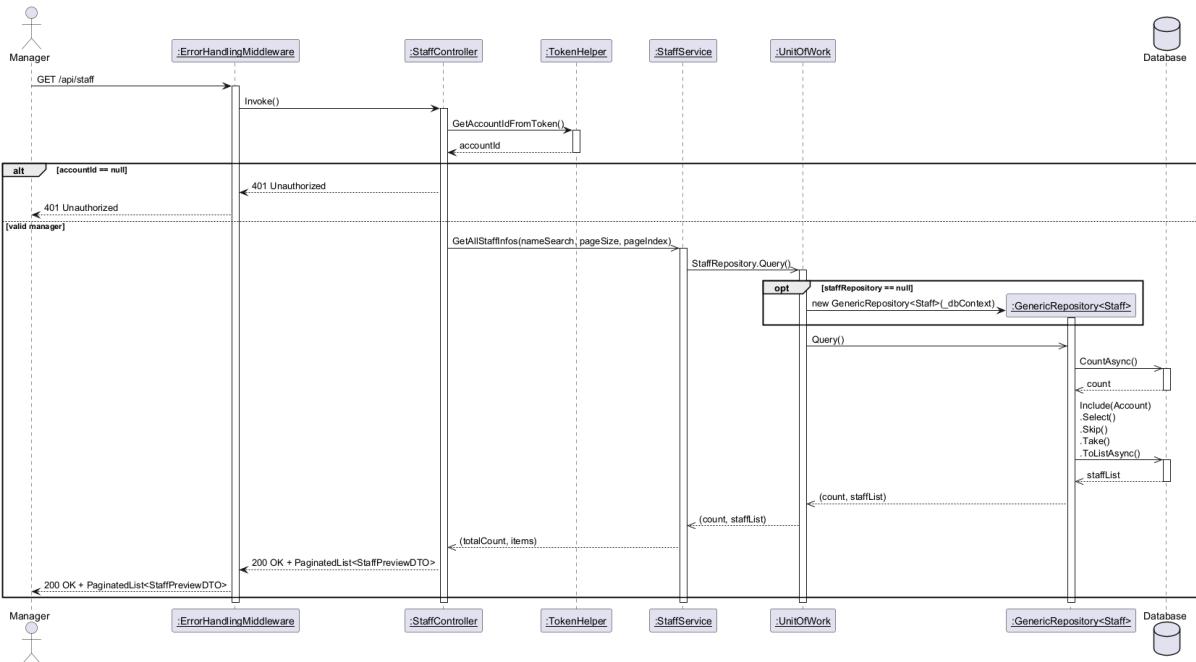
### 3.7.2 Change Staff Password



### 3.7.3 Change Staff Status

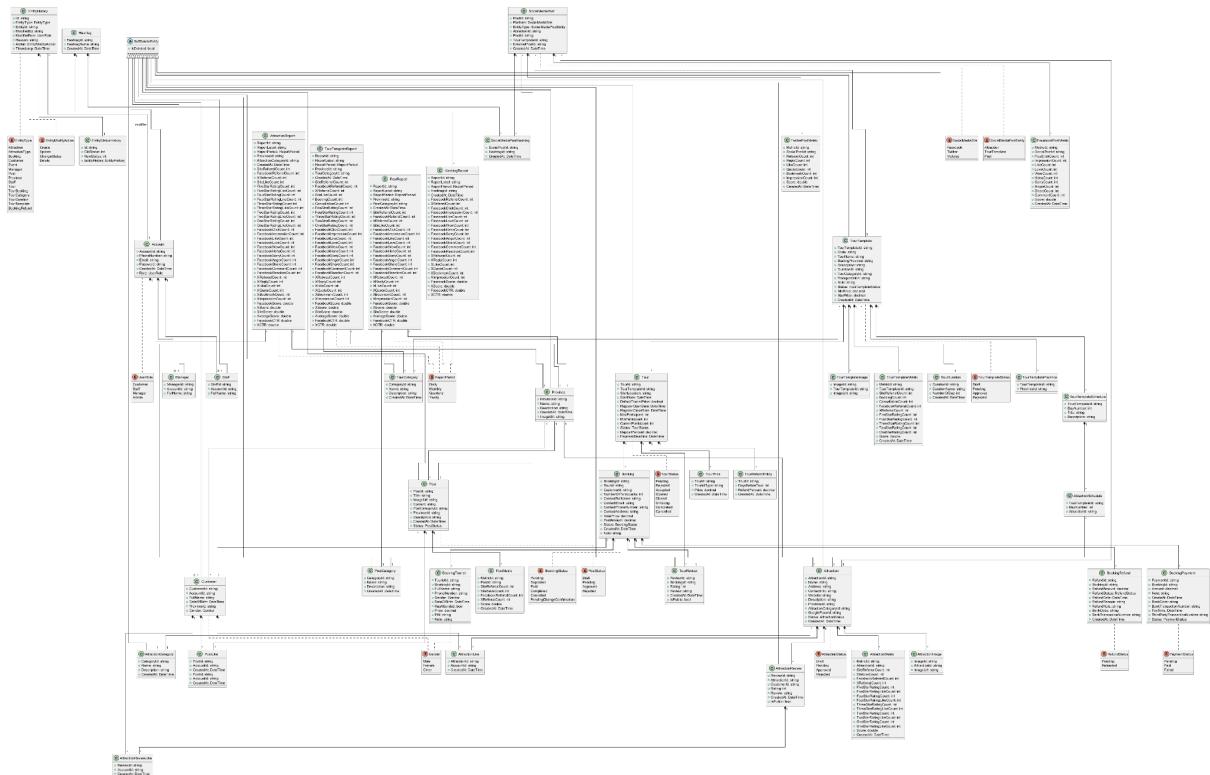


### 3.7.3 Get Staff Infos

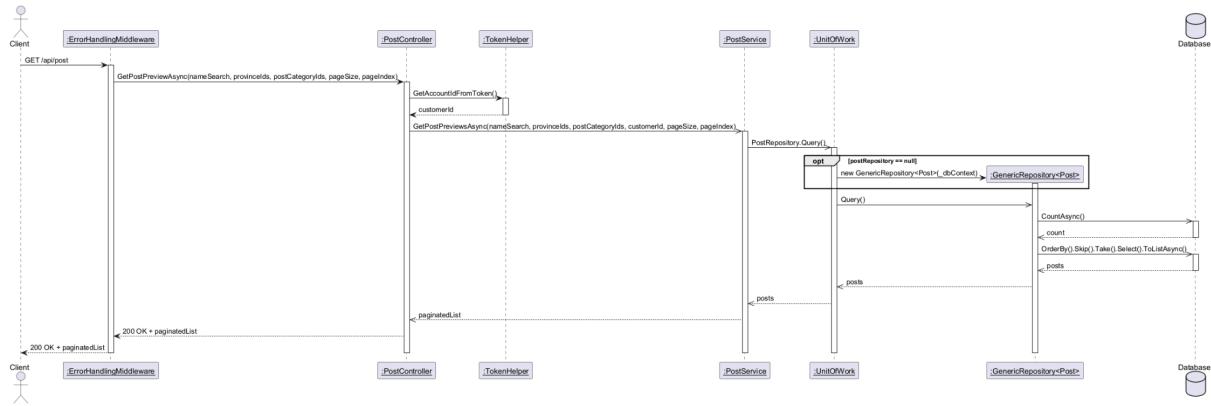


## 3.8 Post

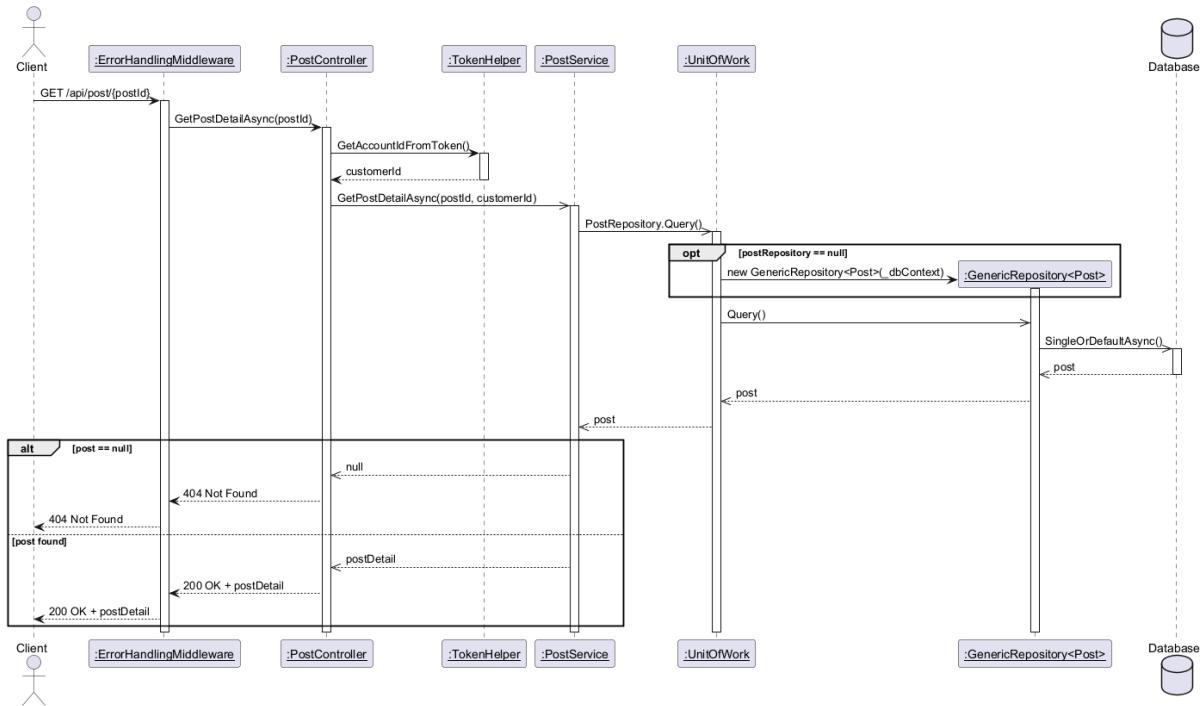
### 3.8.1 Class Diagram



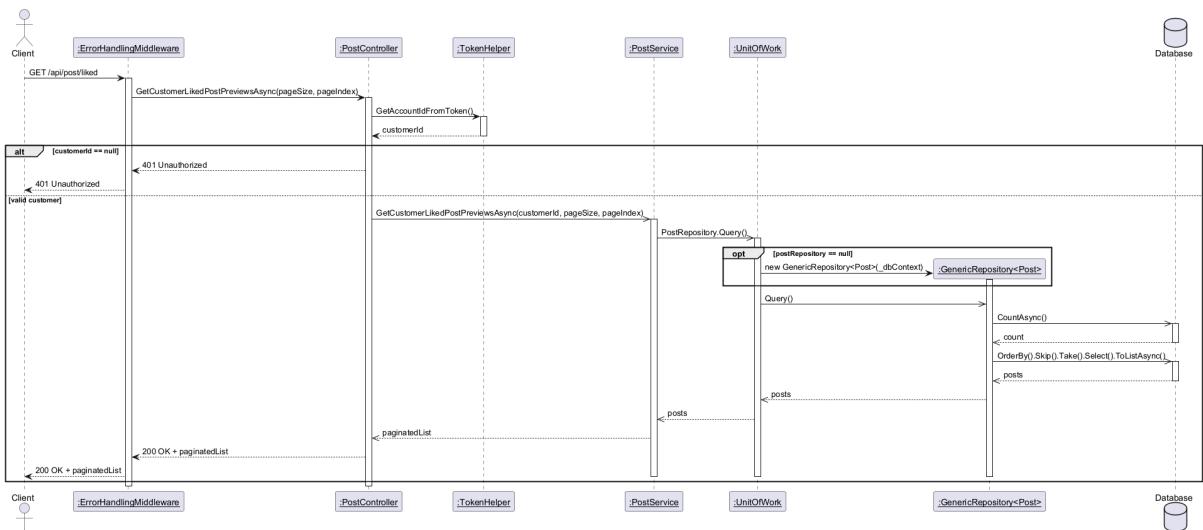
### 3.8.2 Get All Posts



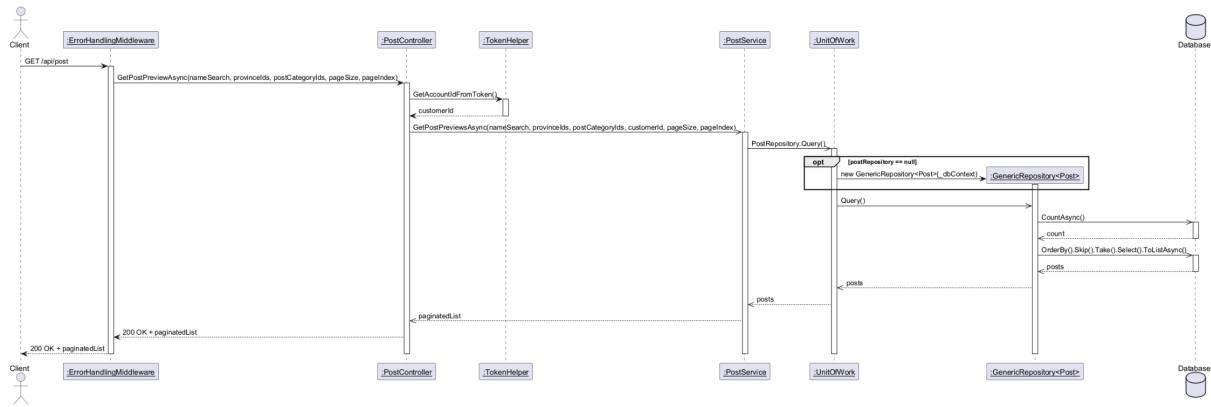
### 3.8.3 Get Post By Id



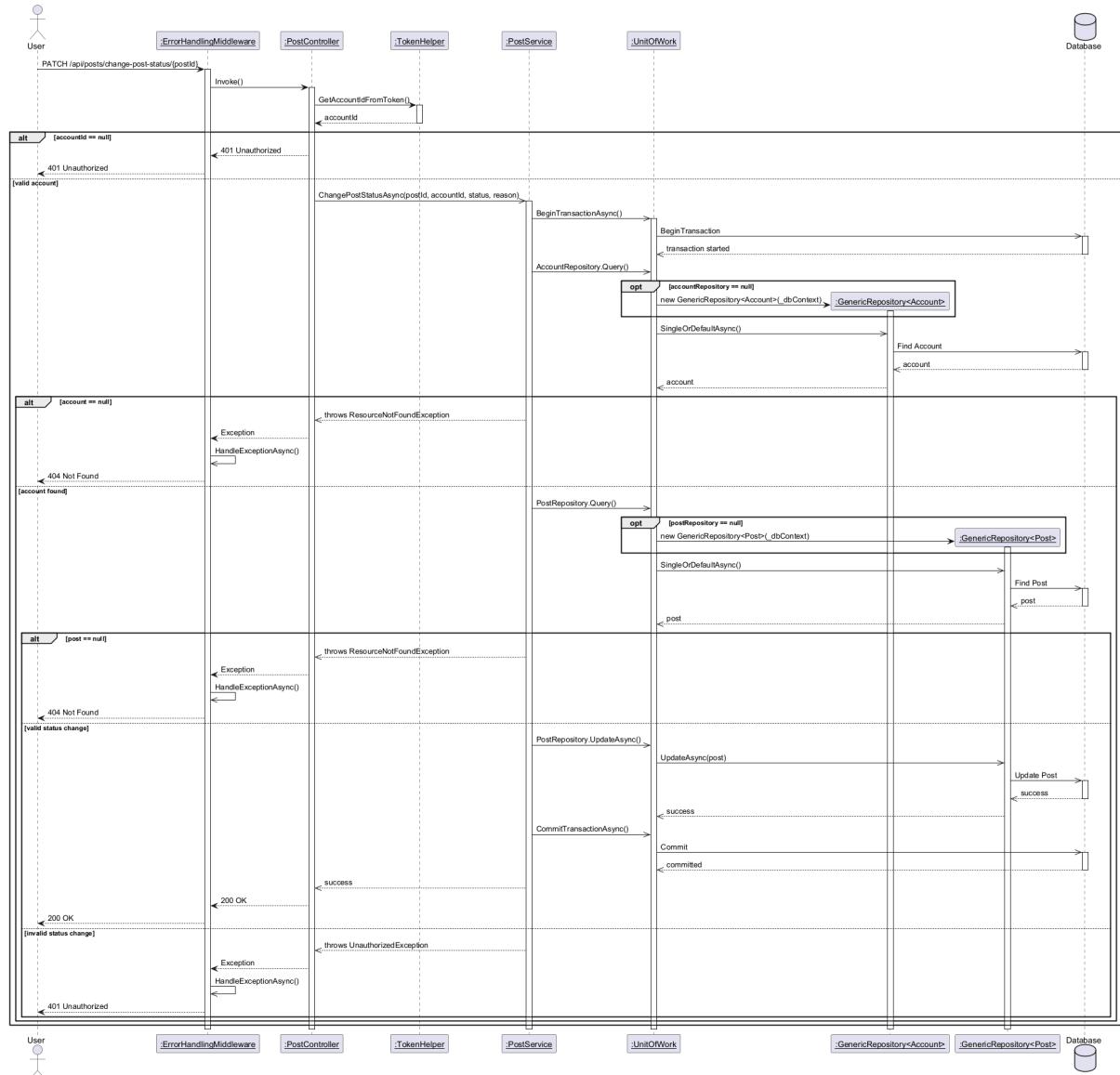
### 3.8.4 Get Liked Posts



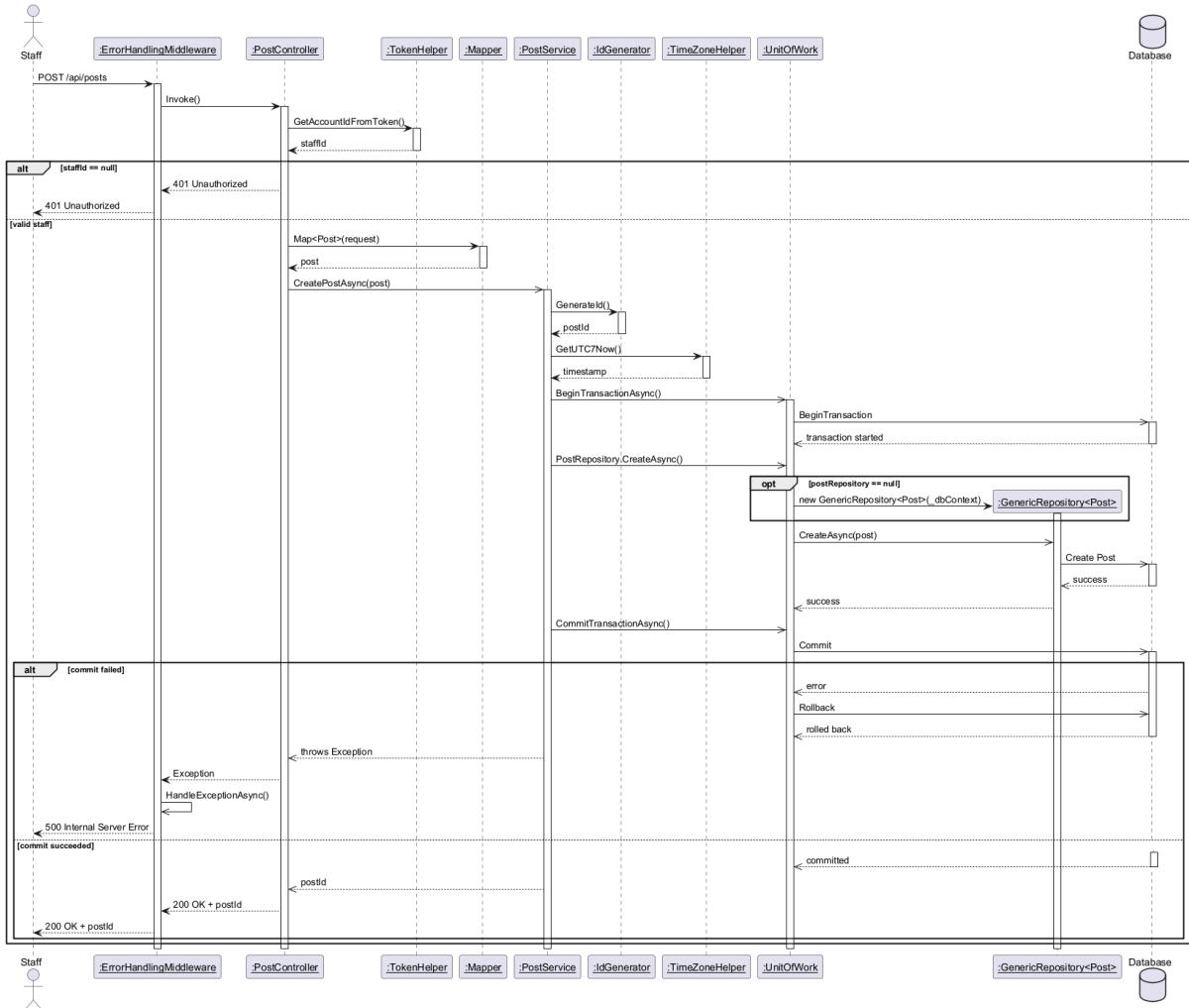
### 3.8.5 Like Post



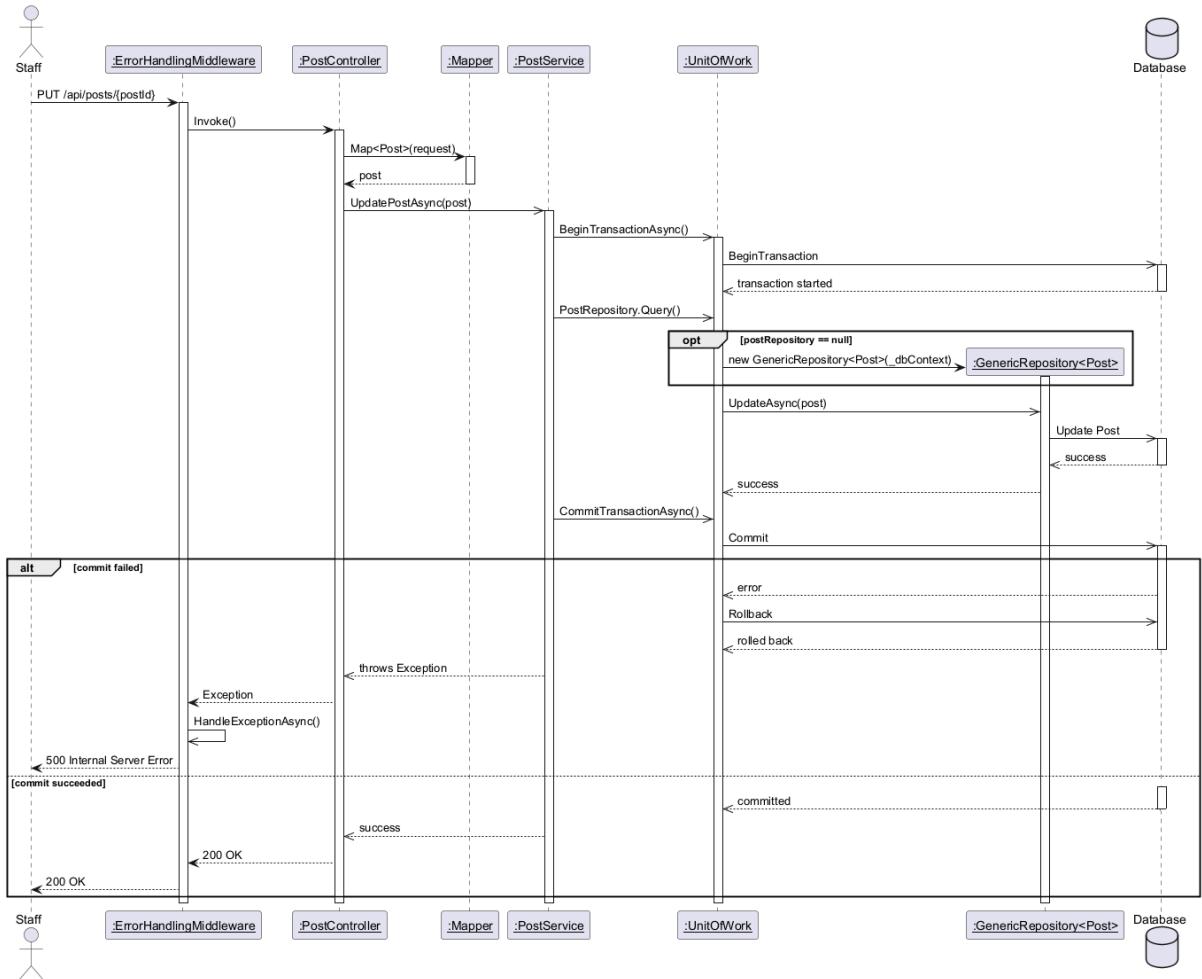
### 3.8.6 Change Status



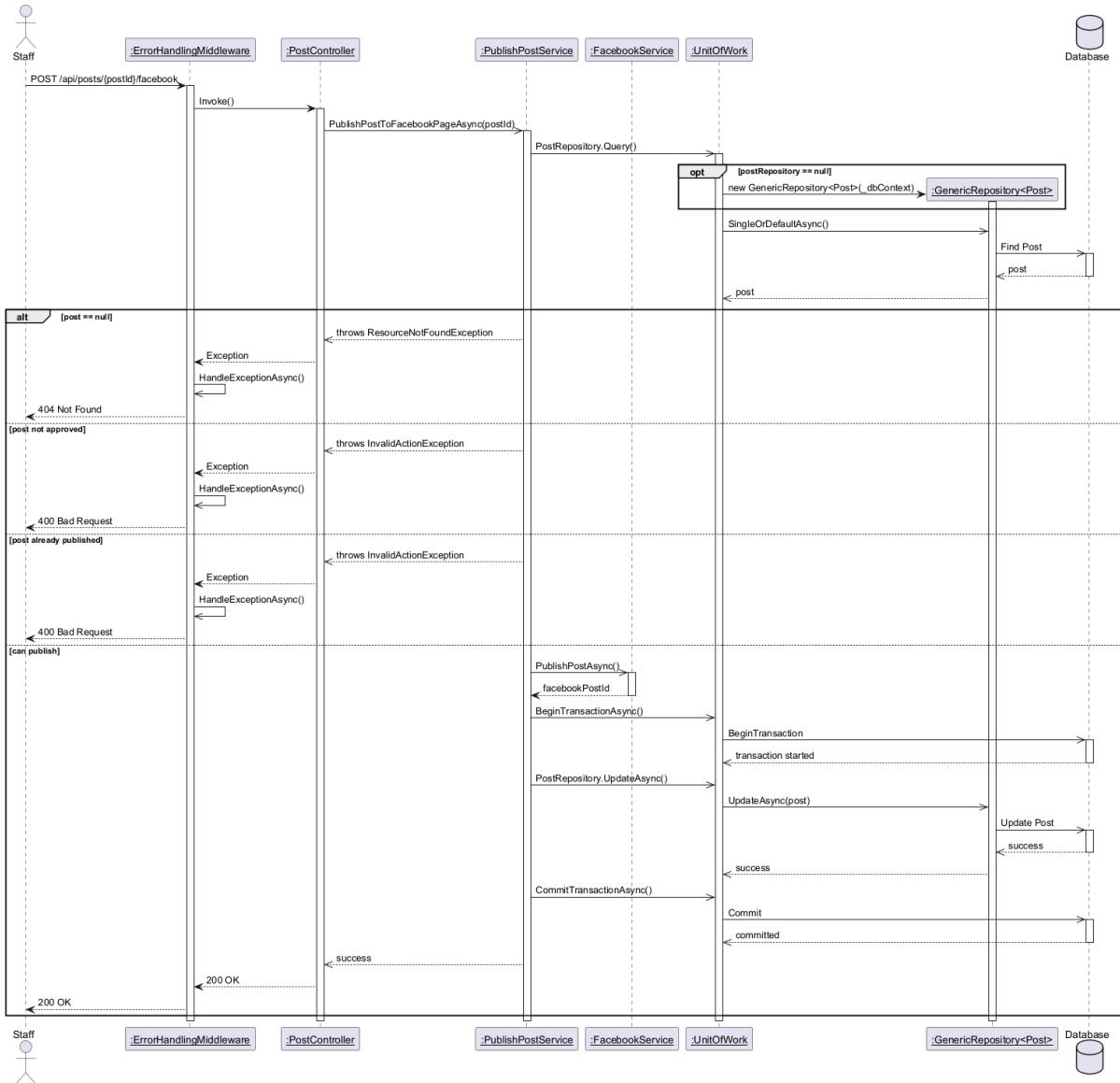
### 3.8.7 Create Post



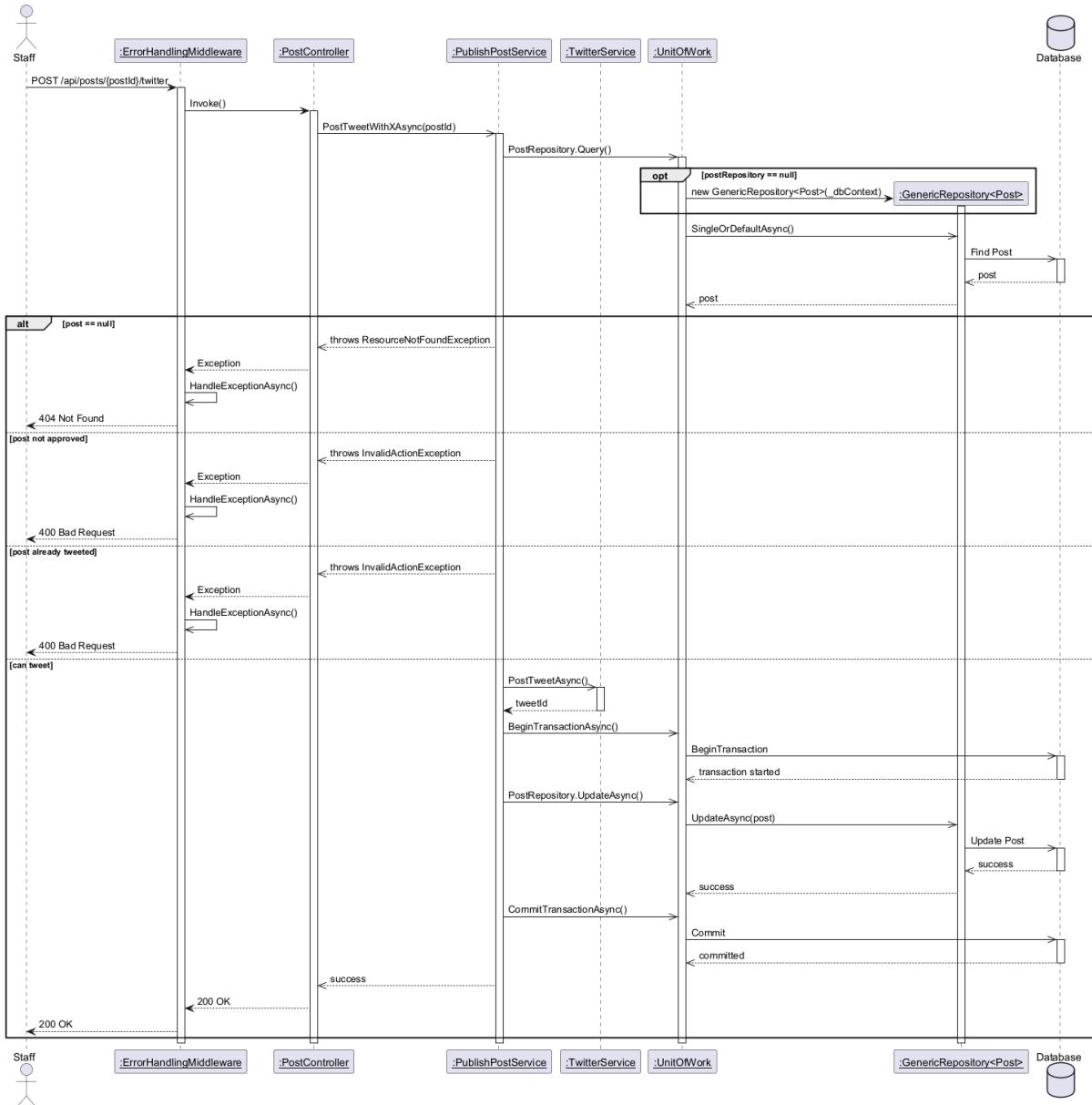
### 3.8.8 Update Post



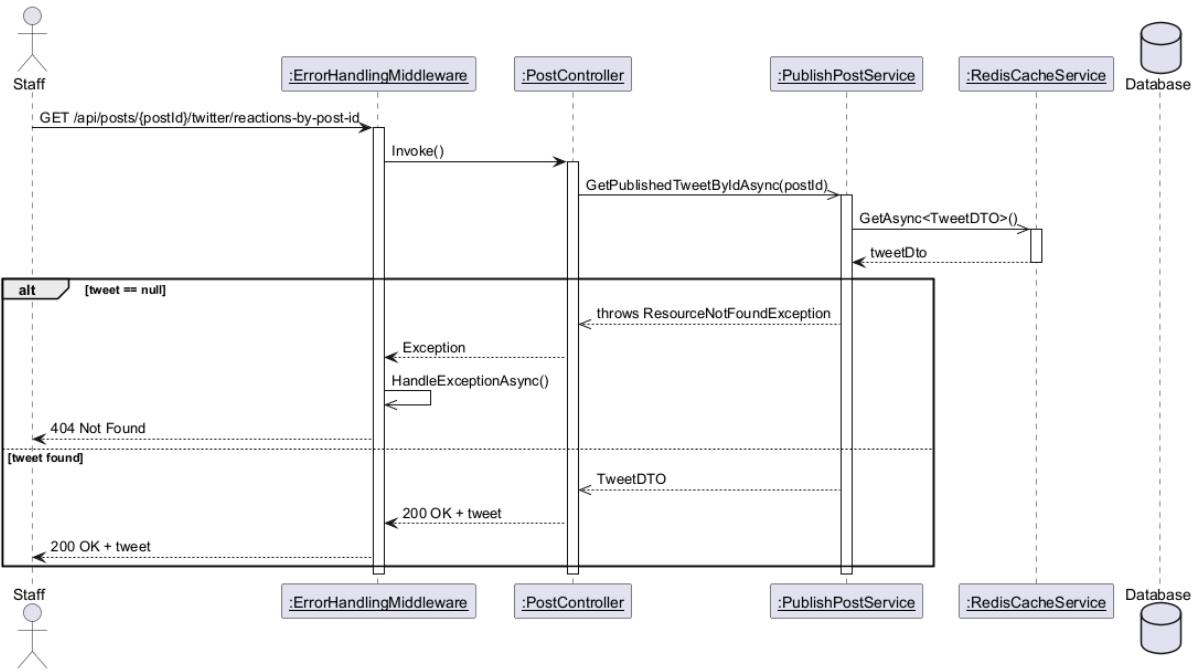
### 3.8.9 Post On Facebook



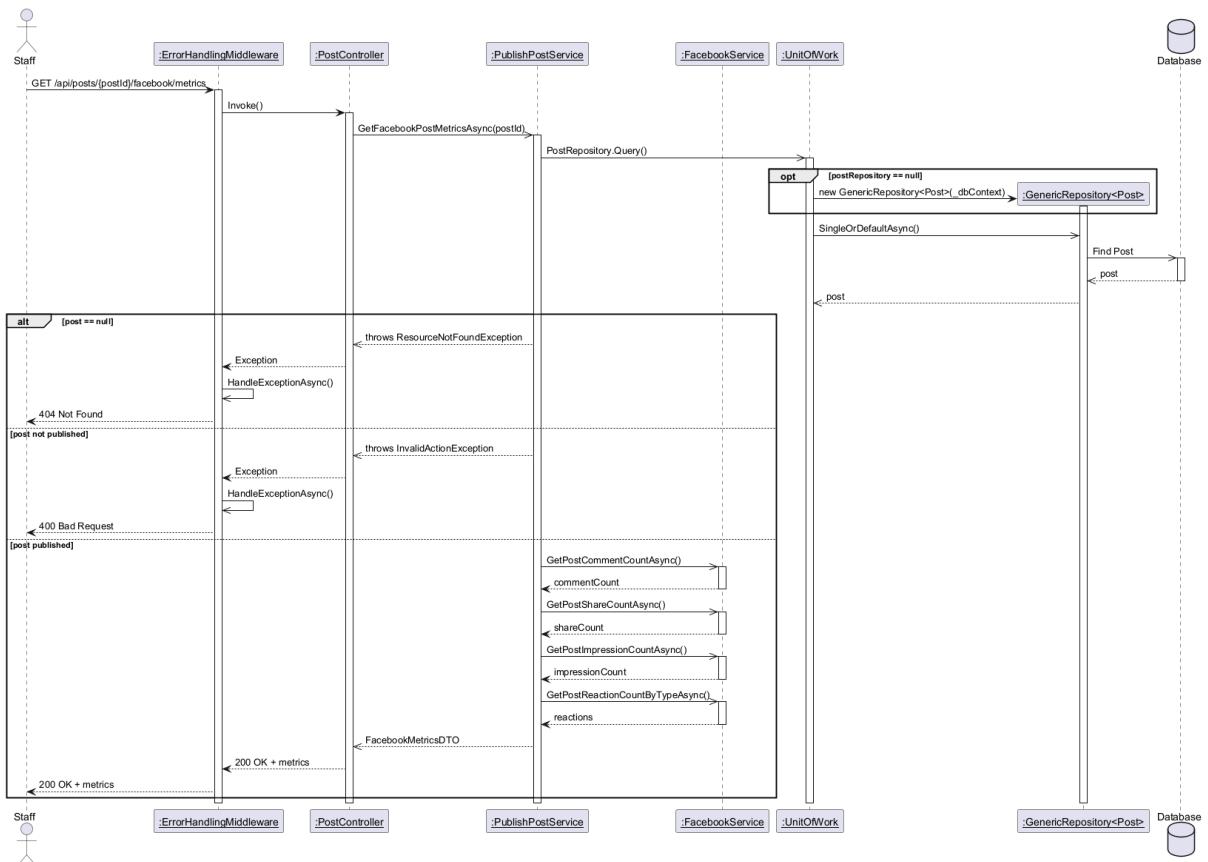
### **3.8.10 Post On Twitter**



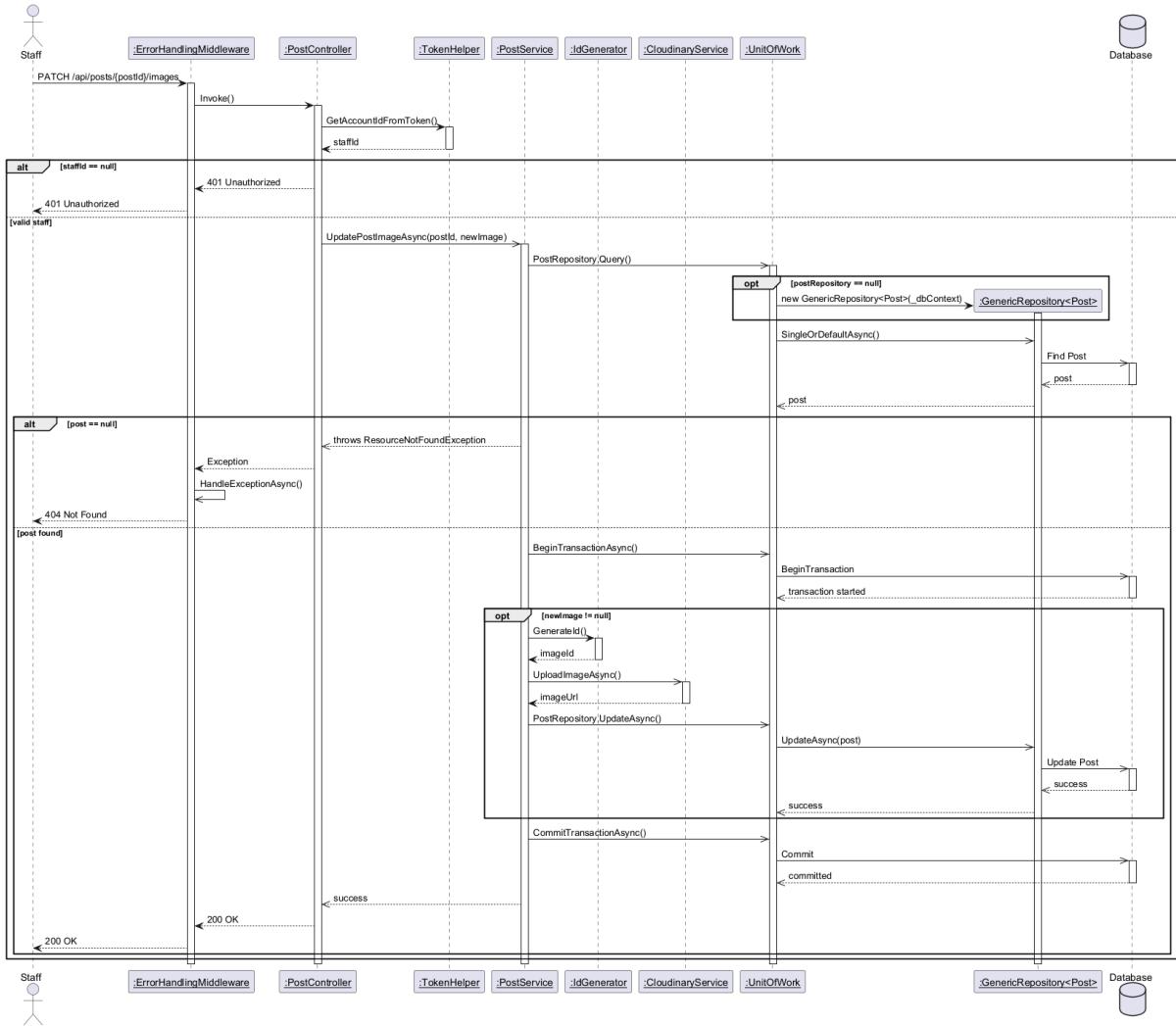
### 3.8.11 Get Tweet



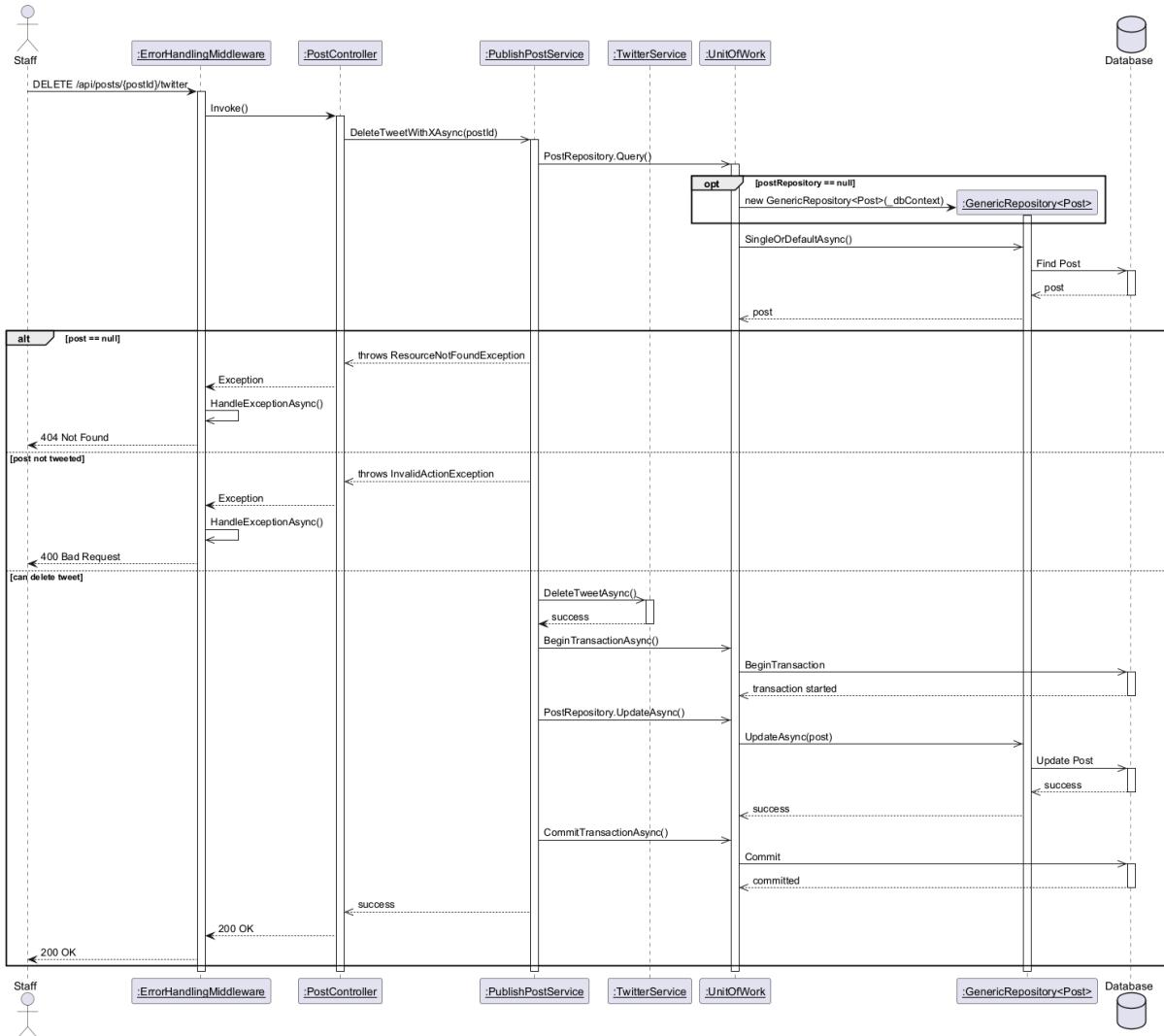
### 3.8.12 Get Facebook Metric



### 3.8.13 Update Post Image

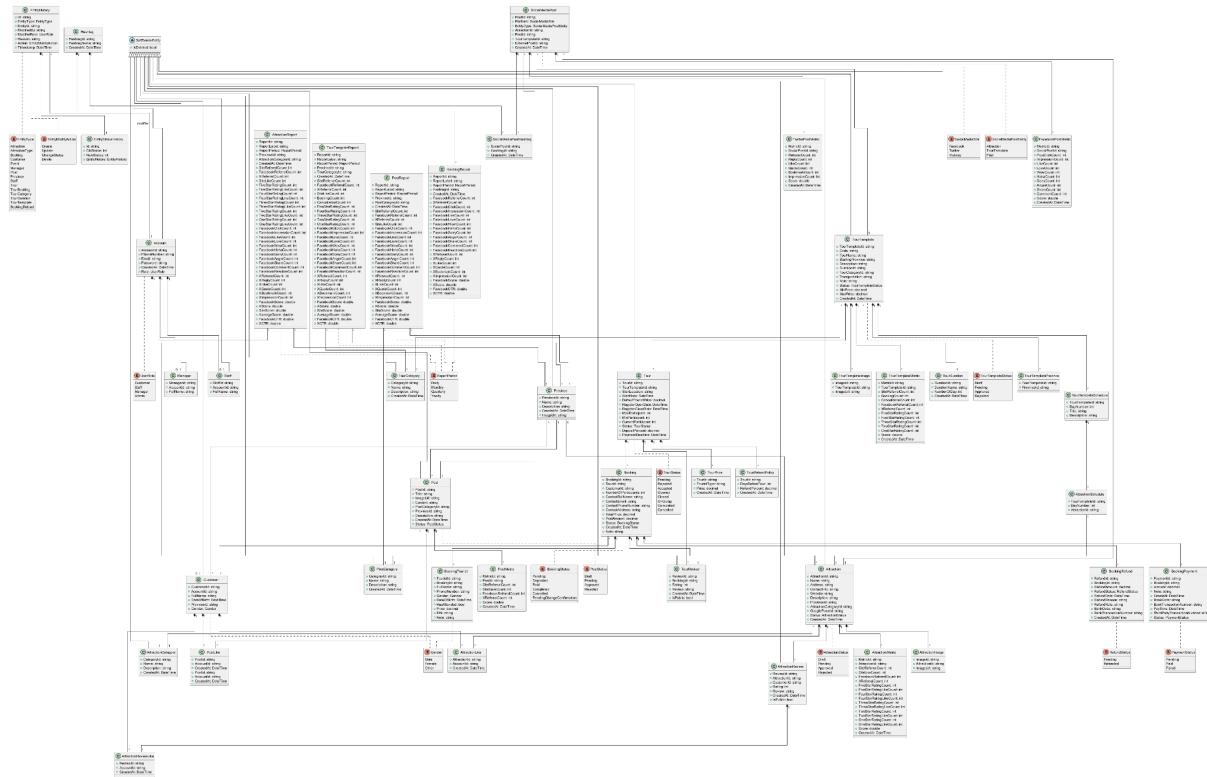


### 3.8.14 Delete Tweet

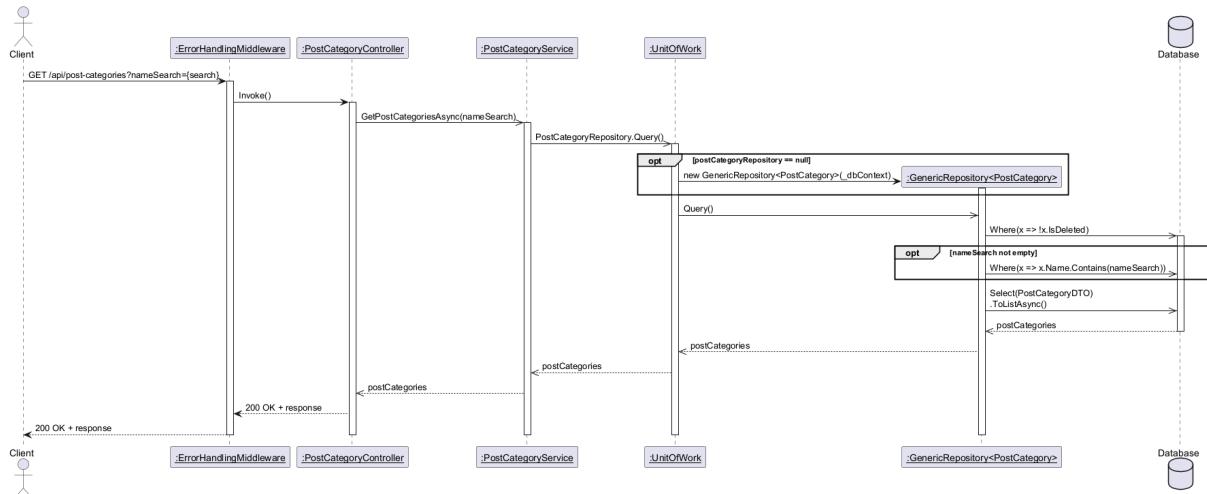


### 3.9 Post Category

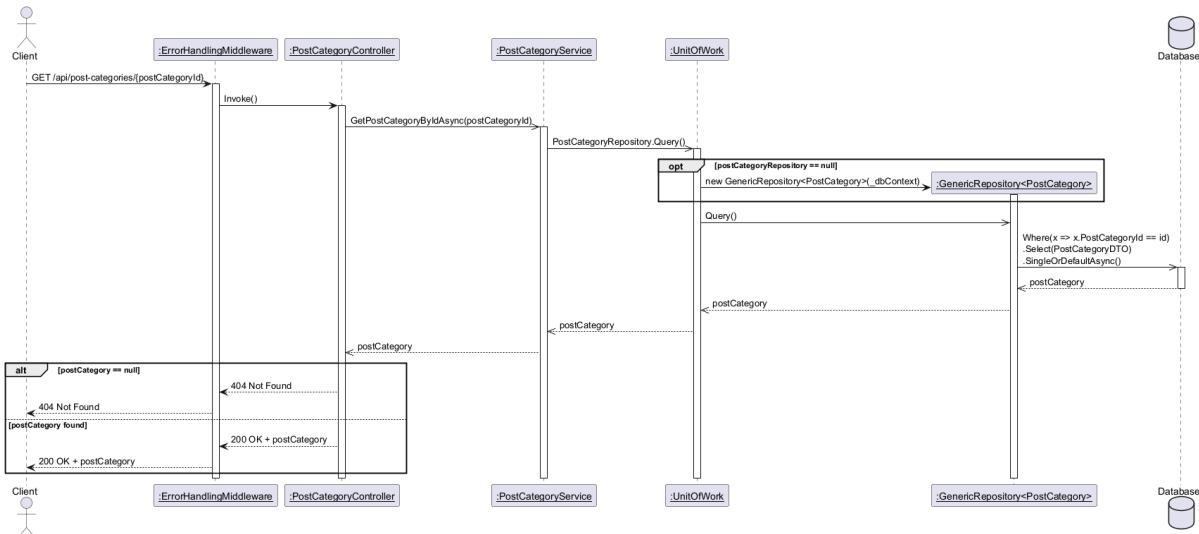
#### 3.9.1 Class Diagram



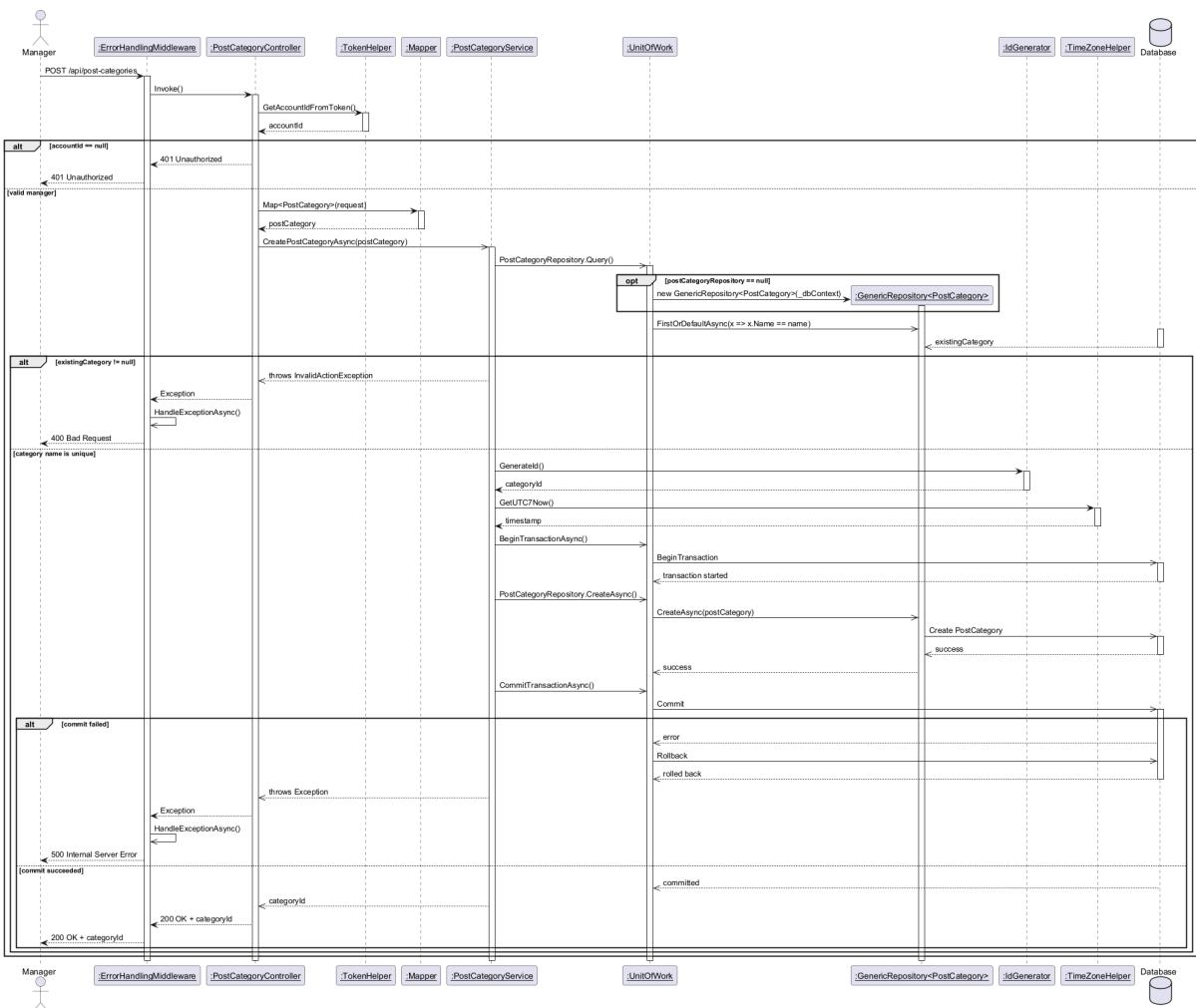
### 3.9.2 Get all



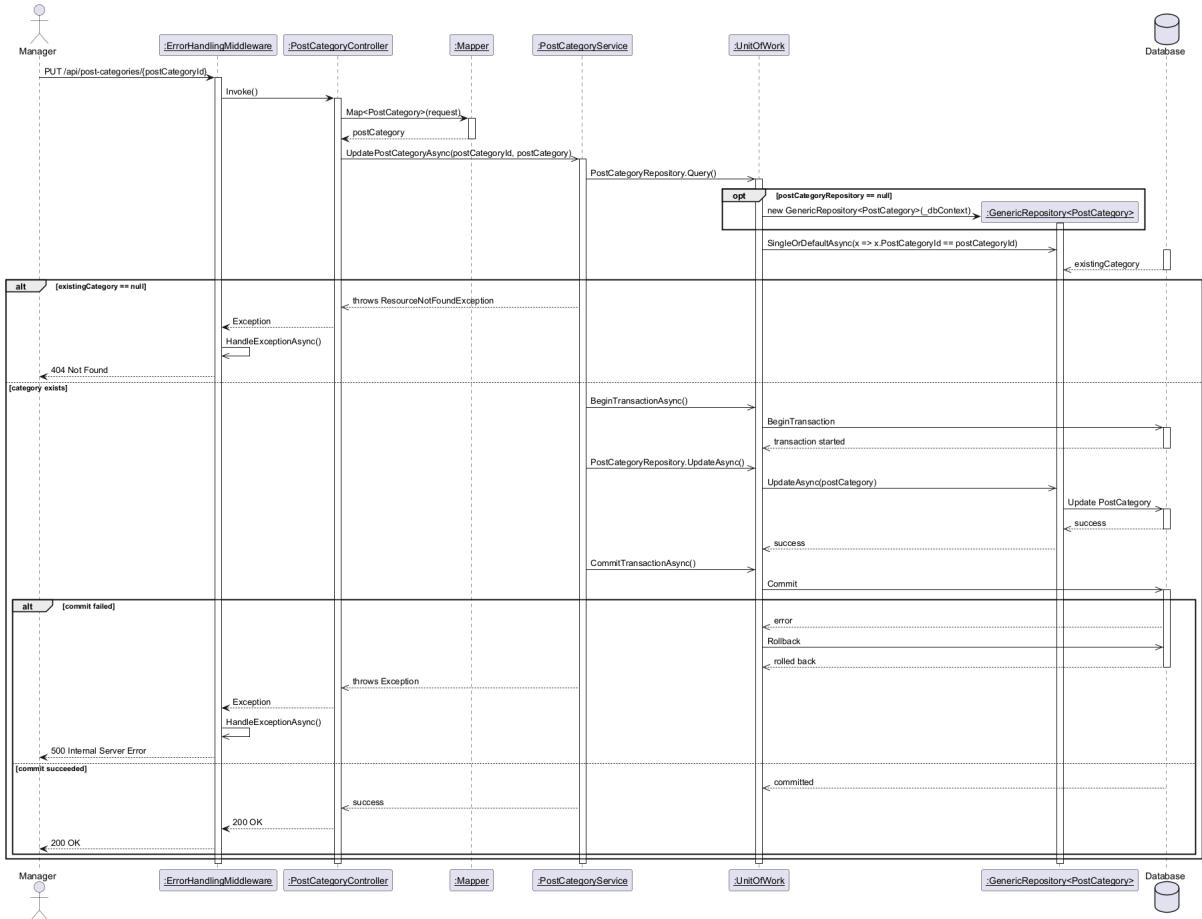
### 3.9.3 Get by Id



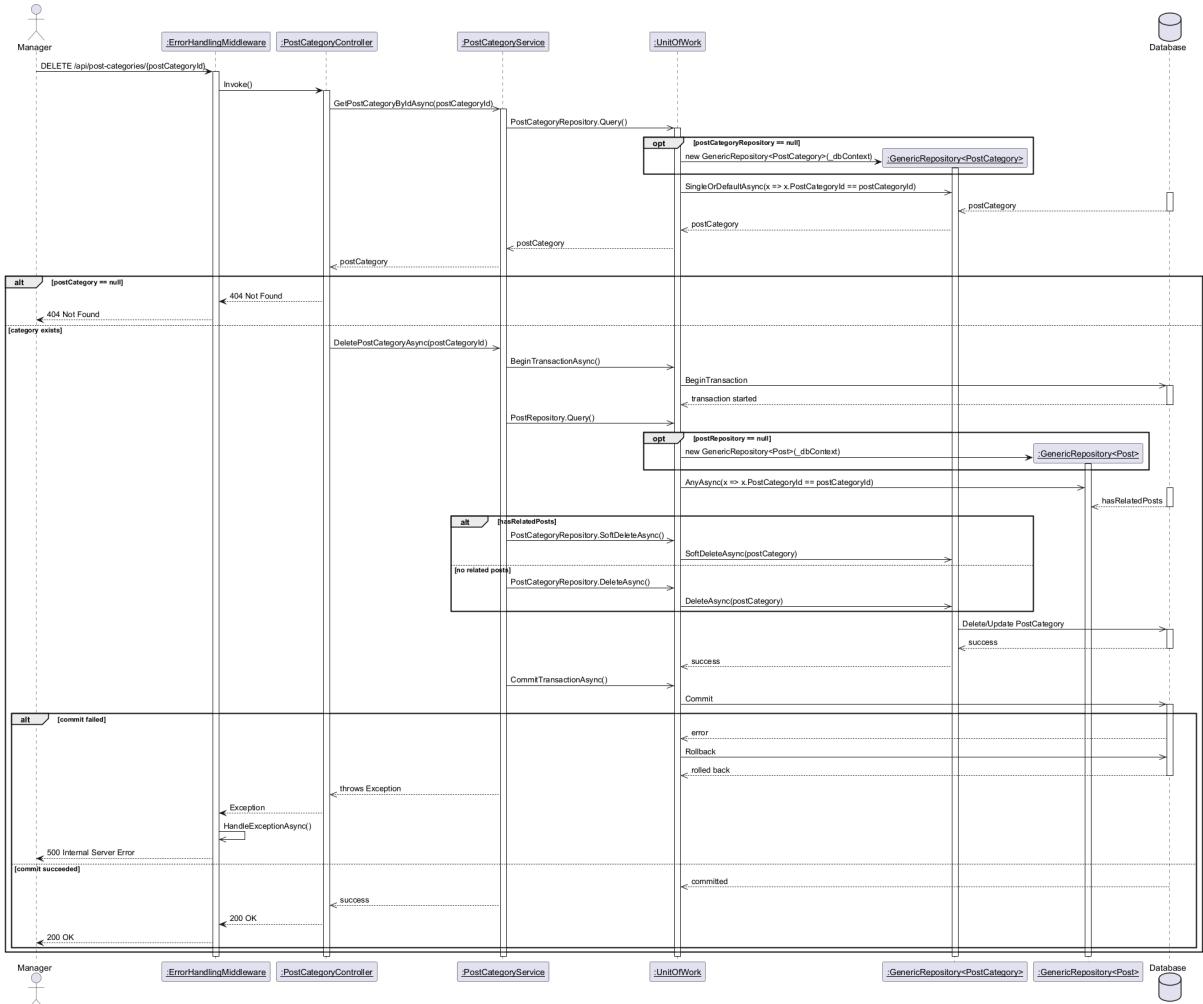
### 3.9.4 Create



### 3.9.5 Update

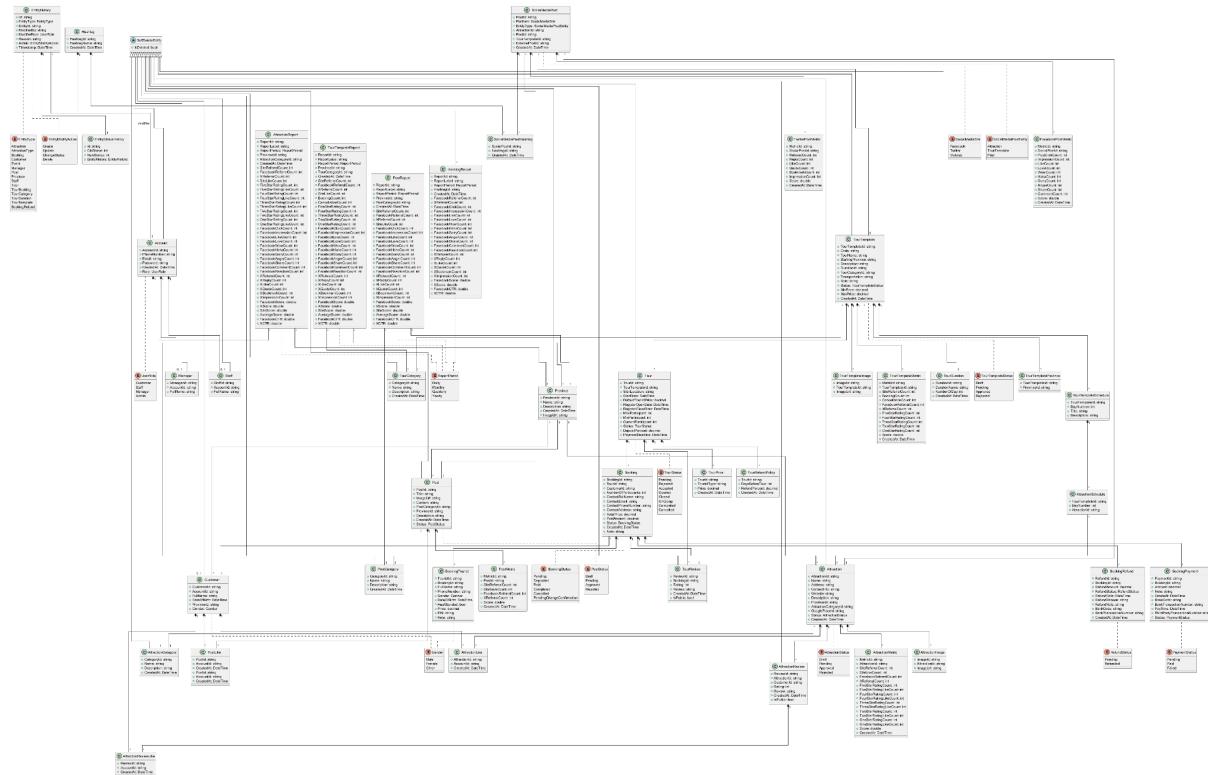


### 3.9.6 Delete

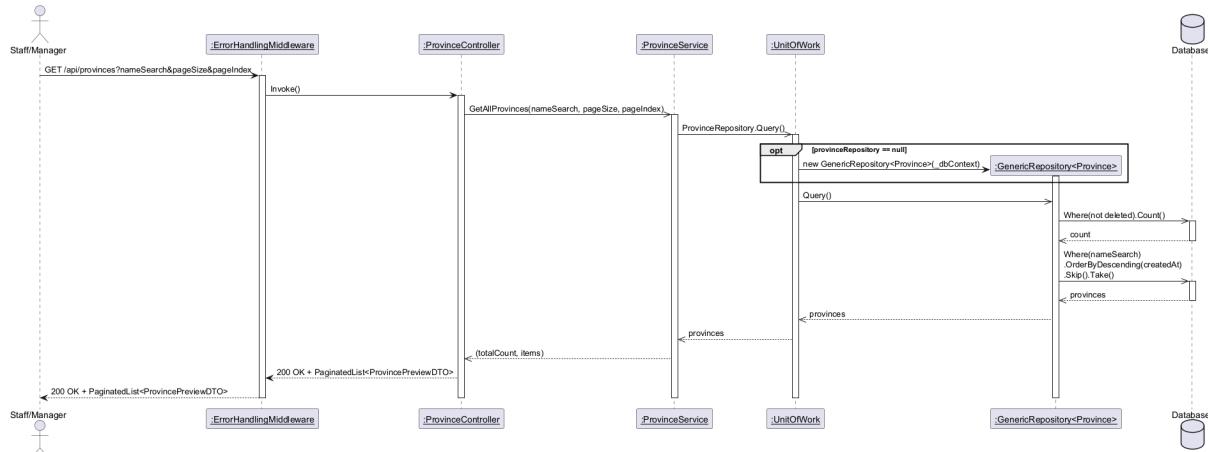


### 3.10 Province

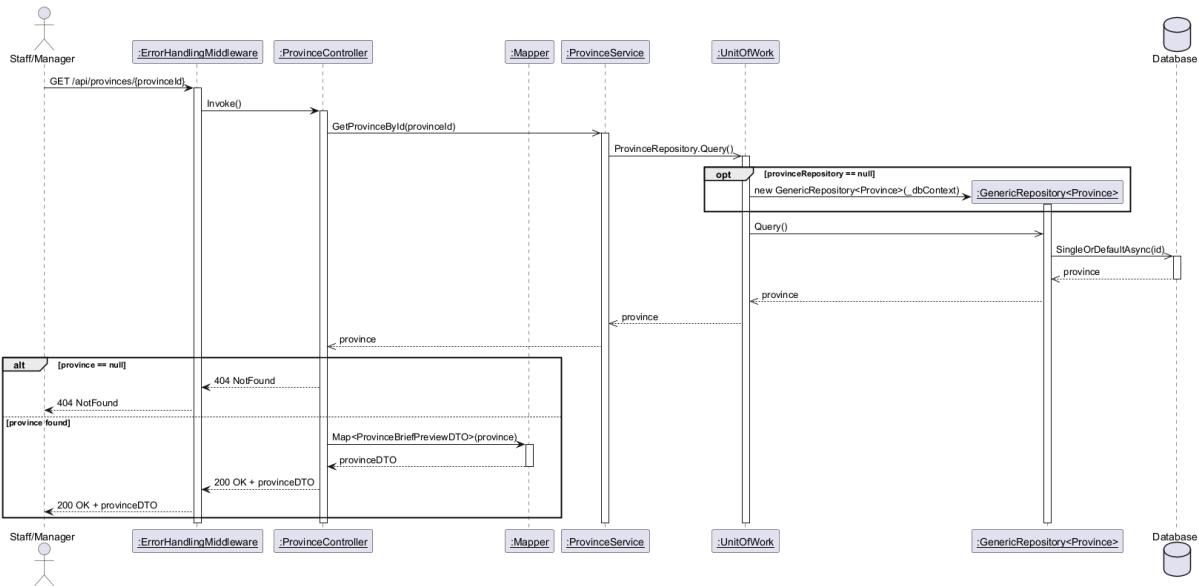
#### 3.10.1 Class Diagram



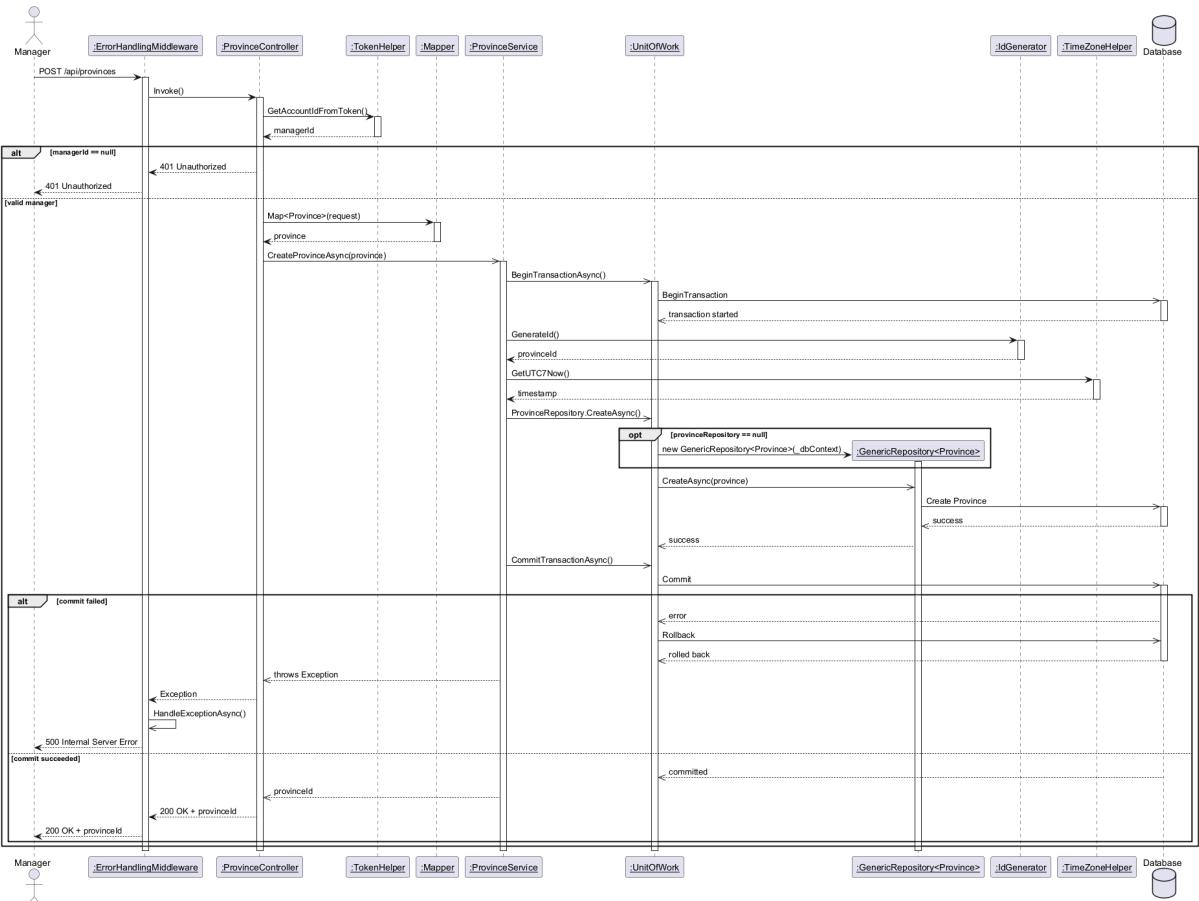
### 3.10.2 Get All Provinces



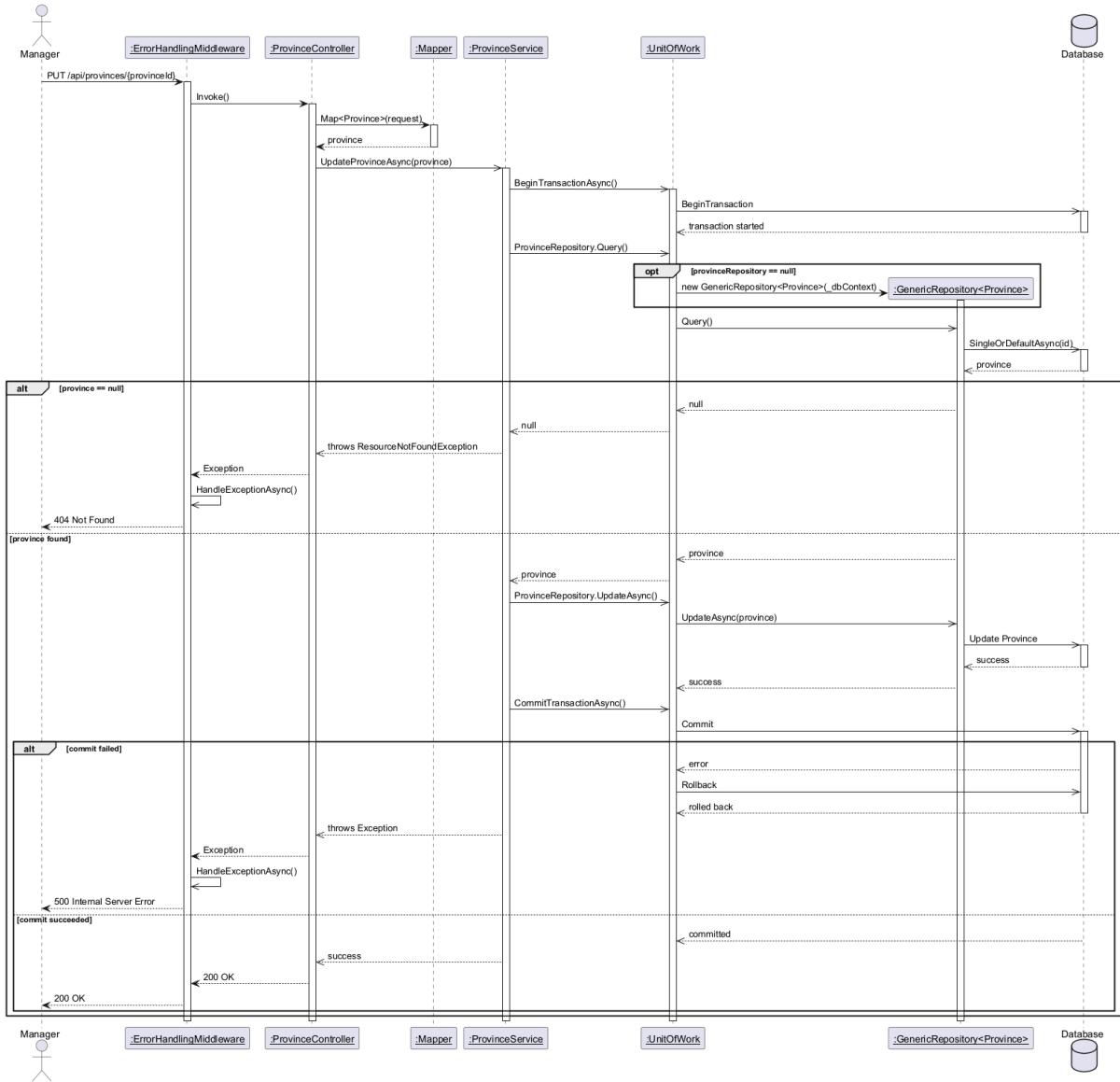
### 3.10.3 Get Provinces By Id



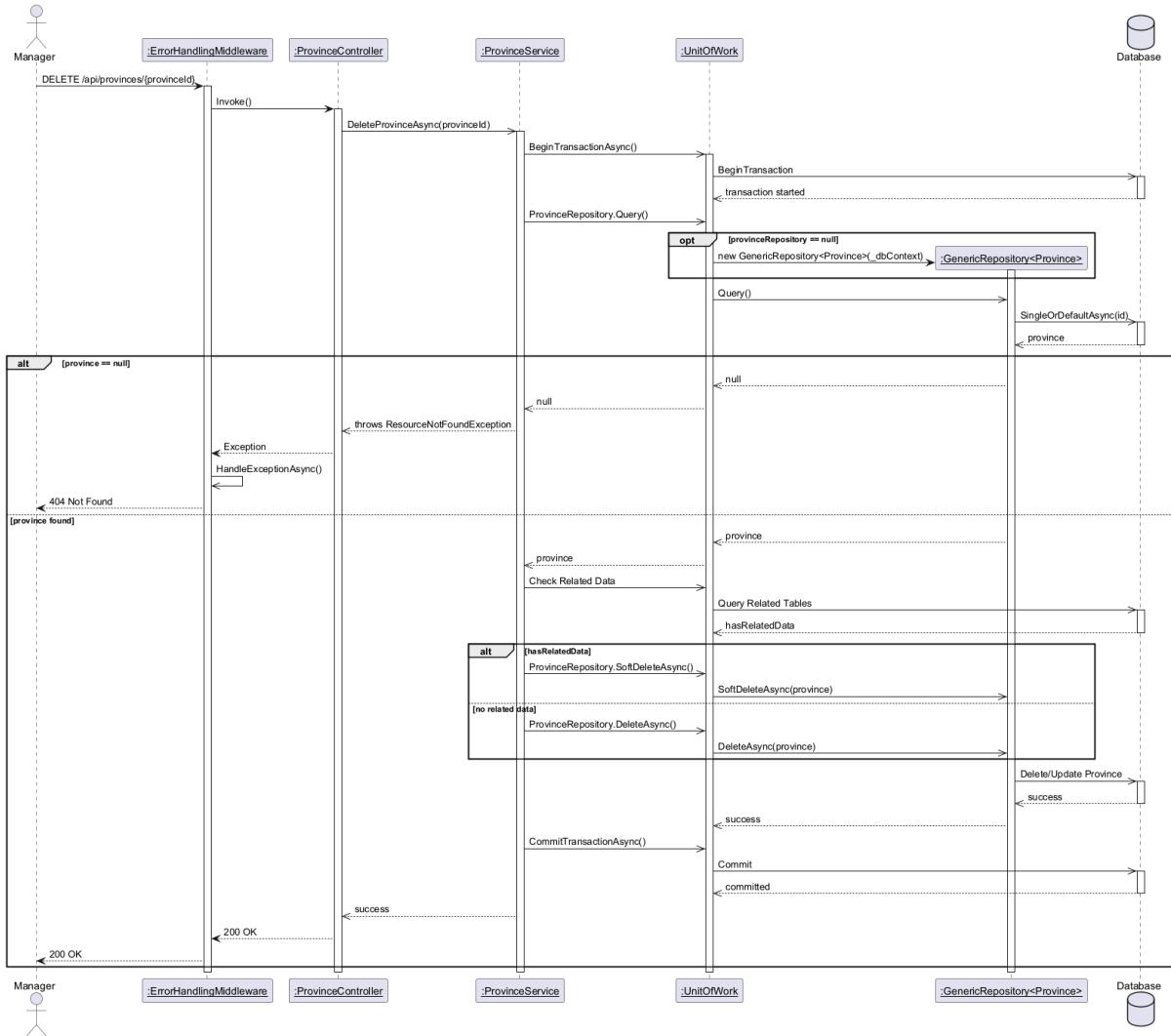
### 3.10.4 Create Province



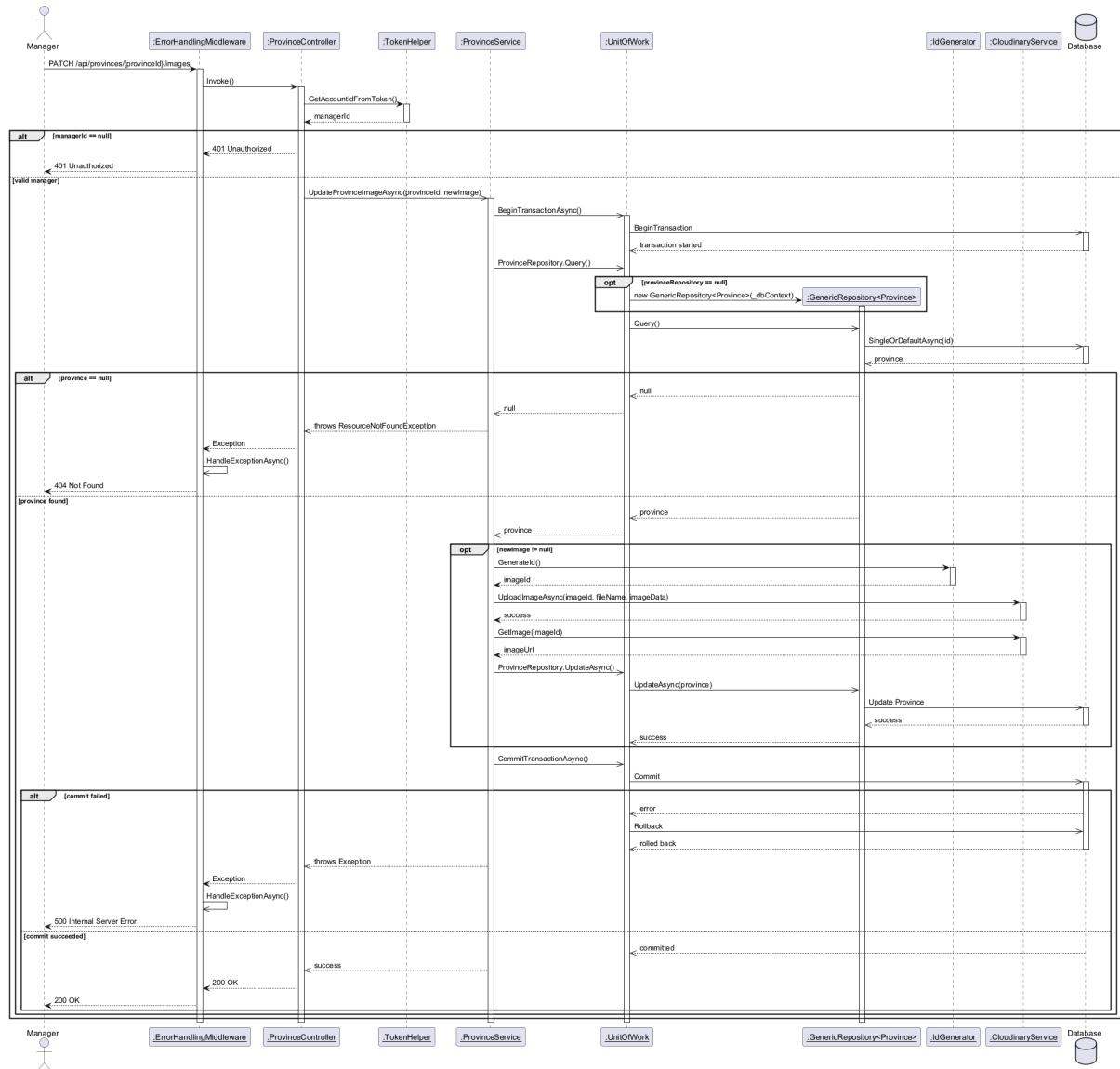
### 3.10.5 Update Province



### **3.10.6 Delete Province**

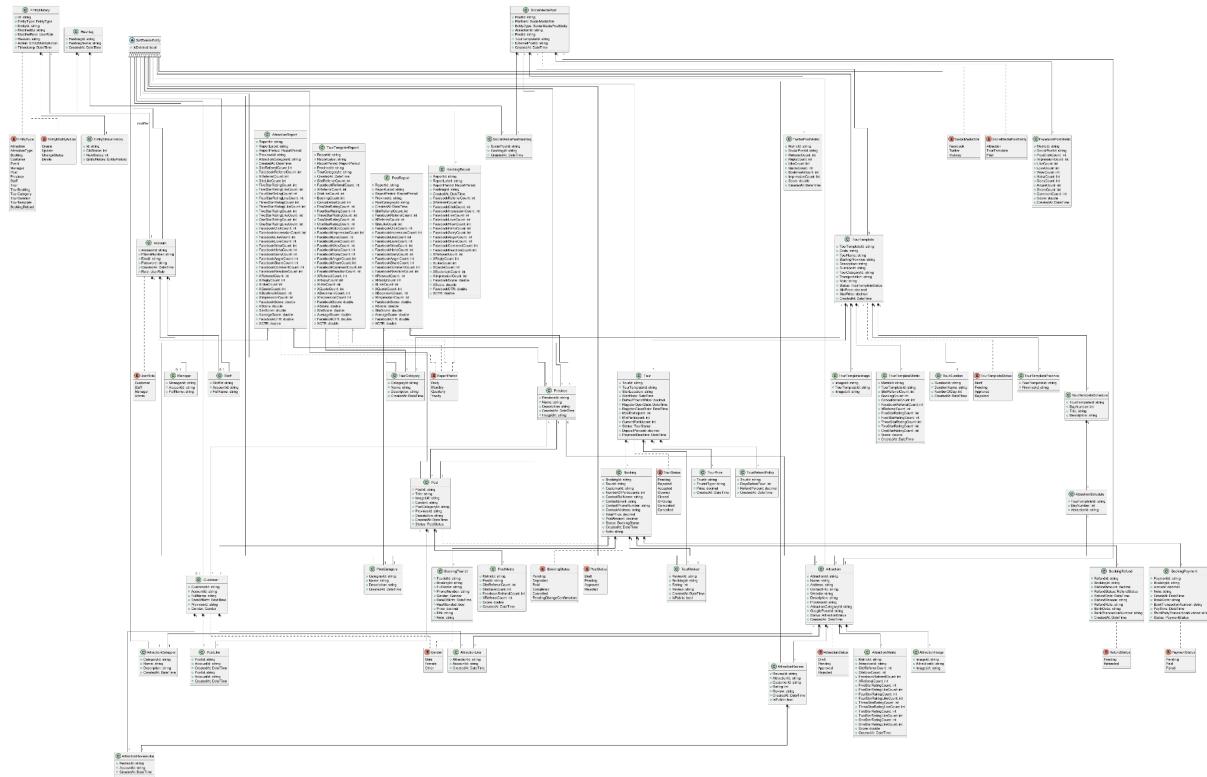


### 3.10.7 Update Province Image

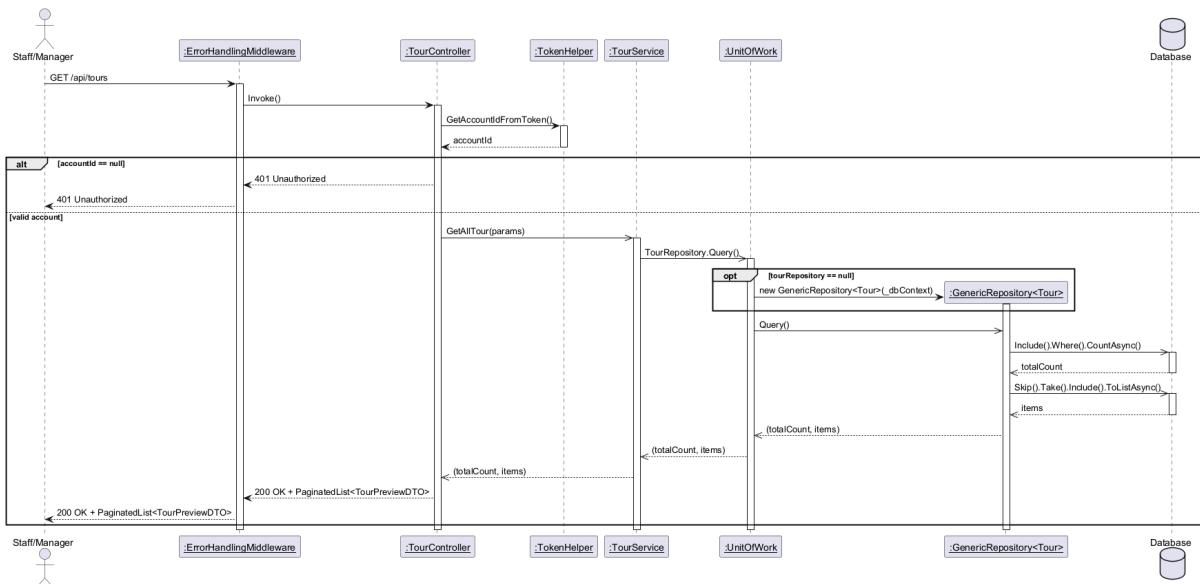


## 3.11 Tour

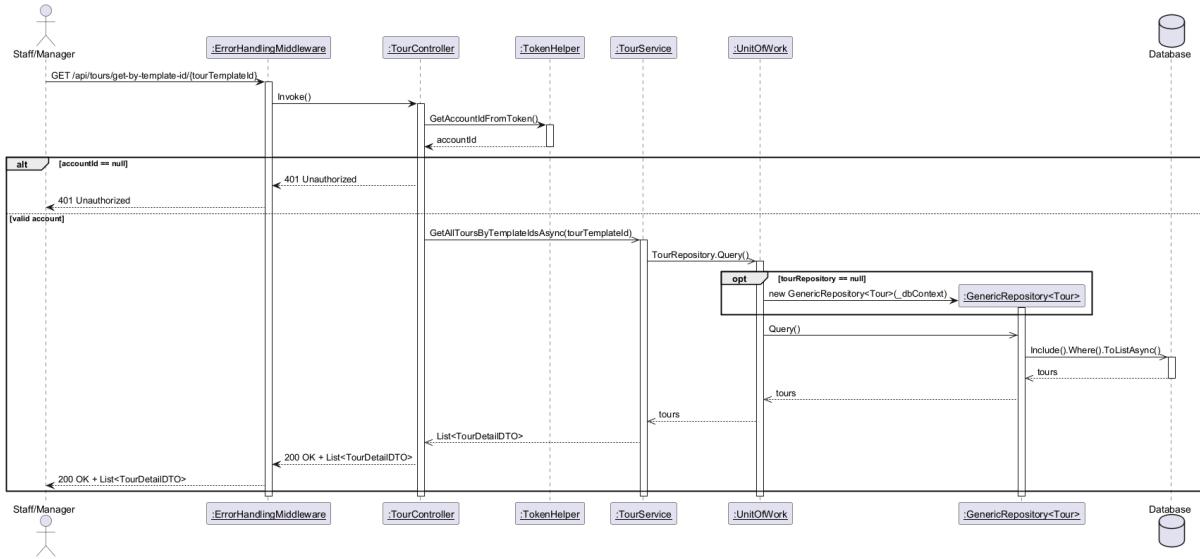
### 3.11.1 Class Diagram



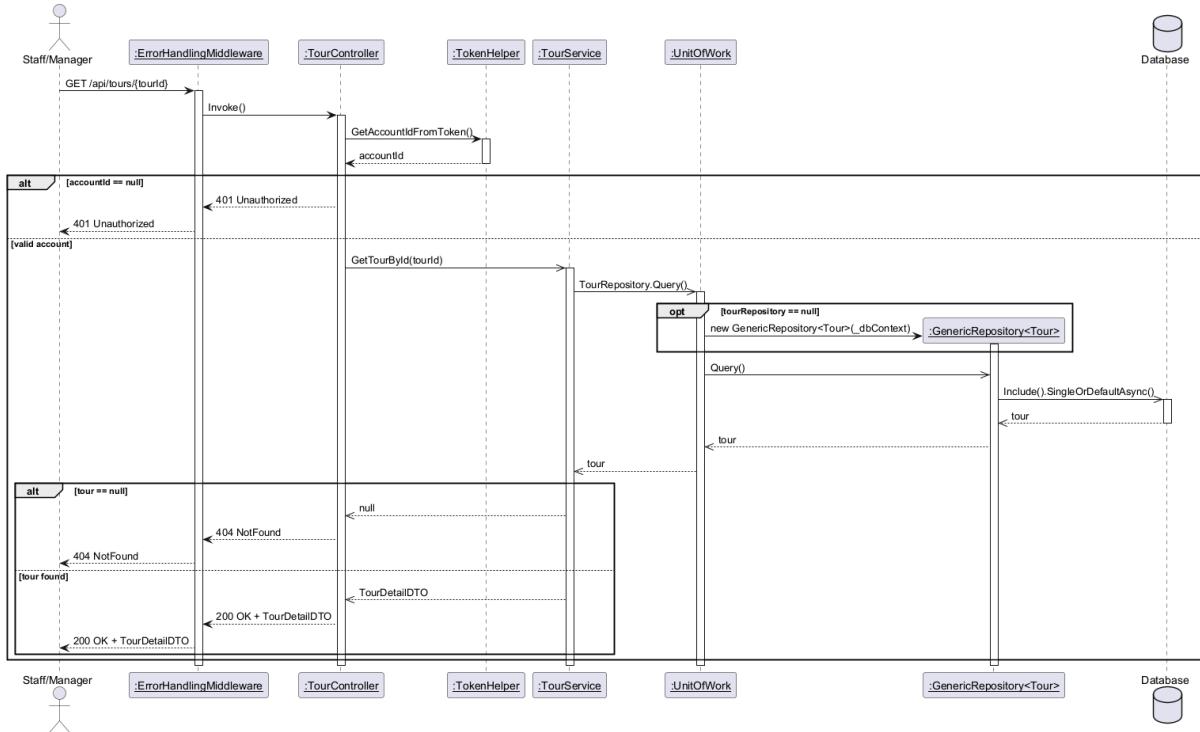
### 3.11.2 Get All Tour



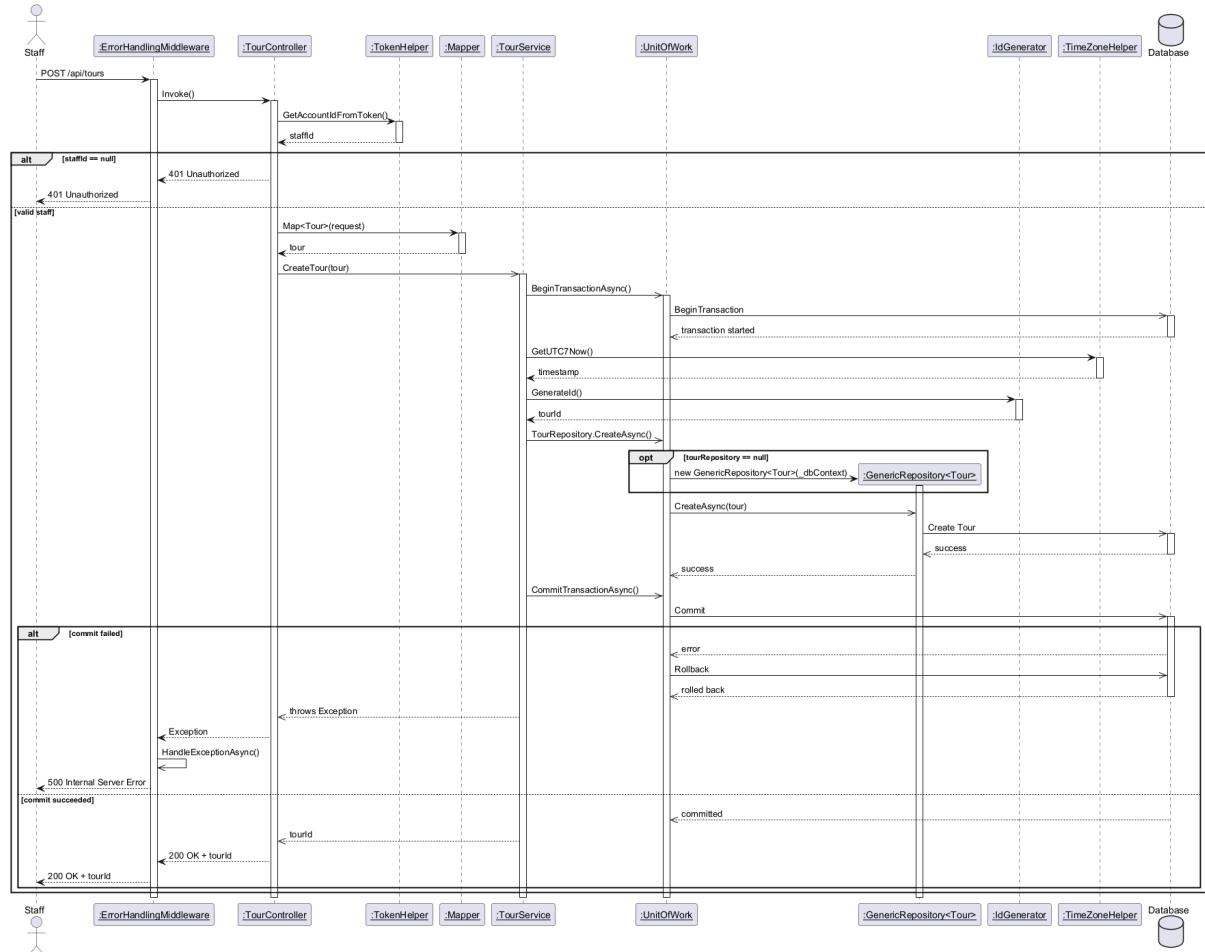
### 3.11.3 Get All Tour By Template Id



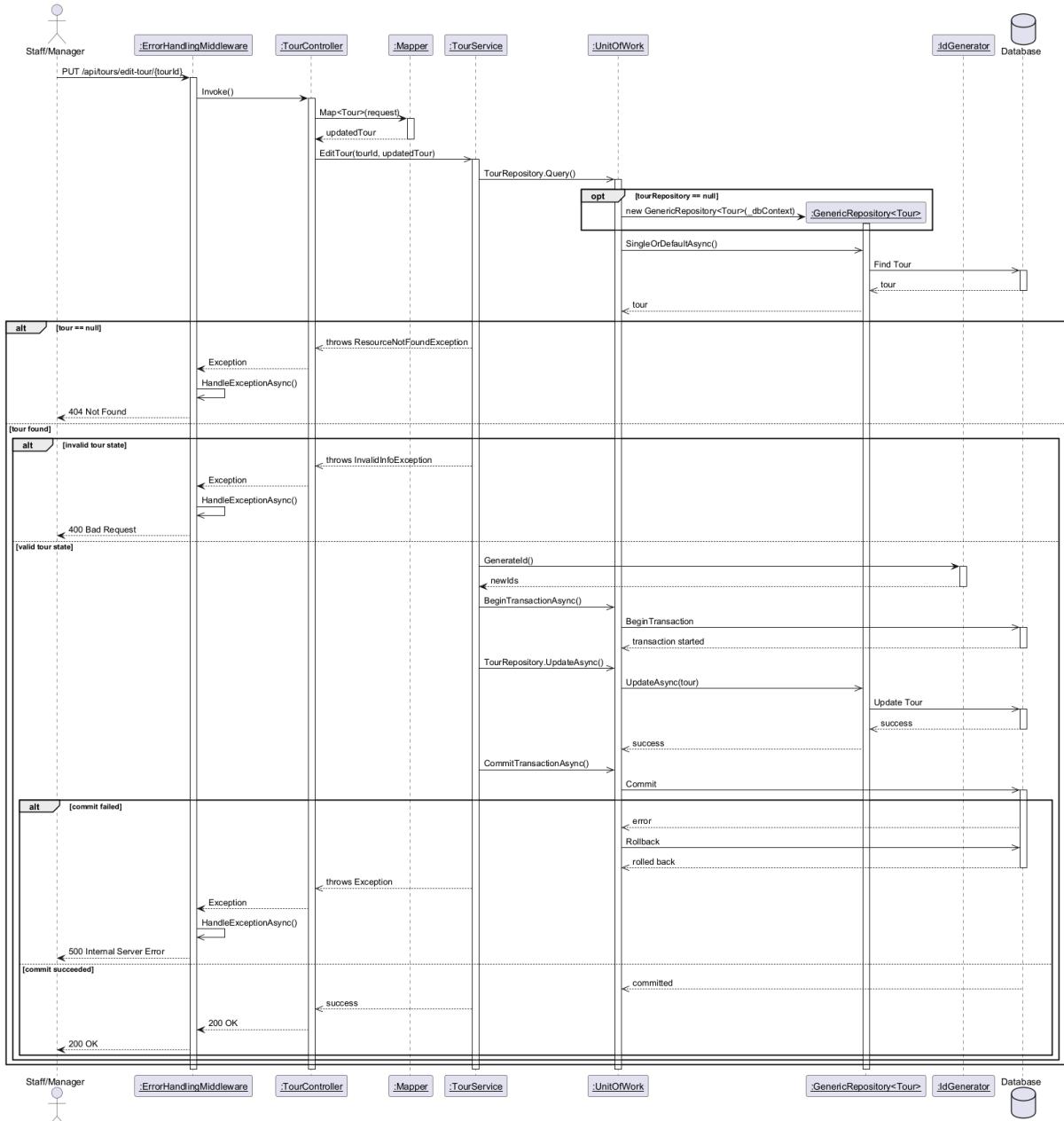
### 3.11.4 Get Tour By Id



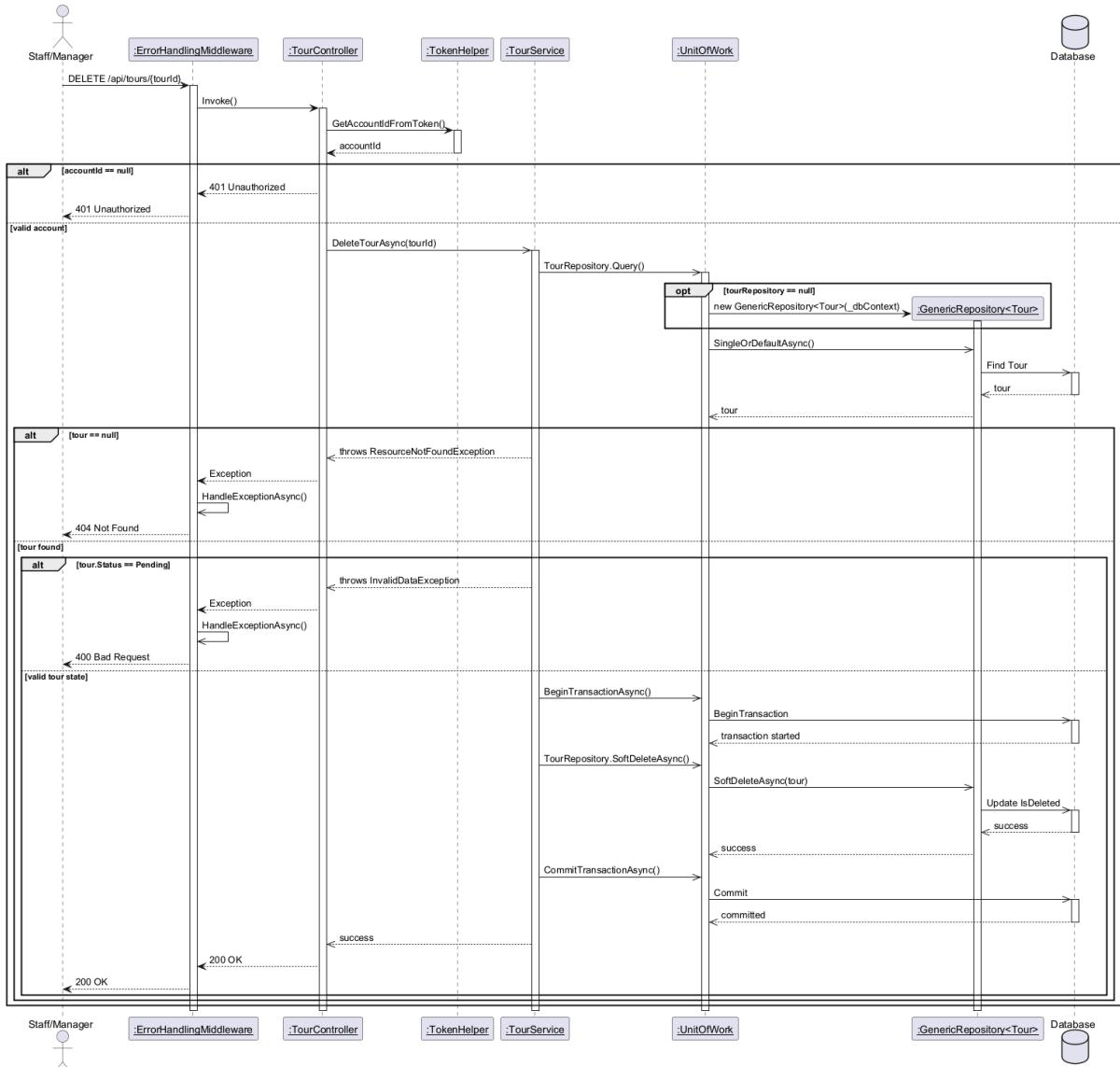
### 3.11.5 Staff Create Tour



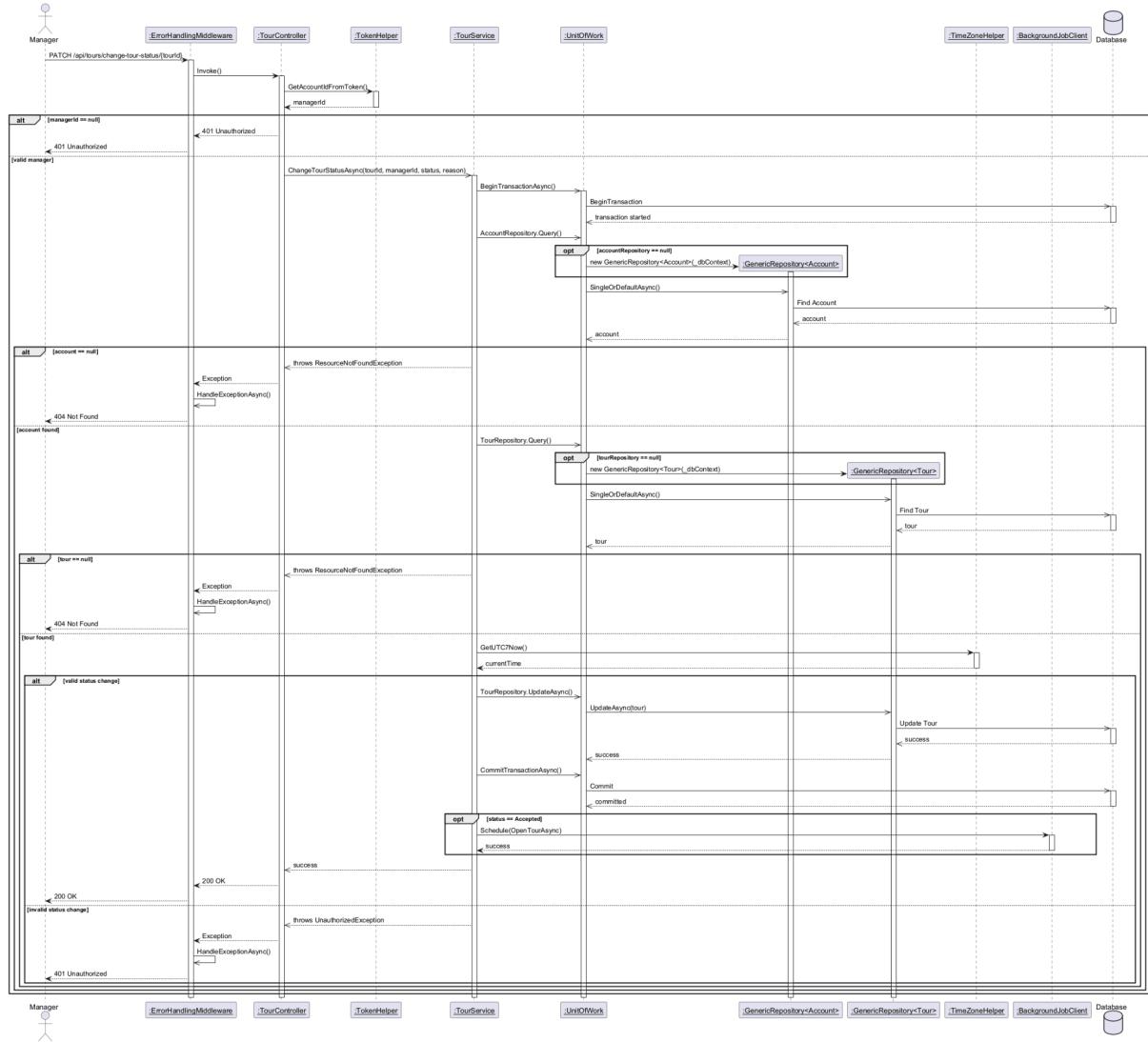
### 3.11.6 Staff/Manager Update Tour



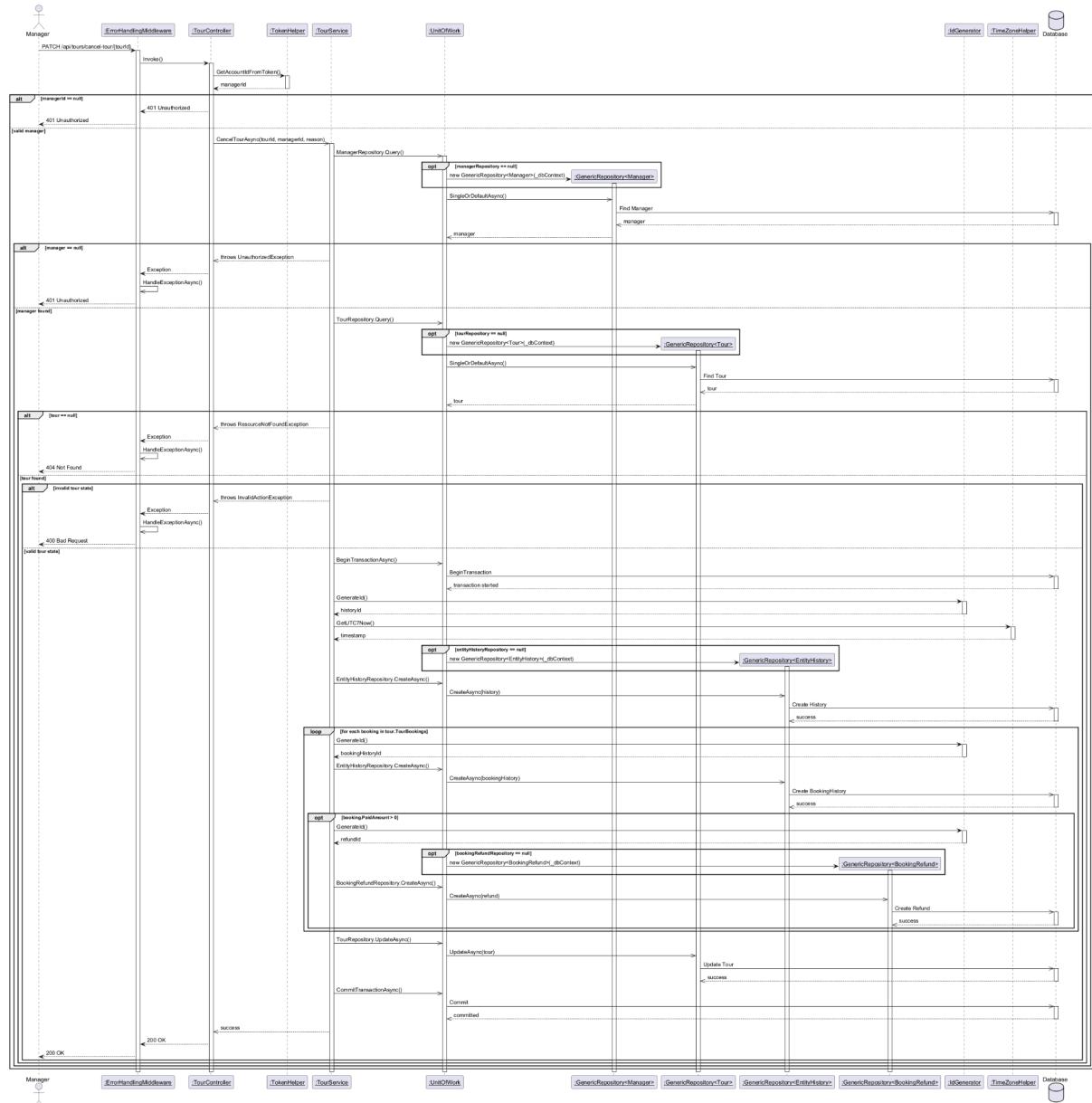
### 3.11.7 Delete Tour



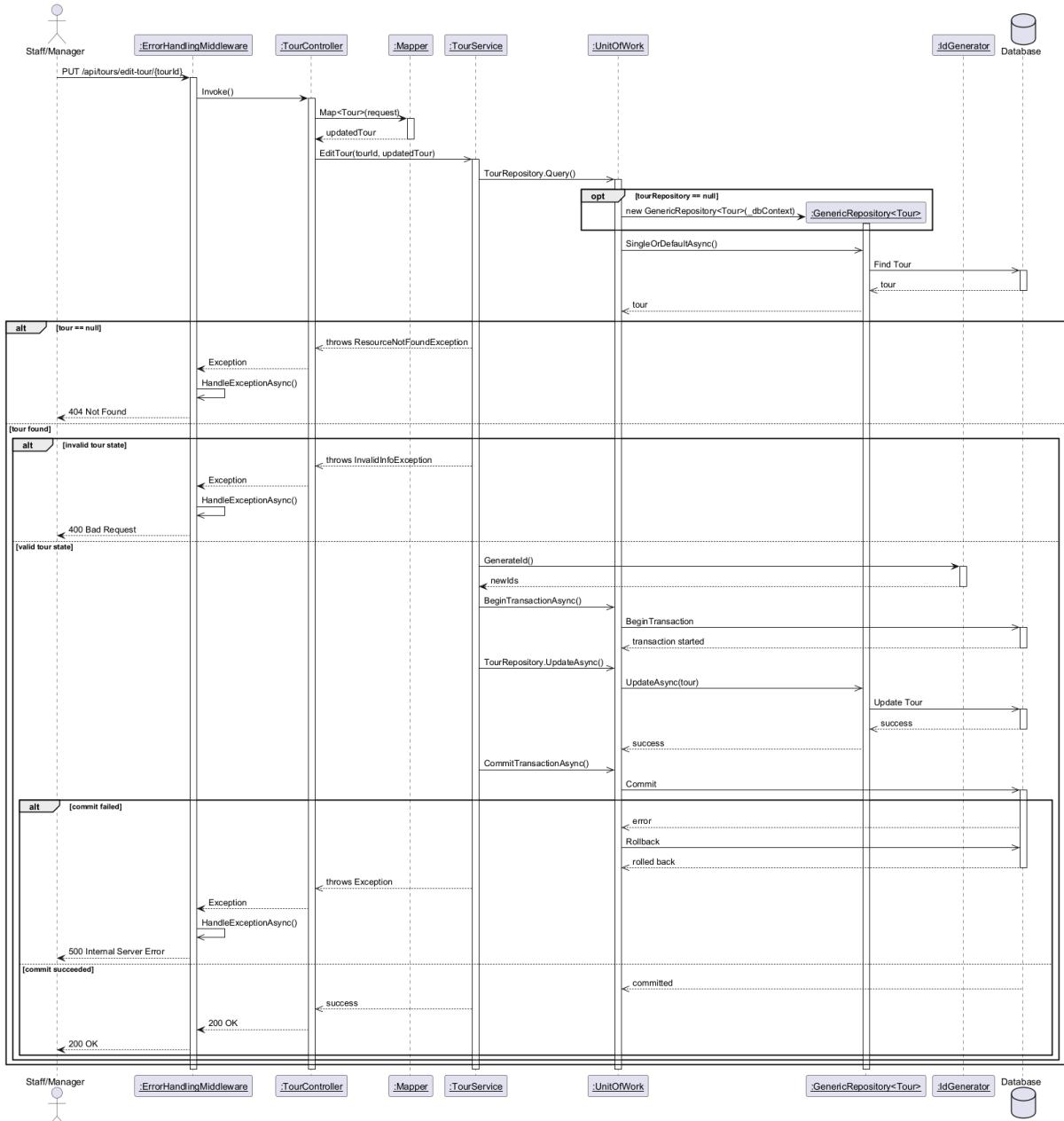
### 3.11.8 Manager Change Tour Status



### 3.11.9 Manager Cancel Tour

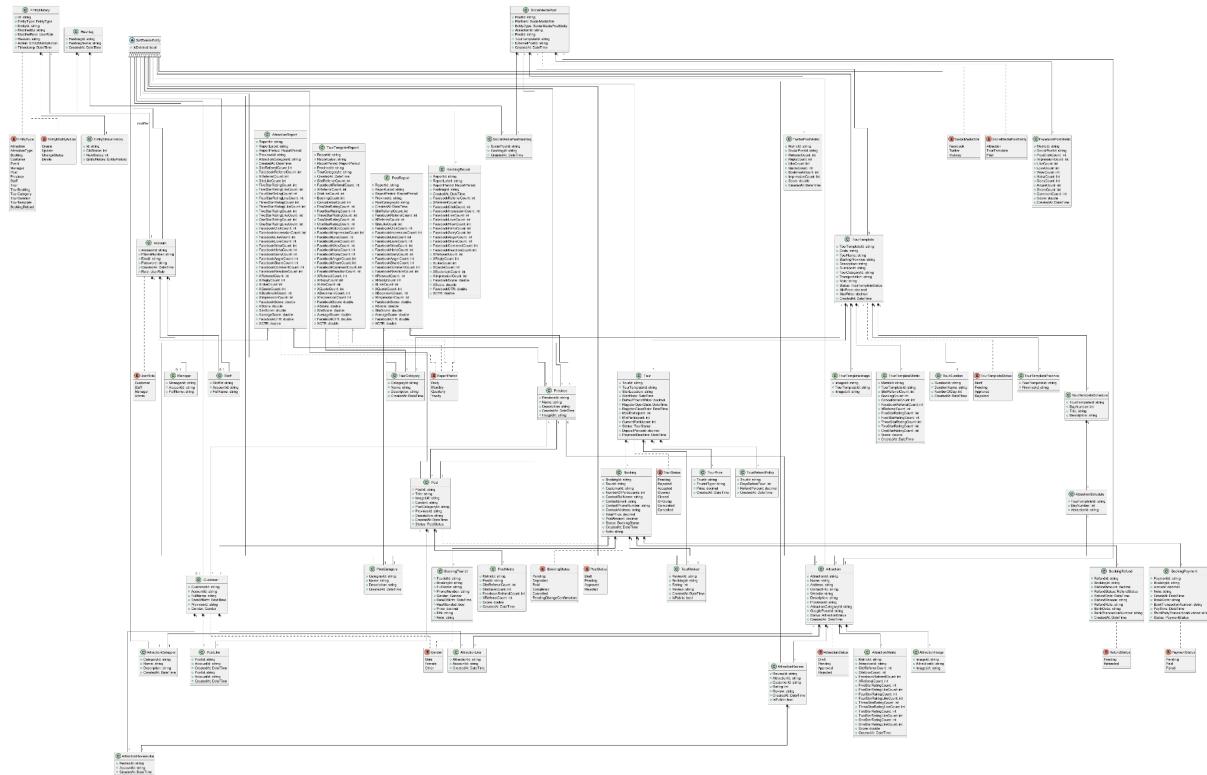


### 3.11.10 Staff/Manager Edit Tour

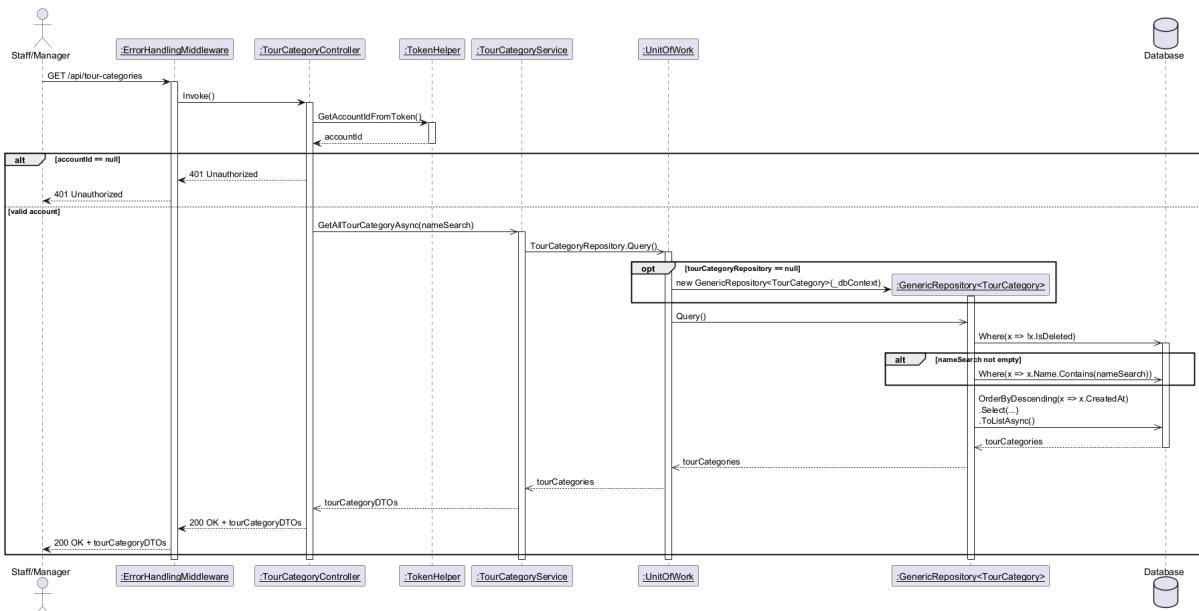


### 3.12 Tour Category

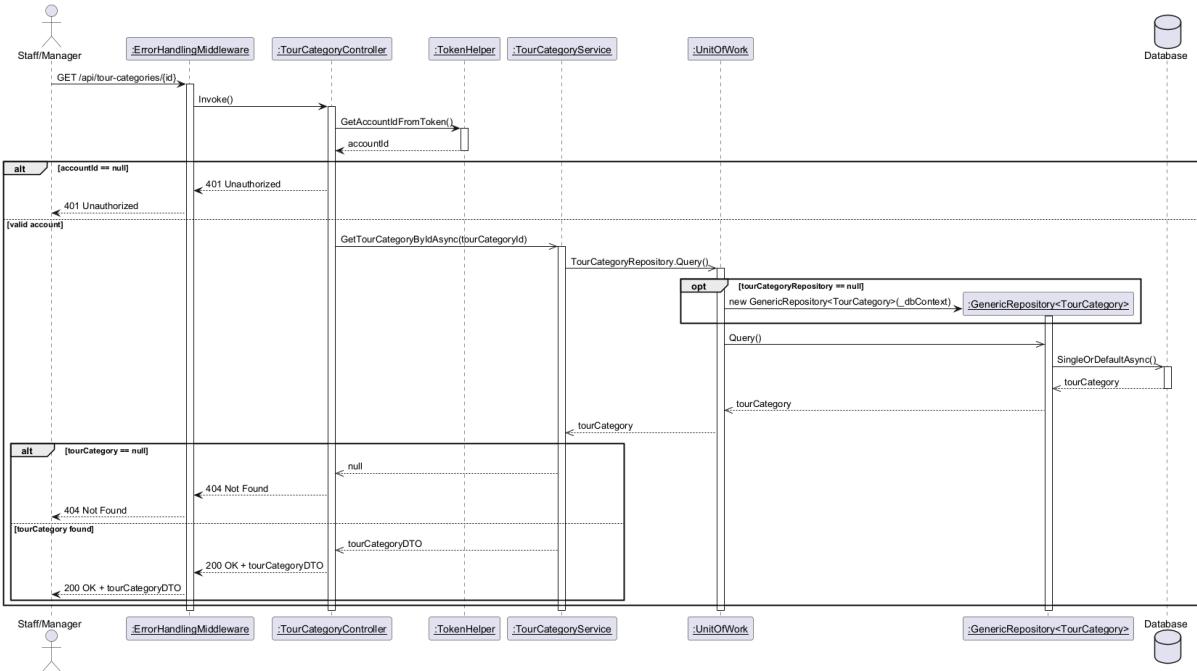
#### 3.12.1 Class Diagram



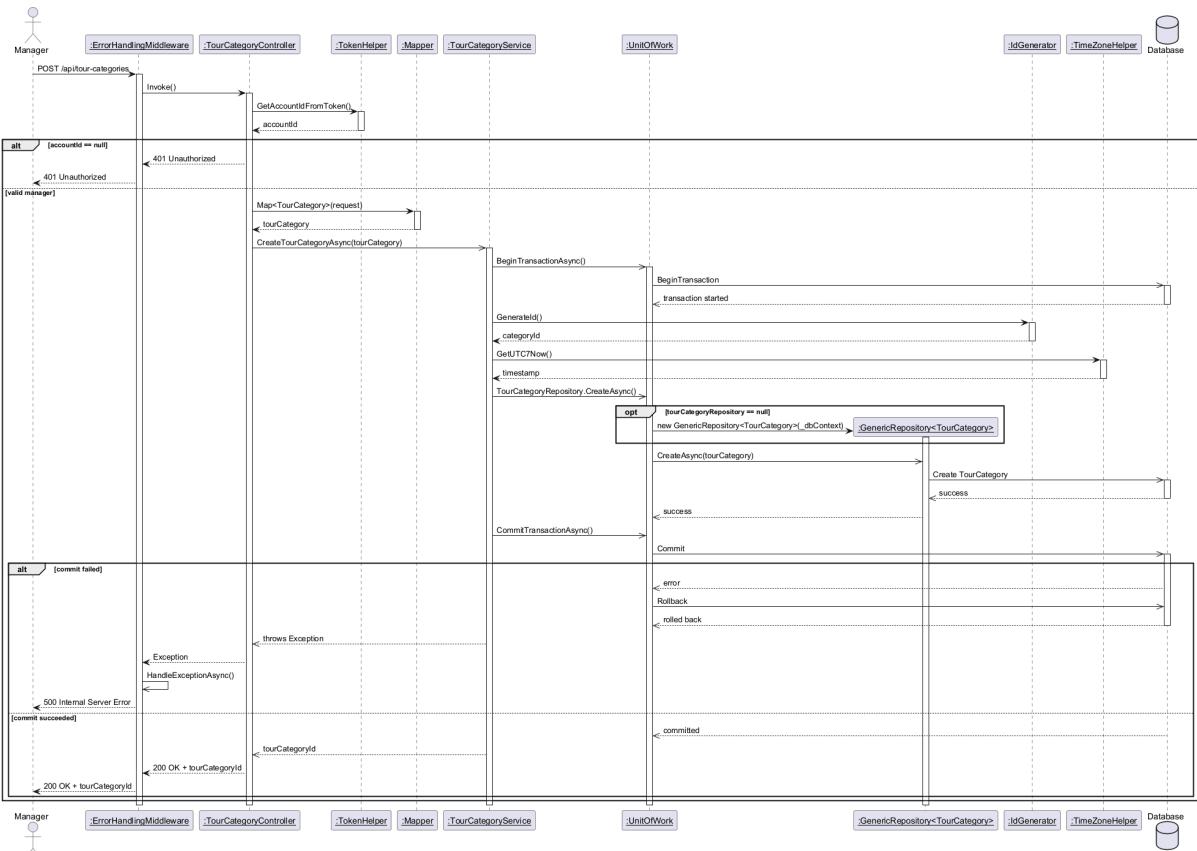
### 3.12.2 Get All Tour Categories



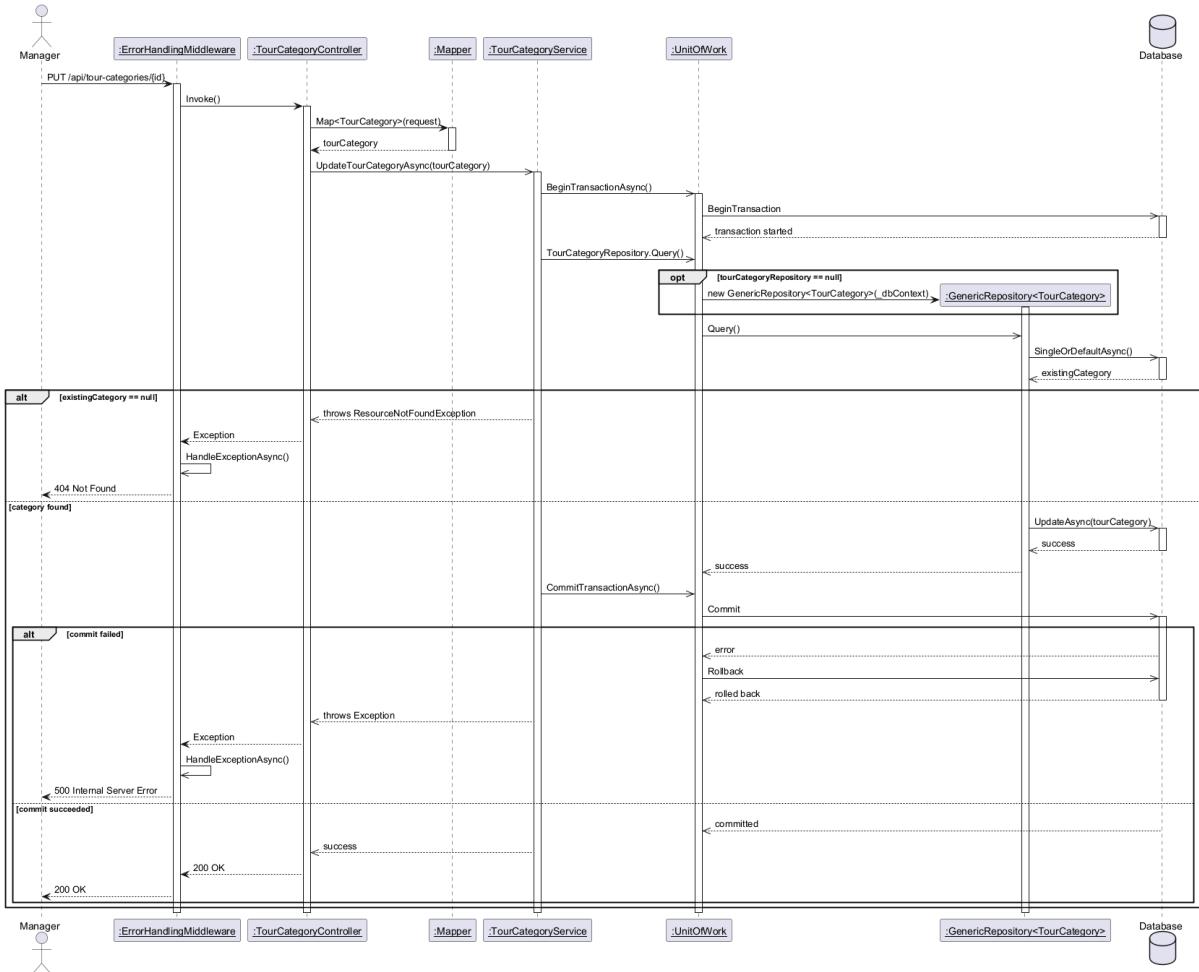
### 3.12.3 Get Tour Categories By Id



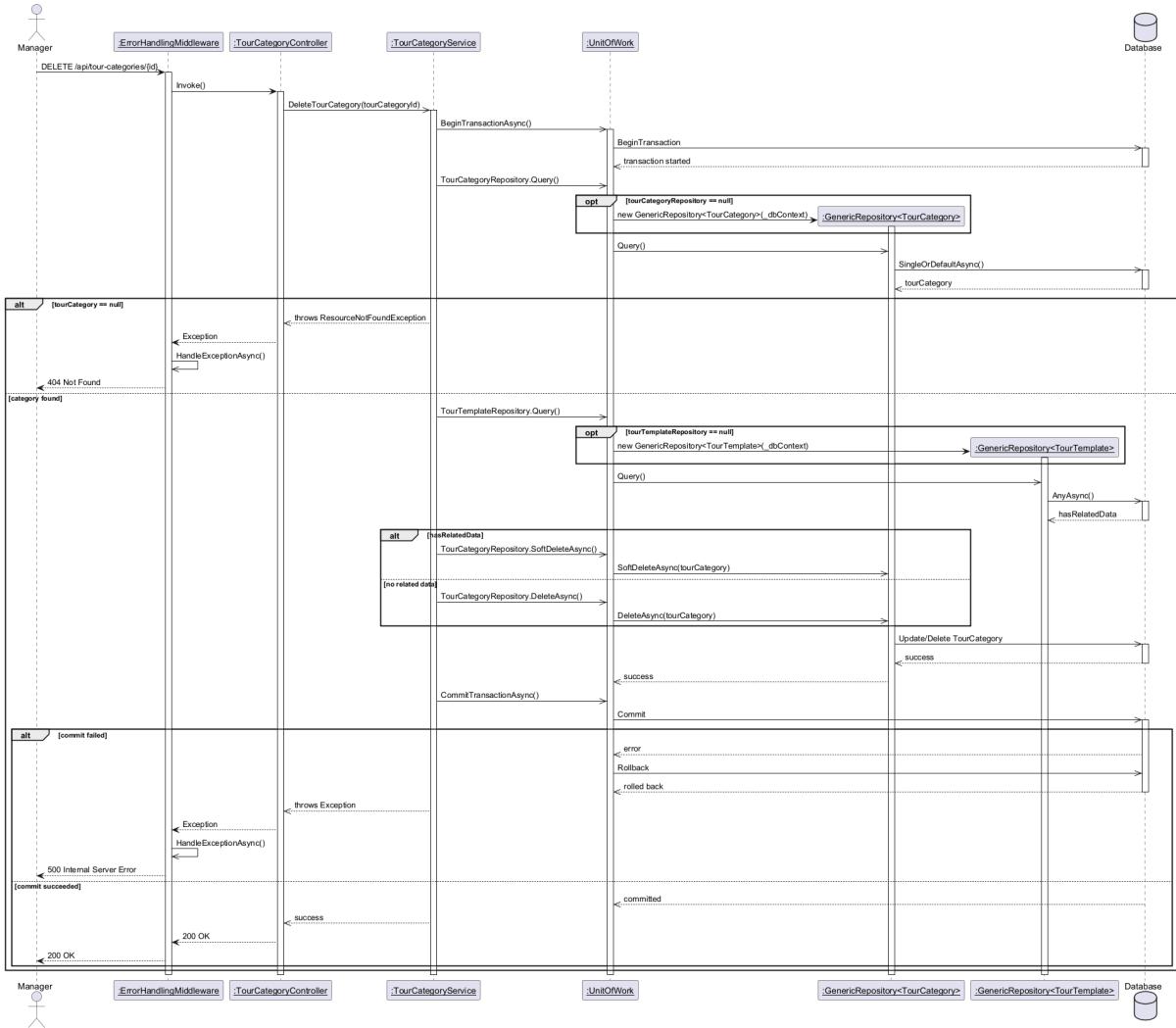
### 3.12.4 Create Tour Categories



### 3.12.5 Update Tour Categories

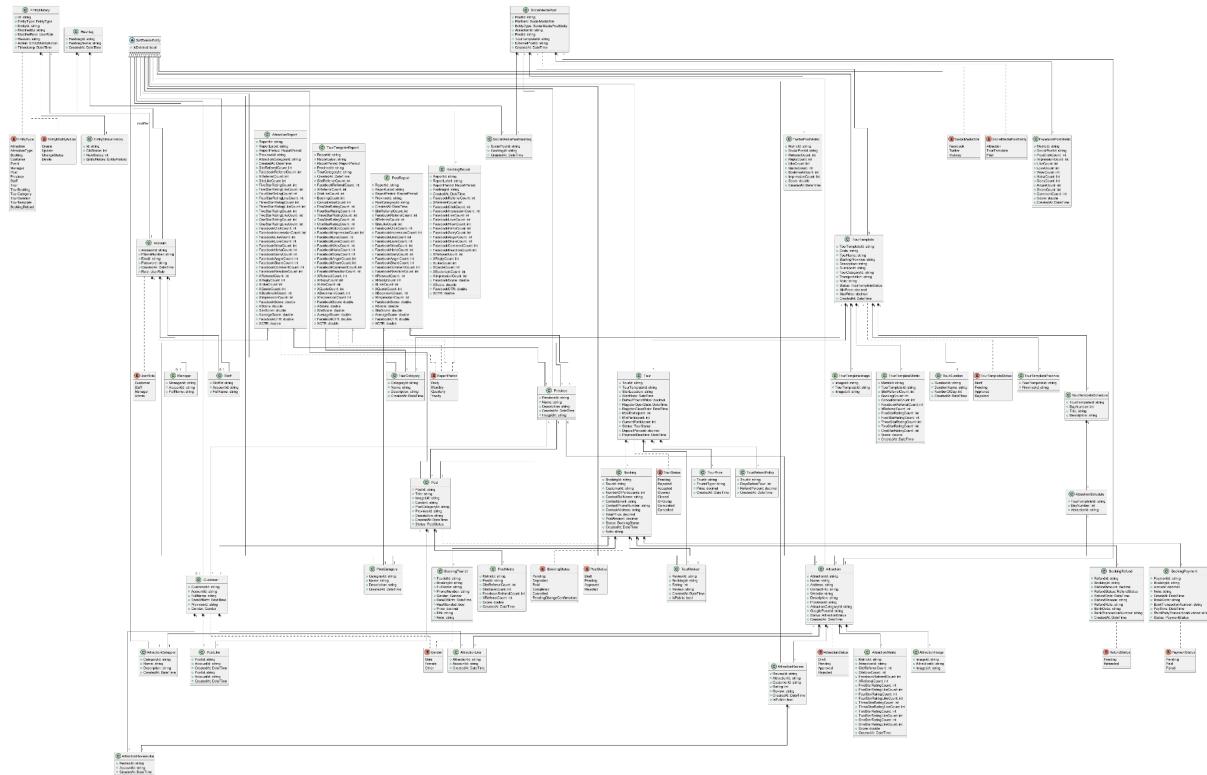


### 3.12.6 Delete Tour Categories

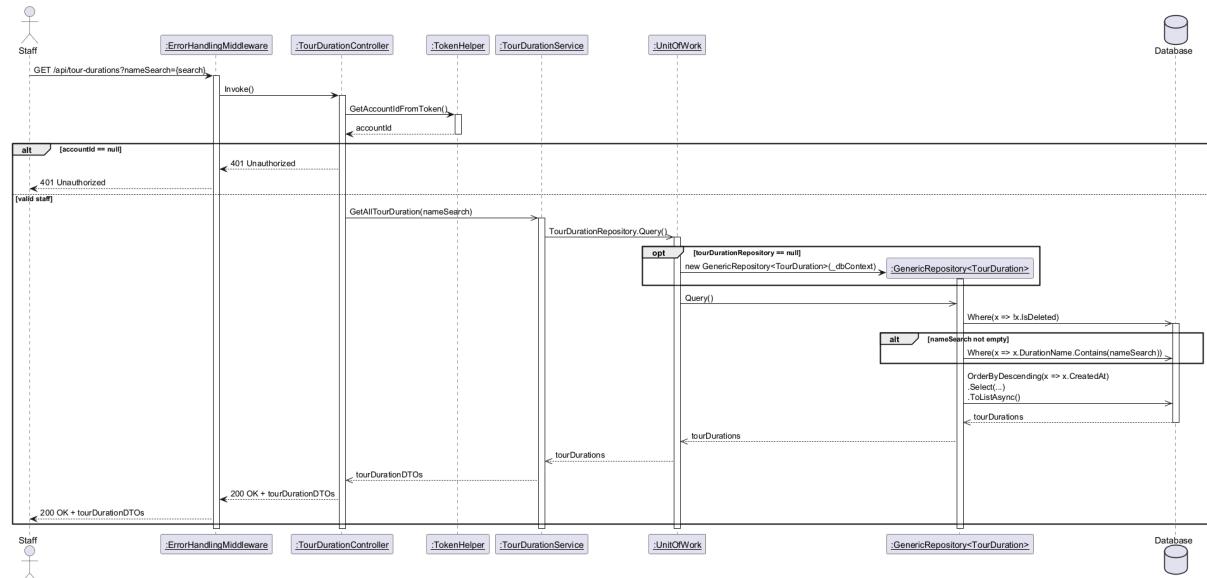


### 3.13 Tour Duration

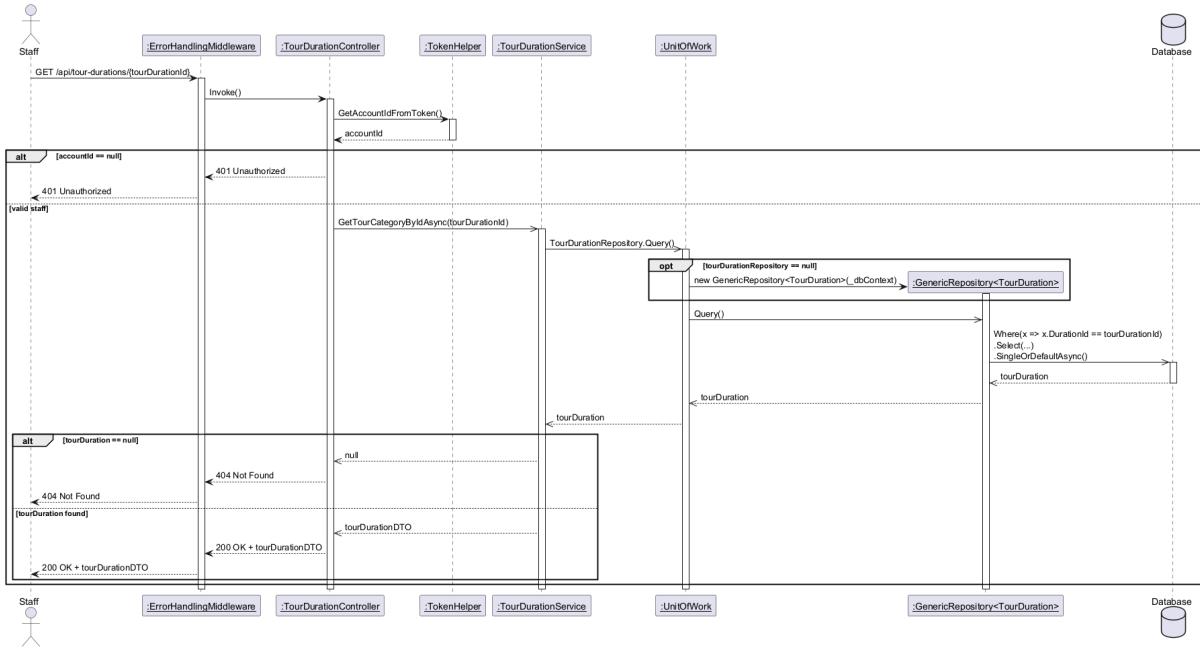
#### 3.13.1 Class Diagram



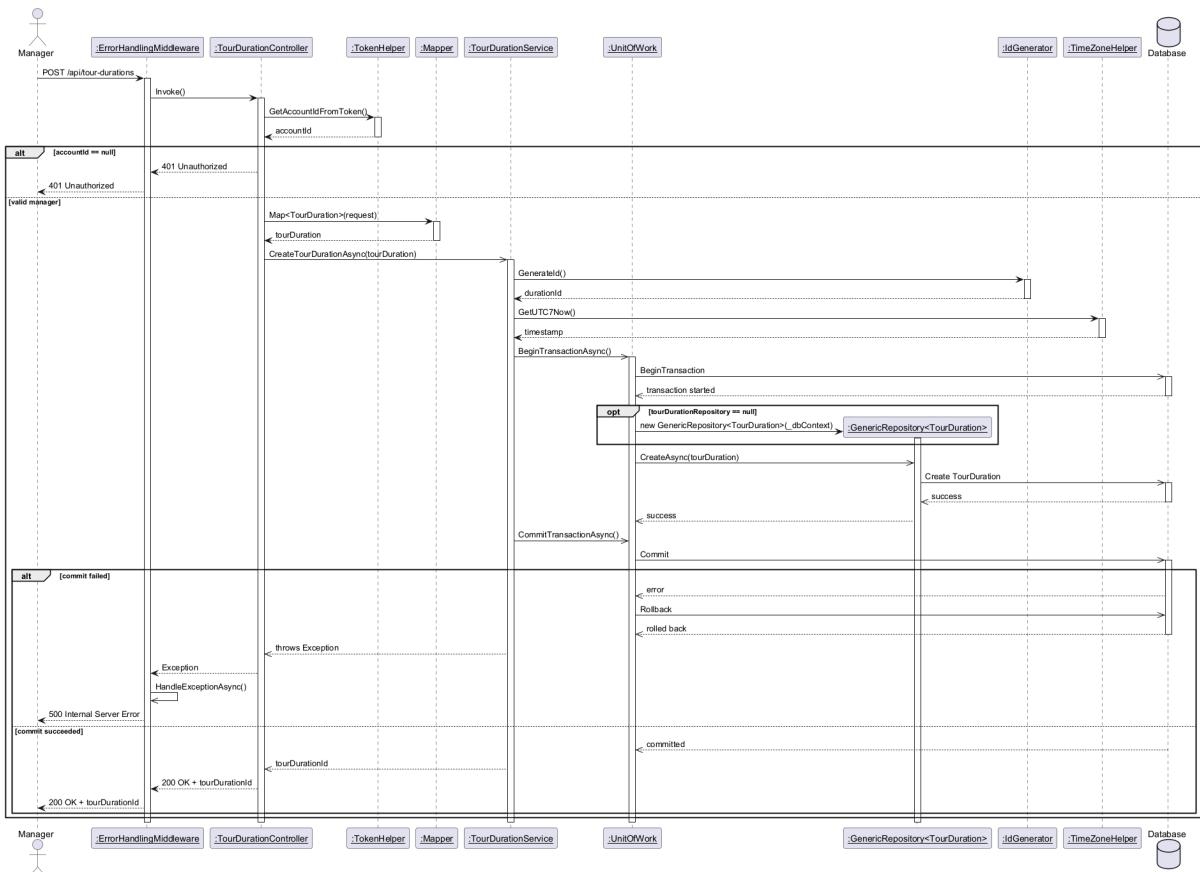
### 3.13.2 Get all Tour Duration



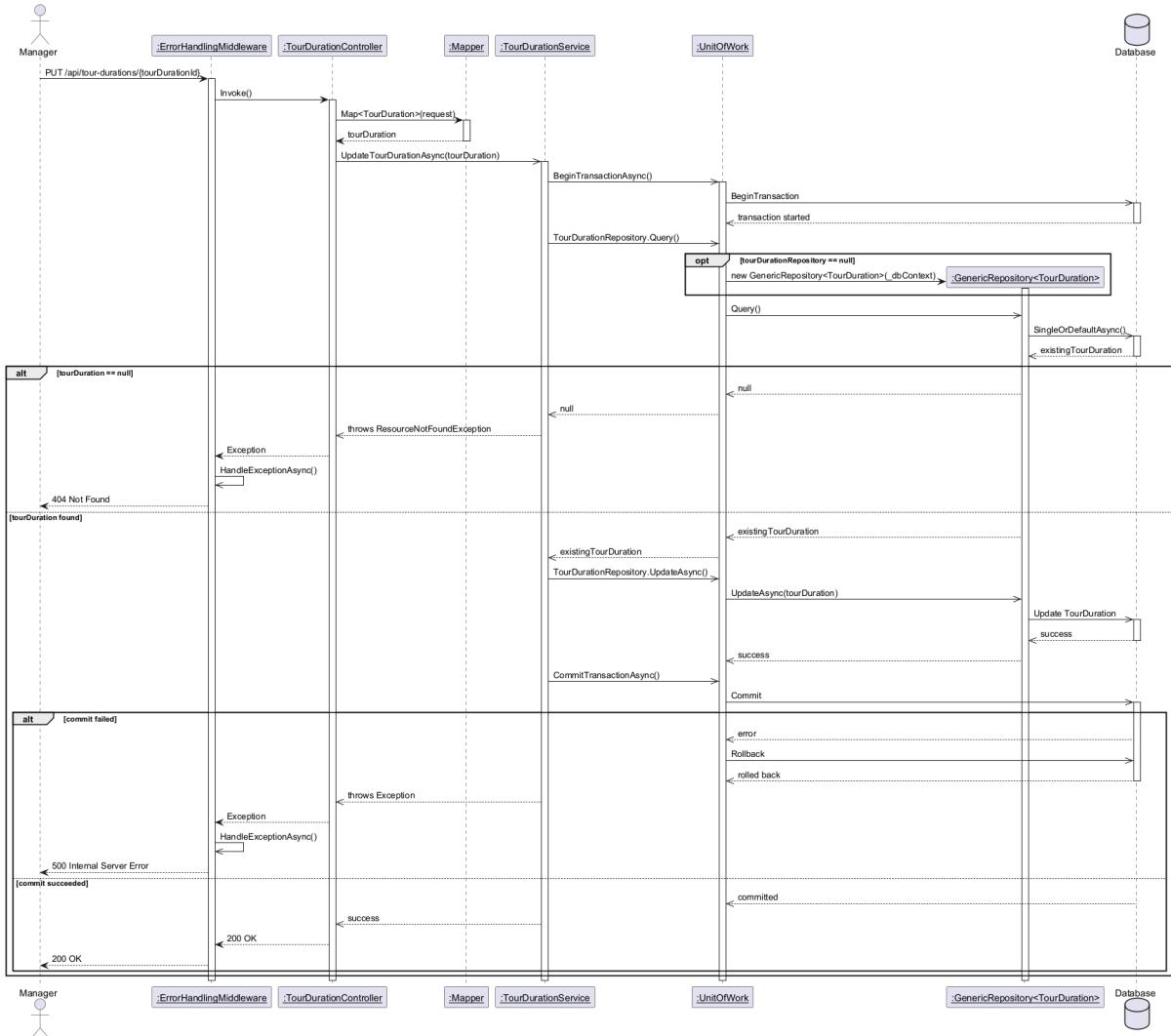
### 3.13.3 Get Tour Duration By Id



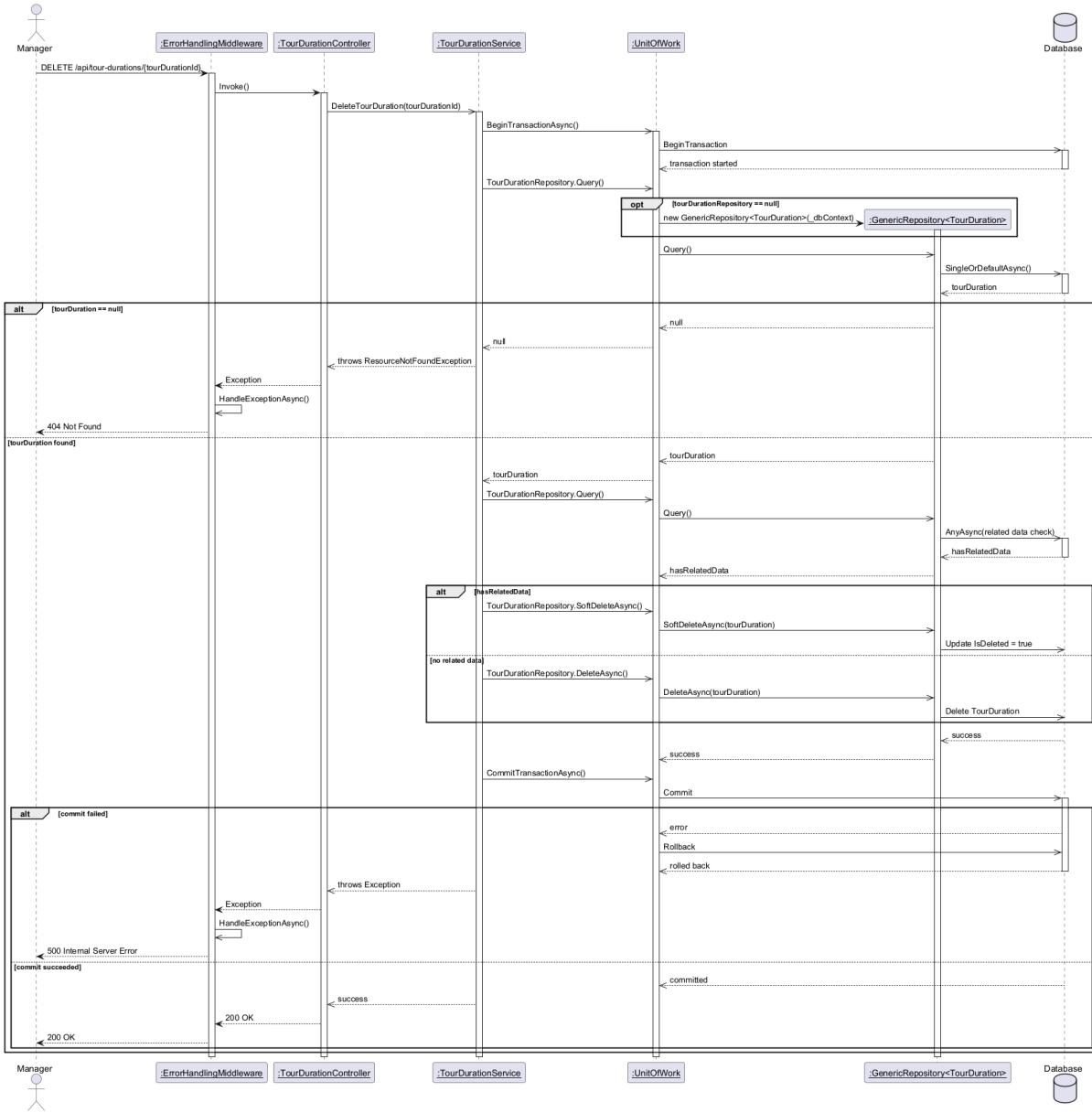
### 3.13.4 Create Tour Duration



### 3.13.5 Update Tour Duration

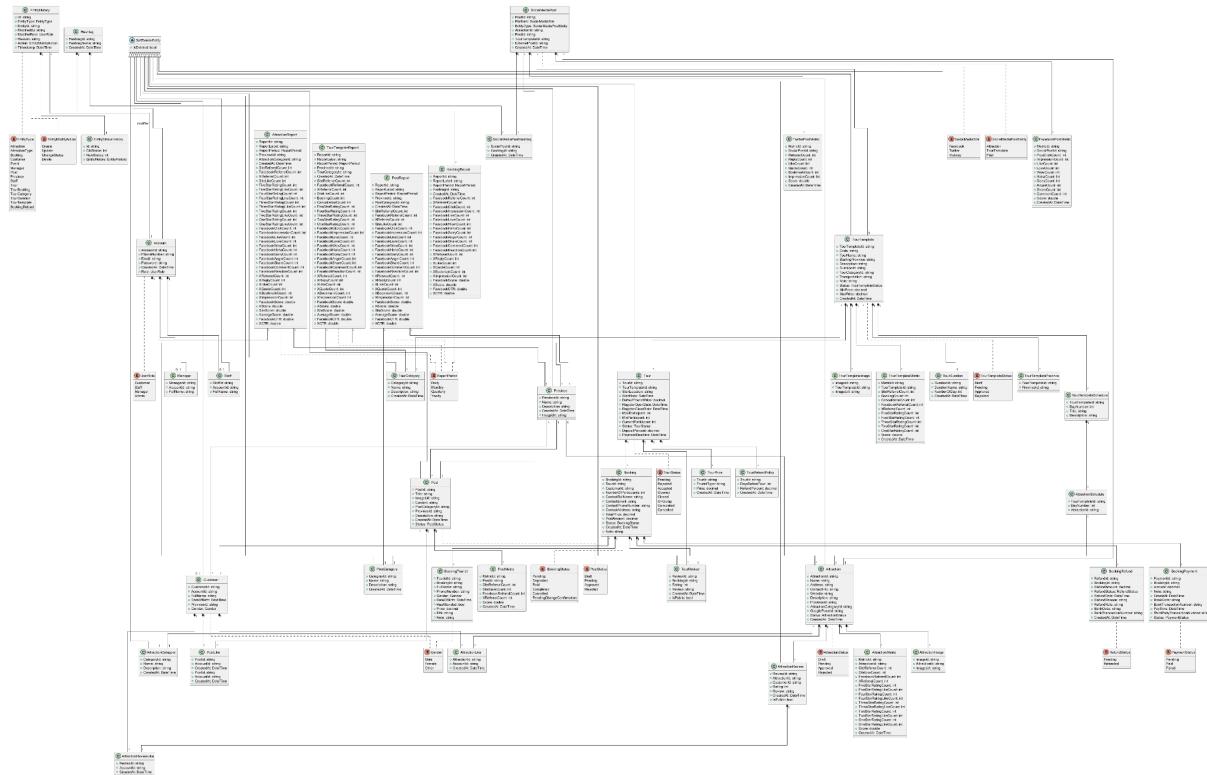


### 3.13.6 Delete Tour Duration

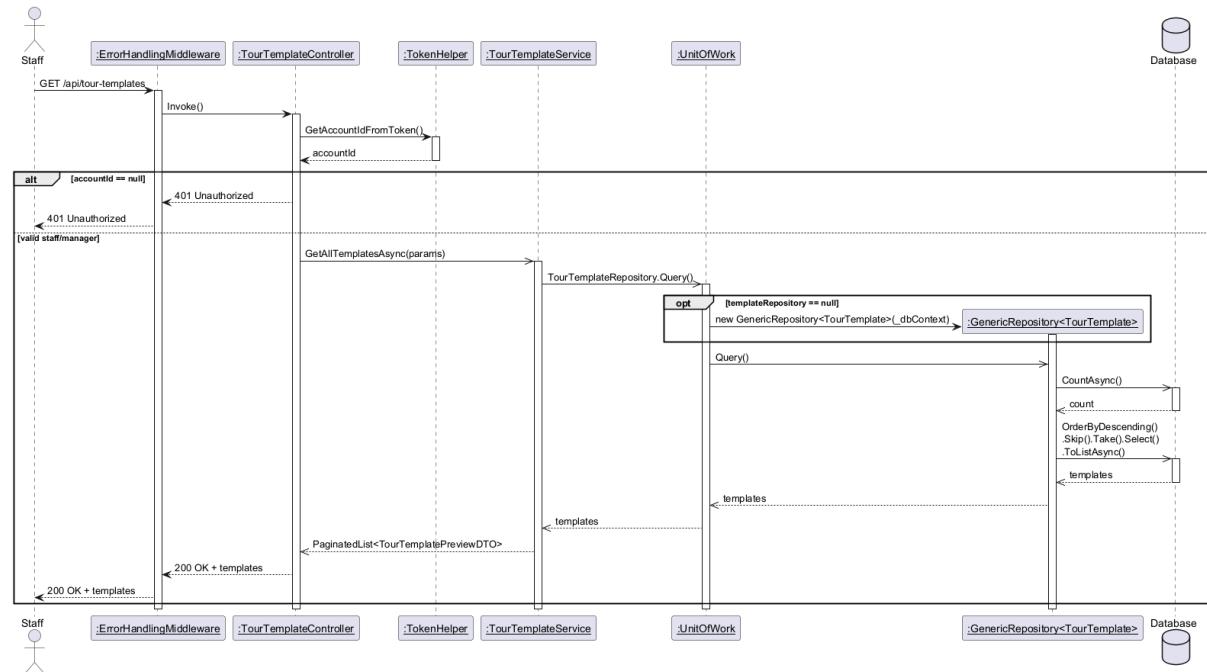


## 3.14 Tour Template

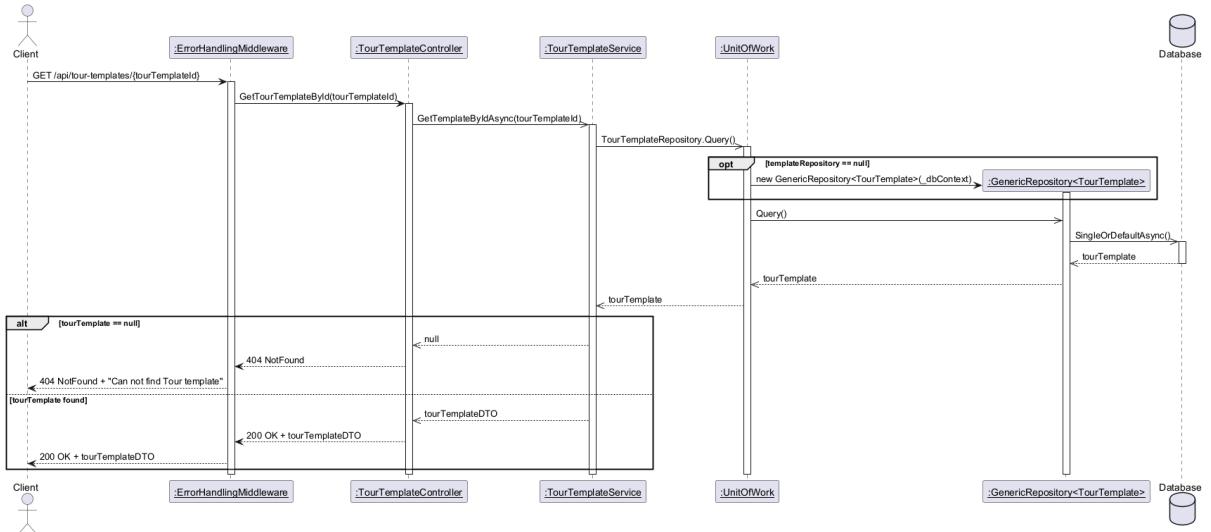
### 3.14.1 Class Diagram



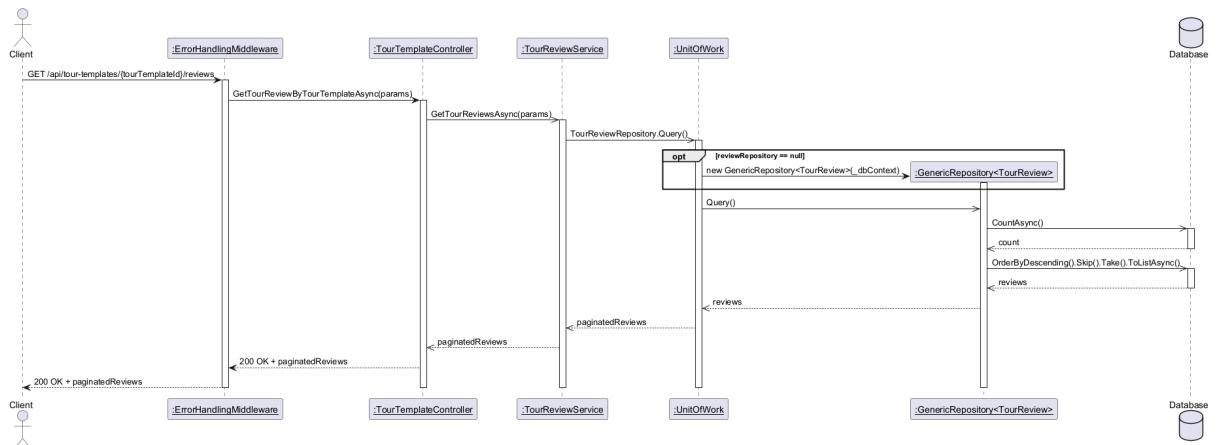
### 3.14.2 Get All Tour Templates



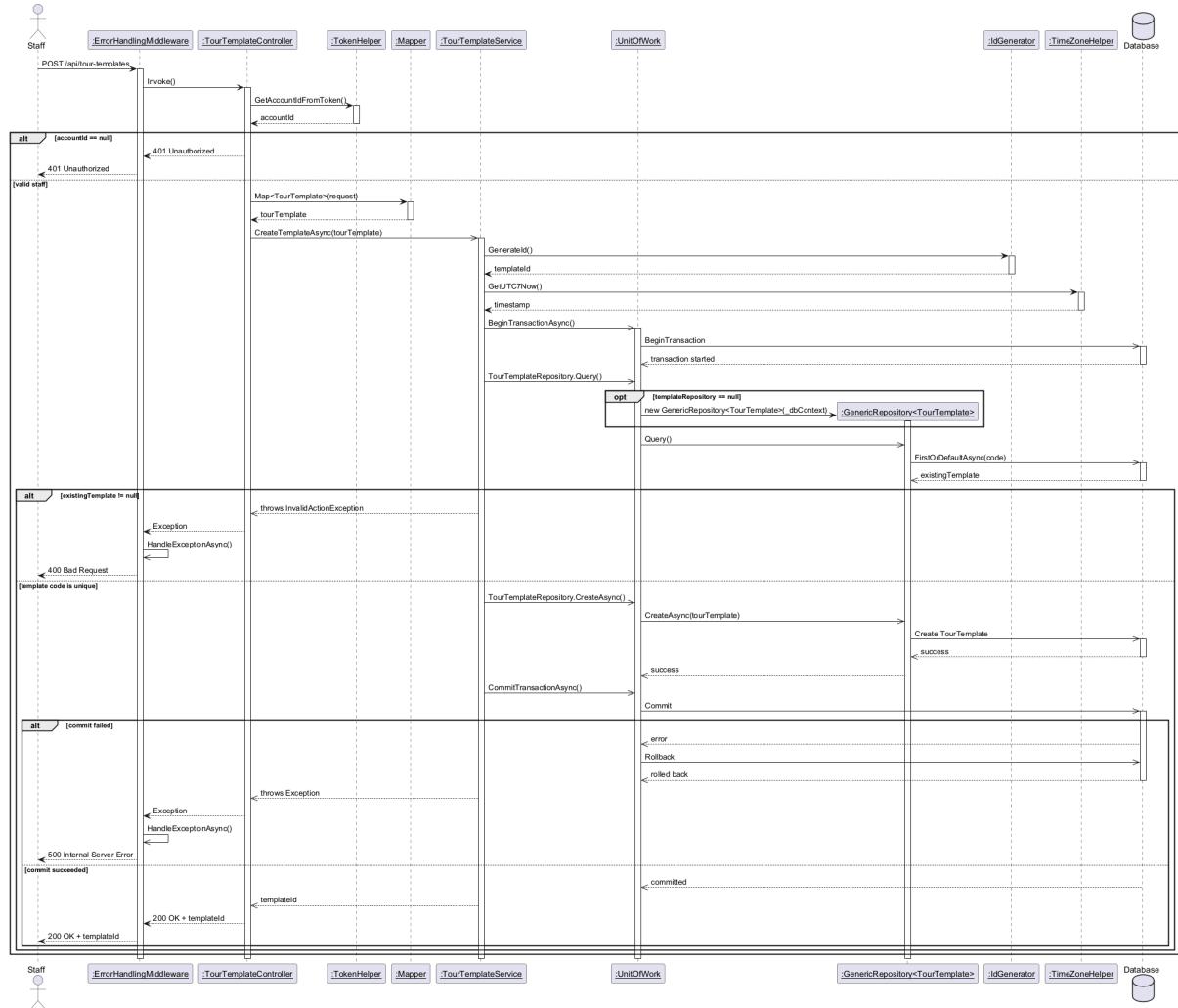
### 3.14.3 Get Tour Templates By Id



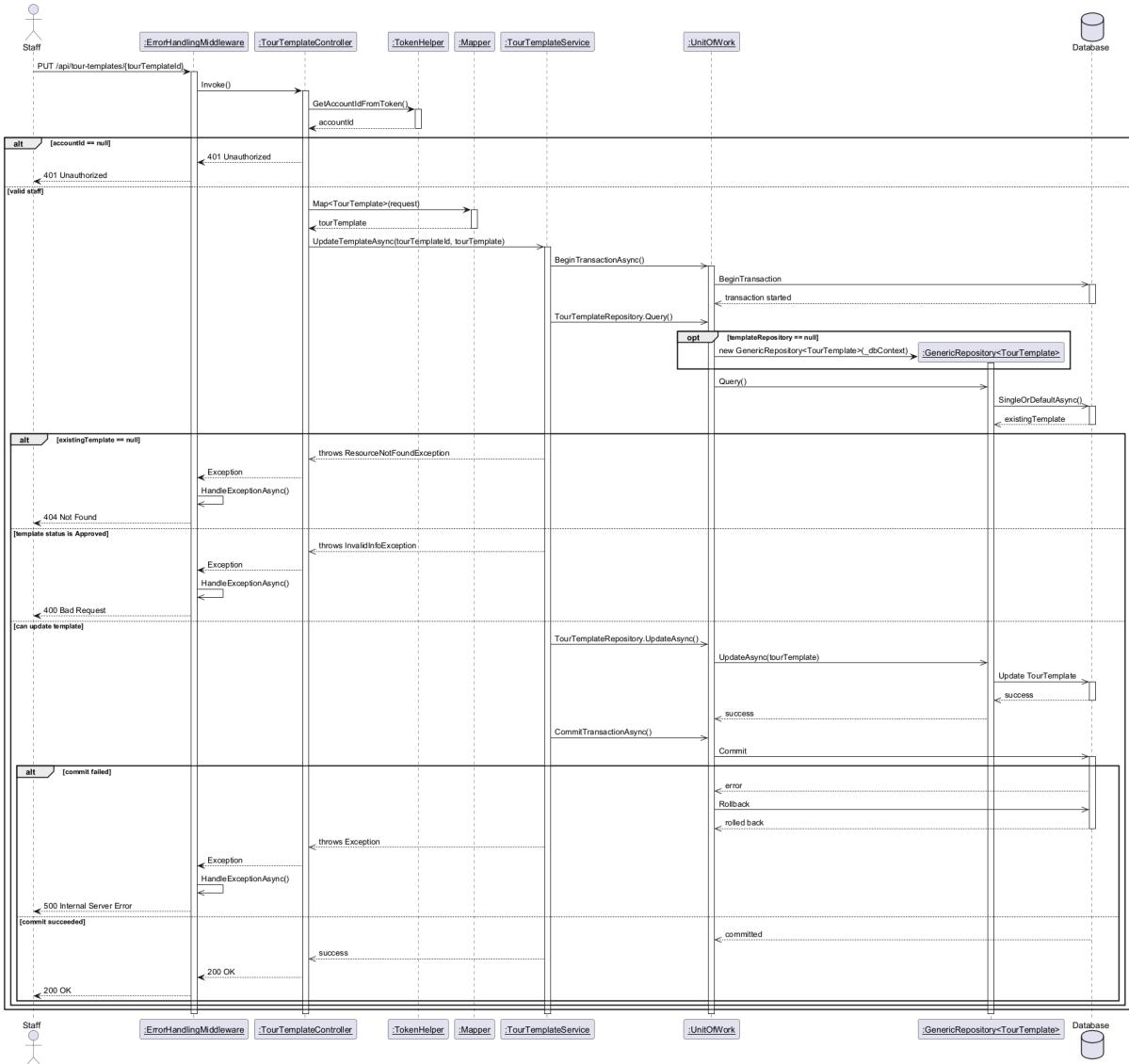
### 3.14.4 Get Tour Template Reviews



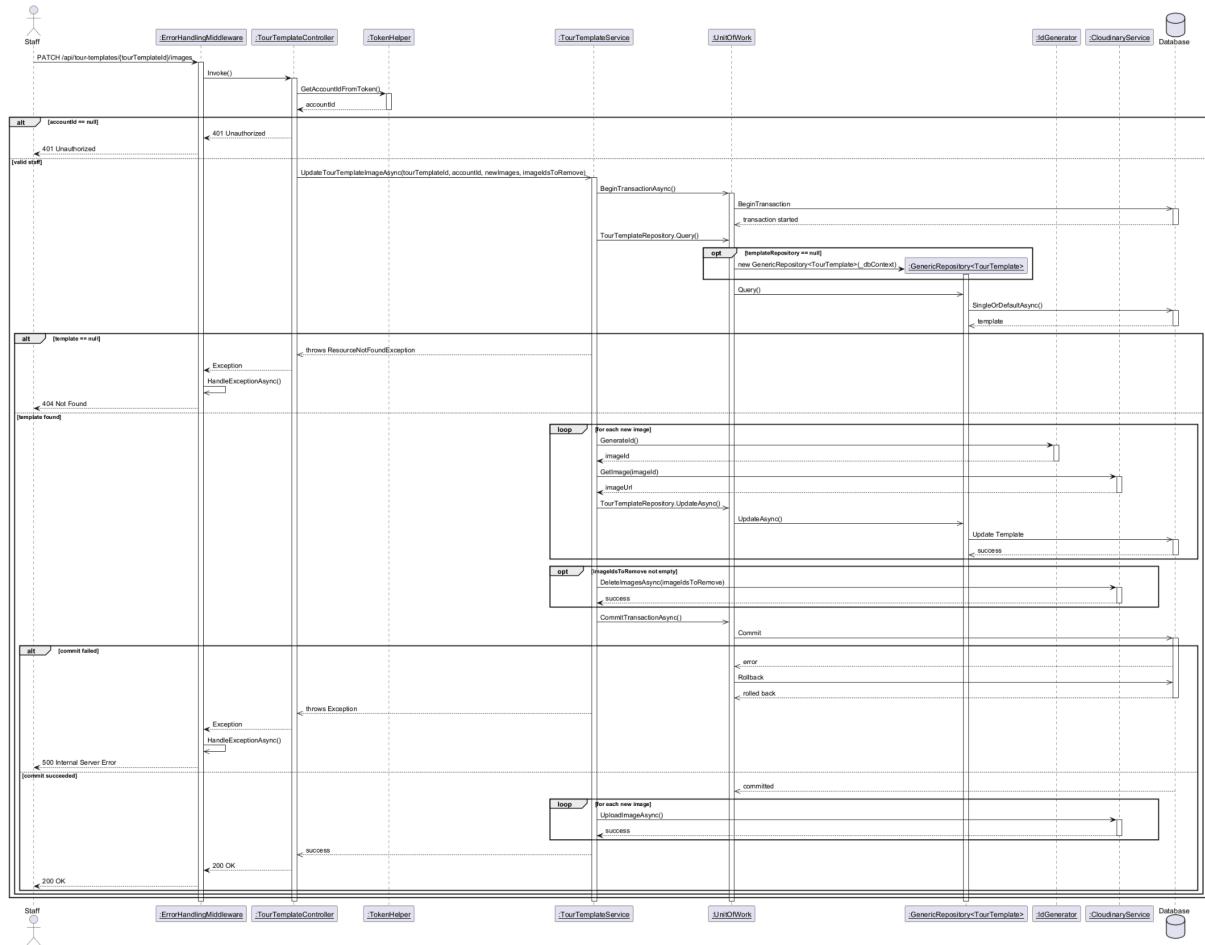
### 3.14.5 Create Tour Template



### 3.14.6 Update Tour Template



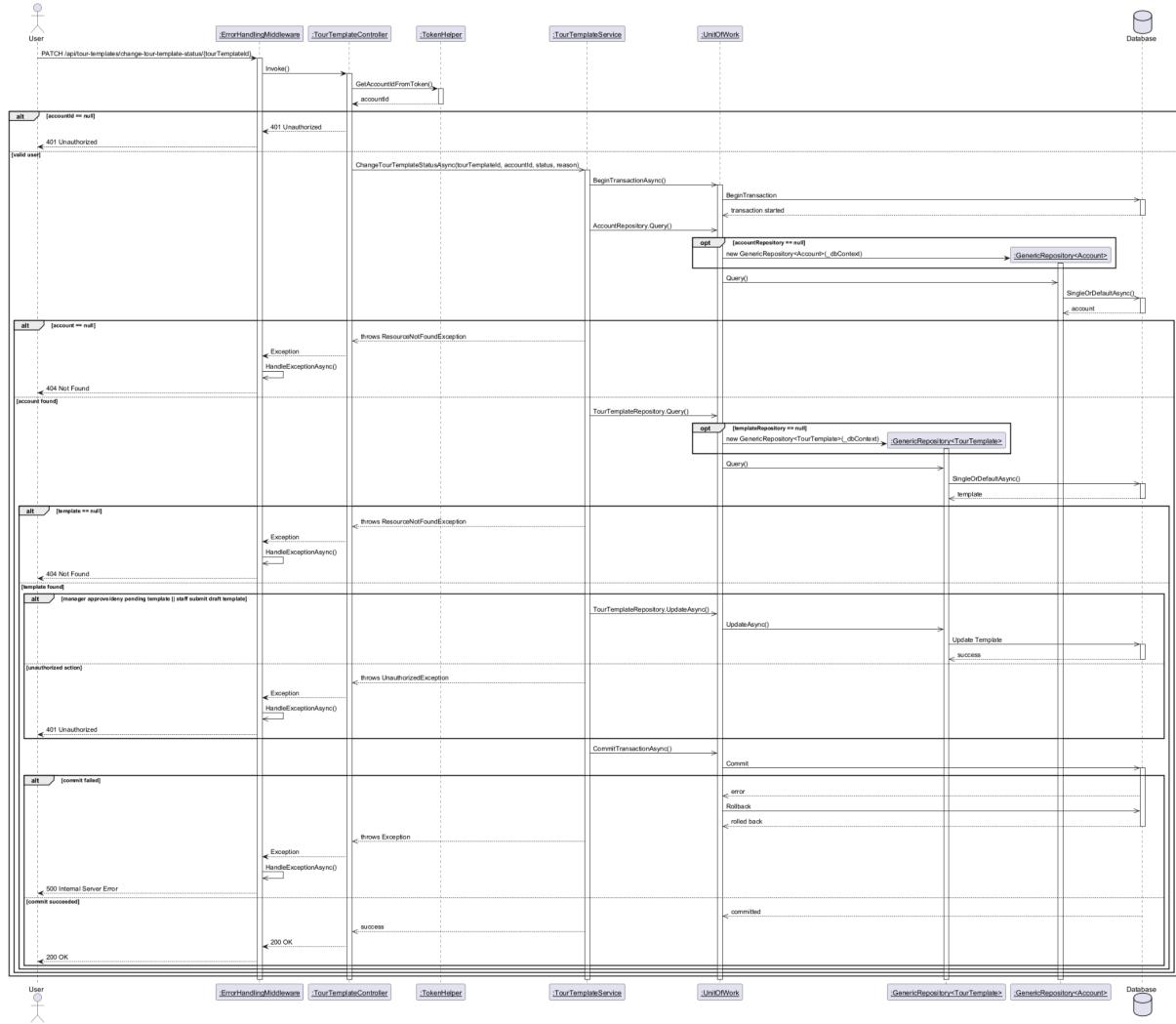
### 3.14.7 Update Tour Template Image



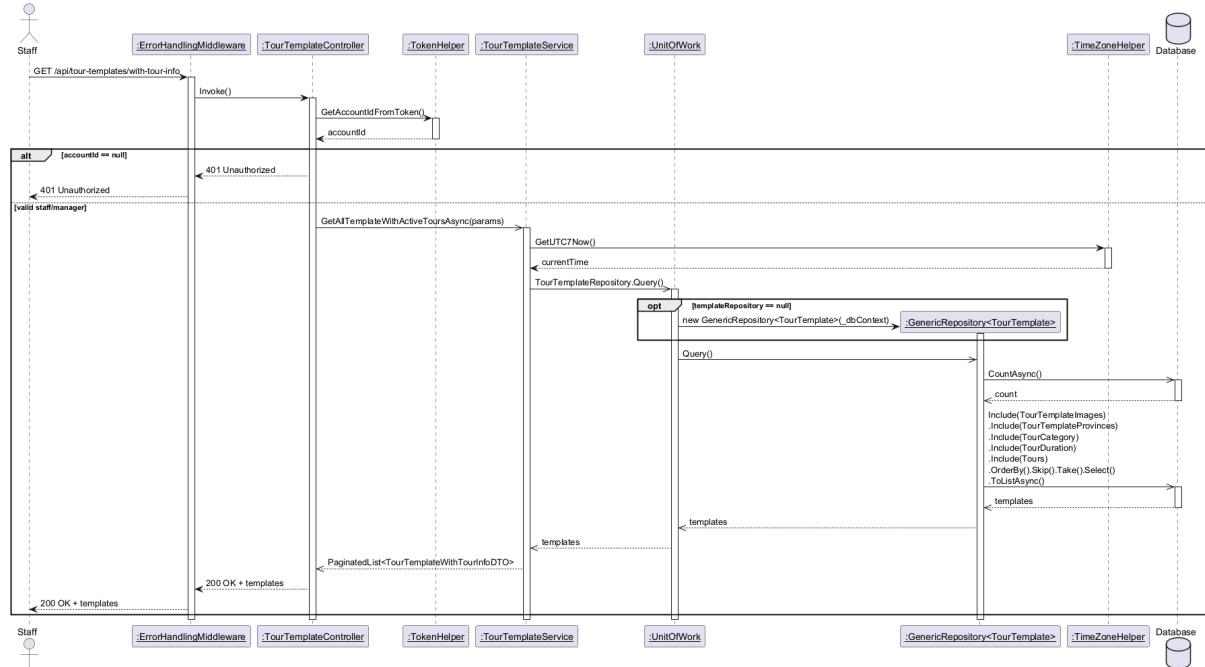
### 3.14.8 Delete Tour Template



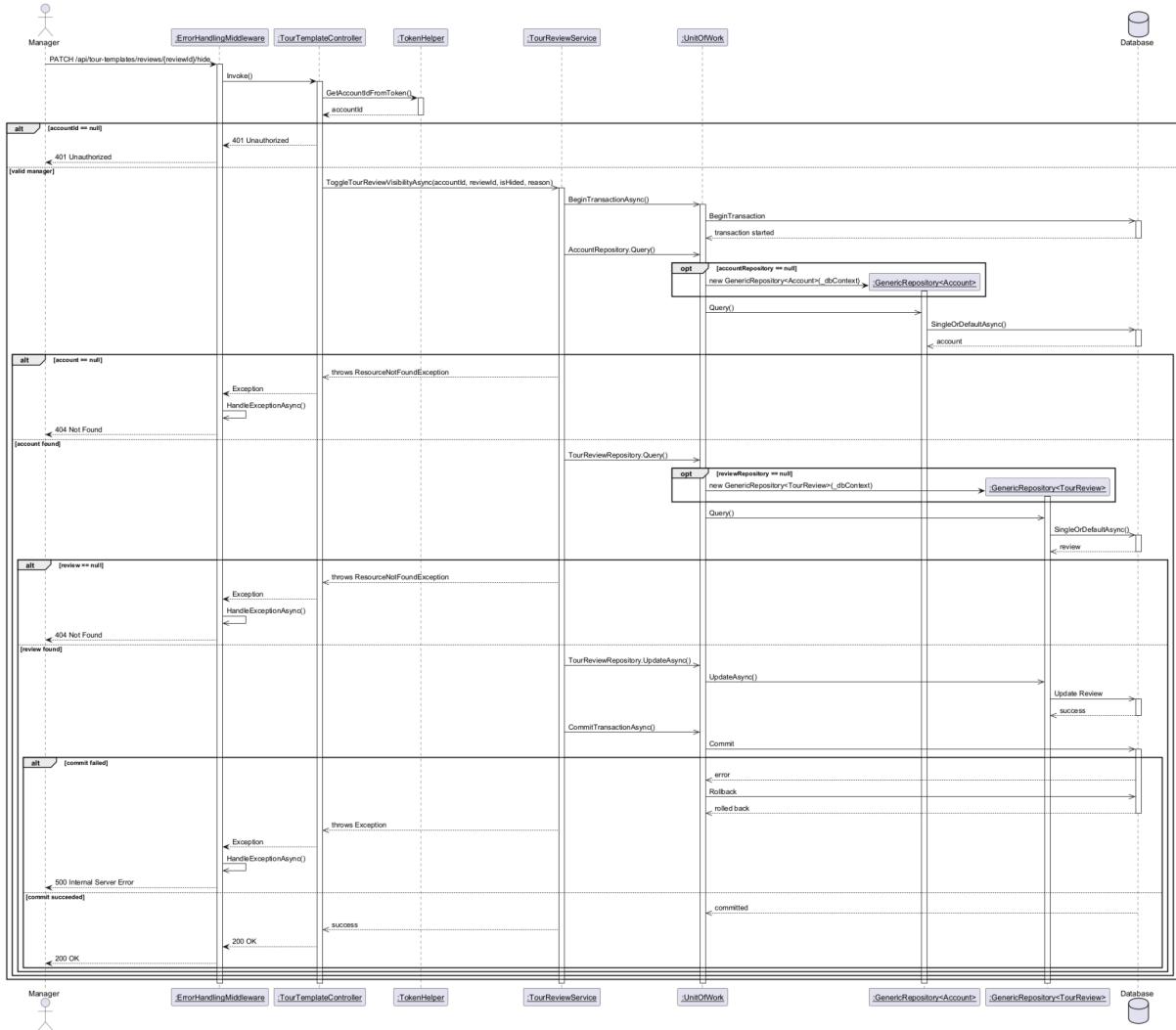
### 3.14.9 Change Tour Template Status



### 3.14.10 Get Tour Template With Tour Info

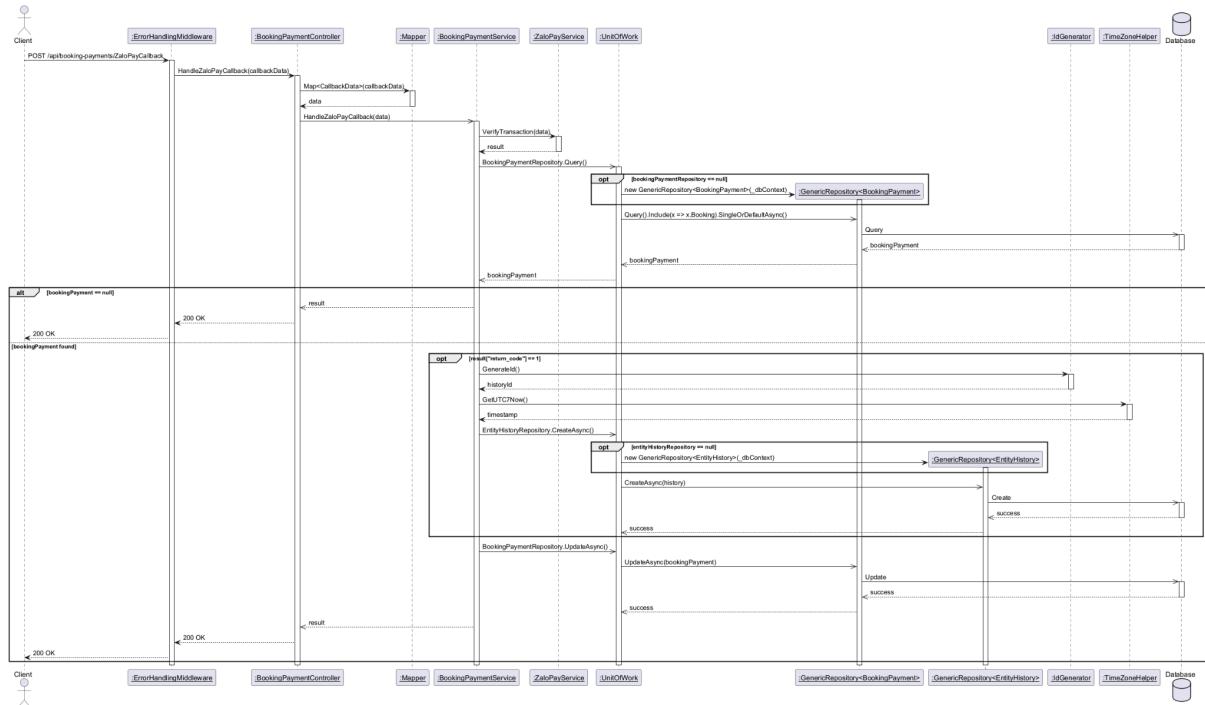


### 3.14.11 Toggle Review Visibility

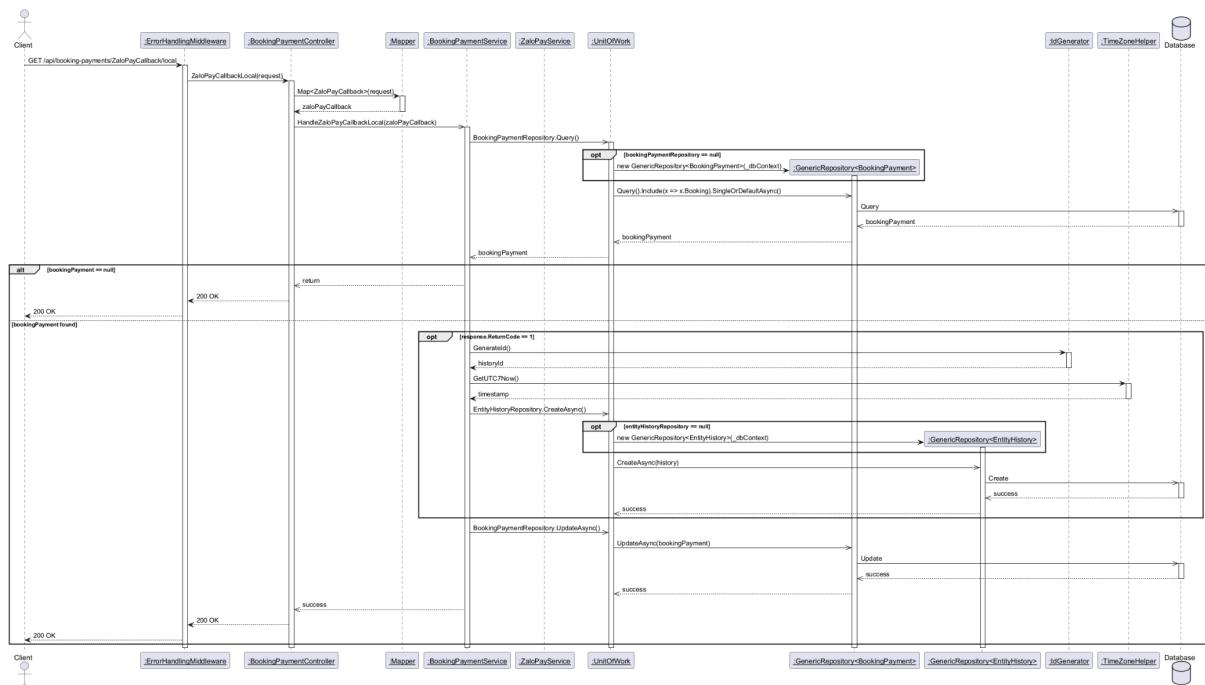


### **3.15 Payment**

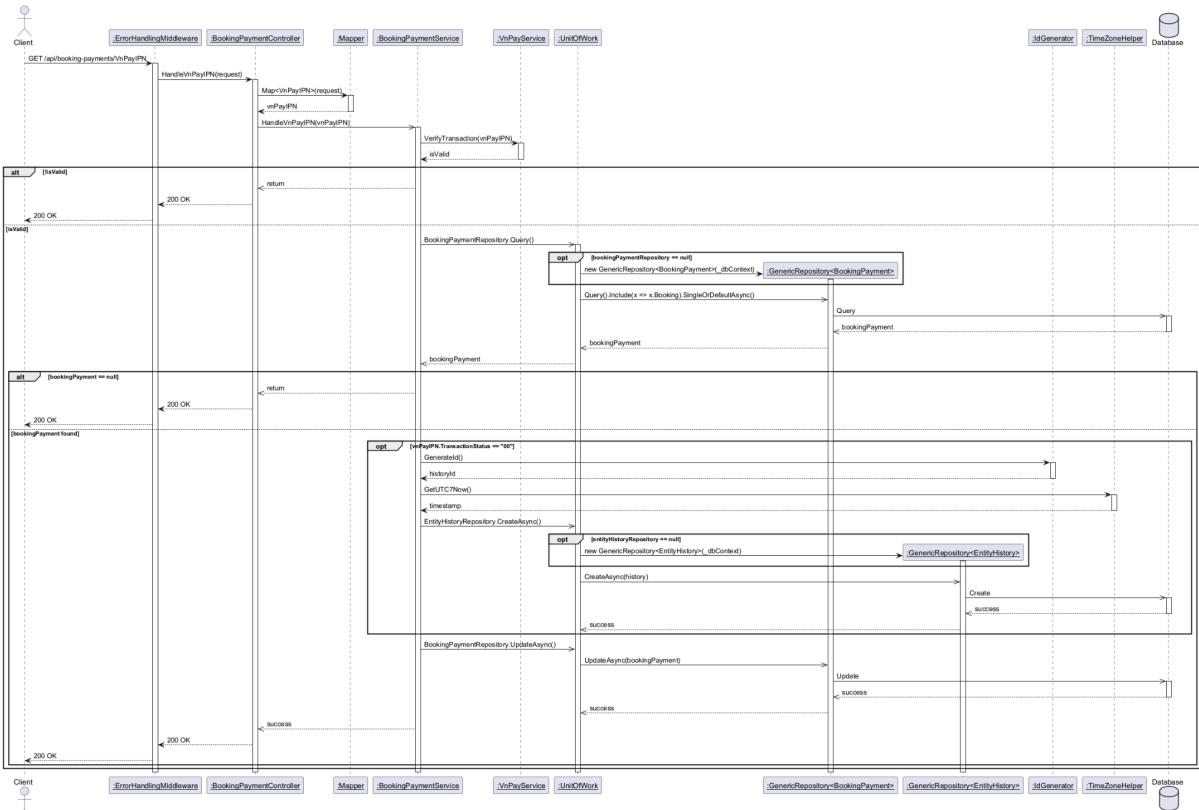
### 3.15.1 ZaloPay



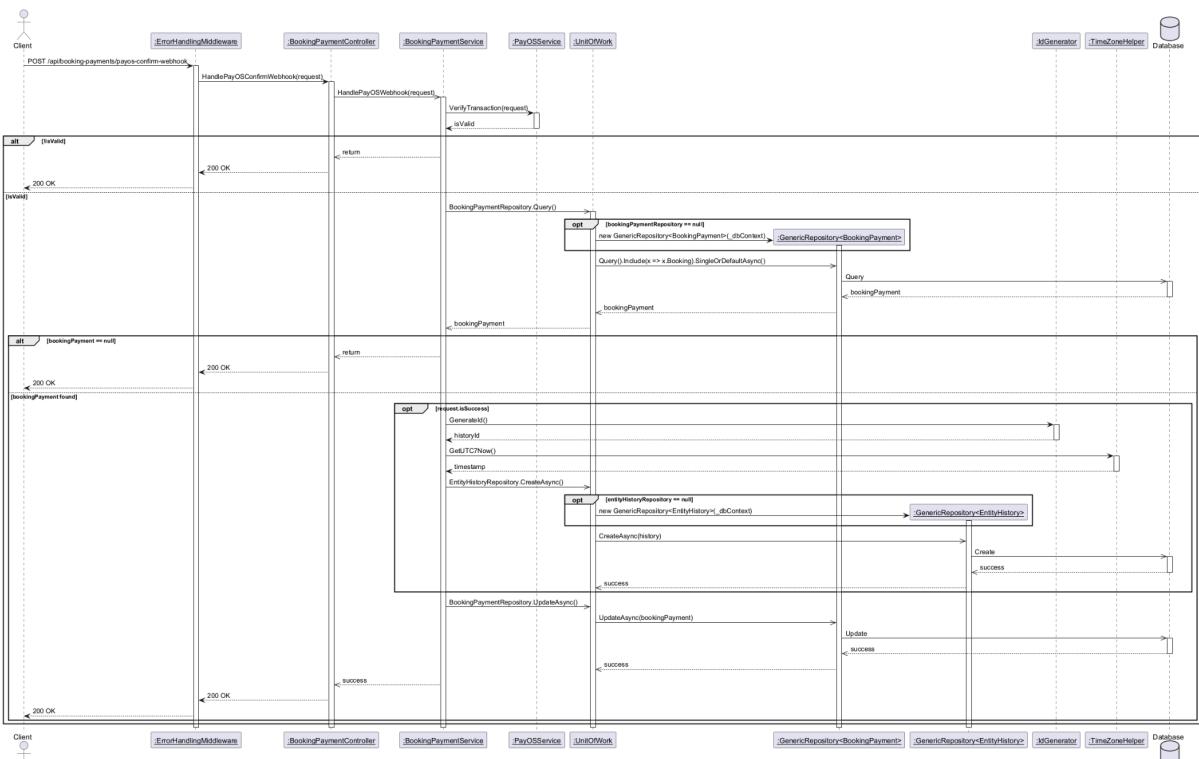
### 3.15.2 ZaloPay local



### 3.15.3 VNPay

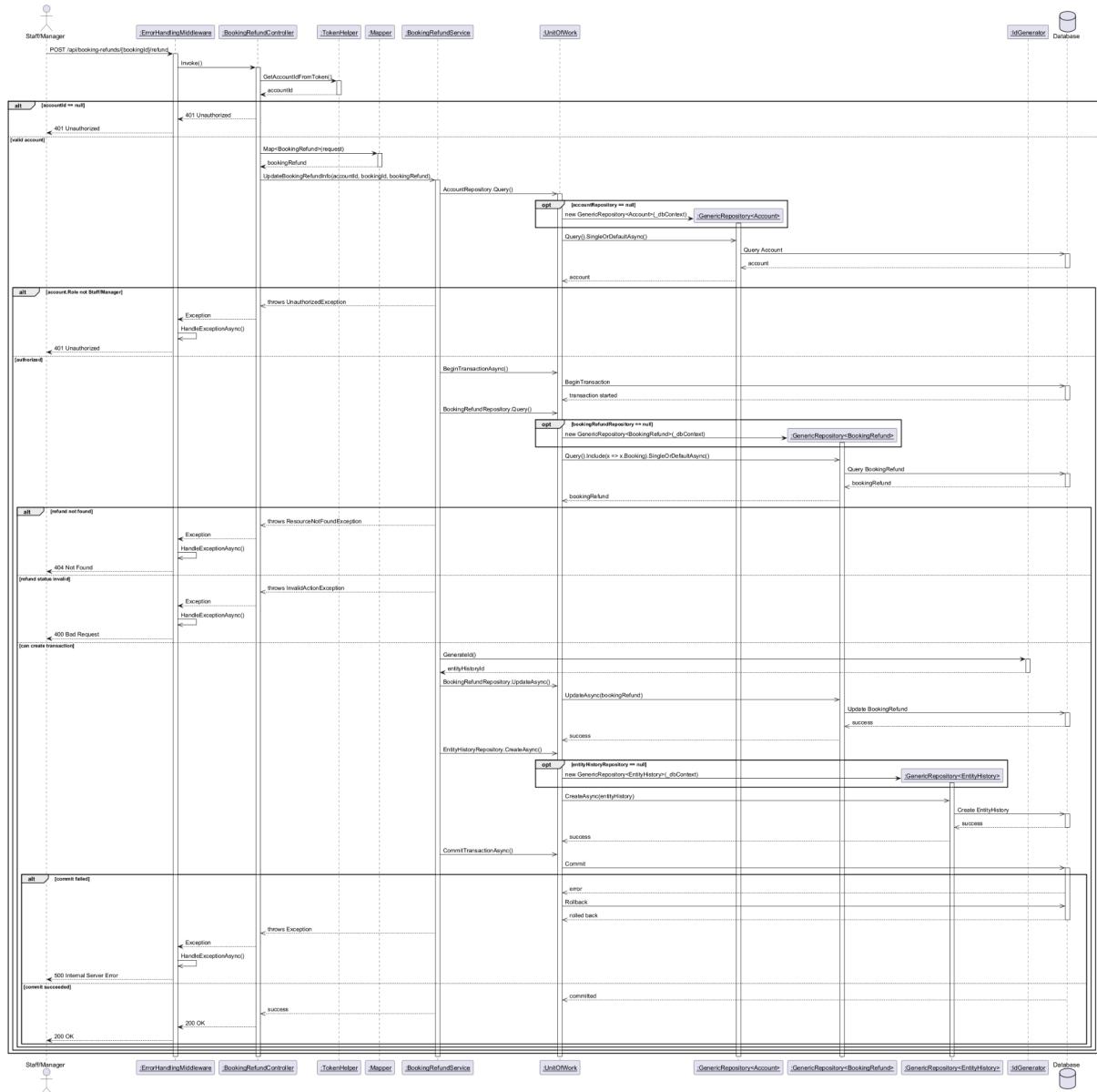


### 3.15.4 PayOS

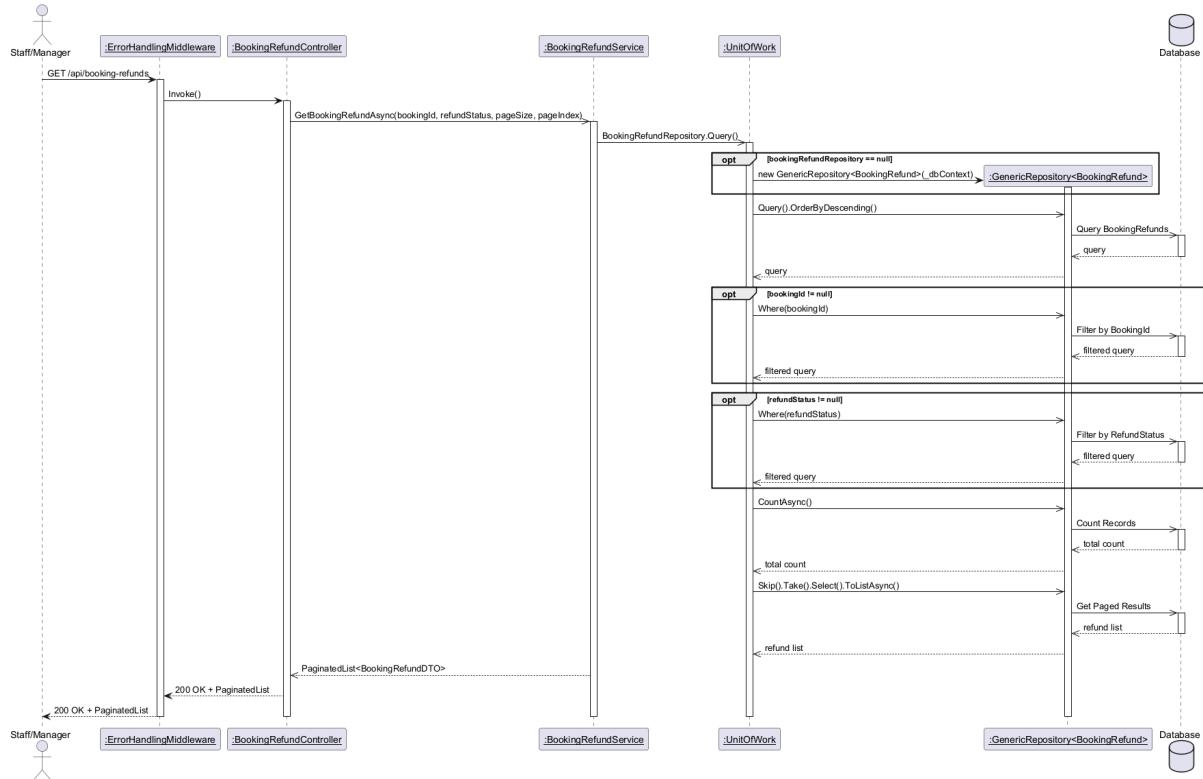


### 3.16 Refund

#### 3.16.1 Create Refund Transaction

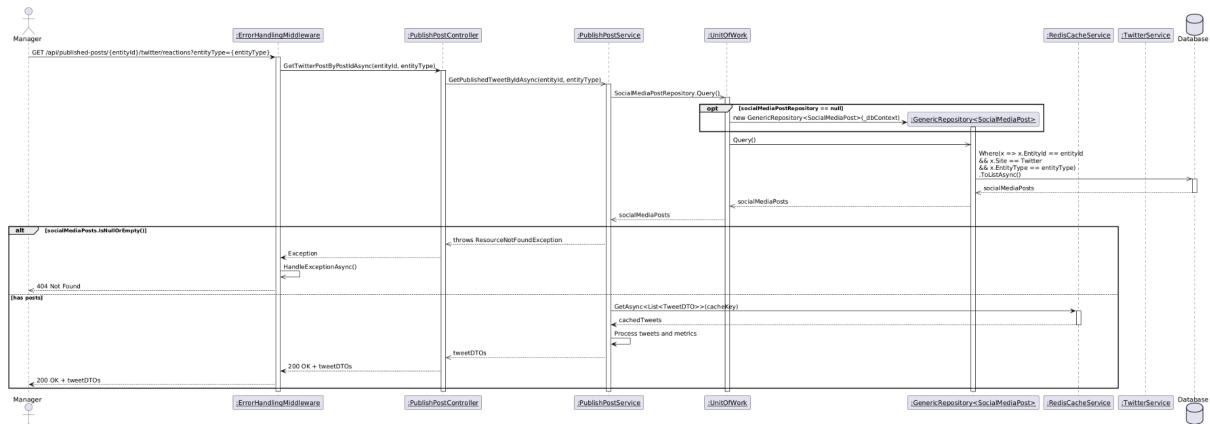


### 3.16.2 Get All Refund Request

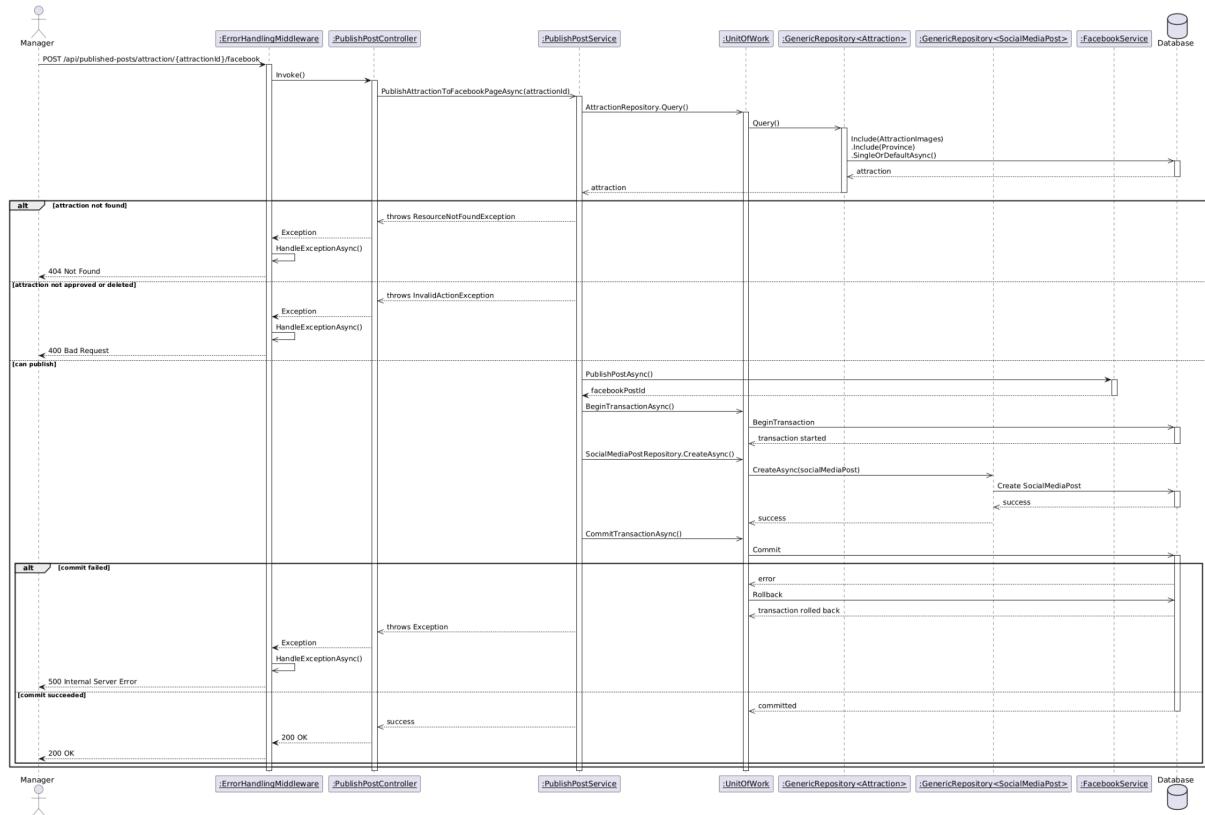


### 3.17 Publish Post

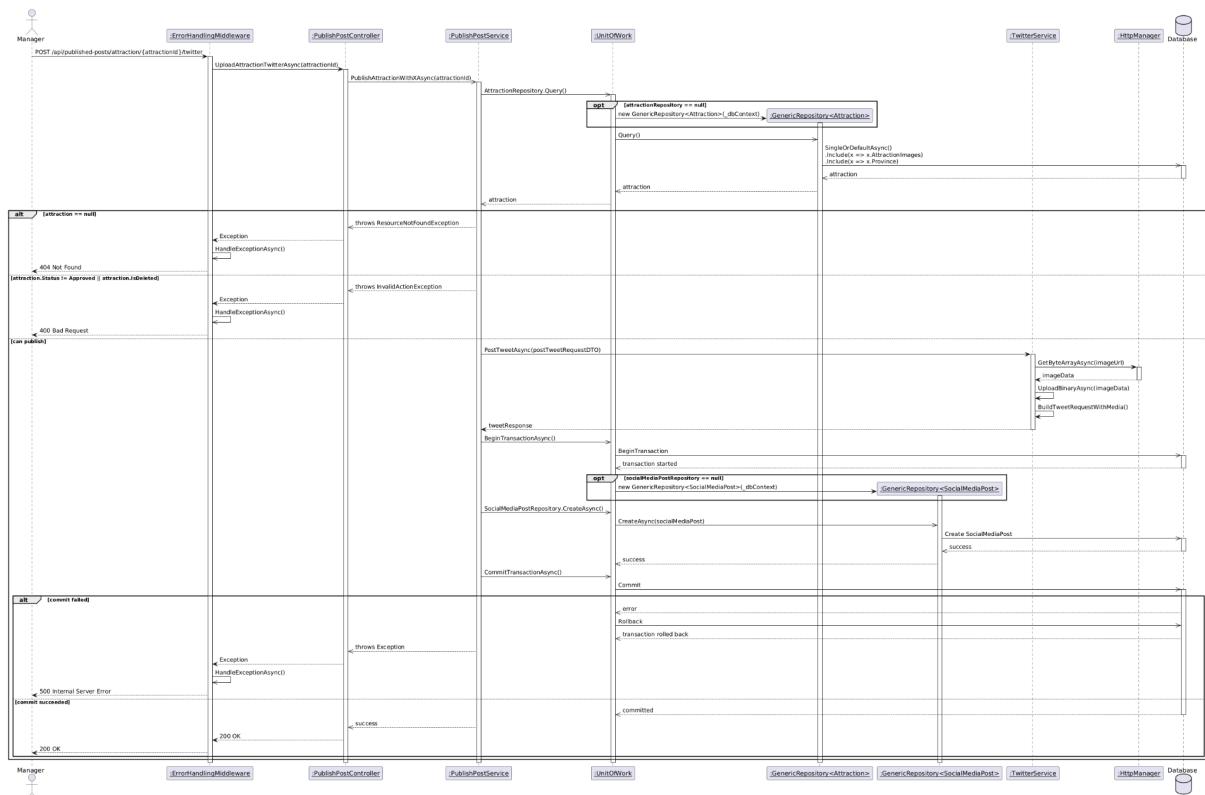
#### 3.17.1 Get Twitter Reaction



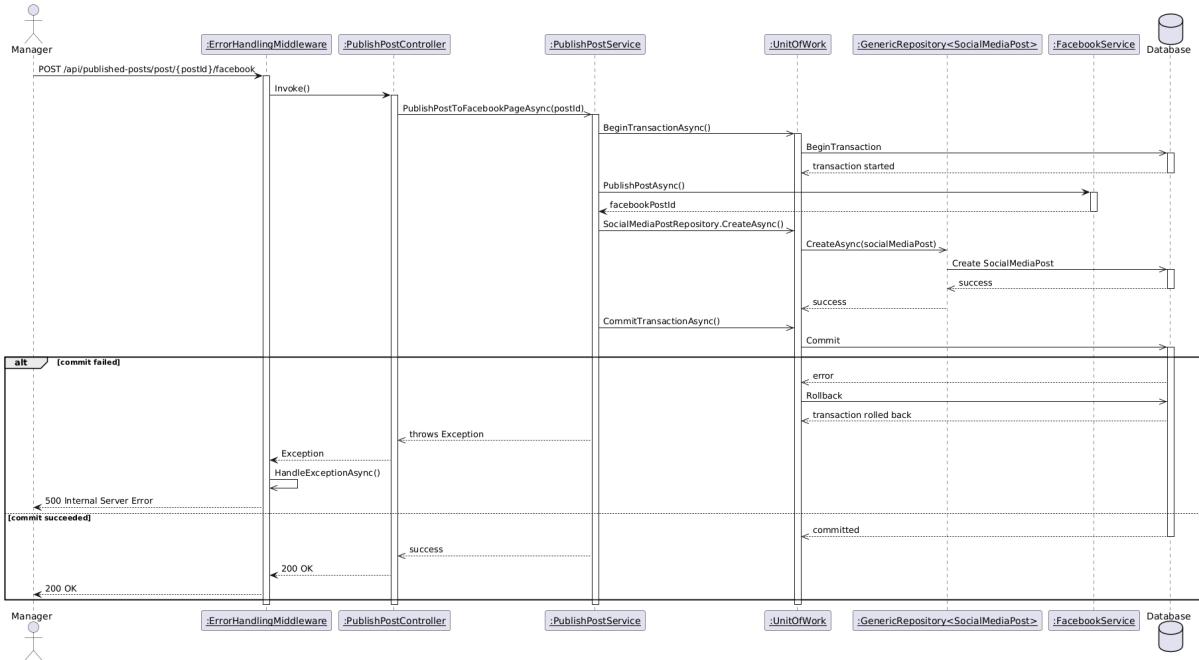
#### 3.17.2 Publish Attraction on Facebook



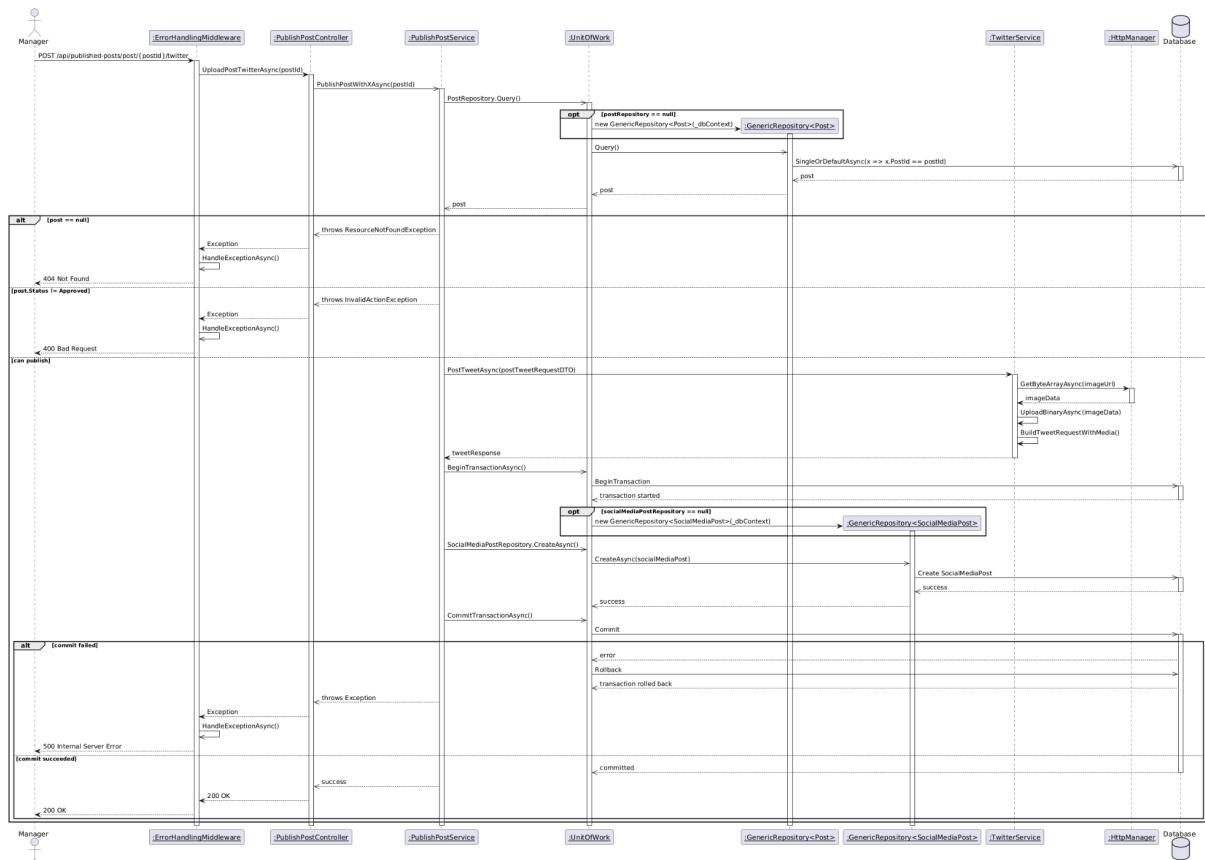
### 3.17.3 Publish Attraction on Twitter



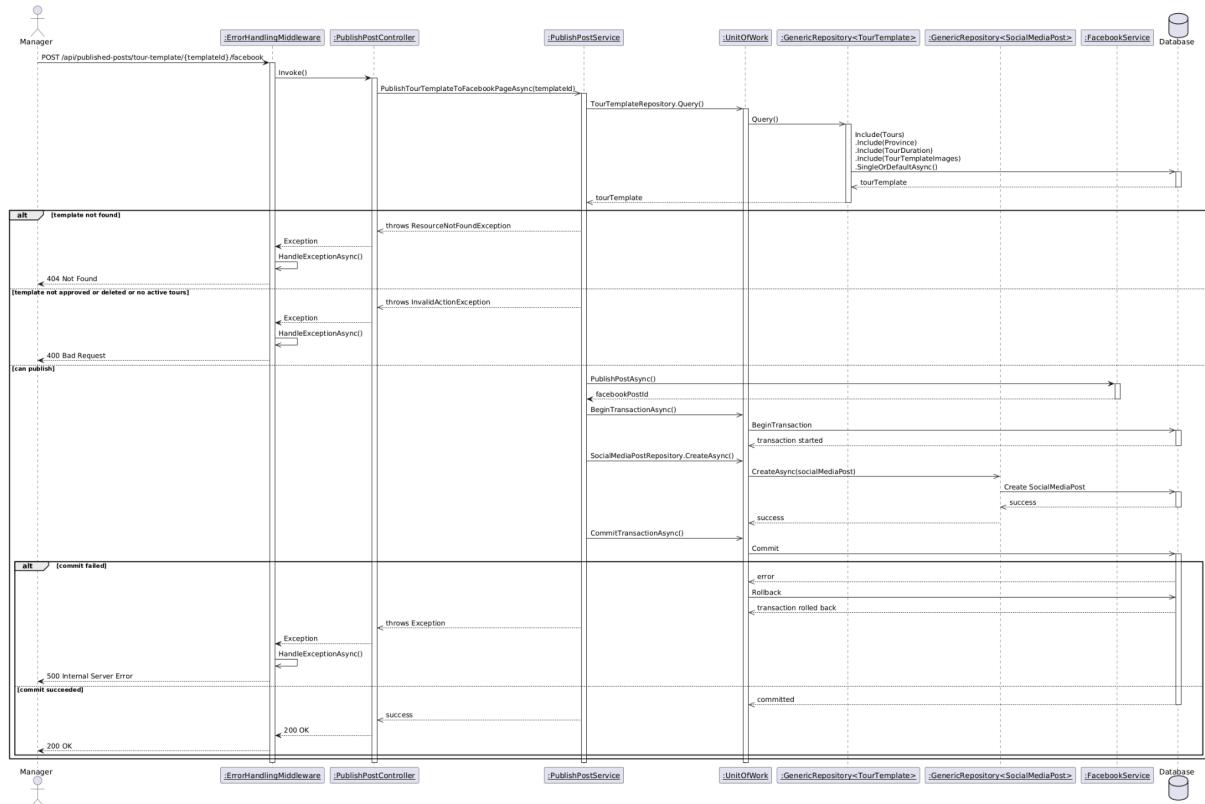
### 3.17.4 Publish Post on Facebook



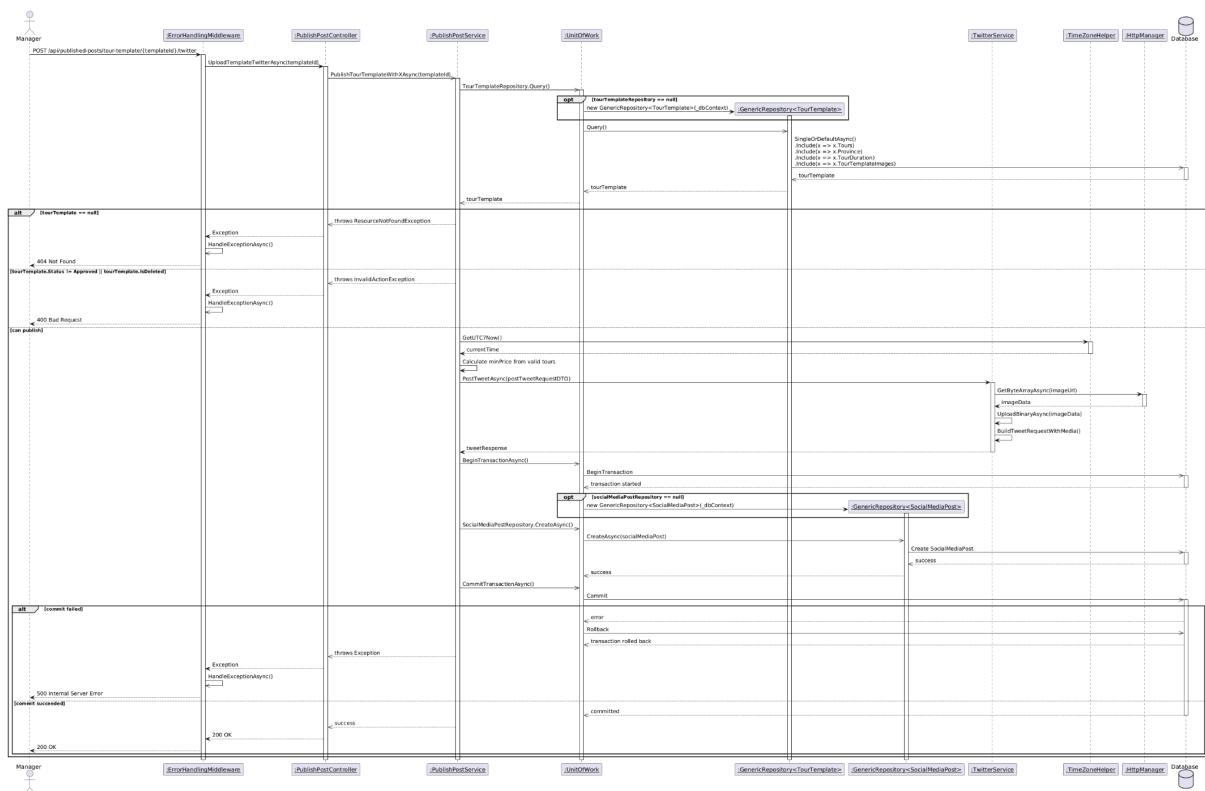
### 3.17.5 Publish Post on Twitter



### 3.17.6 Publish Template on Facebook

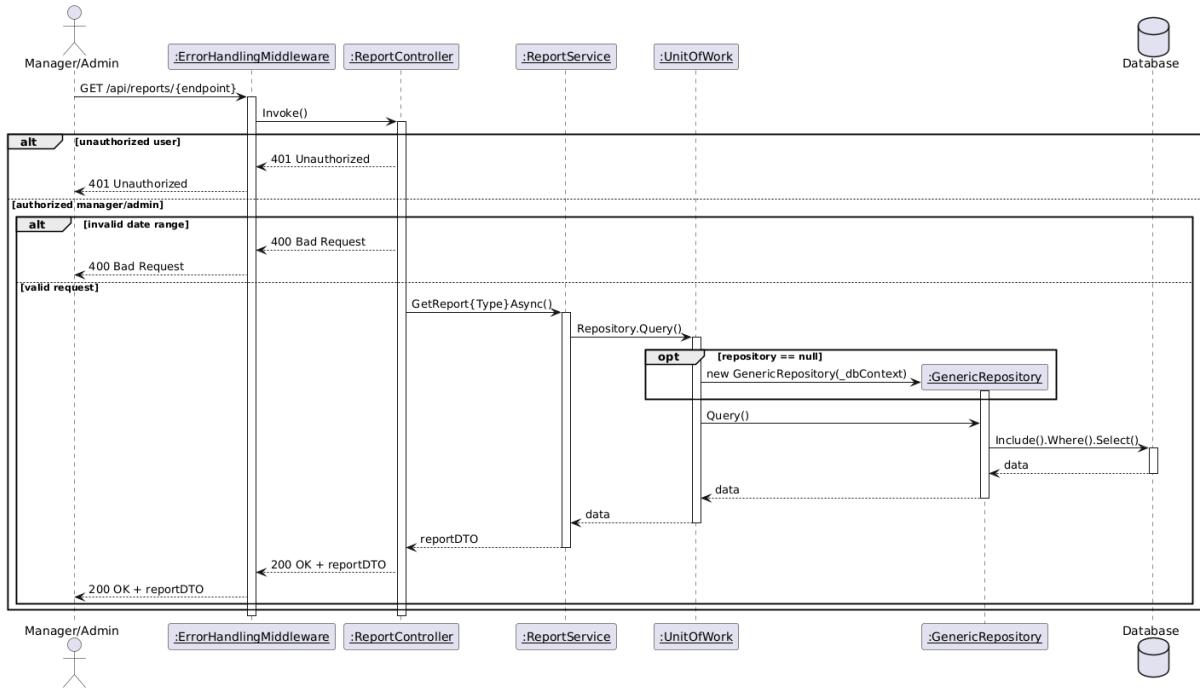


### 3.17.7 Publish Attraction on Twitter



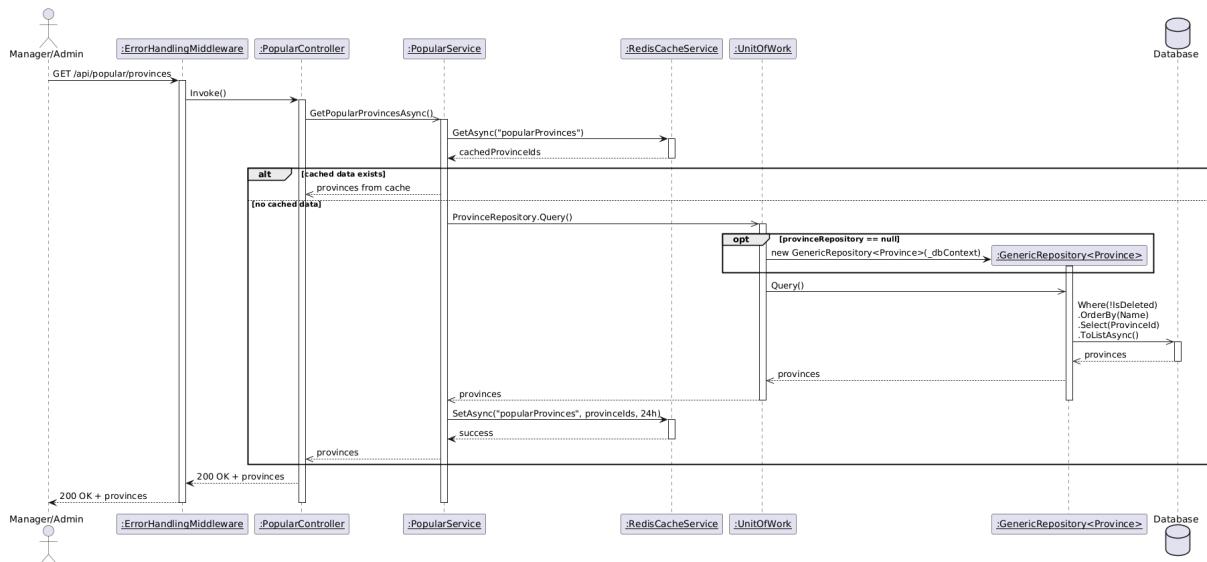
### 3.18 Report

#### 3.18.1 Get Summary Report



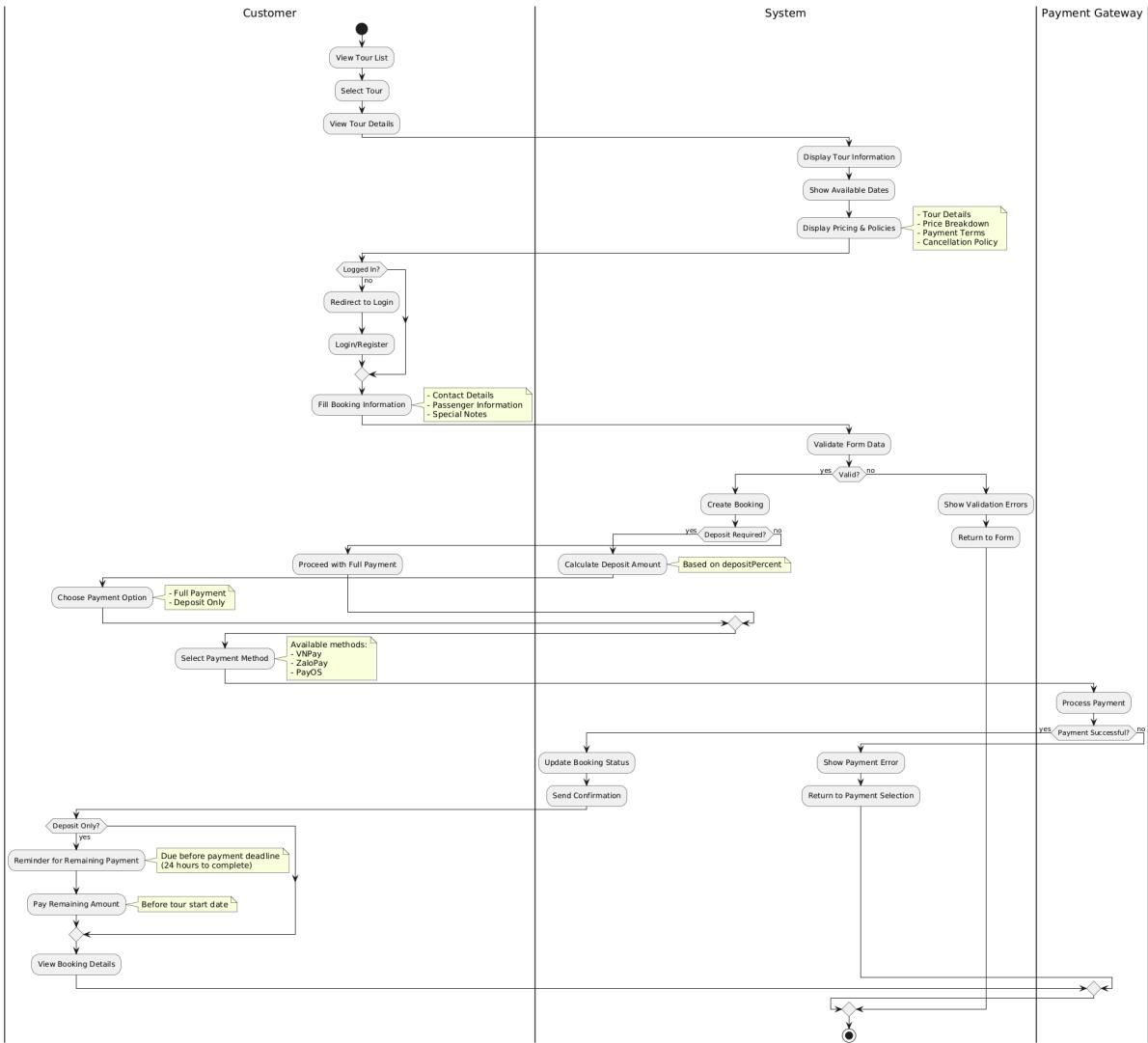
### 3.19 Popular

#### 3.19.1 Get Popular Provinces

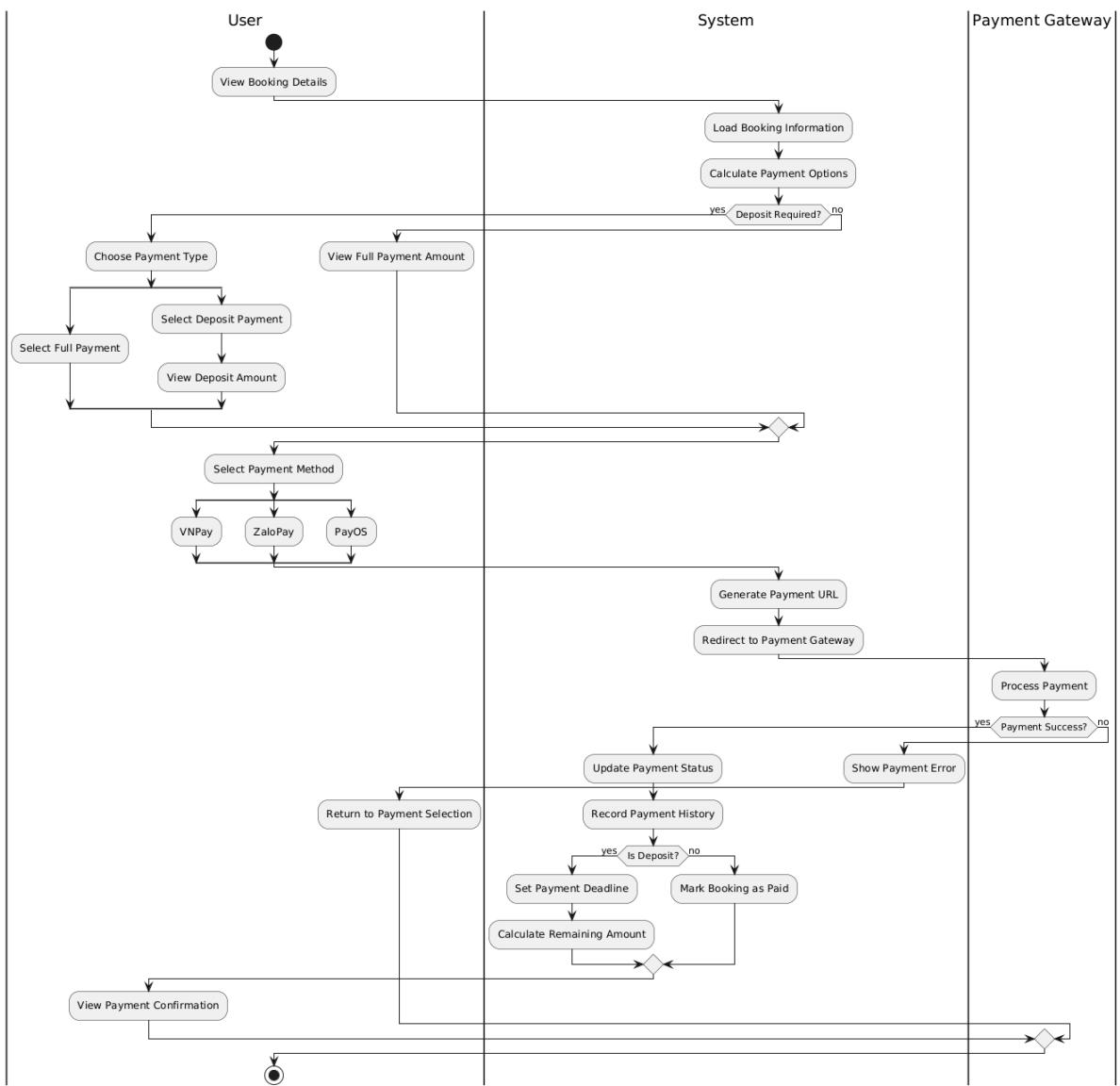


## 4. Activity Diagram

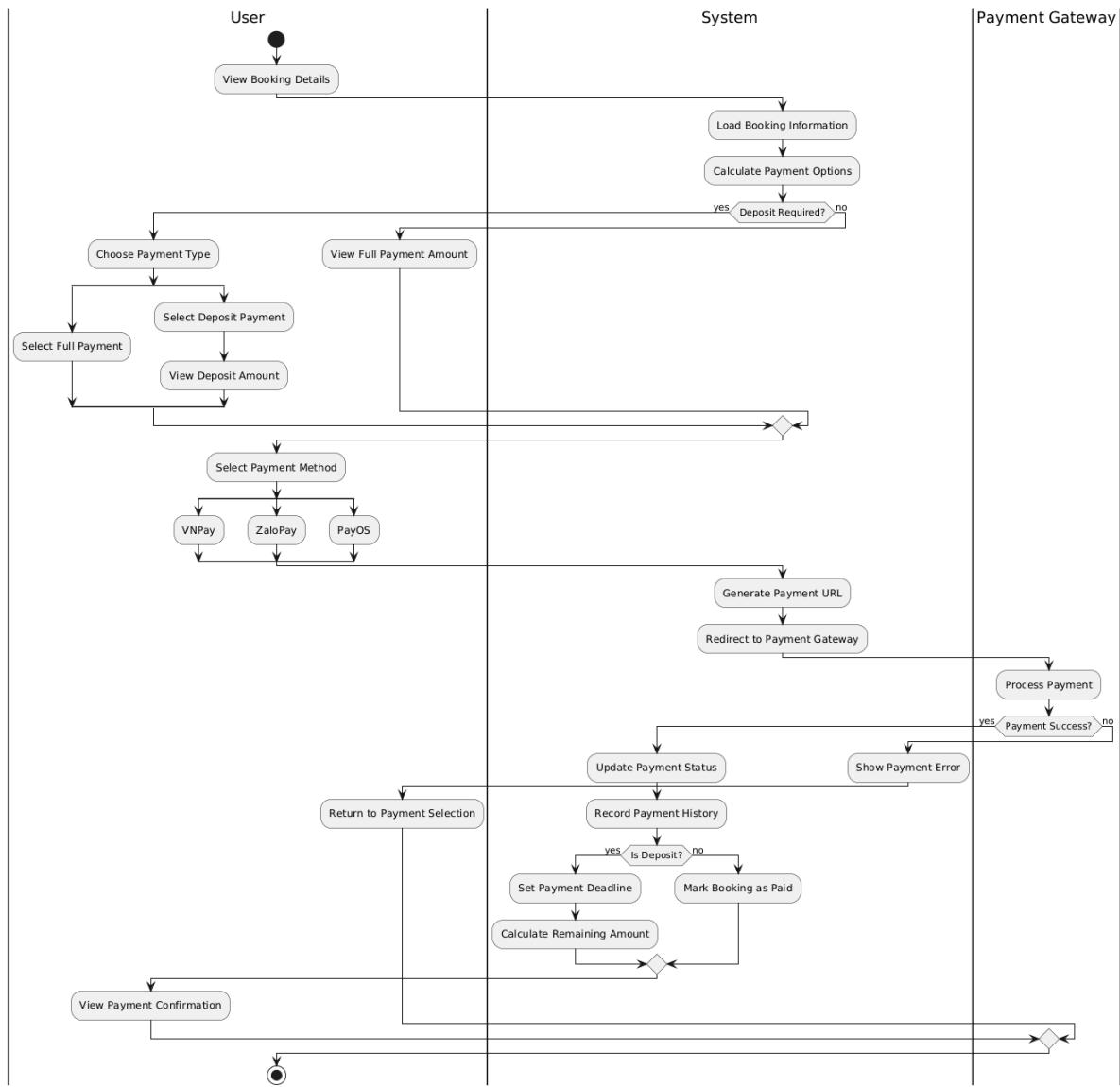
## 4.1. Tour Booking Process



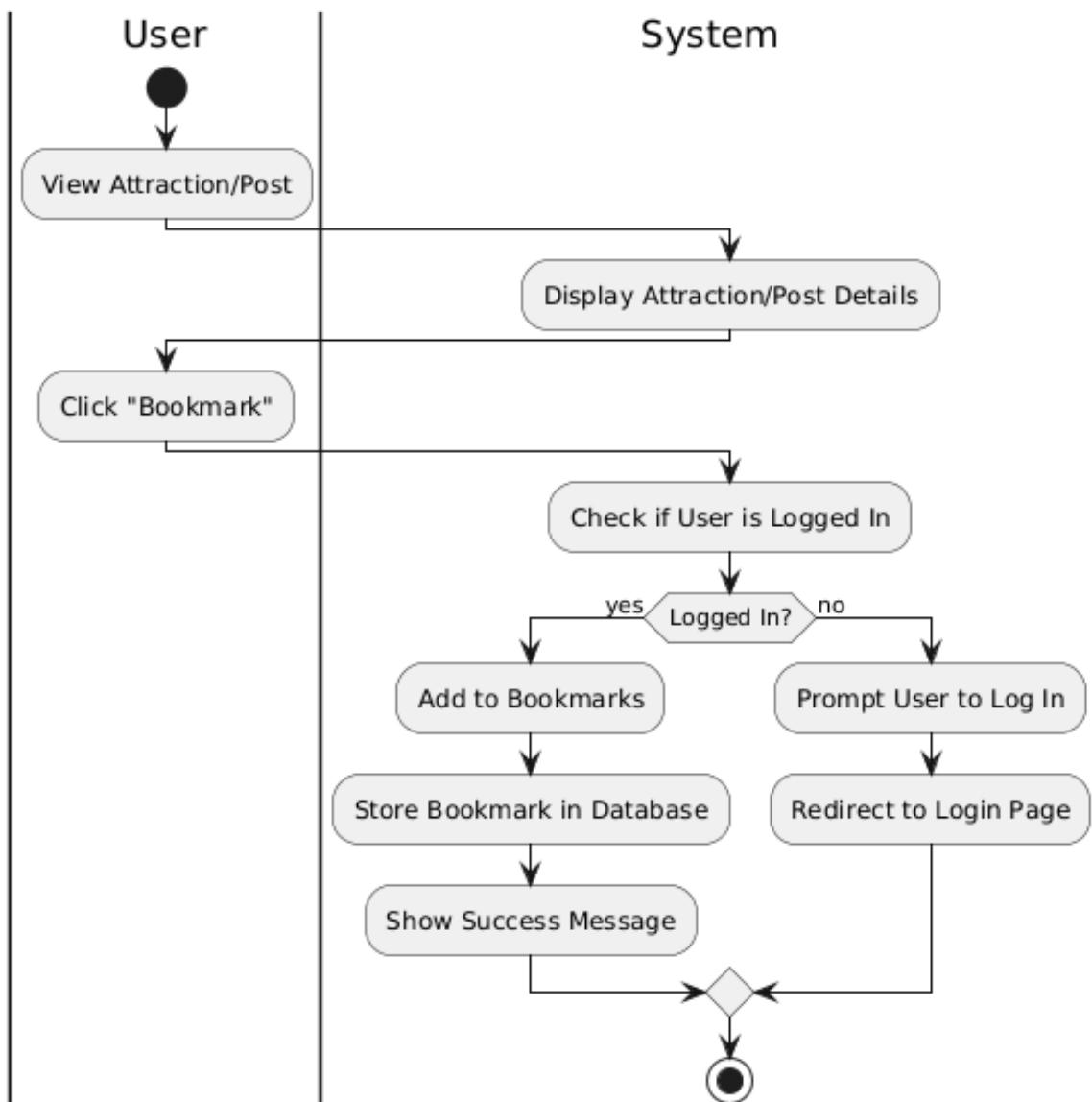
## 4.2. User Profile Management



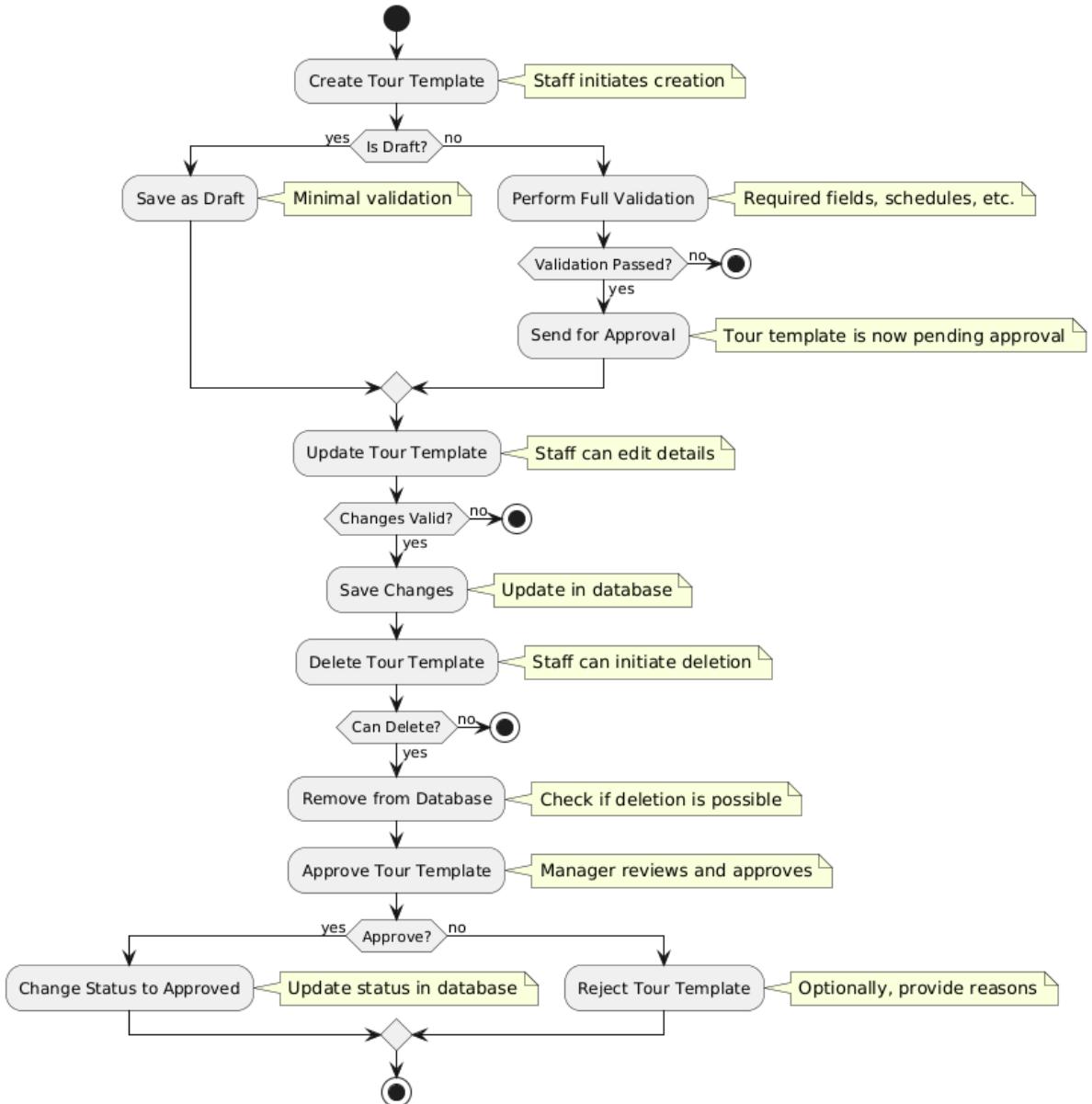
### 4.3. Payment Process



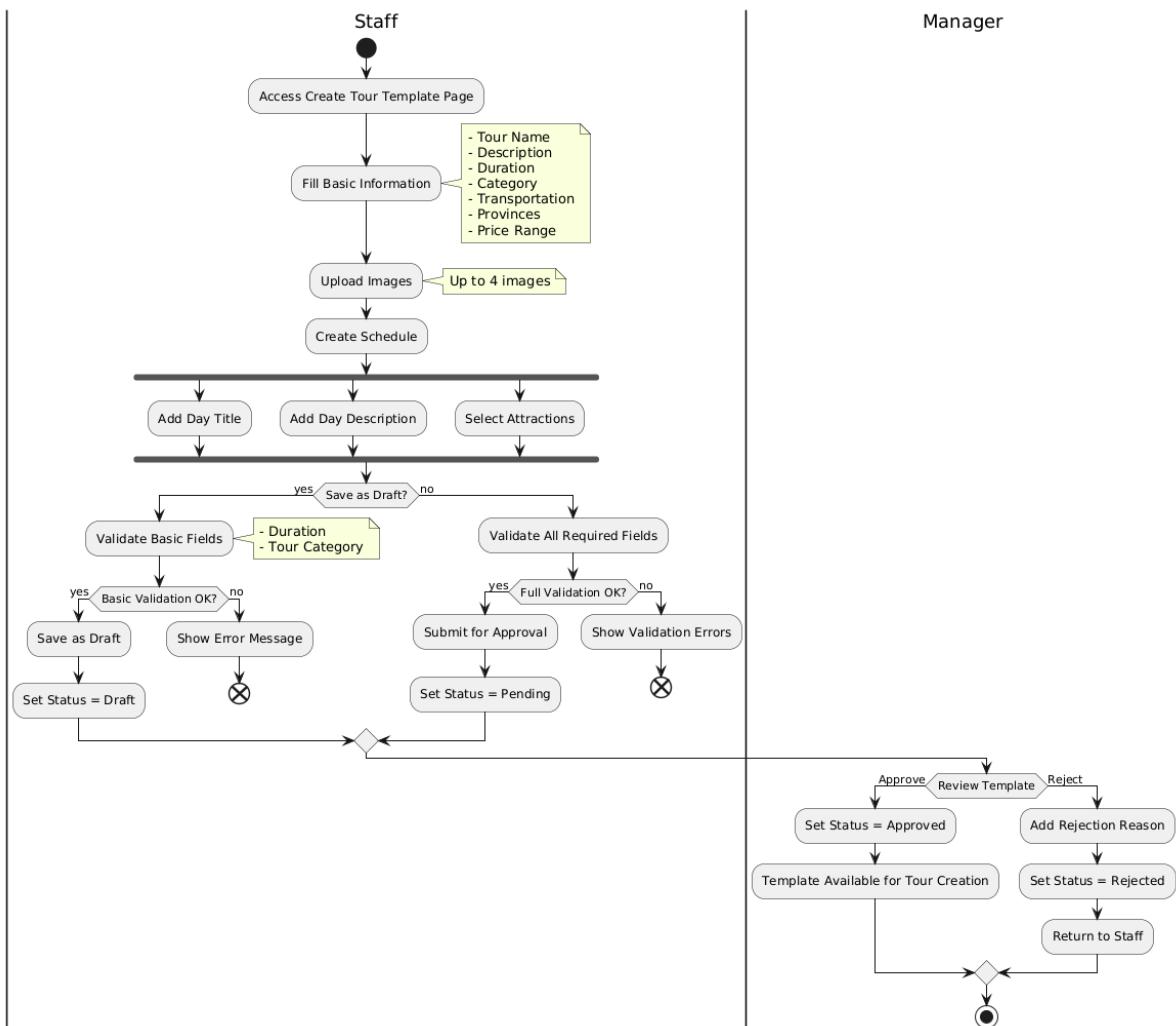
#### 4.4. Bookmark Attraction, Post to Storage



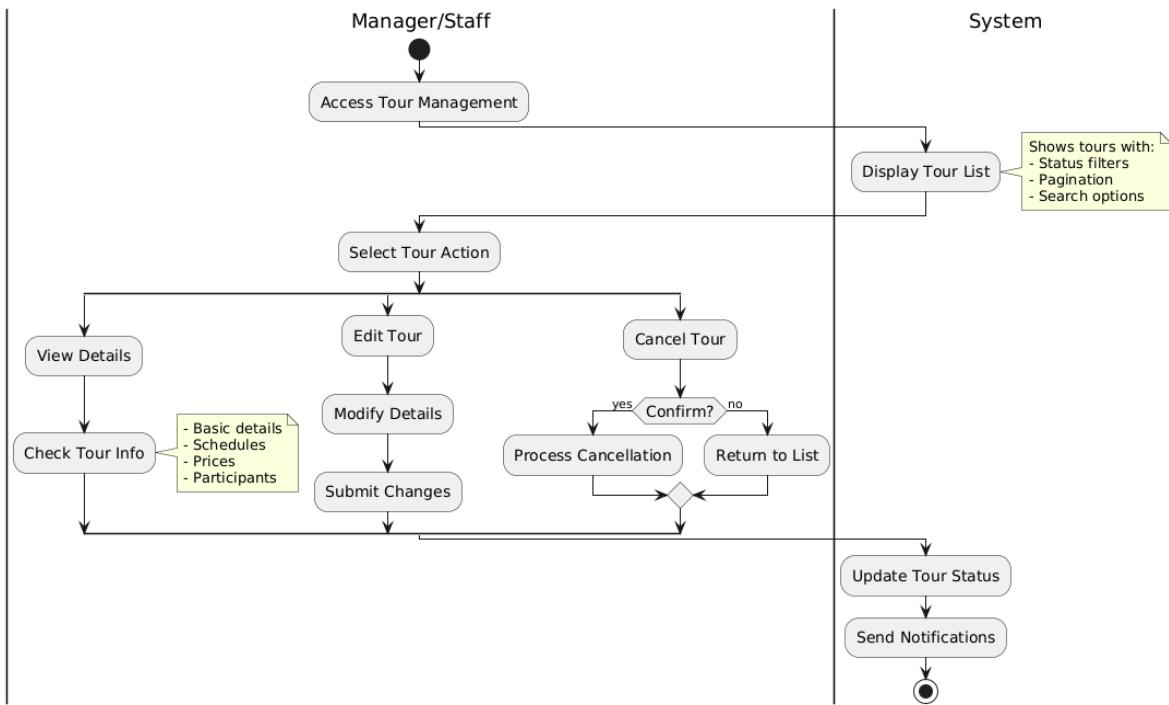
## 4.5. Tour Template Management



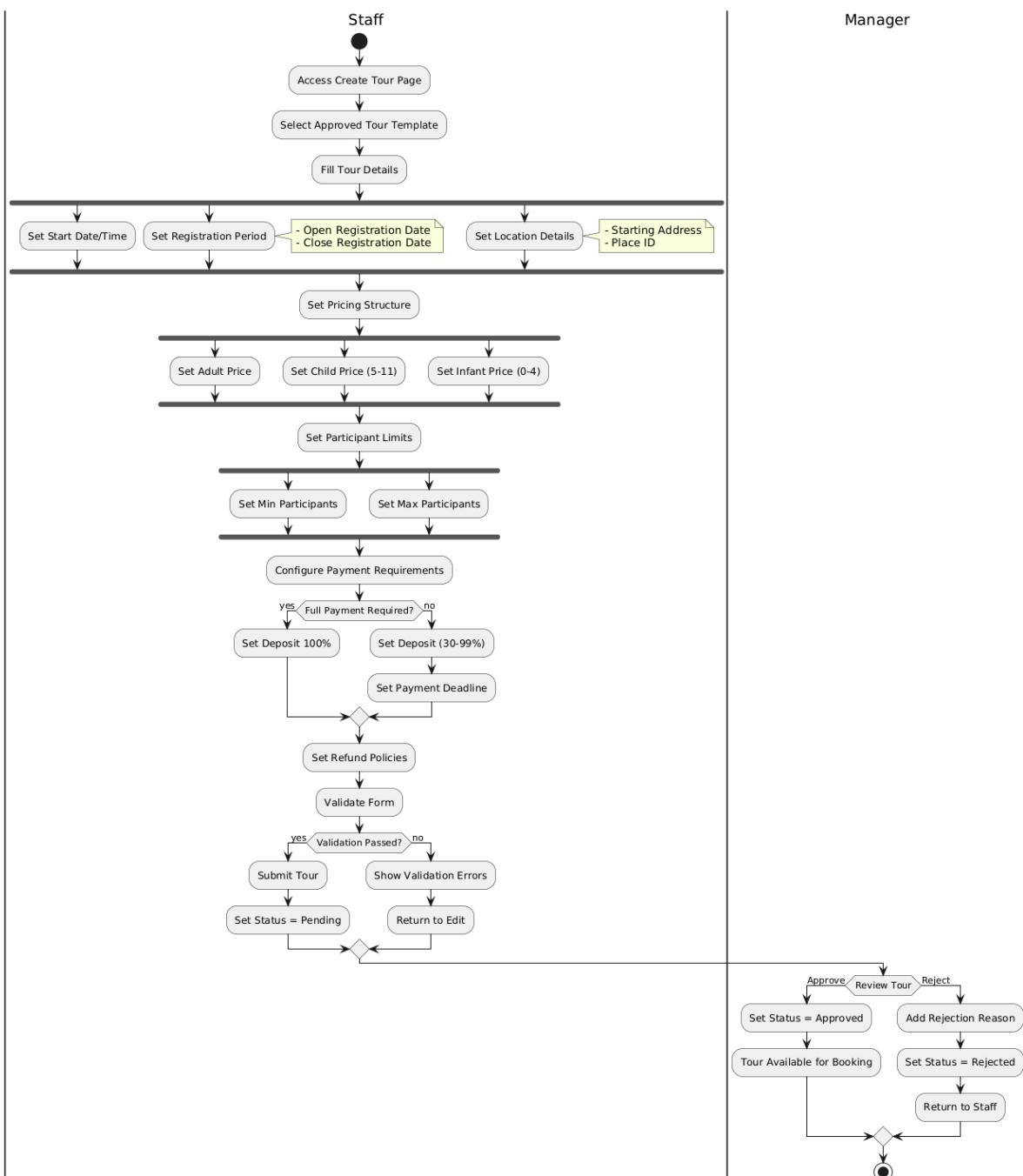
#### 4.6. Tour Template Create Process



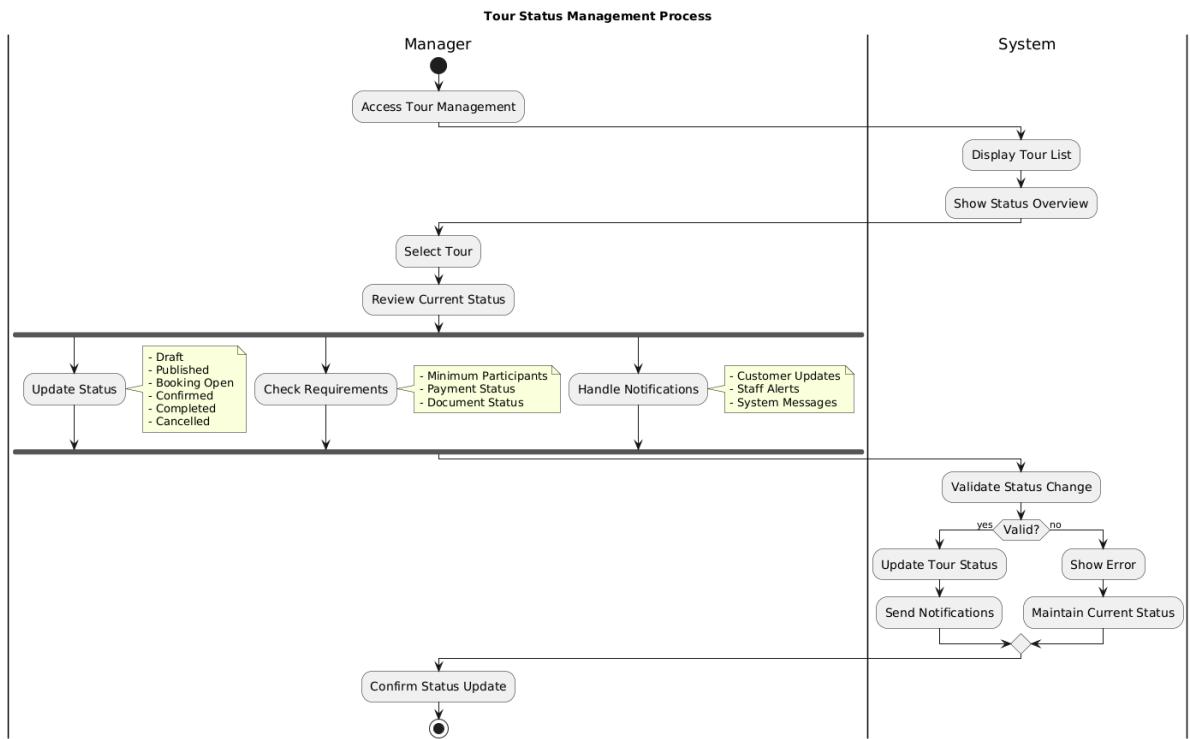
#### 4.7. Tour Management



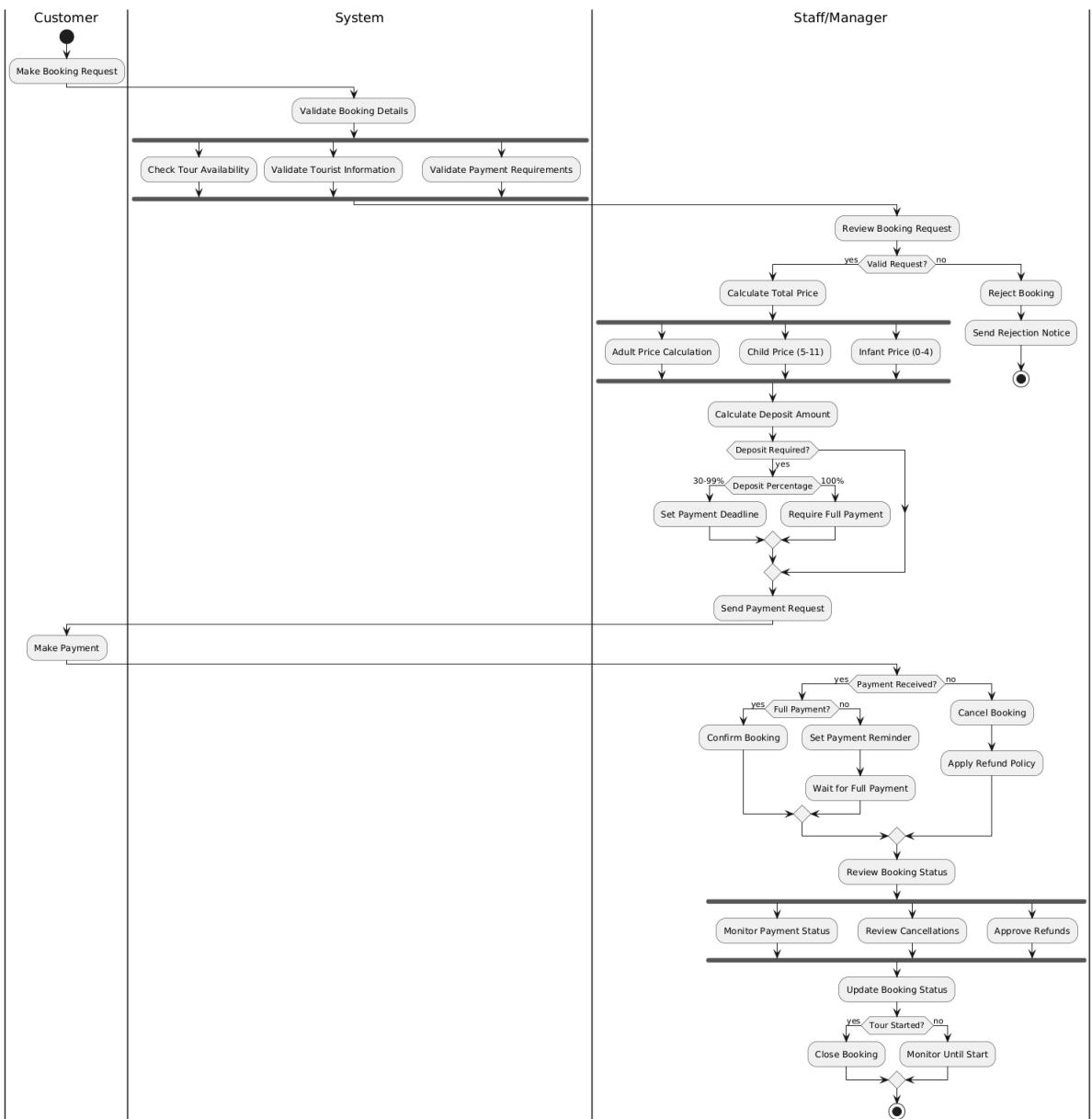
#### 4.8. Tour Create Process



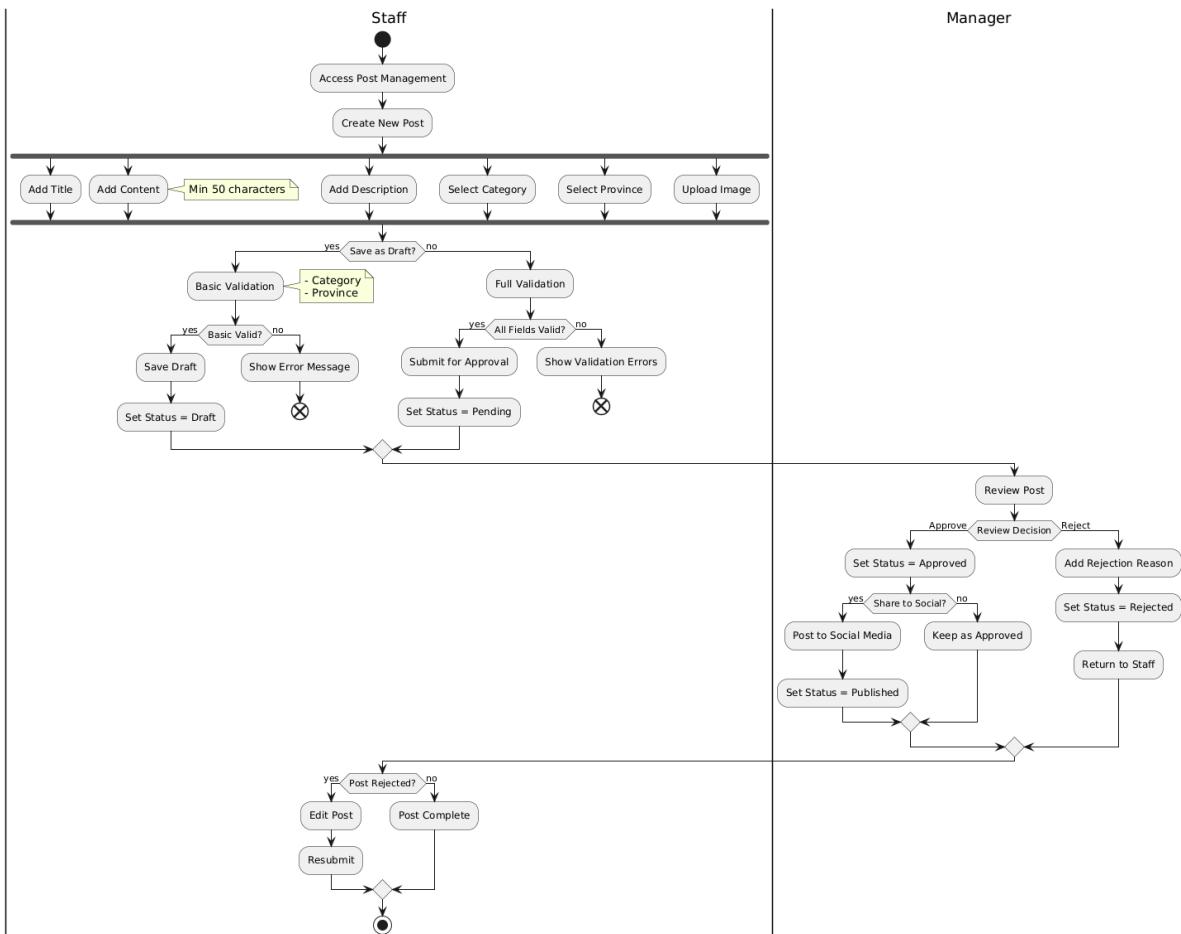
## 4.9. Tour Status Management



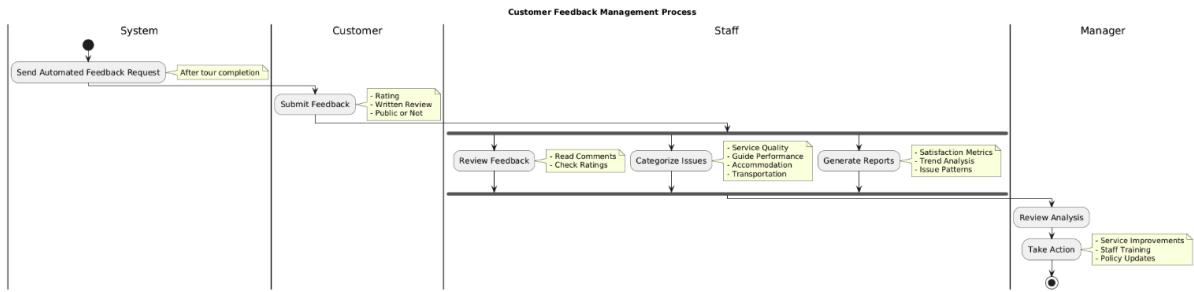
## 4.10. Booking Management



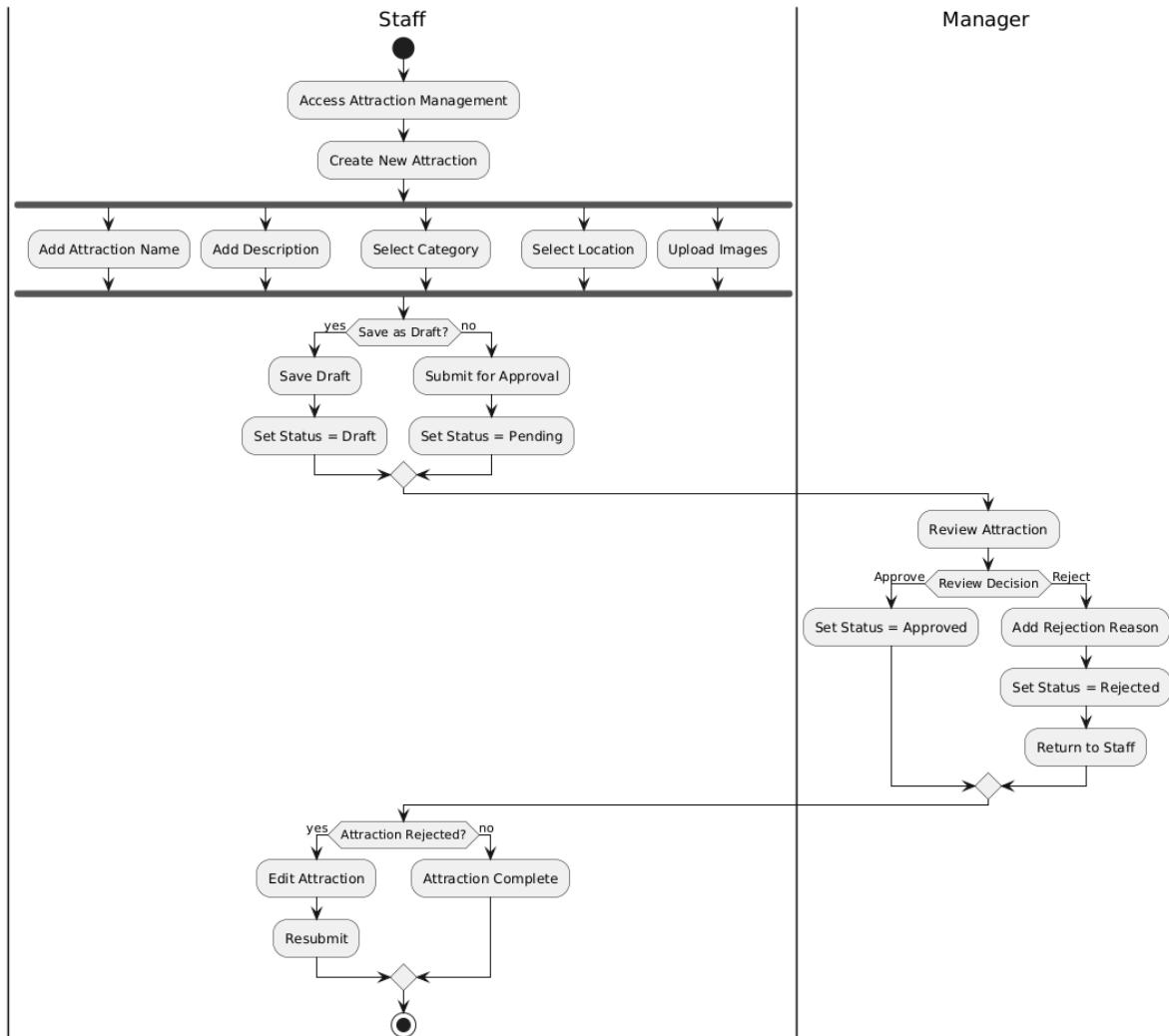
## 4.11. Post Management



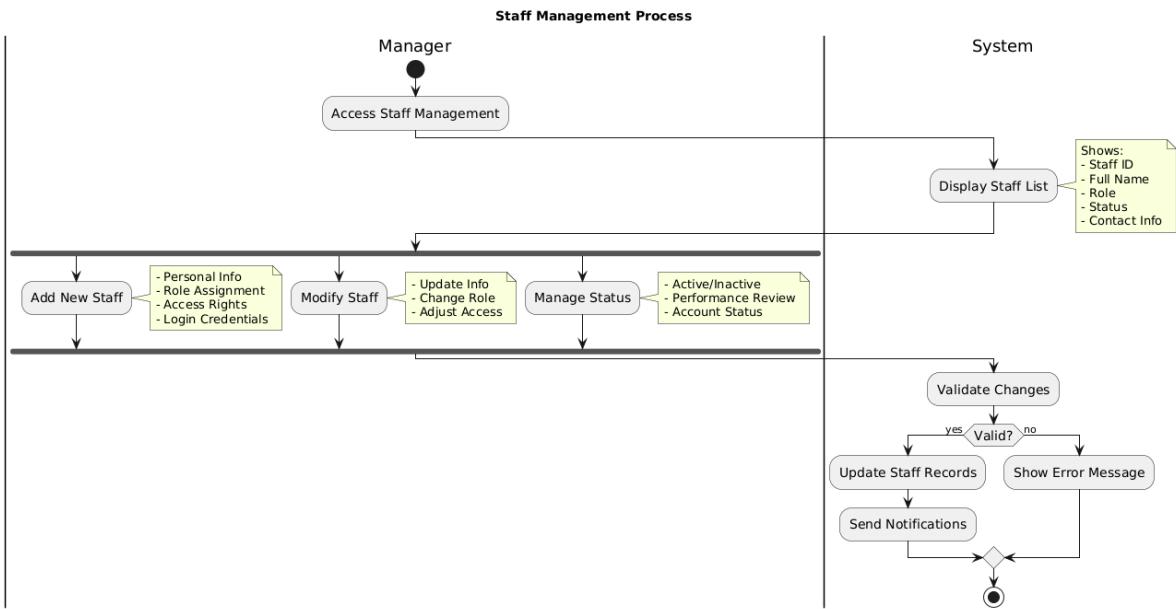
## 4.12. Customer Feedback Management



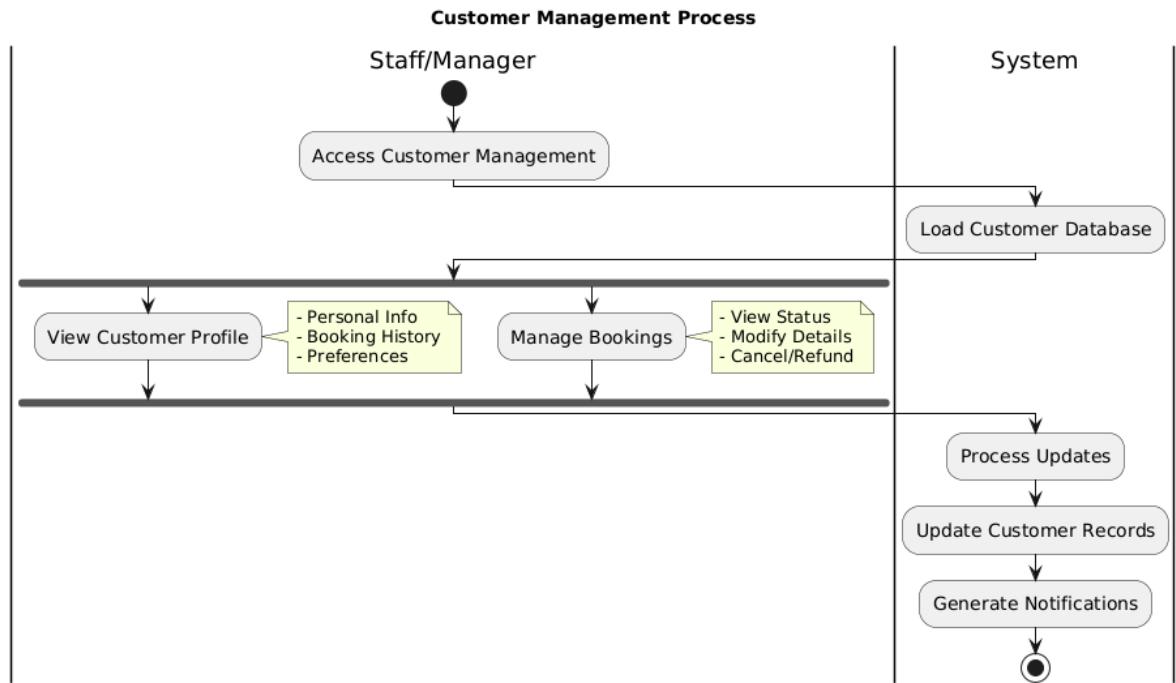
## 4.13. Attraction Management



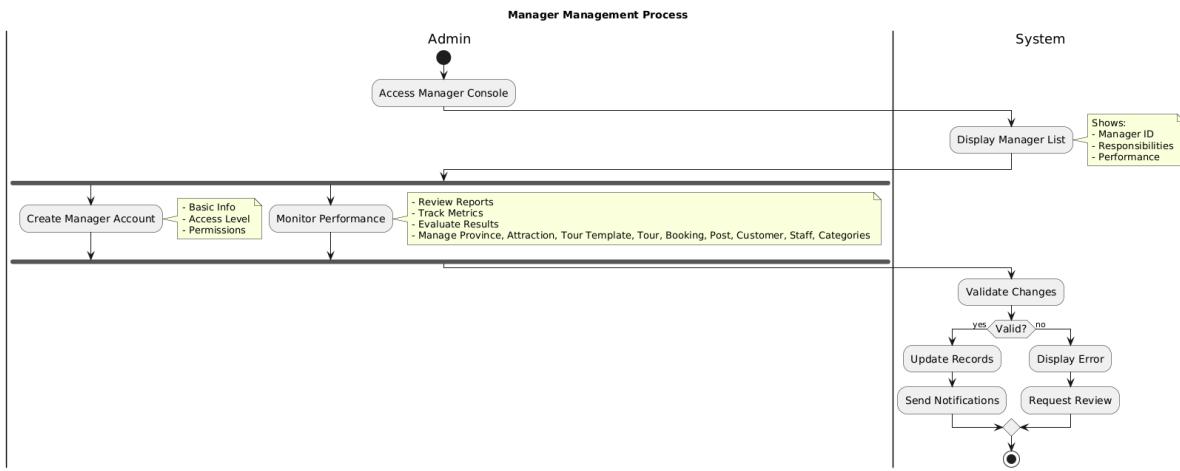
#### 4.14. Staff Management



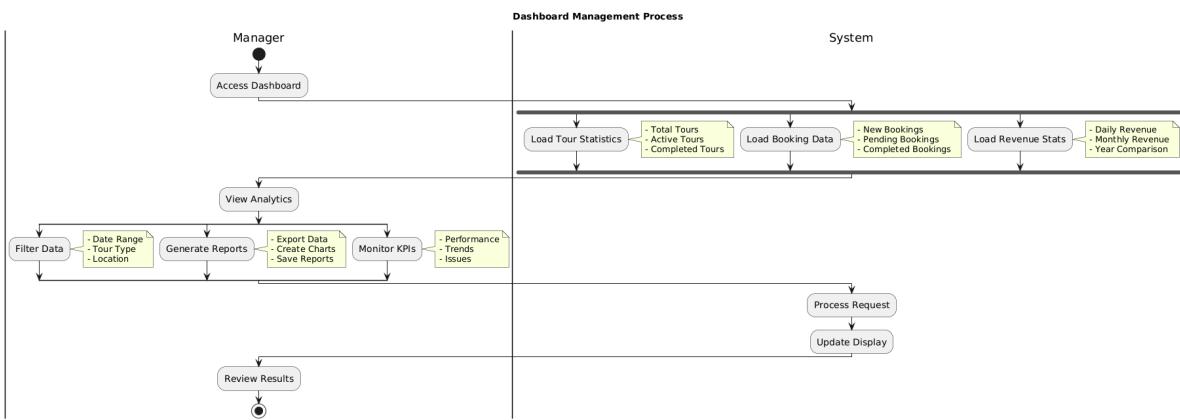
#### 4.15. Customer Management



#### 4.16. Manager Management



## 4.17. Dashboard Management



## V. Software Testing Documentation

### 1. Scope of Testing

#### a. Features to be Tested

##### \* Front-End:

###### **Vietway-FE Testing Scope:**

- **User Authentication & Account Management:** Testing the entire lifecycle of user accounts, including registration, login, and profile management.
- **Tour Booking System:** Critical focus on tour search, filtering, booking, and payment processes across multiple payment gateways (VNPay, Momo).
- **Review & Feedback System:** Ensuring smooth submission, display, and management of customer reviews and ratings.
- **Payment Processing:** Accurate handling of transactions, payment statuses, and refund scenarios.

###### **Vietway-Management-FE Testing Scope:**

- **Tour Template Management:** Comprehensive testing of template creation, validation, and status tracking.
- **Tour Management:** Ensuring seamless creation and management of tours derived from templates, with accurate price handling and scheduling.
- **Booking Management:** Validating booking processes, payment tracking, and tourist data management.

###### **Excluded Features** (Common for both):

- Third-party API internal operations.
- Server infrastructure and performance under extreme load.
- Browser compatibility and detailed performance testing.

##### \* Back-End:

- 124 APIs in both Vietway.API.Customer and Vietway.API.Management

#### b. Testing Levels

The testing approach is layered to ensure a systematic and thorough evaluation of all projects:

##### 1. Unit Testing:

- Responsibility: Development Team
- Focus Areas: Core functionalities such as validation logic, state management, and critical business logic.
- Acceptance Criteria: At least 80% code coverage with all key logic validated.

##### 2. Integration Testing:

- Responsibility: QA Team
- Focus Areas: API integrations, component interactions, and data flow across modules.
- Acceptance Criteria: Smooth communication between APIs, error handling, and consistent data/state management.

##### 2. System Testing:

- Responsibility: QA Team & Business Analysts
- Focus Areas: End-to-end workflows for both platforms, payment processing, and overall user experience.

- Acceptance Criteria: Full business flow functionality, response times under 3 seconds, and compliance with business rules.

### c. Constraints and Assumptions

#### Constraints:

- Limited access to production-like environments and payment gateway test setups.
- Dependency on third-party services such as external image storage and email systems.
- Time constraints due to sprint cycles and release schedules.

#### Assumptions:

- Test environments will accurately mirror production setups.
- Sufficient tools, test data, and resources will be available.
- Third-party services provide reliable test environments.

### d. Key Testing Objectives

- Deliver **high-quality customer experiences** for Vietway-FE by ensuring flawless booking, payment, and review functionalities.
- Provide a **streamlined management interface** in Vietway-Management-FE for administrators to handle tours, bookings, and templates effectively.
- Establish **robust error handling** and recovery mechanisms for both systems.
- Maintain **efficient workflows** with cross-functional testing coordination between developers, QA teams, and business analysts.

### e. Final Recommendations

1. **Allocate Resources for High-Priority Areas:** Payment gateways, booking workflows, and critical business logic need additional focus.
2. **Perform Thorough Regression Testing:** Before major releases, ensure past functionalities remain intact.
3. **Adopt a CI/CD Pipeline with Automated Testing:** Streamline testing with automated tools to reduce manual overhead and ensure faster iterations.
4. **Collaborate Effectively:** Development, QA, and business teams should align on test coverage and acceptance criteria to minimize risks.

**Leverage Mock Services for Constraints:** Use mock APIs for restricted third-party service testing to ensure continuity in testing efforts.

## 2. Test Strategy

### 2.1 Testing Types

#### 2.1.1. Component Testing

- Component testing verifies individual React components function correctly in isolation
- Test cases cover component rendering, props handling, state management, and event handling
- All component test cases must pass with proper rendering and behavior verification
- Component interactions with child components are properly mocked and tested
- Error boundaries and fallback behaviors are verified

### **2.1.2. API Testing**

- API testing will test all of the individual implemented API of Back-end Service.
- Test case will verify constraints of data which are mentioned in the Business rule.
- All API will be tested with Swagger and Postman tools

### **2.1.3. Unit Testing**

- To verify that individual components/units of the software work correctly in isolation
- To validate that each function, method, or class behaves according to its specification
- To detect and fix bugs early in the development cycle
- To ensure code quality and maintainability
- To facilitate safe refactoring of code

### **2.1.4. UI/UX Testing**

- UI/UX tests will be performed fully on all screens.
- UI/UX test targets to cover the verification of the overall look and feel of the system including initial position, font, text size, color, focus, initial button, tab order, label, screen sizes, sentence width, and animation.
- Check all the UI elements for color, size, position, width, length and acceptance of characters or numbers
- All GUI test cases have been executed and passed.
- Any defects related to GUI are fixed, except those accepted by the customer.

### **2.1.5. Component Interaction Testing**

- Verifies proper communication between related components
- Tests data flow and state management between parent and child components
- All component integration points must be tested and verified
- Event propagation and callback handling must work correctly
- Context providers and consumers must function as expected

## **2.2 Test Levels**

Type of Tests	Test Level			
	Unit	Integration	System	Acceptance
Component Testing	X	X		
API Integration Testing		X		
Unit Testing	X			
UI/UX Testing			X	X
Component Interaction Testing		X	X	

### 2.3 Supporting Tools

Purpose	Tool	Vendor/In-house	Version
Component Testing	NUnit	NUnit Foundation	3.14
API Integration Testing	Postman	Postman Inc.	10.21
Unit Testing	xUnit	.NET Foundation	2.5.1
UI/UX Testing	Selenium	Selenium HQ	4.15.0
Component Testing	NUnit	NUnit Foundation	3.14

## 3. Test Plan

### 3.1 Human Resources

Worker/Doer	Role	Specific Responsibilities/Comments
Châu Nguyễn Ngọc Hân	Tester	Manage test resources and assign test tasks Create Test Plan, Test Cases (IT, ST), Test Scripts (IT, ST) Review Test Data Final Inspection Test Cases Create Test Reports
Châu Nguyễn Ngọc Hân Đỗ Tú Toàn Phạm Ngọc Hiếu Nguyễn Ngọc Nguyên Bảo	Project Manager/Developer	Approve Test Cases (UT, IT, ST), Test Plan, Test Results, Test Reports
Châu Nguyễn Ngọc Hân	Quality Assurance	Create UT Cases, UT Reports
Đỗ Tú Toàn Phạm Ngọc Hiếu	Developer	Create UT Cases, UT Reports

### 3.2 Test Environment

Purpose	Tool	Provider	Version
Unit Testing	Visual Studio Code	Microsoft Corporation	Microsoft Visual Studio Code v1.95.1
	Visual Studio	Microsoft Corporation	Microsoft Visual Studio Enterprise 2022 v17.11.5
	Cursor	Anysphere, inc	Cursor v0.13.4
API Testing	Postman	Postman, Inc	Postman v11.4.0
User Interface Testing	Chrome	Google	Google Chrome v131.0.6778.85/86

Integration Testing	Chrome	Google	Google Chrome v131.0.6778.85/86
System Testing	Chrome	Google	Google Chrome v131.0.6778.85/86
Acceptance Testing	Chrome	Google	Google Chrome v131.0.6778.85/86

### 3.3 Test Milestones

Milestone Task	Start Date	End Date
<b>Iteration 1: System Test</b>	<b>November 20, 2024</b>	<b>November 22, 2024</b>
Create Test Case	November 20, 2024	November 22, 2024
<b>Iteration 2: Testing</b>	<b>November 20, 2024</b>	<b>November 23, 2024</b>
Create Test Plan	November 20, 2024	November 20, 2024
Create Unit Test Case	November 20, 2024	November 22, 2024
Create Test Case Iteration 2	November 21, 2024	November 21, 2024
Test Iteration 2	November 22, 2024	November 22, 2024
Verify Test Iteration 2	November 22, 2024	November 22, 2024
Fix Bug Iteration 2	November 22, 2024	November 23, 2024
<b>Test Document</b>	<b>November 24, 2024</b>	<b>November 26, 2024</b>
Create Test Case	November 24, 2024	November 25, 2024
Execute Test Case	November 25, 2024	November 26, 2024
Acceptance Test	November 25, 2024	November 26, 2024
<b>Iteration 3: Testing</b>	<b>November 27, 2024</b>	<b>November 29, 2024</b>
Create Test Case Iteration 3	November 27, 2024	November 28, 2024
Test Iteration 3	November 28, 2024	November 28, 2024
Verify Test Iteration 3	November 28, 2024	November 28, 2024
Fix Bug Iteration 3	November 28, 2024	November 29, 2024

## 4. Test Cases

- Unit Test Cases: Report5\_Unit Test.xls
- System Test Cases: Report5\_System Test.xls

## 5. Test Reports

### 5.1 Unit Test Report

124	M-GetTourTemplateWithTourInfo	7	0	0	3	4	0	7
		688	0	0	236	435	17	688
	Test coverage		100.00 %					
	Test successful coverage		100.00 %					
	Normal case		34.30 %					
	Abnormal case		63.23 %					
	Boundary case		2.47 %					

### 5.2 System Test Report

No	Module code	Passed	Failed	Pending	N/A	Number of test cases
1	Customer	56	0	0	0	56
2	Staff	54	0	0	0	54
3	Manager	87	0	0	0	87
4	Admin	10	0	0	0	10
<b>Sub total</b>		<b>207</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>207</b>

## VI. Release Package & User Guides

### 1. Deliverable Package

No.	Deliverable Item	Description
<b>Code packages</b>		
1	Web Module	FA24SE059_LaiDucHung_Vietway-FE.rar FA24SE059_LaiDucHung_Vietway-Management-FE.rar
2	Web API Module	FA24SE059_LaiDucHung_VietWay-BE.rar
<b>Databases</b>		
1	Initialize databases	FA24SE059_LaiDucHung_VietwayDB-table.sql FA24SE059_LaiDucHung_VietwayDB-data.sql
<b>Documents</b>		
1	Final Project Report	FA24SE059_LaiDucHung_FinalProjectReport.docs FA24SE059_LaiDucHung_FinalProjectReport.pdf FA24SE059_LaiDucHung_System Test.xlsx FA24SE059_LaiDucHung_Unit Test.xlsx

### 2. Installation Guides

#### 2.1 System Requirements

##### 2.1.1 Web applications

###### Development Environment

- Node.js (LTS version) and npm or yarn installed.
- Vite build tools configured for both projects.
- Both React applications are tested and production-ready.

###### Target Environment

- A web server (e.g., Nginx, Apache, or cloud-based hosting like Vercel, Netlify, or AWS S3 with CloudFront).

###### Access

- Administrative access to the deployment server or hosting platform.
- Necessary credentials for domain management (if using custom domains).

##### 2.1.2 APIs

###### Development Environment

- Visual Studio 2019/2022 or .NET CLI installed.
- Both Web API projects are fully tested and production-ready.

###### Target Environment

- A web server (e.g., IIS, Azure App Service, or a Linux-based server with Nginx/Apache).
- .NET Core Runtime installed on the server.

###### Access

- Administrative access to the deployment server.
- Necessary credentials for the target environment (e.g., FTP, SSH, or Azure credentials).

## 2.2 Installation Instruction

### 2.2.1 Setup Backend API

#### 2.2.1.1 Package the Applications

- Using Visual Studio
  - o Open the solution containing both APIs in Visual Studio.
  - o For each project ("VietWay.API.Customer" and "VietWay.API.Management"):
    - Select the project in Solution Explorer.
    - Go to "Build" > "Publish" from the top menu.
    - In the Publish wizard, choose a publishing target:
      - Folder: Creates a deployable folder.
      - Azure: Deploys directly to Azure App Services.
    - Configure the target settings and click "Finish".
    - Click "Publish". The application will be packaged and published to the specified location.
  - Using .NET CLI
    - o Open a terminal in the solution directory.
    - o For each project ("VietWay.API.Customer" and "VietWay.API.Management"):
      - dotnet publish ./VietWay.API.Customer/VietWay.API.Customer.csproj -c Release -o ./publish/Customer
      - dotnet publish ./VietWay.API.Management/VietWay.API.Management.csproj -c Release -o ./publish/Management
    - o Verify the outputs in "./publish/Customer" and "./publish/Management" folders.

#### 2.2.1.2 Prepare the Target Server

- For Windows Server with IIS:
  - o Install IIS (if not already installed):
    - Open Server Manager > Add roles and features > Select IIS.
    - Install .NET Core Hosting Bundle:
    - Download the latest Hosting Bundle from the Microsoft .NET website.
    - Install it on the server.
  - o Configure IIS:
    - Open IIS Manager and create two separate websites:
      - One for VietWay.API.Customer.
      - One for VietWay.API.Management.
    - Set the physical path for each site to the corresponding publish folder.
    - Assign unique ports or bind each site to its respective domain/subdomain.
    - Ensure each applicationPool is set to use No Managed Code.
- For Linux Server
  - o Install Dependencies:
    - Ensure the server has the correct .NET Core Runtime installed.
    - Install Nginx or Apache if using a reverse proxy.
  - o Configure Reverse Proxy:

- Set up Nginx/Apache to forward requests to the Kestrel servers for both APIs.
- Use different subdomains, ports, or paths to route traffic to the correct API.
- Prepare Application Directories:
  - Transfer the publish/Customer folder to the target directory (e.g., /var/www/api-customer).
  - Transfer the publish/Management folder to the target directory (e.g., /var/www/api-management).
- Assign necessary permissions to both directories.

#### 2.2.1.3 Deploy the Applications

- Transfer Files
  - Use a method suitable for the server:
    - FTP: Transfer files using tools like FileZilla.
    - SSH/SCP: Use scp or tools like WinSCP for Linux servers.
    - Azure Deployment: Upload files through Azure Portal or CLI.
  - Configure Environment Settings
    - Set required environment variables for each API:
      - Define variables such as connection strings, API keys, or other application settings.
      - Use separate configurations for VietWay.API.Customer and VietWay.API.Management.
      - Do not use appsettings.json for production; rely entirely on environment variables for configuration.
  - Restart the server/service to apply changes.

#### 2.2.1.4 Start the Applications

- For IIS
  - Start the IIS service.
  - For each site ("VietWay.API.Customer" and "VietWay.API.Management"):
    - Open a browser and navigate to the domain or port where the API is hosted.
- For Linux (Kestrel with Reverse Proxy)
  - Start each application using "systemd" or a process manager:
    - dotnet /var/www/api-customer/VietWay.API.Customer.dll
    - dotnet /var/www/api-management/VietWay.API.Management.dll
  - Confirm both applications are running:
    - curl http://localhost:<CustomerPort>
    - curl <http://localhost:<ManagementPort>>
  - Verify reverse proxy routing by navigating to the appropriate domains or IP addresses.

#### 2.2.1.5 Verify Deployment

- Test the Web API endpoints of both applications using tools like Postman or curl.

- Check the server logs for errors (e.g., IIS logs or application logs).
- Ensure all production features (authentication, database connections, etc.) are functioning correctly for both APIs.

#### 2.2.1.6 Troubleshooting

- Common Issues
  - o Application Crashes
    - Check logs for missing dependencies.
    - Verify environment variables are correctly set for both APIs.
  - o 404 Error
    - Ensure the correct paths are used for each API.
    - Verify both applications are running.
  - o Permission Issues
    - Ensure the server process has permissions to access both "publish" directories.

### 2.2.2 Setup web applications

#### 2.2.2.1 Configure Environment Variables

- Define environment variables for each project in a ".env.production" file before building:
  - o "VITE\_API\_URL": The base URL for the corresponding backend API.
  - o Additional environment variables may be provided and must be included in the ".env.production" file as instructed.
  - o Example for "VietWay-FE":
    - VITE\_API\_URL=https://api.customer.vietway.com
    - VITE\_OTHER\_CONFIG=value1
    - VITE\_ANOTHER\_CONFIG=value2
  - o Example for "VietWay-Management-FE":
    - VITE\_API\_URL=https://api.management.vietway.com
    - VITE\_OTHER\_CONFIG=value1
    - VITE\_ANOTHER\_CONFIG=value2
- Ensure the correct ".env.production" file is applied during the build process.

#### 2.2.2.2 Build the Applications

- Using npm or yarn
  - o Navigate to the root directory of each project ("VietWay-FE" and "VietWay-Management-FE").
  - o Install dependencies:
    - npm install # or
    - yarn install
  - o Build the projects for production:
    - npm run build # or
    - yarn build
  - o Verify the output:

- The production build files will be located in the "dist" folder of each project.

#### 2.2.2.3 Deploy to the Target Server

- For Nginx/Apache (Self-Hosted)
  - Transfer the "dist" folders to the target server:
    - Example paths:
      - "/var/www/vietway-fe"
      - "/var/www/vietway-management-fe"
  - Configure the web server:
    - For \*\*Nginx\*\*, create two server blocks:

```

server {

    listen 80;

    server_name customer.vietway.com;
    root /var/www/vietway-fe;
    index index.html;

    location / {

        try_files $uri /index.html;
    }
}

server {

    listen 80;

    server_name management.vietway.com;
    root /var/www/vietway-management-fe;
    index index.html;

    location / {

        try_files $uri /index.html;
    }
}

```

- For Apache, configure virtual hosts:

```

<VirtualHost *:80>

    ServerName customer.vietway.com
    DocumentRoot /var/www/vietway-fe

```

```

<Directory /var/www/vietway-fe>
    Options Indexes FollowSymLinks
    AllowOverride All
    Require all granted
</Directory>
</VirtualHost>
<VirtualHost *:80>
    ServerName management.vietway.com
    DocumentRoot /var/www/vietway-management-fe
    <Directory /var/www/vietway-management-fe>
        Options Indexes FollowSymLinks
        AllowOverride All
        Require all granted
    </Directory>
</VirtualHost>

```

- Restart the web server to apply changes:
  - sudo systemctl restart nginx # or
  - sudo systemctl restart apache2
- Verify the deployments:
  - Visit "http://customer.vietway.com" for "VietWay-FE".
  - Visit "http://management.vietway.com" for "VietWay-Management-FE".
- For Cloud Hosting (e.g., Vercel, Netlify)
  - Upload the "dist" folders to the hosting platform:
    - For Vercel or Netlify, create separate projects for "VietWay-FE" and "VietWay-Management-FE".
    - Drag and drop the "dist" folders or connect to the repository and configure builds.
  - Set environment variables:
    - Add "VITE\_API\_URL" and other variables provided in the environment settings of each project.
  - Verify deployments:
    - Check the live URLs generated by the hosting platform.

#### 2.2.2.4 Verify Integration with Backends

- Open the deployed front-end applications in a browser.
- Test interactions with the back-end APIs:

- For "VietWay-FE", ensure functionality with "VietWay.API.Customer".
- For "VietWay-Management-FE", ensure functionality with "VietWay.API.Management".
- Use browser developer tools to inspect network requests and verify API calls.

#### 2.2.2.5 Troubleshooting

- Common Issues
  - API Endpoint Not Working
    - Verify that "VITE\_API\_URL" is correctly set in the ".env.production" file.
    - Check CORS settings in the back-end APIs.
  - Routing Issues
    - Ensure the web server is configured to fallback to "index.html" for client-side routing.
  - Environment Variable Not Applied
    - Confirm the ".env.production" file was present during the build process.
    - Check hosting platform environment settings.

### 3. User Manual

#### 3.1 Overview

**1. VietWay Tour - Customer is a comprehensive tour booking platform that offers:**

- Tour browsing and booking
- User authentication system
- Payment processing (VNPay, ZaloPay, PayOS)
- Booking management
- Tour information and itineraries
- Customer support via chatbox
- Responsive design for multiple devices

**2. VietWay Tour - Management is a tourism management system that allows:**

- Tour template management
- Tour booking and scheduling
- Customer management
- Staff management
- Attraction management

**Key features include:**

- Creating and managing tour templates
- Scheduling tours with detailed itineraries
- Managing bookings and customers
- Staff and manager role management
- Reporting and analytics

#### 3.2 Workflow 1: Tour Booking Process

**Purpose:** Enable users to browse, select, and book tours with various payment options.

**Steps:**

- Browse available tours

**VIEUWAY**

Trang chủ Tỉnh thành Điểm tham quan Tour du lịch Bài viết Đăng ký Đăng nhập

Trang chủ > Tour du lịch

## Khám phá các tour

Tìm kiếm tour...

Bộ lọc

Tỉnh thành: Tất cả

Loại tour: Tất cả

Giá tour: Tất cả

Ngày bắt đầu: dd/mm/yyyy

Số ngày: Tất cả

ÁP DỤNG BỘ LỌC

4 kết quả

	Du lịch biển Đà Nẵng - Phố Cổ Hội An - Bà Nà - Cầu Vàng 3 ngày 2 đêm Mã tour: DN-3N2D Điểm đến: Đà Nẵng - Quảng Nam Khởi hành từ: Ngày khởi hành: 12/12 / 21/12 Giá từ: 1.900.000 đ <a href="#">Xem chi tiết</a>
	Du lịch vân hóa Tour Du Lịch Phú Quốc 3 Ngày 2 Đêm Mã tour: PQ-3N2D Điểm đến: Kiên Giang Khởi hành từ: Ngày khởi hành: 17/12 / 20/12 Giá từ: 3.800.000 đ <a href="#">Xem chi tiết</a>
	Du lịch sinh thái Tour Du Lịch Đà Lạt: Hoa Sơn Điền Trang - SamTen Hill - Hồ Tuyền Lâm - Dinh Bảo Đ... Mã tour: DLDBD-3N2D Điểm đến: Lâm Đồng Khởi hành từ: Ngày khởi hành: 04/12 Giá từ: 4.800.000 đ <a href="#">Xem chi tiết</a>
	Du lịch nghỉ dưỡng Tour Du Lịch Hà Nội - Sapa - Fansipan 4N3Đ Mã tour: SP-5N4D Điểm đến: Lào Cai Khởi hành từ: Ngày khởi hành: 18/12 Giá từ: 5.700.000 đ <a href="#">Xem chi tiết</a>

< 1 >

10 / trang ▾

<b>LIÊN HỆ</b>	<b>VIETWAY TOUR</b>	<b>CỐNG THANH TOÁN</b>
ĐT: (84-28) 38 279 279 Fax: (84-28) 38 224 987. 190 Nguyễn Thị Minh Khai, Phường Võ Thị Sáu, Quận 3, TP.HCM VietWayService@gmail.com	Về chúng tôi Chính sách và điều khoản sử dụng Chính sách bảo mật thông tin Chính sách hủy tour Quy định thanh toán	

- Select desired tour

Trang chủ &gt; Tour du lịch &gt; Đà Nẵng - Phố Cổ Hội An - Bà Nà - Cầu Vàng 3 ngày 2 đêm

Từ Hồ Chí Minh đi Đà Nẵng - Quảng Nam

## Đà Nẵng - Phố Cổ Hội An - Bà Nà - Cầu Vàng 3 ngày 2 đêm

[Facebook](#) [Instagram](#) [Twitter](#) [Email](#)Thời lượng:  
3 ngày 2 đêmLoại tour:  
Du lịch biểnPhương tiện di chuyển:  
May bay

### Tổng quan

Khám phá Đà Nẵng, thành phố đáng sống nhất Việt Nam, và trải nghiệm thiên đường du lịch Bà Nà Hills với cầu Vàng nổi tiếng, các khu vui chơi giải trí và cảnh quan thiên nhiên tuyệt đẹp.

### Lịch trình

- Ngày 1: Đà Nẵng - Phố Cổ Hội An
- Ngày 2: Bà Nà - Cầu Vàng
- Ngày 3: Đà Nẵng - Chợ Hàn

### Lưu ý

Nên mang theo đồ dùng cá nhân và thuốc chống côn trùng.

### Chọn ngày đi

Chọn tháng: tháng 12 năm 2024  
Chọn ngày đi: 20/12/2024 - 4.200.000 ₫

### Thông tin tour

- Mã tour: DN-3N2D  
Khởi hành từ: Đ. Trường Sơn, Phường 2, Tân Bình, Hồ Chí Minh, Vietnam  
Khởi hành ngày: 20/12/2024 11:00  
Kết thúc ngày: 22/12/2024  
Số chỗ còn nhận: 3  
Giá: 4.200.000 ₫

### Điều kiện thanh toán:

- Đặt cọc 30% số tiền tour khi đăng ký
- Thanh toán số tiền còn lại trước 13/12/2024

### Điều kiện hủy tour:

- Hủy trước 7/12/2024: Chi phí hủy tour là 10% tổng giá trị tour
- Hủy trước 11/12/2024: Chi phí hủy tour là 20% tổng giá trị tour
- Hủy trước 17/12/2024: Chi phí hủy tour là 50% tổng giá trị tour

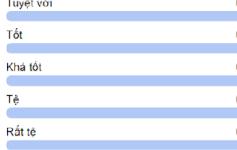
[ĐẶT TOUR](#)

Tư vấn: 1900 1234

### Đánh giá từ khách hàng

**0.0** ★ ★ ★ ★

0 đánh giá



### Lọc theo đánh giá

[5 sao](#) [4 sao](#) [3 sao](#) [2 sao](#) [1 sao](#)[Hữu Ích Nhất](#)

Không có đánh giá nào phù hợp với bộ lọc

### Các tour du lịch khác

#### LIÊN HỆ

ĐT: (04-28) 38 279 279  
Fax: (04-28) 38 224 987  
190 Nguyễn Thị Minh Khai, Phường Võ Thị Sáu, Quận 3, TP.HCM  
VietWayService@gmail.com

#### VIETWAY TOUR

Về chúng tôi  
Chính sách và điều khoản sử dụng  
Chính sách bảo mật thông tin  
Chính sách hủy tour  
Quy định thanh toán

#### CÔNG THANH TOÁN



- Fill in contact information
- Add passenger details
- Choose payment method


Trang chủ
Tỉnh thành
Điểm tham quan
Tour du lịch
Bài viết
Đặt tour

[← Quay lại](#)

## ĐẶT TOUR

NHẬP THÔNG TIN → THANH TOÁN → HOÀN TẤT

**THÔNG TIN LIÊN LẠC**

Họ và tên *	Điện thoại *
Chau Han	0392595879
Email *	Địa chỉ
hanchnse171462@fpt.edu.vn	

**THÔNG TIN CHUYẾN ĐI**



**Đà Nẵng - Phố Cổ Hội An - Bà Nà - Cầu Vàng 3 ngày 2 đêm**  
 Mã tour: DN-3N2Đ  
 Thời lượng: 3 ngày 2 đêm  
 Thời gian khởi hành: 20/12/2024 - 11:00  
 Ngày kết thúc: 22/12/2024  
 Khởi hành từ: Đ. Trường Sơn, Phường 2, Tân Bình, Hồ Chí Minh, Vietnam

**THÔNG TIN HÀNH KHÁCH**

Loại hành khách *	Họ tên *
Người lớn (Từ 12 tuổi trở lên) - 4.200.000 đ	Chau Han
Giới tính *	Ngày sinh *
Nam	03/10/2012
Số CCCD	
Không bắt buộc nhập CCCD	

**ĐIỀU KIỆN THANH TOÁN**

- Đặt cọc 30% tổng giá trị booking khi đăng ký - tạm tính: 1.260.000 đ
- Thanh toán số tiền còn lại trước 13/12/2024

**ĐIỀU KIỆN HỦY TOUR**

- Hủy trước 7/12/2024: Chi phí hủy tour là 10% tổng giá trị booking - tạm tính: 420.000 đ
- Hủy trước 11/12/2024: Chi phí hủy tour là 20% tổng giá trị booking - tạm tính: 840.000 đ
- Hủy trước 17/12/2024: Chi phí hủy tour là 50% tổng giá trị booking - tạm tính: 2.100.000 đ
- Hủy từ ngày 17/12/2024: Chi phí hủy tour là 100% tổng giá trị booking - 4.200.000 đ

**GHI CHÚ**

Quý khách có điều gì cần lưu ý, vui lòng để lại cho chúng tôi

**ĐẶT NGAY**

Liên hệ tư vấn: 1900 1234

**CÁC HÌNH THỨC THANH TOÁN**

**VNPAY** 
 **ZaloPay** 
 **PayOS** 

**KHÁCH HÀNG**

Người lớn:	1 x 4.200.000 đ
Tổng tiền:	<b>4.200.000 đ</b>

**ĐẶT NGAY**



## ĐẶT TOUR

NHẬP THÔNG TIN THANH TOÁN HOÀN TẮT

### THÔNG TIN LIÊN LẠC

Họ Tên: Chau Han  
 Email: hanccnse171462@fpt.edu.vn  
 Điện thoại: 0392595879  
 Địa chỉ:

### CHI TIẾT BOOKING

Số booking: **1313519513815220224**  
 Trị giá booking: 4.200.000 đ  
 Đã thanh toán: 0 đ  
 Tình trạng: Chờ thanh toán  
 Thời hạn thanh toán: 04/12/2024 21:57 (Theo giờ Việt Nam)  
 Nếu quá thời hạn trên mà quý khách chưa thanh toán, VietWay sẽ hủy booking này.

### DANH SÁCH HÀNH KHÁCH

Họ tên: Chau Han  
 Số điện thoại: 0392595879  
 Giới tính: Nam  
 Ngày sinh: 03/10/2012

### LỊCH SỬ THANH TOÁN

Chưa có lịch sử thanh toán

### PHIẾU XÁC NHẬN BOOKING



Đà Nẵng - Phó Cố Hội An - Bà Nà - Cầu Vàng 3 ngày 2 đêm

Số booking: **1313519513815220224**

Mã Tour: DN-3N2D  
 Thời lượng: 3 ngày 2 đêm  
 Thời gian khởi hành: 20/12/2024 - 11:00  
 Ngày kết thúc: 22/12/2024

### ĐIỀU KIỆN THANH TOÁN

- Đặt cọc 30% số tiền tour khi đăng ký
- Thanh toán số tiền còn lại trước 13/12/2024

### Chọn hình thức thanh toán

- ZaloPay
- VNPay
- PayOS

### Thanh toán

- Đặt cọc 30%
- Thanh toán 100%

Trị giá booking: 4.200.000 đ  
 Tổng tiền cần thanh toán: **1.260.000 đ**

**THANH TOÁN NGAY**

**THANH TOÁN SAU**

Liên hệ tư vấn: 1900 1234

### LIÊN HỆ

ĐT: (84-28) 38 279 279  
 Fax: (84-28) 38 224 987.  
 190 Nguyễn Thị Minh Khai, Phường Võ Thị Sáu, Quận 3,  
 TP.HCM  
 VietWayService@gmail.com

### VIETWAY TOUR

Về chúng tôi  
 Chính sách và điều khoản sử dụng  
 Chính sách bảo mật thông tin  
 Chính sách hủy tour  
 Quy định thanh toán

### CỘNG THANH TOÁN



- Complete booking

## ĐẶT TOUR

NHẬP THÔNG TIN ⚡ THANH TOÁN ⚡ HOÀN TẮT

## THÔNG TIN LIÊN LẠC

Họ Tên: Chau Han  
Email: hanccnse171462@fpt.edu.vn  
Điện thoại: 0392595879  
Địa chỉ:  
Ghi chú:

## CHI TIẾT BOOKING

Số booking: 1313519513815220224  
Ngày đặt tour: 03/12/2024  
Trị giá booking: 4.200.000 đ  
Số tiền đã thanh toán: 4.200.000 đ  
Hình thức thanh toán: VNPay  
Tình trạng: Đã thanh toán

## DANH SÁCH HÀNH KHÁCH

Họ tên: Chau Han  
Số điện thoại: 0392595879  
Giới tính: Nam  
Ngày sinh: 03/10/2012

## LỊCH SỬ THANH TOÁN

Số tiền: 4.200.000 đ  
Thời gian: 03/12/2024 21:59:57  
Ngân hàng: NCB  
Trạng thái: Thành công

## THÔNG TIN BOOKING



**Đà Nẵng - Phố Cổ Hội An - Bà Nà - Cầu Vàng 3 ngày 2 đêm**

Số booking: 1313519513815220224

Mã tour: DN-3N2D

Thời lượng: 3 ngày 2 đêm

Ngày bắt đầu: 20/12/2024

Ngày kết thúc: 22/12/2024

Số tiền đã thanh toán: 4.200.000 đ

Số tiền còn lại: 0 đ

**Tổng trị giá booking: 4.200.000 đ**

Liên hệ tư vấn: 1900 1234

## LIÊN HỆ

ĐT: (84-28) 38 279 279  
Fax: (84-28) 38 224 987.  
190 Nguyễn Thị Minh Khai, Phường Võ Thị Sáu, Quận 3,  
TP.HCM  
VietWayService@gmail.com

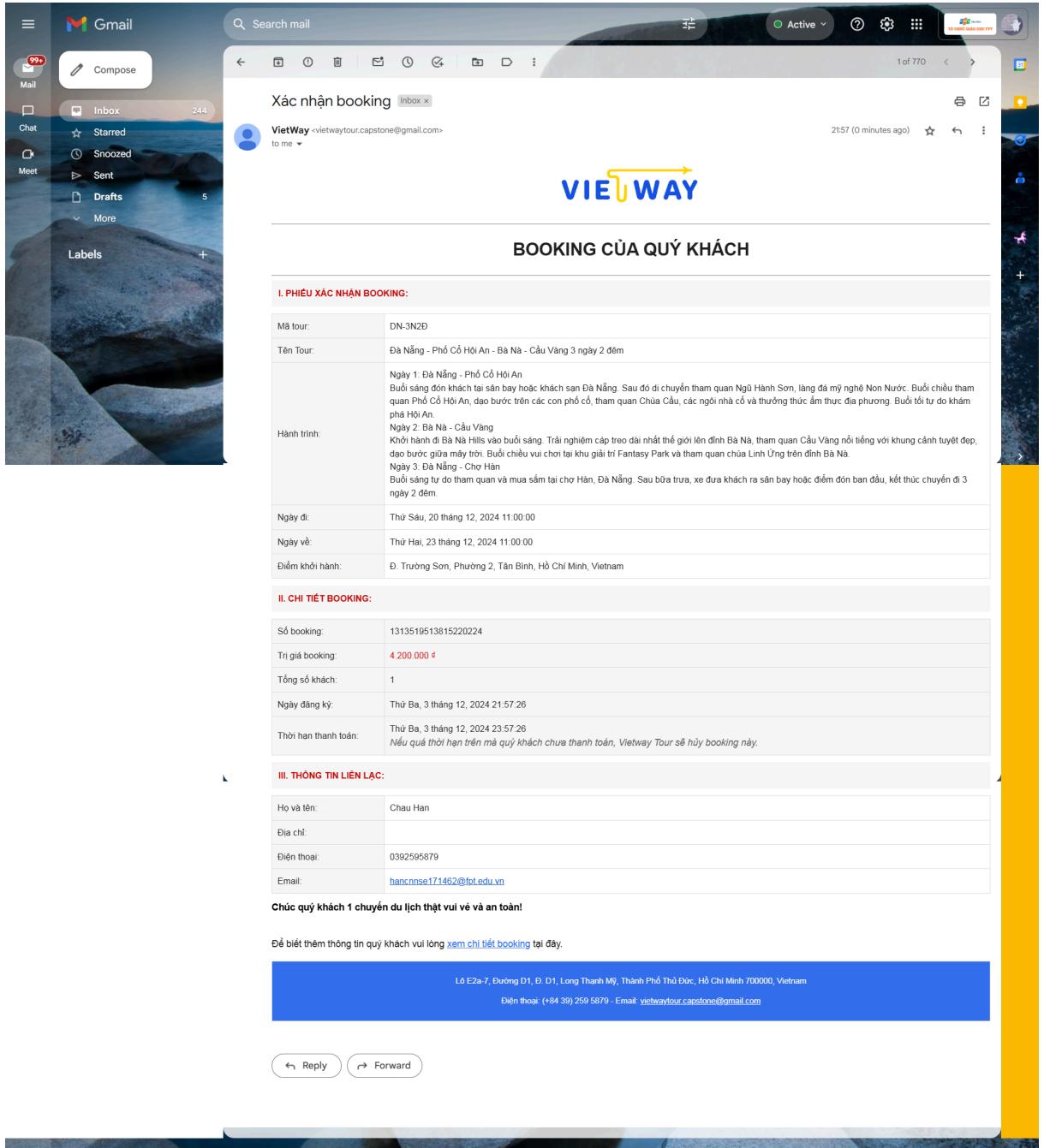
## VIETWAY TOUR

Về chúng tôi  
Chính sách và điều khoản sử dụng  
Chính sách bảo mật thông tin  
Chính sách hủy tour  
Quy định thanh toán

## CÔNG THANH TOÁN



- Receive confirmation



### Key Features:

- Multiple payment options
- Passenger information management
- Booking summary
- Price calculation based on passenger types
- Automatic validation of input fields

### 3.3 Workflow 2: User Profile Management Workflow

**Purpose:** Manage user accounts and authentication

**Steps:**

#### 1. User Registration

- Fill in registration form with personal details
- Verify email address

- Complete profile information

← QUAY LẠI



**Đăng ký**

Đăng ký ngay để trải nghiệm nhiều dịch vụ tuyệt vời cùng VietWayTour

Họ *	Tên *
Email	
Số điện thoại *	Tỉnh/Thành phố *
Giới tính *	Ngày sinh *
Mật khẩu *	
Mật khẩu cần ít nhất 8 ký tự, gồm 1 chữ thường, 1 chữ hoa, 1 số và 1 ký tự đặc biệt	
Nhập lại mật khẩu *	
<b>ĐĂNG KÝ</b>	
Đã có tài khoản? <a href="#">Đăng nhập ngay</a>	
————— Đăng ký bằng —————	
	



## 2. User Authentication

- Login with credentials
- Google login options
- Password recovery process

← QUAY LẠI



**Đăng nhập**

Đăng nhập để truy cập tài khoản VietWayTour của bạn

Email hoặc số điện thoại *
Mật khẩu *
Quên mật khẩu?
<b>ĐĂNG NHẬP</b>
Chưa có tài khoản? <a href="#">Đăng ký ngay</a>
————— Đăng nhập bằng —————




## 3. Profile Management

- Update personal information
- Change password
- View booking history
- Manage saved tours



## Chau Han

hanccnse171462@fpt.edu.vn

TÀI KHOẢN

TOUR ĐĂNG KÝ

## Thông tin tài khoản

Tên  
Chau HanSố điện thoại  
0392595879Giới tính  
NamEmail  
hanccnse171462@fpt.edu.vnNgày sinh  
03/10/2012Nơi ở  
Bình Phước

ĐỔI MẬT KHẨU

LƯU THAY ĐỔI

## LIÊN HỆ

ĐT: (84-28) 38 279 279  
Fax: (84-28) 38 224 987.  
190 Nguyễn Thị Minh Khai, Phường Võ Thị Sáu, Quận 3,  
TP.HCM  
VietWayService@gmail.com

## VIETWAY TOUR

Về chúng tôi  
Chính sách và điều khoản sử dụng  
Chính sách bảo mật thông tin  
Chính sách hủy tour  
Quy định thanh toán

## CÔNG THANH TOÁN





# Chau Han

hanccnnse171462@fpt.edu.vn

TÀI KHOẢN

TOUR ĐĂNG KÝ

Tim kiếm theo Tên tour và Mã tour

TẤT CẢ

CHỜ THANH TOÁN

ĐÃ ĐẶT CỌC

ĐÃ THANH TOÁN

HOÀN TẮT

ĐÃ HỦY



## Đà Nẵng - Phố Cổ Hội An - Bà Nà - Cầu Vàng 3 ngày 2 đêm

Đã thanh toán

Mã booking: 1313519513815220224

Số lượng khách: 1

Mã tour: DN-3N2Đ

Thời gian khởi hành: 20/12/2024

Ngày đặt: 03/12/2024

Tổng tiền: 4.200.000 đ

HỦY ĐẶT



## Đà Nẵng - Phố Cổ Hội An - Bà Nà - Cầu Vàng 3 ngày 2 đêm

Đã hủy

Mã booking: 1313206371235135488

Số lượng khách: 1

Mã tour: DN-3N2Đ

Thời gian khởi hành: 20/12/2024

Ngày đặt: 03/12/2024

Tổng tiền: 4.200.000 đ



## Đà Nẵng - Phố Cổ Hội An - Bà Nà - Cầu Vàng 3 ngày 2 đêm

Đã hủy

Mã booking: 1313205760632553472

Số lượng khách: 1

Mã tour: DN-3N2Đ

Thời gian khởi hành: 20/12/2024

Ngày đặt: 03/12/2024

Tổng tiền: 3.200.000 đ

&lt; 1 &gt;

Tour/trang  
10

## LIÊN HỆ

ĐT: (84-28) 38 279 279

Fax: (84-28) 38 224 987.

190 Nguyễn Thị Minh Khai, Phường Võ Thị Sáu, Quận 3,  
TP.HCM

VietWayService@gmail.com

## VIETWAY TOUR

Về chúng tôi

Chính sách và điều khoản sử dụng

Chính sách bảo mật thông tin

Chính sách hủy tour

Quy định thanh toán

## CÔNG THANH TOÁN



### 3.4 Workflow 3: Payment Workflow

**Purpose:** Process tour payments securely

**Steps:**

**1. Payment Method Selection:**

- Choose between VNPay, ZaloPay, or PayOS
- View payment summary
- Confirm booking details

[← Quay lại](#)

## ĐẶT TOUR

### NHẬP THÔNG TIN → THANH TOÁN → HOÀN TẤT

#### THÔNG TIN LIÊN LẠC

Họ và tên *	Điện thoại *
Chau Han	0392595879
Email *	Địa chỉ
hanccnse171462@fpt.edu.vn	

#### THÔNG TIN CHUYẾN ĐI



#### Đà Nẵng - Phố Cổ Hội An - Bà Nà - Cầu Vàng 3 ngày 2 đêm

Mã tour: DN-3N2D  
Thời lượng: 3 ngày 2 đêm  
Thời gian khởi hành: 20/12/2024 - 11:00  
Ngày kết thúc: 22/12/2024  
Khởi hành từ: Đ. Trường Sơn, Phường 2, Tân Bình, Hồ Chí Minh, Việt Nam

#### THÔNG TIN HÀNH KHÁCH

Loại hành khách *	Họ tên *
Người lớn (Từ 12 tuổi trở lên) - 4.200.000 đ	Chau Han
Giới tính *	Ngày sinh *
Nam	03/10/2012
Số CCCD	
Không bắt buộc nhập CCCD	

[+ THÊM MỘT HÀNH KHÁCH](#)

#### GHI CHÚ

Quý khách có điều gì cần lưu ý, vui lòng để lại cho chúng tôi

#### CÁC HÌNH THỨC THANH TOÁN

<input checked="" type="radio"/> VNPay	
<input type="radio"/> ZaloPay	
<input type="radio"/> PayOS	

#### ĐIỀU KIỆN THANH TOÁN

- Đặt cọc 30% tổng giá trị booking khi đăng ký - tạm tính: 1.260.000 đ
- Thanh toán số tiền còn lại trước 13/12/2024

#### ĐIỀU KIỆN HỦY TOUR

- Hủy trước 7/12/2024: Chi phí hủy tour là 10% tổng giá trị booking - tạm tính: 420.000 đ
- Hủy trước 11/12/2024: Chi phí hủy tour là 20% tổng giá trị booking - tạm tính: 840.000 đ
- Hủy trước 17/12/2024: Chi phí hủy tour là 50% tổng giá trị booking - tạm tính: 2.100.000 đ
- Hủy từ ngày 17/12/2024: Chi phí hủy tour là 100% tổng giá trị booking - 4.200.000 đ

#### KHÁCH HÀNG

Người lớn: 1 x 4.200.000 đ

Tổng tiền: 4.200.000 đ

[ĐẶT NGAY](#)

Liên hệ tư vấn: 1900 1234

#### LIÊN HỆ

ĐT: (84-28) 38 279 279  
Fax: (84-28) 38 224 987.  
190 Nguyễn Thị Minh Khai, Phường Võ Thị Sáu, Quận 3, TP.HCM  
VietWayService@gmail.com

#### VIETWAY TOUR

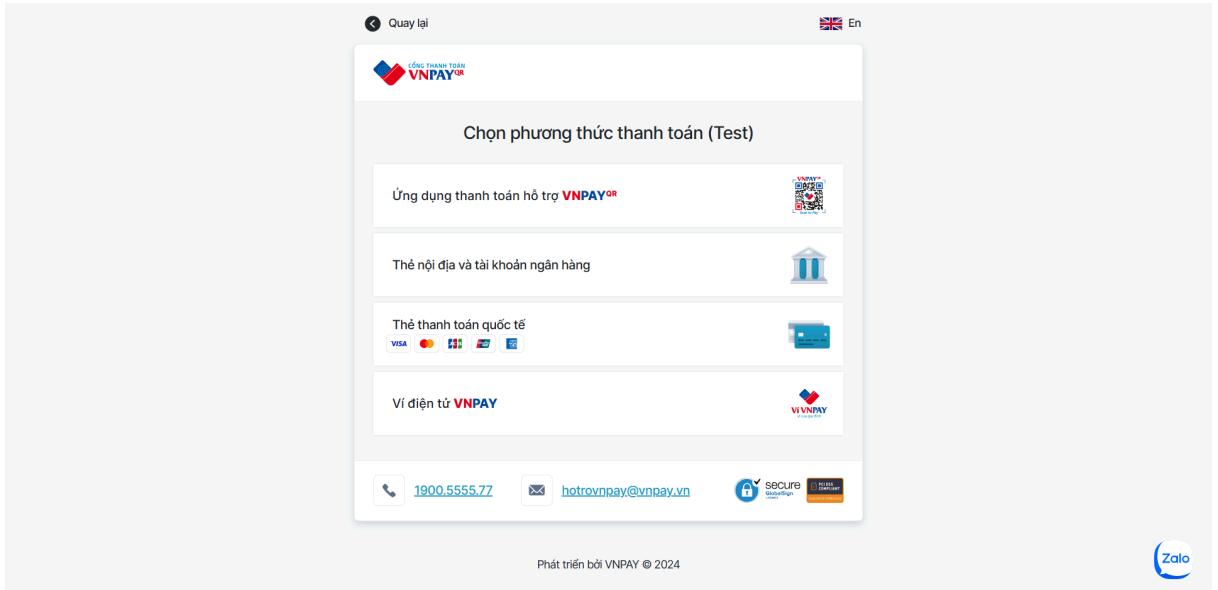
Về chúng tôi  
Chính sách và điều khoản sử dụng  
Chính sách bảo mật thông tin  
Chính sách hủy tour  
Quy định thanh toán

#### CÔNG THANH TOÁN



## 2. Payment Processing

- Complete payment through selected gateway



- Receive confirmation

**Gmail**

Compose

Inbox 244

Starred

Snoozed

Sent

Drafts 5

More

Labels

Search mail

Xác nhận booking [inbox]

VietWay BOOKING CỦA QUÝ KHÁCH. PHIẾU XÁC NHẬN BOOKING: Mã tour: DN-3N2DTour Đà Nẵng - Phố Cổ Hội An - Bà Nà - Cầu Vàng 3 ngày 2 đêmHành trình Ngày 1: Đà Nẵng - P...

VietWay <vietwaytour.capstone@gmail.com> to me 21:57 (39 minutes ago)

Translate to English 22:23 (14 minutes ago)

**VIEW WAY**

**BOOKING CỦA QUÝ KHÁCH**

**I. PHIẾU XÁC NHẬN BOOKING:**

Mã tour:	PQ-3N2B
Tên Tour:	Tour Du Lịch Phú Quốc 2 Ngày 1 Đêm
Hành trình:	Ngày 1: Khám phá Phú Quốc - Thiên đường biển đảo Buổi sáng đến Phú Quốc, tham quan Dinh Cậu - một trong những địa điểm tâm linh nổi tiếng. Sau đó, di chuyển đến bãi Sao, một trong những bãi biển đẹp nhất Phú Quốc với làn nước trong xanh và bãi cát trắng. Buổi chiều tham quan Suối Tranh và thăm cơ sở sản xuất nước mắm truyền thống. Buổi tối tự do dạo phố đêm Phú Quốc hoặc thưởng thức hải sản tươi ngon. Ngày 2: Tham quan Bãi Đá - Về lại đất liền Buổi sáng khởi hành tham quan Vinpearl Safari - công viên bán hoang dã đầu tiên tại Việt Nam. Sau đó, ghé thăm các vườn tiêu Phú Quốc, nơi sản xuất loại tiêu nổi tiếng. Buổi trưa quay lại trung tâm Phú Quốc, nghỉ ngơi và mua sắm quà lưu niệm trước khi ra sân bay về lại đất liền, kết thúc tour Phú Quốc 2 ngày 1 đêm.
Ngày đi:	Thứ Sáu, 20 tháng 12, 2024 11:00:00
Ngày về:	Chủ Nhật, 22 tháng 12, 2024 11:00:00
Điểm khởi hành:	Hòn Rơm, Phường 5, Bến Tre

**II. CHI TIẾT BOOKING:**

Số booking:	131352593042302976
Trị giá booking:	3.200.000 ₫
Tổng số khách:	1
Ngày đăng ký:	Thứ Ba, 3 tháng 12, 2024 22:22:57
Thời hạn thanh toán:	Thứ Tư, 4 tháng 12, 2024 00:22:57 Nếu quá thời hạn trên mà quý khách chưa thanh toán, Vietway Tour sẽ hủy booking này.

...

Reply Forward

- View booking details

## ĐẶT TOUR

NHẬP THÔNG TIN → THANH TOÁN → HOÀN TẤT

## THÔNG TIN LIÊN LẠC

Họ Tên:	Chau Han
Email:	hanccnse171462@fpt.edu.vn
Điện thoại:	0392595879
Địa chỉ:	
Ghi chú:	

## CHI TIẾT BOOKING

Số booking:	1313525933042302976
Ngày đặt tour:	03/12/2024
Trị giá booking:	3.200.000 đ
Số tiền đã thanh toán:	960.000 đ
Hình thức thanh toán:	VNPay
Tình trạng:	Đã đặt cọc

## DANH SÁCH HÀNH KHÁCH

Họ tên:	Chau Han
Số điện thoại:	0392595879
Giới tính:	Nam
Ngày sinh:	03/10/2012

## LỊCH SỬ THANH TOÁN

Số tiền:	960.000 đ
Thời gian:	03/12/2024 22:36:02
Ngân hàng:	NCB
Trạng thái:	Thành công
Số tiền:	960.000 đ
Thời gian:	03/12/2024 22:30:57
Ngân hàng:	Không có
Trạng thái:	Thất bại
Số tiền:	960.000 đ
Thời gian:	03/12/2024 22:23:04
Ngân hàng:	Không có
Trạng thái:	Thất bại

## THÔNG TIN BOOKING



## Tour Du Lịch Phú Quốc 2 Ngày 1 Đêm

Số booking: 1313525933042302976

Mã tour: PQ-3N2E

Thời lượng: 2 ngày 1 đêm

Ngày bắt đầu: 20/12/2024

Ngày kết thúc: 21/12/2024

Số tiền đã thanh toán: 960.000 đ

Số tiền còn lại: 2.240.000 đ

Tổng trị giá booking: 3.200.000 đ

Liên hệ tư vấn: 1900 1234

## LIÊN HỆ

ĐT: (84-28) 38 279 279  
Fax: (84-28) 38 224 987.  
190 Nguyễn Thị Minh Khai, Phường Võ Thị Sáu, Quận 3,  
TP.HCM  
VietWayService@gmail.com

## VIETWAY TOUR

Về chúng tôi  
Chính sách và điều khoản sử dụng  
Chính sách bảo mật thông tin  
Chính sách hủy tour  
Quy định thanh toán

## CÔNG THANH TOÁN



## 3. Payment Verification

- Check payment status
- View transaction history

LỊCH SỬ THANH TOÁN		
Số tiền:	960.000 đ	
Thời gian:	03/12/2024 22:36:02	
Ngân hàng:	NCB	
Trạng thái:	Thành công	
Số tiền:	960.000 đ	
Thời gian:	03/12/2024 22:30:57	
Ngân hàng:	Không có	
Trạng thái:	Thất bại	
Số tiền:	960.000 đ	
Thời gian:	03/12/2024 22:23:04	
Ngân hàng:	Không có	
Trạng thái:	Thất bại	

### 3.4 Workflow 3: Bookmark Attractions, Posts to Storage

**Purpose:** Allow users to save their favorite attractions or posts for easy access later. This feature enhances user experience by providing a personalized list of saved items that users can revisit at any time.

#### Steps:

- User Browses Content:** The user navigates through a list of attractions or posts.
- Select an Attraction/Post:** The user views details of a specific attraction or post.
- Bookmark Action:** The user clicks a "Bookmark" button or icon to save the attraction or post.

The screenshot shows the VIEUWAY app's search results page. At the top, there is a navigation bar with links for Trang chủ, Tỉnh thành, Điểm tham quan, Tour du lịch, Bài viết, Đăng ký, and Đăng nhập. Below the navigation bar is a search bar with the placeholder 'Tiêu đề A-Z' and a sorting dropdown. On the left, there is a sidebar titled 'Bộ lọc' (Filter) with dropdown menus for 'Tỉnh thành' (All provinces) and 'Loại bài viết' (All types). There is also a blue 'ÁP DỤNG BỘ LỌC' (Apply filter) button. The main content area displays four cards representing different attractions or posts:

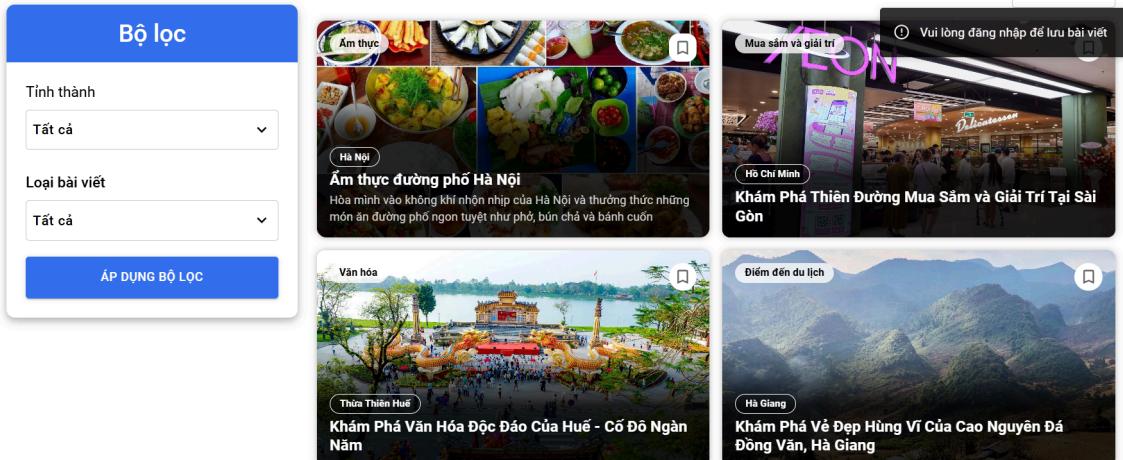
- Ẩm thực** (Food): A collage of various dishes from Hanoi, labeled 'Hà Nội'. Below it is the text 'Ẩm thực đường phố Hà Nội'.
- Mua sắm và giải trí** (Shopping and Entertainment): An image of a shopping mall interior, labeled 'Hồ Chí Minh'. Below it is the text 'Khám Phá Thiên Đường Mua Sắm và Giải Trí Tại Sài Gòn'.
- Văn hóa** (Culture): An image of a traditional festival in Huế, labeled 'Thừa Thiên Huế'. Below it is the text 'Khám Phá Văn Hóa Độc Đáo Của Huế - Cố Đô Ngàn Năm'.
- Điểm đến du lịch** (Travel Destinations): An image of a mountainous landscape, labeled 'Hà Giang'. Below it is the text 'Khám Phá Vẻ Đẹp Hùng Vĩ Của Cao Nguyên Đá Đồng Văn, Hà Giang'.

Each card has a small 'Bookmark' icon in the top right corner.

#### 4. Check User Authentication:

- The system checks if the user is logged in.
- If not logged in, prompt the user to log in or register.

8 kết quả

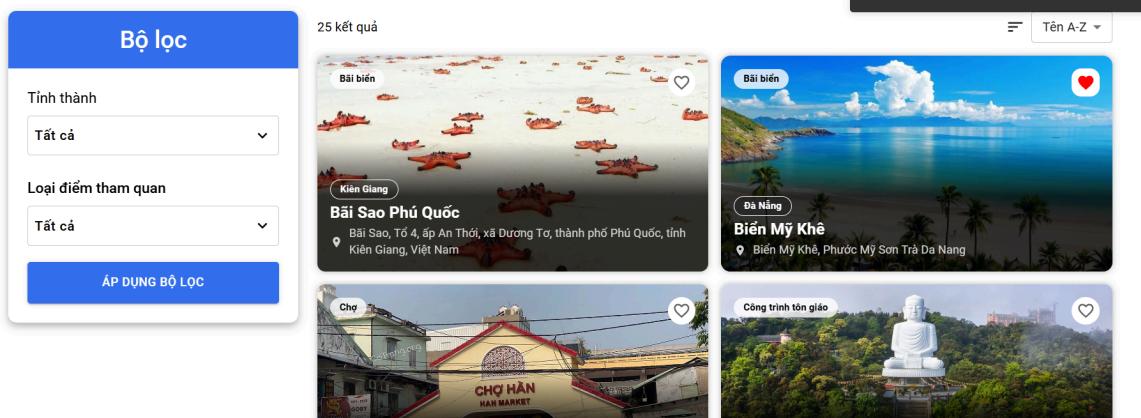


5. **Confirmation:** Display a confirmation message to the user indicating the bookmark was successful.

Tim kiếm điểm tham quan...

Đã lưu vào lưu trữ của bạn - Mở lưu trữ

Tên A-Z



6. **Save Bookmark:** If the user is authenticated, the system saves the bookmark to the user's storage.



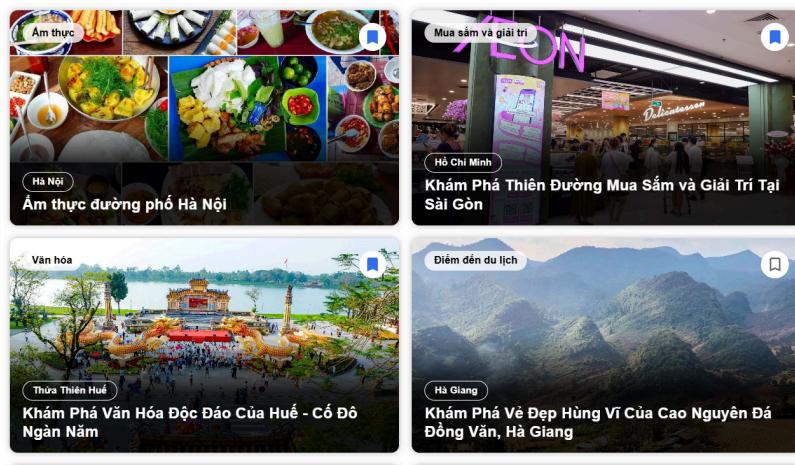
8 kết quả

**Bộ lọc**

Tỉnh thành  
Tất cả

Loại bài viết  
Tất cả

**ÁP DỤNG BỘ LỌC**



## ĐIỂM THAM QUAN

## BÀI VIẾT

Tỉnh thành  
Tất cảLoại bài viết  
Tất cảSắp xếp theo  
Mới nhất

CHỈNH SỬA



&lt; 1 &gt;

**7. Access Bookmarked Items:** The user can access their list of bookmarked attractions or posts from their profile or a dedicated bookmarks section.

**8. Manage Bookmarks:** The user can view, remove, or organize their bookmarks as needed.



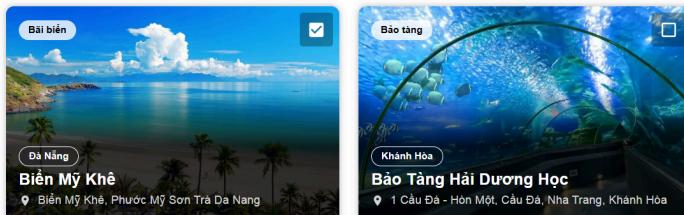
## CÁC MỤC ĐÃ LƯU

### ĐIỂM THAM QUAN

### BÀI VIẾT

Tỉnh thành Tất cả	Loại điểm tham quan Tất cả	Sắp xếp theo Mới nhất
----------------------	-------------------------------	--------------------------

Đã lưu 2 điểm tham quan



BỎ LƯU (1)

HỦY

&lt; 1 &gt;

### 3.5 Workflow 4: Tour Template Management

**Purpose:** Create, update, delete and send tour templates to get approved for future tour creation

#### Steps:

##### 1. Creating a Tour Template

- **Brief Description:**  
Staff members can create new tour templates by filling out a form with tour details. They have the option to save it as a draft or send it for approval.
- **Step-by-Step Guide:**
  1. Navigate to the "Quản lý tour mẫu" page.
  2. Fill in the required fields such as tour name, description, duration, category, transportation, and pricing.
  3. Optionally add images and detailed schedules.
  4. Click "Lưu nháp" to save without full validation or "Gửi" to submit the template for managerial review.

[QUAY LẠI](#)

# Tạo tour mẫu mới

Tour đi qua tỉnh/thành phố:

Tour bắt đầu từ:

Tên tour:


THÊM ẢNH

THÊM ẢNH
THÊM ẢNH

Thời lượng:

Loại tour:

Phương tiện:

**Tổng quan**

Normal
Sans Serif
Normal
B
I
U
G
A
A<sup>1</sup>
x<sub>1</sub>
x<sup>2</sup>
=
≡
≡≡
≡≡≡
≡≡≡≡

aaa

Mã mẫu:

Giá thấp nhất:

Giá từ:

Đến:

LƯU BẢN NHÁP

**GỬI**

**Lịch trình**

Ngày 1

Tiêu đề:

Mô tả:

Điểm đến:

Đã chọn:

Chợ Hàn

VIEWWAY

- Điểm Tham Quan
- Tour Mẫu
- Tour Du Lịch
- Booking
- Bài viết

**Lưu ý**

● staff

## 2. Updating a Tour Template

- **Brief Description:** Existing tour templates can be edited by staff. Changes can be saved directly if they pass validation.
  - **Step-by-Step Guide:**
    1. Open the tour template details from the management list.

2. Click on "Sửa" to modify the details.
3. After making changes, click "Lưu Bản Nháp" to update the template.
4. If validation fails, correct the indicated errors.

**VIEUWAY**

**Chi tiết tour mẫu**

Tour đi qua tỉnh/thành phố: Bạc Liêu, Cà Mau, Sóc Trăng → Hồ Chí Minh

Tên tour: Tour Du Lịch Tết Âm Lịch 2025: Miền Tây

Thời lượng: 3 ngày 2 đêm | Loại tour: Du lịch sinh thái | Phương tiện: Xe du lịch

### Tổng quan

**Điểm nổi bật:**

- Khám phá điểm cực nam tổ quốc - Đất Mũi
- Ngoài thuyền khám phá rừng quốc gia Cà Mau
- Tham quan chợ nổi Cái Răng
- Thưởng thức đặc sản miền Tây
- Những cảnh điểm nổi tiếng của Sóc Trăng - Bạc Liêu

### Lịch trình

- Ngày 1
- Ngày 2
- Ngày 3

**Lưu ý**

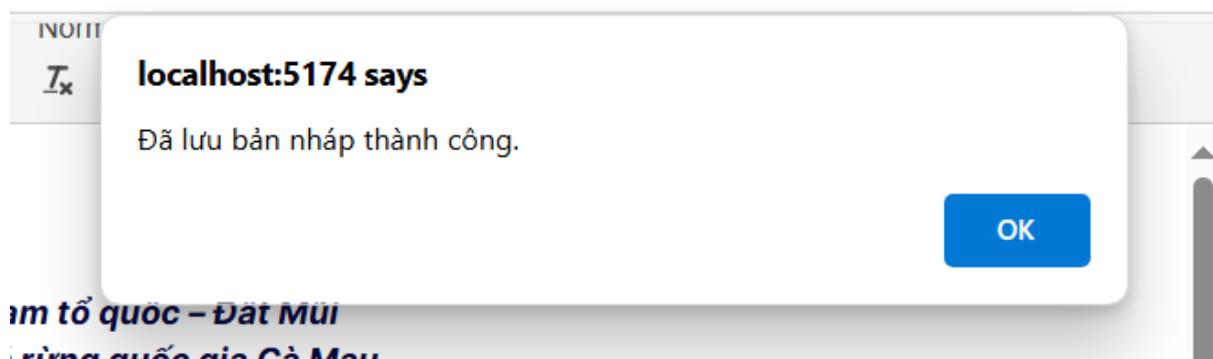
Hãy đếm theo thuốc xịt côn trùng

**Thông tin tour mẫu**

Ngày tạo: 29/11/2024  
Trạng thái: Bản nháp

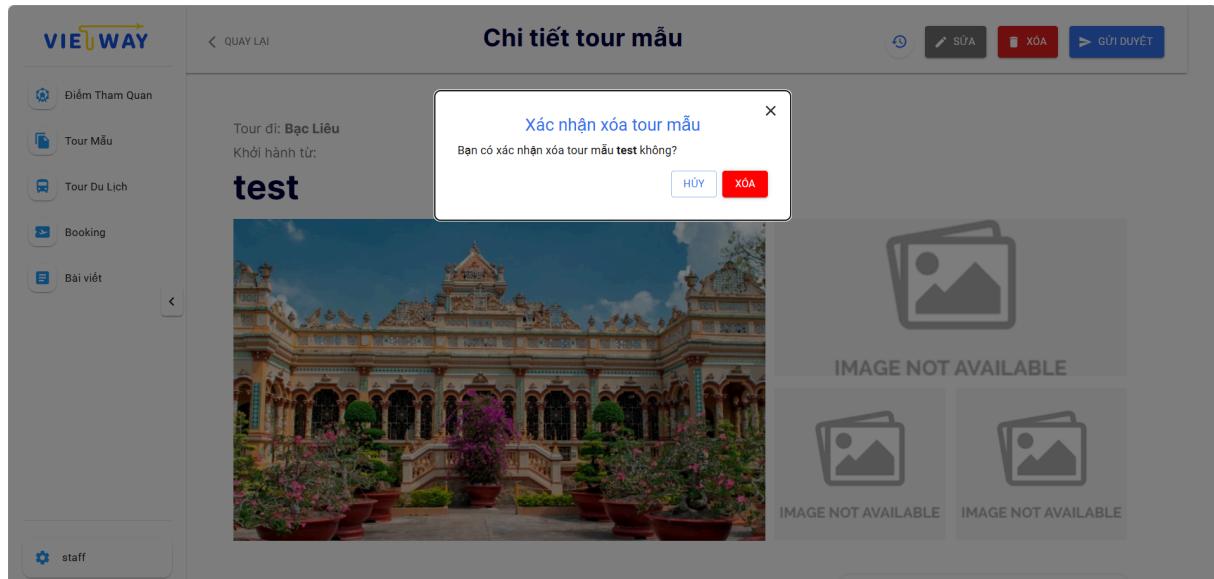
Mã mẫu: Tet-2025-MT  
Giá từ: 4200000  
Đến: 5600000

**LƯU BẢN NHÁP** **GỬI**



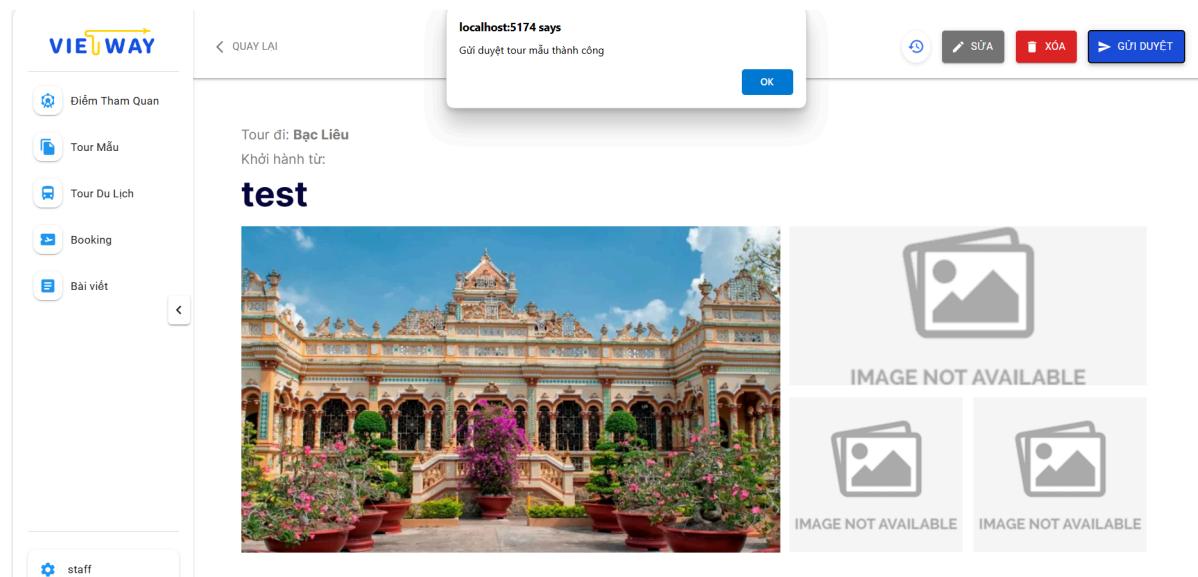
### 3. Deleting a Tour Template

- **Brief Description:** Staff can delete tour templates that are no longer needed or relevant.
- **Step-by-Step Guide:**
  1. From the tour template details page, click "Xóa".
  2. Confirm the deletion in the popup dialog.
  3. The system checks if the template can be deleted (e.g., no dependent tours) before proceeding.



### 4. Sending for Approval and Approving a Tour Template

- **Brief Description:** Once a tour template is complete, it can be sent for approval. Managers review and approve these templates.
- **Step-by-Step Guide:**
  1. After creating or updating a tour template, choose "Gửi Duyệt".
  2. Managers receive a notification or see the template in their review queue.
  3. Managers can approve the template, making it available for use, or reject it, requiring further edits.



### 3.6 Workflow 5: Tour Template Create Process

**Purpose:** The Tour Template Creation workflow is a comprehensive process that allows staff members to create, draft, and submit tour templates for approval. This workflow ensures that tour templates are thoroughly documented, validated, and reviewed before being made available for tour creation.

#### Steps:

#### 1. Basic Information Input

- o Fill in required tour template details:
- o Tour name
- o Description using rich text editor
- o Select duration from predefined options
- o Choose tour category
- o Select transportation method
- o Set price range (min and max)

- o Select provinces included in tour

The screenshot shows the 'Tạo tour mẫu mới' (Create New Tour Template) page on the VietWay platform. The interface includes:

- Left Sidebar:** Includes links for Điểm Tham Quan, Tour Mẫu, Tour Du Lịch, Booking, Bài viết, and staff.
- Top Header:** Contains 'VIEUWAY' logo, 'QUAY LẠI' (Back) button, and 'Tạo tour mẫu mới' title.
- Tour Details Section:** Fields for 'Tour đi qua tỉnh/thành phố' (Selected: Chọn tỉnh/thành phố), 'Tour bắt đầu từ:' (Selected: Chọn), and 'Tên tour' (Tour Name).
- Image Upload Area:** A large dashed box labeled 'THÊM ẢNH' (Add Photo) four times, indicating a placeholder for up to four images.
- Filter Section:** Includes dropdowns for 'Thời lượng', 'Loại tour', 'Phương tiện', and input fields for 'Mã mẫu' (Model code), 'Giá từ' (From price), 'Đến' (To price), 'LƯU BẢN NHÁP' (Save Draft), and 'GỬI' (Send).
- Summary Section:** Titled 'Tổng quan' (Summary), featuring a rich text editor toolbar.
- Itinerary Section:** Titled 'Lịch trình' (Itinerary), showing a day entry for 'Ngày 1' (Day 1) with fields for 'Tiêu đề' (Title), 'Mô tả' (Description), and 'Điểm đến' (Destination). A 'CHỌN ĐIỂM ĐẾN' (Select Destination) button and a checkmark icon are present.
- Notes Section:** Titled 'Lưu ý' (Notes), containing a large text area for additional information.

## 2. Image Management

- o Upload up to 4 images for the tour template

- o First image serves as the main display image
- o Images can be removed and replaced



### 3. Schedule Creation

- o Add daily schedules with:
- o Day title
- o Detailed description
- o Select attractions for each day
- o Schedule validation ensures:
  - o Each day has a title
  - o Description is provided
  - o At least one attraction is selected

Thời lượng: 2 ngày 1 đêm ▾ Loại tour: ▾ Phương tiện: ▾

## Tổng quan

Normal Sans Serif Normal B I U S A  $\pi$   $x_2$   $x^2$  =  $\equiv$   $\equiv$   $\equiv$   $\equiv$   $\equiv$

” “  $\leftrightarrow$   $f_x$   $I_x$

## Lịch trình

Ngày 1 ▾

Tiêu đề:

Mô tả:

Điểm đến:

CHỌN ĐIỂM ĐẾN

Ngày 2 ▾

### 4. Saving Options

#### Draft Save

- o Minimal validation requiring only:
- o Duration selection
- o Tour category selection
- o Saves work in progress
- o Status set to "Draft"



- [Điểm Tham Quan](#)
- [Tour Mẫu](#)
- [Tour Du Lịch](#)
- [Booking](#)
- [Bài viết](#)

[staff](#)

## Quản lý tour mẫu

+ THÊM TOUR MẪU
ÁP DỤNG BỘ LỌC

Tỉnh/Thành phố

Thời lượng

TÌM KIẾM

TẤT CẢ
BẢN NHẬP
CHỜ DUYỆT
ĐÃ DUYỆT
TỪ CHỐI

Q: Tim kiếm tour mẫu...
Sắp xếp theo
Mới nhất



29/11/2024 [Du lịch sinh thái](#)

Bạc Liêu - Cà Mau - Sóc Trăng

**Tour Du Lịch Tết Âm Lịch 2025: Miền Tây**

Mã tour: Tet-2025-MT  
Thời lượng: 3 ngày 2 đêm

[Chi tiết](#)



28/11/2024 [Du lịch sinh thái](#)

Đà Nẵng - Quảng Bình - Quảng Trị - Thừa Thiên Huế

**Tour du lịch ĐÀ NẴNG - HỘI AN - CỘ ĐÔ HUẾ - QUẢNG TRỊ - QUẢNG BÌN...**

Mã tour: ĐN-HA-Hue\_3N2D  
Thời lượng: 3 ngày 2 đêm

[Chi tiết](#)



29/10/2024 [Du lịch nội](#)

Hà Nội

**Hà Nội - Tràng An - Đảo Kong - Báu**

Mã tour: HN-4N3D  
Thời lượng: 3 ngày 2 đêm

[Chi tiết](#)



10/10/2024 [Du lịch sinh thái](#)

Bến Tre

**Tour Du Lịch Bến Tre - Mỹ Tho 1 Ngày**

Khởi Hành Từ Sài Gòn

Mã tour: BT-TrongNgay  
Thời lượng: Trong ngày

[Chi tiết](#)



2/10/2024 [Du lịch biển](#)

Bình Thuận

**Tour Du Lịch Bình Thuận Dịp Lễ: Mũi Né 3 Ngày 2 Đêm**

Mã tour: BT29-3N2D  
Thời lượng: 3 ngày 2 đêm

[Chi tiết](#)



30/9/2024 [Du lịch nghỉ dưỡng](#)

Hà Nội - Lào Cai

**Tour Du Lịch Hà Nội - Sapa - Fansipan 4N3Đ**

Mã tour: SP-5N4Đ  
Thời lượng: 4 ngày 3 đêm

[Chi tiết](#)



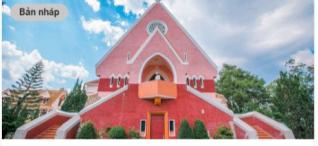
29/9/2024 [Du lịch tôn giáo](#)

An Giang

**Tour Du Lịch Hành Hương: Chùa Bà Châú Đốc - Rừng Tràm Trà Sư**

Mã tour: HH:CDTS-2N1D  
Thời lượng: 2 ngày 1 đêm

[Chi tiết](#)



29/8/2024 [Du lịch sinh thái](#)

Lâm Đồng

**Tour Du Lịch Đà Lạt: Hoa Sơn Điền Trang - SamTen Hill - Hồ Tuyền Lâm ...**

Mã tour: DLDBD-3N2D  
Thời lượng: 2 ngày 1 đêm

[Chi tiết](#)

< 1 >

12 / trang

### Submit for Approval

- o Full validation of all required fields:
- o Tour name
- o Description
- o Duration
- o Category
- o Transportation
- o Starting point
- o Price range

- o At least one province
- o Complete schedule for all days
- o Status set to "Pending"

The screenshot shows two main windows of the VIEWAY software.

**Top Window:** A modal dialog box titled "localhost:5174 says" displays the message "Gửi duyệt tour mẫu thành công" (Tour sample sent for review successfully) with an "OK" button. The background window shows a tour template for "Bạc Liêu" starting from "test". It includes a large image of a traditional Vietnamese building complex, three smaller placeholder images labeled "IMAGE NOT AVAILABLE", and a staff member's photo.

**Bottom Window:** The main "Quản lý tour mẫu" (Tour sample management) screen. It features a search bar, filter options for "Tỉnh/Thành phố" (Select...), "Thời lượng" (Select...), and "Loại Tour" (Select...), and a "TÌM KIẾM" (Search) button. Below these are buttons for "TẤT CẢ", "BẢN NHẬP", "CHỜ DUYỆT" (selected), "ĐÃ DUYỆT", and "TỪ CHỐI". A specific tour template for "Du lịch sinh thái" dated 28/11/2024 is displayed, showing an aerial view of a river scene, the route "Đà Nẵng - Quảng Bình - Quảng Trị - Thừa Thiên Huế", the tour name "Tour du lịch ĐÀ NẴNG - HỘI AN - CÓ ĐÔ HUẾ - QUẢNG TRỊ - ...", the code "Mã tour: ĐN-HA-Hue\_3N2D", and a duration of "Thời lượng: 3 ngày 2 đêm". A "Chi tiết" (Details) button is at the bottom right of the template card.

## 5. Manager Review Process

- o Manager reviews submitted template
- o Can either:
- o Approve: Makes template available for tour creation

- o Reject: Requires providing rejection reason
- o Status updated accordingly (Approved/Rejected)

**VIEWAY**

## Quản lý tour mẫu

Tỉnh/Thành phố: Select...

Loại Tour: Select...

Thời lượng: Select...

ÁP DỤNG BỘ LỌC

Tìm kiếm tour mẫu... TÌM KIẾM

Sắp xếp theo

CHỜ DUYỆT ĐÃ DUYỆT TÙ CHỌI



28/11/2024 Du lịch sinh thái

Đà Nẵng - Quảng Bình - Quảng Trị - Thừa Thiên Huế

**Tour du lịch ĐÀ NẴNG - HỘI AN - CỐ ĐÔ HUẾ - QUẢNG TRỊ -...**

Mã tour: ĐN-HA-Hue\_3N2D

Thời lượng: 3 ngày 2 đêm

Chi tiết

10 / trang

**VIEWAY**

## Chi tiết tour mẫu

QUAY LẠI

Đang chờ duyệt

Đà Nẵng - Quảng Bình - Quảng Trị - Thừa Thiên Huế

**Tour du lịch ĐÀ NẴNG - HỘI AN - CỐ ĐÔ HUẾ - QUẢNG TRỊ - QUẢNG BÌNH - ĐỘNG PHONG NHA - SUỐI MOOC**






DUYỆT TÙ CHỌI

### 3.7 Workflow 6: Tour Management

**Purpose:**

**Steps:**

#### 1. Access Tour List:

- Use status filters

- Search functionality
- Pagination controls



**Quản lý tour du lịch**

+ TẠO TOUR MỚI

- Diễn Tham Quan
- Tour Mẫu
- Tour Du Lịch
- Booking
- Bài viết

staff

Loại tour
Thời lượng
Địa điểm

Select...
Select...
Select...

Ngày khởi hành

Từ ngày
Đến ngày
ÁP DỤNG BỘ LỌC

Tìm kiếm tour theo tên...
TÌM KIẾM
 Tìm kiếm tour theo mã tour...
TÌM KIẾM

TẤT CẢ
DANG CHỜ DUYỆT
ĐÃ TỪ CHỐI
ĐÃ DUYỆT
ĐÃ MỞ
ĐÃ ĐÓNG
DANG DIỄN RA
ĐÃ HOÀN THÀNH
ĐÃ HỦY



**Đà Nẵng - Phố Cố Hội An - Bà Nà - Cầu Vàng 3 ngày 2 đêm**

Mã tour: DN-3N2D  
Thời lượng: 3 ngày 2 đêm  
Thời gian khởi hành: 20/12/2024 11:00  
Điểm khởi hành: Đường Trường Sơn, Phường 2, Tân Bình, Hồ Chí Minh, Vietnam  
Số lượng khách: 2 - 3

**4,200,000 đ /người**

[Chi tiết](#)



**Tour Du Lịch Phú Quốc 2 Ngày 1 Đêm**

Mã tour: PQ-3N2D  
Thời lượng: 2 ngày 1 đêm  
Thời gian khởi hành: 20/12/2024 11:00  
Điểm khởi hành: Hùng Vương, Phường 5, Bến Tre  
Số lượng khách: 2 - 3

**3,200,000 đ /người**

[Chi tiết](#)



**Đà Nẵng - Phố Cố Hội An - Bà Nà - Cầu Vàng 3 ngày 2 đêm**

Mã tour: DN-3N2D  
Thời lượng: 3 ngày 2 đêm  
Thời gian khởi hành: 21/12/2024 04:00  
Điểm khởi hành: Ben Thanh, Quận 1, TP. Hồ Chí Minh  
Số lượng khách: 2 - 3

**4,200,000 đ /người**

[Chi tiết](#)

9 /trang

## 2. Tour Operations:

- View Details: Check complete tour information
- Edit: Modify tour details if needed
- Delete: Process tour cancellation with confirmation



- [Điểm Tham Quan](#)
- [Tour Mẫu](#)
- [Tour Du Lịch](#)
- [Booking](#)
- [Bài viết](#)

← QUAY LẠI

## Chi tiết tour

XÓA

### Thông tin tour mẫu

Tên Tour: Đà Nẵng - Phố Cố Hội An - Bà Nà - Cầu Vàng 3 ngày 2 đêm  
Mã tour mẫu: DN-3N2D  
Loại tour: Du lịch biển  
Điểm đến: Đà Nẵng - Quảng Nam  
Khởi hành: Hồ Chí Minh  
Thời lượng: 3 ngày 2 đêm  
Phương tiện: Máy bay

Xem thêm chi tiết ▾

### Lịch tour

XEM THÊM ▾

### Thông tin tour

#### Thông tin khởi hành

Khởi hành từ: Ben Thanh, Quận 1, Tp. Hồ Chí Minh  
Ngày khởi hành: 21/12/2024  
Giờ khởi hành: 04:00

staff

#### Thời gian đăng ký

Ngày mở đăng ký: 03/12/2024  
Ngày đóng đăng ký: 20/12/2024

#### Số lượng khách

Số khách tối đa: 3  
Số khách tối thiểu: 2  
Số khách hiện tại: 0

#### Giá tour

Người lớn (trên 12 tuổi): 4,200,000 VND  
Trẻ em (5-11 tuổi): 3,800,000 VND  
Em bé (0-4 tuổi): 3,000,000 VND

#### Yêu cầu thanh toán

Yêu cầu cọc: 30% tổng tiền booking  
Thời hạn thanh toán toàn bộ: 13/12/2024

#### Chính sách hoàn tiền

Hủy trước 07/12/2024: Chi phí hủy tour là 10% tổng tiền booking  
Hủy trước 10/12/2024: Chi phí hủy tour là 20% tổng tiền booking  
Hủy trước 13/12/2024: Chi phí hủy tour là 30% tổng tiền booking  
Hủy trước 17/12/2024: Chi phí hủy tour là 50% tổng tiền booking  
Hủy trước 19/12/2024: Chi phí hủy tour là 80% tổng tiền booking  
Hủy từ ngày 12/19/2024: Chi phí hủy tour là 100% tổng giá trị booking

#### Trạng thái

Dãy mờ

[← QUAY LẠI](#)

## Chi tiết tour

[HỦY SỬA](#) [XÓA](#)

### Thông tin tour mẫu

Tên Tour: Đà Nẵng - Phó Cố Hội An - Bà Nà - Cầu Vàng 3 ngày 2 đêm  
Mã tour mẫu: DN-3N2Đ  
Loại tour: Du lịch biển  
Điểm đến: Đà Nẵng - Quảng Nam  
Khởi hành: Hồ Chí Minh  
Thời lượng: 3 ngày 2 đêm  
Phương tiện: Máy bay

[Xem thêm chi tiết ▾](#)

### Lịch tour

[XEM THÊM ▾](#)

#### Thông tin khởi hành

Khởi hành từ  
Ben Thanh, Quận 1, Tp. Hồ Chí Minh

Tour phải khởi hành từ Hồ Chí Minh

Ngày khởi hành  
21/12/2024

Giờ khởi hành  
04:00 AM

#### Thời gian đăng ký

Ngày mở đăng ký  
03/12/2024

Ngày đóng đăng ký  
20/12/2024

#### Số lượng khách

Số khách tối đa  
3

Số khách tối thiểu  
2

#### Giá tour

Người lớn (từ 12 tuổi trở lên)  
4200000

Giá phải từ 500.000 đến 4.200.000 VND

VND

Trẻ em (từ 5-11 tuổi)  
3800000

Giá phải từ 500.000 đến 4.200.000 VND và nhỏ hơn hoặc bằng giá người lớn

VND

Em bé (dưới 5 tuổi)  
3000000

Giá phải từ 500.000 đến 4.200.000 VND và nhỏ hơn hoặc bằng giá trẻ em

VND

#### Yêu cầu thanh toán

Yêu cầu cọc (%) - tính trên tổng tiền booking  
30

Nhập 100 nếu tour yêu cầu thanh toán 100% và không đặt cọc

%

Thời hạn thanh toán toàn bộ tổng tiền booking  
13/12/2024

#### Chính sách hoàn tiền

Hủy trước ngày  
07/12/2024

Tỷ lệ phạt hủy tour (%) - tính trên tổng tiền booking  
10

[XÓA](#)

Hủy trước ngày  
10/12/2024

Tỷ lệ phạt hủy tour (%) - tính trên tổng tiền booking  
20

[XÓA](#)

Hủy trước ngày  
13/12/2024

Tỷ lệ phạt hủy tour (%) - tính trên tổng tiền booking  
30

[XÓA](#)

Hủy trước ngày  
17/12/2024

Tỷ lệ phạt hủy tour (%) - tính trên tổng tiền booking  
50

[XÓA](#)

Hủy trước ngày  
19/12/2024

Tỷ lệ phạt hủy tour (%) - tính trên tổng tiền booking  
80

[XÓA](#)[+ THÊM CHÍNH SÁCH](#)[manager](#)[CẬP NHẬT TOUR](#)

The screenshot shows the VIEUWAY travel management system. On the left sidebar, there are icons for 'Điểm Tham Quan' (Attraction), 'Tour Mẫu' (Sample Tour), 'Tour Du Lịch' (Travel Tour), 'Booking', and 'Bài viết' (Blog). A 'staff' button is also present. The main content area is titled 'Chi tiết tour' (Tour Detail) with a back arrow labeled 'QUAY LẠI'. A red 'XÓA' (Delete) button is in the top right corner. A modal dialog box is centered, titled 'Thông tin tour mẫu' (Sample Tour Information). It contains the following details:  
Tên Tour: Đà Nẵng - Phố Cổ Hội An - Bà Nà - Cầu Vàng 3 ngày 2 đêm  
Mã tour mẫu: DN-3N2Đ  
Loại tour: Du lịch biển  
Điểm đến: Đà Nẵng - Quảng Nam  
Khởi hành: Hồ Chí Minh  
Thời lượng: 3 ngày 2 đêm  
Phương tiện: Máy bay

The modal has two buttons at the bottom: 'KHÔNG' (No) and 'XÁC NHẬN XÓA' (Confirm Delete). To the right of the modal, there is a link 'Xem thêm chi tiết' (View more details) and a 'Lịch tour' (Tour Schedule) section with a 'XEM THÊM' (View more) link.

Below the modal, there is another section titled 'Thông tin tour' (Tour Information) with the following details:  
Thời gian khởi hành  
Khởi hành từ: Ben Thanh, Quận 1, Tp. Hồ Chí Minh  
Ngày khởi hành: 21/12/2024  
Giờ khởi hành: 04:00  
Thời gian đăng ký  
Ngày mở đăng ký: 03/12/2024

### 3. Monitor Status:

- Track participant numbers
- Check booking status
- Review payment information

The screenshot displays the 'Chi tiết tour' (Tour Details) section of the software. On the left, a sidebar lists navigation options: Điểm Tham Quan, Tour Mẫu, Tour Du Lịch, Booking, and Bài viết, with 'staff' selected. The main content area shows the following details:

- Thông tin tour mẫu** (Sample Tour Information):
  - Tên Tour: Đà Nẵng - Phố Cổ Hội An - Bà Nà - Cầu Vàng 3 ngày 2 đêm
  - Mã tour mẫu: DN-3N2D
  - Loại tour: Du lịch biển
  - Điểm đến: Đà Nẵng - Quảng Nam
  - Khởi hành: Hồ Chí Minh
  - Thời lượng: 3 ngày 2 đêm
  - Phương tiện: Máy bay
- Lịch tour** (Tour Schedule) with a 'XEM THÊM' (View More) button.
- Thông tin tour** (Tour Information):
  - Thông tin khởi hành** (Departure Information):
    - Khởi hành từ: Đ. Trường Sơn, Phường 2, Tân Bình, Hồ Chí Minh, Vietnam
    - Ngày khởi hành: 20/12/2024
    - Giờ khởi hành: 11:00
  - Thời gian đăng ký** (Booking Period):
    - Ngày mở đăng ký: 03/12/2024
    - Ngày đóng đăng ký: 19/12/2024
  - Số lượng khách** (Number of Guests):
    - Số khách tối đa: 3
    - Số khách tối thiểu: 2
    - Số khách hiện tại: 1
  - Giá tour** (Tour Price):
    - Người lớn (trên 12 tuổi): 4,200,000 VND
    - Trẻ em (5-11 tuổi): 3,200,000 VND
    - Em bé (0-4 tuổi): 2,200,000 VND
  - Yêu cầu thanh toán** (Payment Requirements):
    - Yêu cầu cọc: 30% tổng tiền booking
    - Thời hạn thanh toán toàn bộ: 13/12/2024
  - Chính sách hoàn tiền** (Refund Policy):
    - Hủy trước 07/12/2024: Chi phí hủy tour là 10% tổng tiền booking
    - Hủy trước 11/12/2024: Chi phí hủy tour là 20% tổng tiền booking
    - Hủy trước 17/12/2024: Chi phí hủy tour là 50% tổng tiền booking
    - Hủy từ ngày 12/17/2024: Chi phí hủy tour là 100% tổng giá trị booking
  - Trạng thái** (Status): Đã mở
- Thông tin các booking** (Booking Information):
 

Mã booking	Ngày tạo	Người liên hệ	Email	Số điện thoại	Số người	Tổng tiền	Trạng thái
13131519513815220224	03/12/2024 21:57	Chau Han	hanccnnse171462@fpt.edu.vn	0392595879	1	4,200,000 đ	<span style="color: green;">Đã thanh toán</span>
1313206371235135488	03/12/2024 01:13	Chau Han	hanccnnse171462@fpt.edu.vn	0392595879	1	4,200,000 đ	<span style="color: red;">Đã hủy</span>
1313205760632553472	03/12/2024 01:10	Chau Han	hanccnnse171462@fpt.edu.vn	0392595879	1	3,200,000 đ	<span style="color: red;">Đã hủy</span>

Số hàng mỗi trang: 10 < > 1-3 trong 3

### 3.8 Workflow 7: Tour Create Process

**Purpose:** Allow staff to create actual tours based on templates, with specific dates, prices, and capacity, making them available for customer booking.

#### Steps:

1. Select tour template
2. Set tour dates and times
3. Configure pricing
4. Set participant limits
5. Define pickup locations
6. Review and publish tour

The screenshot shows a user interface for managing tour samples. On the left, there's a sidebar with icons for 'Điểm Tham Quan' (Point of Interest), 'Tour Mẫu' (Sample Tour) which is highlighted in blue, 'Tour Du Lịch' (Travel Tour), 'Booking', and 'Bài viết' (Blog). Below this is a 'staff' section. The main area has a search bar at the top with filters for 'TÌM KIẾM' (Search) and sorting options 'Sắp xếp theo' (Sort by) and 'Mới nhất' (Newest). Below the search bar are tabs: 'TẤT CẢ' (All), 'BẢN NHÁP' (Import), 'CHỜ DUYỆT' (Pending Approval), 'ĐÃ DUYỆT' (Approved), and 'TỪ CHỐI' (Rejected). The 'ĐÃ DUYỆT' tab is selected. There are three tour sample cards displayed:

- Hà Nội**: Hà Nội - Tràng An - Đảo Kong - Báu Đính - Hạ Long - KDL Yên Tử. Mã tour: HN-4N3Đ. Thời lượng: 4 ngày 3 đêm.
- Đà Nẵng**: Đà Nẵng - Quảng Nam - Đà Nẵng - Phố Cổ Hội An - Bà Nà - Cầu Vàng 3 ngày 2 đêm. Mã tour: DN-3N2Đ. Thời lượng: 3 ngày 2 đêm.
- Lào Cai**: Tour Du Lịch Hà Nội - Sapa - Fansipan 4N3Đ. Mã tour: SP-5N4Đ. Thời lượng: 4 ngày 3 đêm.

Each card includes a date, a small image, a green 'Đã duyệt' (Approved) button, and two blue buttons for 'Chi tiết' (Details) and 'Tạo tour' (Create tour).

[← QUAY LẠI](#)

## Danh sách Tour mẫu đã duyệt

Tỉnh/Thành phố:  Select... | Thời lượng:  Select... | ÁP DỤNG BỘ LỌC

Loại Tour:  Select... |

A detailed view of a tour sample card for 'Đà Nẵng - Phố Cổ Hội An - Bà Nà - Cầu Vàng 3 ngày 2 đêm'. The card includes:

- Mã tour mẫu: DN-3N2Đ**
- Tạo ngày: 9/30/2024
- Tạo bởi: Tân Nhàn
- Địa điểm: Đà Nẵng, Quảng Nam - Du lịch biển
- Thời lượng: 3 ngày 2 đêm
- Chức năng: CHI TIẾT (Details) và TẠO TOUR (Create tour)
- Trạng thái: Đã duyệt (Approved)

### 3.10 Workflow 9: Tour Status Management

**Purpose:** Track and update tour status throughout its lifecycle, ensuring proper management of tour operations.

**Steps:**

#### 1. Status Review:

- Check current tour status
- Review booking numbers
- Verify requirements
- Check payment status

#### 2. Status Update:

- Select new status

- Add status notes
- Set effective date
- Configure notifications

### 3. Archive completed tours

**VIEUWAY**

- Điểm Tham Quan
- Tour Mẫu
- Tour Du Lịch**
- Booking
- Bài viết

staff

## Quản lý tour du lịch

+ TẠO TOUR MỚI
ÁP DỤNG BỘ LỌC

Loại tour

Thời lượng

Địa điểm

Ngày khởi hành

Từ ngày

Đến ngày

ÁP DỤNG BỘ LỌC

Tìm kiếm tour theo tên...

**TÌM KIẾM**

Tìm kiếm tour theo mã tour...

**TÌM KIẾM**

TẤT CẢ
**DANG CHỜ DUYỆT**
ĐÃ TỪ CHỐI
ĐÃ DUYỆT
ĐÃ MỞ
ĐÃ ĐÓNG
ĐÃ ĐIỀN RA
ĐÃ HOÀN THÀNH
ĐÃ HỦY



Đang chờ duyệt

**Đà Nẵng - Phố Cổ Hội An - Bà Nà - Cầu Vàng 3 ngày 2 đêm**

Mã tour: DN-3N2D  
Thời lượng: 3 ngày 2 đêm  
Thời gian khởi hành: 14/12/2024 03:00  
Điểm khởi hành: Đà Nẵng  
Số lượng khách: 2 - 3

**2,200,000 đ /người**

[Chi tiết](#)



Đang chờ duyệt

**Đà Nẵng - Phố Cổ Hội An - Bà Nà - Cầu Vàng 3 ngày 2 đêm**

Mã tour: DN-3N2D  
Thời lượng: 3 ngày 2 đêm  
Thời gian khởi hành: 14/12/2024 04:00  
Điểm khởi hành: Hồ Chí Minh  
Số lượng khách: 2 - 3

**2,100,000 đ /người**

[Chi tiết](#)

< 1 >

9 /trang

[Dashboard](#)[Tỉnh thành](#)[Điểm tham quan](#)[Tour mẫu](#)[Tour du lịch](#)[Booking](#)[Bài viết](#)[Nhân viên](#)[manager](#)

[← QUAY LẠI](#)  
**Chi tiết tour**

**Thông tin tour mẫu**

Tên Tour: Đà Nẵng - Phố Cổ Hội An - Bà Nà - Cầu Vàng 3 ngày 2 đêm

Mã tour mẫu: DN-3N2D

Loại tour: Du lịch biển

Điểm đến: Đà Nẵng - Quảng Nam

Khởi hành:

Thời lượng: 3 ngày 2 đêm

[Xem thêm chi tiết ↴](#)

tháng 12 năm 2024						
TH.2	TH.3	TH.4	TH.5	TH.6	TH.7	CN
25	26	27	28	29	30	1
Đã đóng (0/3)						
2	3	4	5	6	7	8
Đã đóng (0/3)						
9	10	11	12	13	14	15
Đã mở (2/3)						
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

**Thông tin tour****Thông tin khởi hành**

Khởi hành từ: Đà Nẵng

Ngày khởi hành: 14/12/2024

Giờ khởi hành: 03:00

**Thời gian đăng ký**

Ngày mở đăng ký: 30/11/2024

Ngày đóng đăng ký: 13/12/2024

**Số lượng khách**

Số khách tối đa: 3

Số khách tối thiểu: 2

Số khách hiện tại: 0

**Giá tour**

Người lớn: 2.200.000 đ

Trẻ em (5-12 tuổi): 1.900.000 đ

Em bé (0-4 tuổi): 1.500.000 đ

**Chính sách hoàn tiền**

Hủy trước 07/12/2024: Hoàn 90% tổng tiền

**Trạng thái** **Dang chờ duyệt****DUYỆT****TÙ CHỌI**

Dashboard

Tỉnh thành

Điểm tham quan

Tour mẫu

Tour du lịch

Booking

Bài viết

Nhân viên

manager

← QUAY LẠI

## Chi tiết tour

Đã duyệt tour thành công

XEM

Hủy tour

**Thông tin tour mẫu**

Tên Tour: Đà Nẵng - Phố Cố Hội An - Bà Nà - Cầu Vàng 3 ngày 2 đêm

Mã tour mẫu: DN-3N2D

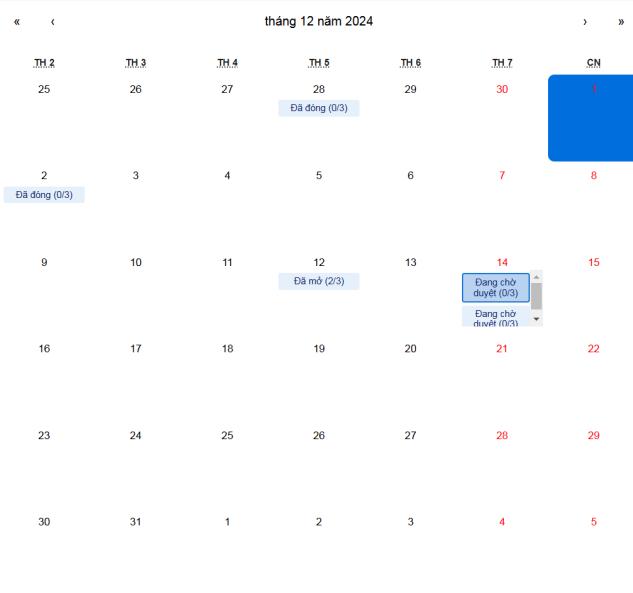
Loại tour: Du lịch biển

Điểm đến: Đà Nẵng - Quảng Nam

Khởi hành:

Thời lượng: 3 ngày 2 đêm

Xem thêm chi tiết ↘

**Thông tin tour**

Thông tin khởi hành

Khởi hành từ: Đà Nẵng

Ngày khởi hành: 14/12/2024

Giờ khởi hành: 03:00

Thời gian đăng ký

Ngày mở đăng ký: 30/11/2024

Ngày đóng đăng ký: 13/12/2024

Số lượng khách

Số khách tối đa: 3

Số khách tối thiểu: 2

Số khách hiện tại: 0

Giá tour

Người lớn: 2.200.000 đ

Trẻ em (5-12 tuổi): 1.900.000 đ

Em bé (0-4 tuổi): 1.500.000 đ

Chính sách hoàn tiền

Hủy trước 07/12/2024: Hoàn 90% tổng tiền

Trạng thái

Đã mở

Điểm Tham Quan

Tour Mẫu

Tour Du Lịch

Booking

Bài viết

staff

Số lượng khách: 2 - 3

1,800,000 đ /người

Số lượng khách: 1 - 3

1,400,000 đ /người

Số lượng khách: 2 - 3

4,300,000 đ /người

**Tour Du Lịch Phú Quốc 3 Ngày 2 Đêm**

Mã tour: PQ-3N2D

Thời lượng: 3 ngày 2 đêm

Thời gian khởi hành: 17/12/2024 04:00

Điểm khởi hành: Bến xe Hà Tiên

Số lượng khách: 2 - 3

4,200,000 đ /người

**Tour Du Lịch Phú Quốc 3 Ngày 2 Đêm**

Mã tour: PQ-3N2D

Thời lượng: 3 ngày 2 đêm

Thời gian khởi hành: 20/12/2024 05:00

Điểm khởi hành: Bến xe Hà Tiên

Số lượng khách: 2 - 3

3,800,000 đ /người

**Đà Nẵng - Phố Cố Hội An - Bà Nà - Cầu Vàng 3 ngày 2 đêm**

Mã tour: DN-3N2D

Thời lượng: 3 ngày 2 đêm

Thời gian khởi hành: 14/12/2024 03:00

Điểm khởi hành: Đà Nẵng

Số lượng khách: 2 - 3

2,200,000 đ /người

**3.11 Workflow 10: Booking Management**

**Purpose:** Manage the entire booking process from customer registration to tour confirmation, ensuring proper tracking of participants and payments.

**Steps:****1. Initial Booking Processing**

- Staff/Manager receives booking request
- System validates:
  - o Tour availability
  - o Tourist information
  - o Payment requirements
  - o Participant limits

The screenshot shows a dashboard titled "Quản lý đặt tour" (Tour Booking Management) with four booking entries listed. Each entry includes a booking ID, date, contact information, total amount, and tour details.

Booking ID	Date	Contact Info	Total Amount	Tour Details
<b>Booking: 1313525933042302976</b>	03/12/2024 22:22	Họ tên: Chau Han Email: hanccnnse171462@fpt.edu.vn Số lượng khách: 1	<b>Tổng tiền: 3,200,000 đ</b>	Tour: Tour Du Lịch Phú Quốc 2 Ngày 1 Đêm Mã tour: PQ-3N2D Khởi hành lúc: 20/12/2024 11:00 Khởi hành từ: TP Hồ Chí Minh
<b>Booking: 1313519513815220224</b>	03/12/2024 21:57	Họ tên: Chau Han Email: hanccnnse171462@fpt.edu.vn Số lượng khách: 1	<b>Tổng tiền: 4,200,000 đ</b>	Tour: Đà Nẵng - Phố Cố Hội An - Bà Nà - Cầu Vàng 3 ngày 2 đêm Mã tour: DN-3N2D Khởi hành lúc: 20/12/2024 11:00 Khởi hành từ: TP Hồ Chí Minh
<b>Booking: 1313206371235135488</b>	03/12/2024 01:13	Họ tên: Chau Han Email: hanccnnse171462@fpt.edu.vn Số lượng khách: 1	<b>Tổng tiền: 4,200,000 đ</b>	Tour: Đà Nẵng - Phố Cố Hội An - Bà Nà - Cầu Vàng 3 ngày 2 đêm Mã tour: DN-3N2D Khởi hành lúc: 20/12/2024 11:00 Khởi hành từ: TP Hồ Chí Minh
<b>Booking: 1313205760632553472</b>	03/12/2024 01:10	Họ tên: Chau Han Email: hanccnnse171462@fpt.edu.vn Số lượng khách: 1	<b>Tổng tiền: 3,200,000 đ</b>	Tour: Đà Nẵng - Phố Cố Hội An - Bà Nà - Cầu Vàng 3 ngày 2 đêm Mã tour: DN-3N2D Khởi hành lúc: 20/12/2024 11:00 Khởi hành từ: TP Hồ Chí Minh

## 2. Price Calculation

- Calculate prices based on tourist types:
- Adult price (default price)
- Child price (ages 5-11)
- Infant price (ages 0-4)
- Apply any applicable discounts or promotions

The screenshot shows the 'Chi tiết đặt tour' (Booking Detail) page. At the top, there are navigation links: 'QUAY LẠI' (Back), 'THÔNG TIN ĐẶT TOUR' (Booking Information), 'DANH SÁCH KHÁCH' (Guest List), and 'LỊCH SỬ THANH TOÁN' (Payment History). On the left sidebar, there are icons for 'Điểm Tham Quan' (Sightseeing), 'Tour Mẫu' (Sample Tours), 'Tour Du Lịch' (Travel Tours), 'Booking', and 'Bài viết' (Articles). A 'staff' button is also present. The main content area is divided into several sections:

- Thông tin liên hệ** (Contact Information):
 

Họ tên:	Chau Han
Email:	hancnse171462@fpt.edu.vn
Số điện thoại:	0392595879
Địa chỉ:	
- Chi tiết booking** (Booking Details):
 

Mã booking:	03/12/2024 22:22
Ngày đặt tour:	3,200,000 đ
Trí giá booking:	<b>Đã đặt cọc</b>
Tình trạng:	
Ghi chú:	
- Lịch sử** (History):
 

Ngày:	03/12/2024 22:36
Hành động:	Cập nhật
Thực hiện bởi:	Khách hàng
Trạng thái cũ:	Chờ thanh toán
Trạng thái mới:	Đã đặt cọc
Lý do:	Payment
Ngày:	03/12/2024 22:22
Hành động:	Tạo mới
Thực hiện bởi:	Khách hàng

**Thông tin tour** (Tour Information):
 

Tour Du Lịch Phú Quốc 2 Ngày 1 Đêm
Mã tour: PQ-3N2Đ
Ngày đi: 20/12/2024 11:00

**Chính sách hủy tour** (Cancellation Policy):
 

Hủy trước ngày 07/12/2024: Chi phí hủy là 10% tổng tiền booking
Hủy trước ngày 11/12/2024: Chi phí hủy là 20% tổng tiền booking
Hủy trước ngày 14/12/2024: Chi phí hủy là 50% tổng tiền booking
Hủy trước ngày 18/12/2024: Chi phí hủy là 70% tổng tiền booking

**Tổng tiền:** **3,200,000 đ**

**Thông tin hoàn tiền** (Refund Information):

### 3. Deposit Management

- Check deposit requirements:
- If 30-99%: Set payment deadline
- If 100%: Require full payment
- Monitor deposit payments
- Send payment reminders

### 4. Payment Processing

- Track payment status
- Validate payment amounts
- Update booking status based on payment
- Handle payment deadlines

### 5. Cancellation and Refund Processing

- Process cancellation requests
- Apply refund policies based on:
- Cancellation timing
- Tour start date
- Payment status
- Calculate refund amounts

### 6. Manager Oversight

- Review booking statuses
- Monitor payment compliance
- Approve refund requests
- Handle booking disputes

### 7. Tour Completion

- Update booking status when tour starts
- Close completed bookings

- Archive booking information

### **3.12 Workflow 11: Post Management**

**Purpose:** Enable staff to create, edit, and manage blog posts and content to promote tours, share travel information, and engage with customers through the website's content management system.

**Steps:**

#### **1. Post Creation**

**Fill in required fields:**

- Title
- Content (minimum 50 characters)
- Description
- Category selection
- Province selection
- Upload image

#### **2. Submit for Approval**

- Full validation includes:
- All required fields filled
- Content length check
- Image uploaded
- Status changes to "Chờ Duyệt"

#### **3. Manager Review Process**

- The manager can:
  - o Approve post
  - o Option to publish directly to social media
  - o Status changes to "Đã Duyệt" or "Đã Mở"
  - o Reject post
  - o Provide rejection reason
  - o Status changes to "Tù Chối"
- Returns to staff for revision

#### **4. Post Management Features**

- View all posts with status filters
- Edit existing posts
- Delete posts (with appropriate permissions)
- Track post status changes
- Manage social media integration

## Quản lý bài viết

Danh mục

Tỉnh thành

Tìm kiếm bài viết...

Sắp xếp theo

**CHỜ DUYỆT** **ĐÃ DUYỆT** **TỪ CHỐI**



5/10/2024

Ẩm thực

**Đã duyệt**

[Chi tiết](#)



5/10/2024

Tin tức du lịch

**Đã duyệt**

[Chi tiết](#)



5/10/2024

Nơi lưu trú

**Đã duyệt**

[Chi tiết](#)



5/10/2024

Điểm đến du lịch

**Đã duyệt**

[Chi tiết](#)



5/10/2024

Kinh nghiệm du lịch

**Đã duyệt**

[Chi tiết](#)



5/10/2024

Văn hóa

**Đã duyệt**

[Chi tiết](#)



5/10/2024

Hoạt động vui chơi

**Đã duyệt**

[Chi tiết](#)



5/10/2024

Mua sắm và giải trí

**Đã duyệt**

[Chi tiết](#)

<
1
>

12 /trang

The screenshot shows the VIEWAY dashboard interface. On the left is a sidebar with icons for 'Dashboard', 'Tỉnh thành' (Province), 'Điểm tham quan' (Attraction), 'Tour mẫu' (Sample tour), 'Tour du lịch' (Tourism tour), 'Booking', 'Bài viết' (Article), 'Nhân viên' (Employee), and 'manager'. The main area has a 'QUAY LẠI' (Back) button at the top left and a 'XÓA' (Delete) button at the top right. It displays a table of social media metrics and a grid of food-related images.

Nền tảng	Lượt thích	Đăng lại/Chia sẻ	Bình luận/Trả lời	Lượt xem	Trích dẫn	Dấu trang
X Twitter	1	1	2	35	1	1
F Facebook	1	1	4	3	-	-

**Đã duyệt:**

### 3.13 Workflow 12: Customer Feedback Management

**Purpose:** Collect and process customer feedback for service improvement

**Steps:**

1. Send feedback forms post-tour

# Đánh giá tour

Cảm ơn bạn đã chọn đặt tour trên Vietway

Chuyến đi của bạn như thế nào?



Chia sẻ những ý kiến chi tiết về trải nghiệm của bạn

aaa

Liên hệ hotline 1900 123 456 hoặc [support@vietwaytour.com](mailto:support@vietwaytour.com)  
để được hỗ trợ thêm

Công khai đánh giá của tôi

Đã đánh giá ngày: 4/12/2024

- Collect customer reviews
- Analyze feedback data

- [Dashboard](#)
- [Tỉnh thành](#)
- [Điểm tham quan](#)
- [Tour mẫu](#)
- [Tour du lịch](#)
- [Booking](#)
- [Bài viết](#)
- [Nhân viên](#)

Đã duyệt

Hà Nội

## Hà Nội – Tràng An – Đảo Kong - Báu Đính - Hạ Long – KDL Yên Tử 4 ngày 3 đêm



Thời lượng: 4 ngày 3 đêm

Loại tour: Du lịch núi

### Tổng quan

Hà Nội nổi tiếng với ngàn năm văn hiến - trái tim của cả nước - niềm tin và hy vọng. Thủ đô Hà Nội xuất hiện trong lịch sử dân tộc Việt Nam vào năm 1010 với tên gọi Thang Long mang ý nghĩa "Rồng bay lên", tượng trưng cho khí thế vươn lên của dân tộc, mở đầu cho một giai đoạn phát triển của đất nước. Với gần 1000 năm tuổi nên có rất nhiều chùa chiền và thắng cảnh cổ kính thiêng liêng. Hà Nội cũng là mảnh đất anh dũng và hào hùng trải qua hai cuộc kháng chiến trường kỳ và gian khổ chống Pháp và chống Mỹ. Chính vì vậy Hà Nội cũng là thành phố có vẻ đẹp kiết trục cổ điển kiểu Pháp, hiện đại kiểu Mỹ. Vịnh Hạ Long, một tuyệt tác do thiên nhiên tạo ra có một không gian trên thế giới đã được UNESCO công nhận là Di sản thiên nhiên thế giới về giá trị cảnh quan và giá trị khoa học địa chất địa mạo năm 2000. Ban tổ chức New Open World cũng đề cử Vịnh Hạ Long vào danh sách bốn chon kí quan thiên nhiên thế giới.

### Thông tin tour mẫu

Mã tour mẫu: **HN-4N3Đ**

Ngày tạo: 29/10/2024

Người tạo:

Giá từ: 500.000 ₫

Đến: 3.000.000 ₫

Trạng thái: **Đã duyệt**

### Lịch trình

- Ngày 1: Hà Nội - Khởi hành đến Hạ Long
- Ngày 2: Tham quan Vịnh Hạ Long - Hang Sóng Sốt
- Ngày 3: Hạ Long - Trở về Hà Nội

### Chính sách

#### Lưu ý

Nên mang theo đồ dùng cá nhân và thuốc chóng cảm trùng

### Danh sách tour

Mã tour	Địa điểm xuất phát	Thời gian khởi hành	Giá	Số lượng khách	Trạng thái	Số booking	Chi tiết
1311218691844603904	Hà Nội	28/11/2024 04:00	Nhập	0/3	Đã mở	0	<a href="#">CHI TIẾT</a>
1311219003034042208	Hà Nội	30/11/2024 07:00	Nhập	0/3	Đã mở	1	<a href="#">CHI TIẾT</a>
131121923569032064	Hà Nội	04/12/2024 04:00	Nhập	1/3	Đã mở	1	<a href="#">CHI TIẾT</a>

### Đánh giá từ khách hàng

5.0

(1 đánh giá)

#### Lọc theo đánh giá

5 sao 4 sao 3 sao 2 sao 1 sao

HỮU ÍCH NHẤT



Chau Han  
★★★★★ • 04/12/2024

aaa

Đã hiển thị tất cả đánh giá

### **3.14 Workflow 13: Attraction Management**

**Purpose:** Enable staff to manage tourist attractions and destinations, including their details, schedules, and relationships with tours.

**Steps:**

#### **1. Attraction Creation**

- **Access Attraction Management:** Staff navigates to the attraction management section.
- **Create New Attraction:** Staff fills in the necessary details:
- **Attraction Name:** Enter the name of the attraction.
- **Description:** Provide a detailed description.
- **Category:** Select the appropriate category for the attraction.
- **Location:** Choose the location where the attraction is situated.
- **Upload Images:** Add images to visually represent the attraction.

**Vietway**

[QUAY LẠI](#)

- Điểm Tham Quan
- Tour Mẫu
- Tour Du Lịch
- Booking
- Bài viết

[staff](#)

## Tạo điểm tham quan

Loại điểm tham quan

Tên điểm tham quan

Tỉnh/Thành phố:

Địa chỉ:

Website:

### Thông tin liên hệ

Normal Sans Serif A B I U G , ≡ ≡ % ☒ ☒

### Thông tin

Normal Sans Serif A B I U G , ≡ ≡ % ☒ ☒

Google ID:

[LƯU BẢN NHẬP](#) [GỬI DUYỆT](#)

## 2. Draft Saving

- **Save as Draft:** Staff can save the attraction as a draft if they are not ready to submit it for approval. The status is set to "Bản Nháp".

&lt; QUAY LẠI

## Chi tiết tour mẫu



SỬA



&gt; GỬI DUYỆT

- Điểm Tham Quan
- Tour Mẫu
- Tour Du Lịch
- Booking
- Bài viết

staff

Tour đi: Bạc Liêu - Cà Mau - Sóc Trăng

Khởi hành từ: Hồ Chí Minh

## Tour Du Lịch Tết Âm Lịch 2025: Miền Tây



Thời lượng: 3 ngày 2 đêm

Loại tour: Du lịch sinh thái

Phương tiện: Xe du lịch

## Tổng quan

Điểm nổi bật:

- Khám phá điểm cực nam tổ quốc – Đất Mũi
- Ngồi thuyền khám phá rừng quốc gia Cà Mau
- Tham quan chợ nổi Cái Răng
- Thưởng thức đặc sản miền Tây
- Những cảnh điểm nổi tiếng của Sóc Trăng – Bạc Liêu

## Thông tin tour mẫu

Mã tour mẫu: Tet-2025-MT

Ngày tạo: 29/11/2024

Giá từ: 4.200.000 ₫

Đến: 5.600.000 ₫

Trạng thái: Bán nháp

## Lịch trình

- Ngày 1: SÀI GÒN – SÓC TRĂNG – CÀ MAU ( Ăn Sáng, Trưa) ▾
- Ngày 2: ĐẤT MŨI – RỪNG CÀ MAU – CẦN THƠ ( Ăn Sáng, Trưa) ▾
- Ngày 3: CẦN THƠ – MỸ THO – SÀI GÒN ( Ăn Sáng, Trưa) ▾

## Lưu ý

Hãy đem theo thuốc xịt côn trùng

## Danh sách

Mã tour	Địa điểm xuất phát	Thời gian khởi hành	Giá	Số lượng khách	Trạng thái	Số booking
---------	--------------------	---------------------	-----	----------------	------------	------------

## 3. Submit for Approval

- **Submit for Approval:** Once all required fields are completed, staff can submit the attraction for managerial approval. The status changes to "Pending".

&lt; QUAY LẠI

## Quản lý điểm tham quan

XÓA

- Điểm Tham Quan
- Tour Mẫu
- Tour Du Lịch
- Booking
- Bài viết

staff

Đang chờ duyệt

Chợ

## Chợ nổi Cái Răng



## Thông tin

Chợ nổi Cái Răng Cần Thơ sẽ mang đến những trải nghiệm có 1-0-2 cho bạn như chiêm ngưỡng khung cảnh nên thơ của chợ nổi lúc bình minh, ngồi trên thuyền hòa mình vào không khí buôn bán tấp nập sảng sờm và thưởng thức tô bún riêu ngay trên ghe thuyền... vô cùng tuyệt vời.

Địa chỉ:  
Vietnam An Bình Ninh Kiều Cần Thơ

Website:  
Không có

## Thông tin liên hệ

Không có

## Giờ mở cửa

Không có thông tin giờ mở cửa

## Thông tin tạo điểm tham quan

Mã: 1312122941420339200

Ngày tạo: 30/11/2024

Google Place ID: ChIJJS00tq-JoDERmDjx9Wm1SS



## 4. Manager Review Process

- **Review Attraction:** The manager reviews the submitted attraction.

**VIEWAY**

**Quản lý điểm tham quan**

Tỉnh thành phố: Select... | Loại điểm tham quan: Select... | AP DUNG BỘ LỌC

Tìm kiếm điểm tham quan... | TIM KIẾM | Sắp xếp theo: Tên A-Z

CHỜ DUYỆT | ĐÃ DUYỆT | TỪ CHỐI

Dang chờ duyệt | Chợ Cái Răng | 30/11/2024 | Chọn | Cân Thơ | Chợ nổi Cái Răng | Địa chỉ: Vietnam An Bình Ninh Kiều Cần Thơ | CHI TIẾT | 12 / trang

- **Approve or Reject:** The manager can either approve the attraction, changing its status to "Đã Duyệt", or reject it, providing a reason for rejection and returning it to staff for revision.

**Chi tiết điểm tham quan**

ĐÃ DUYỆT | TỪ CHỐI

Xác nhận duyệt: Bạn có chắc chắn muốn duyệt điểm tham quan này? HỦY | XÁC NHẬN

Chợ Cái Răng | Thông tin liên hệ: Địa chỉ: Vietnam An Bình Ninh Kiều Cần Thơ; Website: Không có; Các thông tin liên hệ khác: Không có; Giờ mở cửa: Không có thông tin này

The screenshot shows a user interface for managing travel attractions. On the left, a sidebar menu includes 'Dashboard', 'Tỉnh thành', 'Điểm tham quan' (selected), 'Tour mẫu', 'Tour du lịch', 'Booking', 'Bài viết', 'Nhân viên', and 'manager'. The main content area has a title 'Chi tiết điểm tham quan' and a sub-section 'Chợ nổi Cái Răng'. A modal window titled 'Xác nhận từ chối' (Reject confirmation) asks for a reason ('Lý do') and contains a large text input field. Buttons for 'HỦY' (Cancel) and 'TỪ CHỐI' (Reject) are visible. To the right, there's a sidebar with 'Thông tin liên hệ' (Contact information) showing address, website, and opening hours, and a section for 'Các thông tin liên hệ khác' (Other contact information).

## 5. Post-Review Actions

- **Edit and Resubmit:** If rejected, staff can edit the attraction based on feedback and resubmit it for approval.

The screenshot shows a search results page for attractions. The sidebar on the left is identical to the one in the previous screenshot. The main area has a title 'Quản lý điểm tham quan' and a search bar with filters for 'Tỉnh/Thành phố' and 'Loại điểm tham quan'. Below the search bar are buttons for 'TẤT CẢ', 'BẢN NHÁP', 'CHỜ DUYỆT', 'ĐÃ DUYỆT', and 'TỪ CHỐI' (selected). A search result for 'Chợ nổi Cái Răng' is shown, featuring a thumbnail image of a floating market, the date '30/11/2024', the location 'Cần Thơ', the name 'Chợ nổi Cái Răng', and the address 'Địa chỉ: Vietnam An Bình Ninh Kiều Cần Thơ'. A 'CHI TIẾT' button with a checkmark icon is also present. Navigation controls at the bottom include a page number '1' and a '12 / trang' (12 pages) indicator.

&lt; QUAY LẠI

**Quản lý điểm tham quan**

HỦY SỬA

XÓA

Điểm Tham Quan

Tour Mẫu

Tour Du Lịch

Booking

Bài viết

staff

Loại điểm tham quan

Chợ

Tên điểm tham quan

Chợ nổi Cái Răng



Tỉnh/Thành phố:

Cần Thơ

Địa chỉ:

Vietnam An Bình Ninh Kiều Cần Thơ

Website:

Không có

**Thông tin liên hệ**

Normal Sans Serif A  
 B I U G „ „   
 T<sub>x</sub>

Điểm Tham Quan

Tour Mẫu

Tour Du Lịch

Booking

Bài viết

staff

Google Place ID:

ChiLjS00tq-JoDERmDjx9Wm1ss



LƯU BẢN NHÁP

CẬP NHẬT

VIEWAY

Điểm Tham Quan

Tour Mẫu

Tour Du Lịch

Booking

Bài viết

staff

Đang chờ duyệt

Chợ

## Chợ nổi Cái Răng

Địa chỉ: Vietnam An Bình Ninh Kiều Cần Thơ

Website: Không có

**Thông tin liên hệ**

Không có

**Giờ mở cửa**

Không có thông tin giờ mở cửa

**Thông tin tạo điểm tham quan**

Mã: 1312122941420339200

- **Attraction Complete:** If approved, the attraction is considered complete and ready for public viewing or further processing.

VIEWAY

Dashboard

Tỉnh thành

Điểm tham quan

Tour mẫu

Tour du lịch

Booking

Bài viết

Nhân viên

manager

Đang chờ duyệt

Chợ

## Chợ nổi Cái Răng

Xác nhận duyệt

Bạn có chắc chắn muốn duyệt điểm tham quan này?

**HỦY** **XÁC NHẬN**

Địa chỉ: Vietnam An Bình Ninh Kiều Cần Thơ

Website: Không có

**Thông tin liên hệ**

Không có

**Các thông tin liên hệ khác**

Không có

**Giờ mở cửa**

Không có thông tin giờ mở cửa

### 3.15 Workflow 14: Staff Management

**Purpose:** Enable managers to effectively manage staff accounts, monitor performance, assign roles, and maintain staff records while ensuring proper access control and accountability within the system.

#### Steps:

1. Access staff management interface
2. View staff list with:
  - ID
  - Full name
  - Phone number
  - Email
  - Status
  - Creation date
3. Add new staff:
  - Enter personal information
  - Set permissions
  - Assign roles
4. Edit staff information
5. Activate/deactivate accounts
6. Monitor staff activities

ID	Họ tên	Số điện thoại	Email	Trạng thái	Ngày tạo
3	staff	0123456787	staff@gmail.com	Hoạt động	2/10/2024

### 3.16 Workflow 15: Customer Management

**Purpose:** Manage customer account, track customer information, handle bookings.

**Steps:**

1. Access customer management section
2. View customer list with:
  - ID
  - Personal information
  - Phone number
  - Birth date
  - Location
  - Gender
  - Status
  - Creation date
3. Search customers
4. Update customer profiles
5. View booking history

ID	Số điện thoại	Ngày sinh	Nơi ở	Giới tính	Trạng thái	Ngày tạo		
129828062 297161111 1	levanc@gmail.com	091 234 5678	3/3/1988	Bà Rịa - Vũng Tàu	Nam	Hoạt động	15/4/2023	XÓA
129828062 297168281 7	nguyenvana@gmail.com	012 345 6789	1/1/1990	Hồ Chí Minh	Nam	Hoạt động	15/12/2023	XÓA
129828062 297168281 4	nguyenvane@gmail.com	094 567 8901	5/5/1985	Hải Phòng	Nam	Đã xóa	12/11/2023	KHÔI PHỤC
129828062 297168281 8	phamthid@gmail.com	093 456 7890	4/4/1995	Cần Thơ	Nữ	Hoạt động	10/7/2023	XÓA
129828062 297168281 2	tranthib@gmail.com	098 765 4321	2/2/1992	Thừa Thiên Huế	Nữ	Đã xóa	15/11/2023	KHÔI PHỤC

### 3.17 Workflow 16: Manager Management

**Purpose:** Allow administrators to oversee manager accounts, assign responsibilities, monitor performance, and maintain system hierarchy while ensuring proper governance and access control.

#### Steps:

1. Access manager management interface
2. View manager list with:
  - ID
  - Full name
  - Phone number
  - Email
  - Status
  - Creation date
3. Add new managers
4. Assign responsibilities
5. Monitor performance
6. Handle account status

The screenshot shows the VIETWAY application's manager management screen. At the top, there is a search bar with placeholder text "Tim kiem quan ly..." and a "TIM KIEM" button. To the right of the search bar are sorting options "Sap xep theo" set to "Ten A-Z" and a "THEM QUAN LY" button. Below the search area is a table displaying a single manager record. The table columns are: ID, Họ tên (Name), Số điện thoại (Phone Number), Email, Trạng thái (Status), and Ngày tạo (Creation Date). The data in the table is as follows:

ID	Họ tên	Số điện thoại	Email	Trạng thái	Ngày tạo
2	manager	0123456788	manager@gmail.com	Hoạt động	2/10/2024

Below the table, a message says "Hiển thị 1 trên tổng số 1 kết quả". On the left side of the screen, there is a sidebar with three buttons: "Dashboard", "Quản lý" (selected), and "Đăng xuất".

### 3.18 Workflow 17: Dashboard Management

**Purpose:** Provide comprehensive overview of system activities, statistics, and key performance indicators for management decision-making.

#### Steps:

1. Access dashboard interface:
  - Login to system
  - Navigate to dashboard
  - View overview statistics
2. Data Analysis:
  - Select time period
  - Choose metrics to view
  - Apply filters:

- Tour template usage
- Booking statistics
- Revenue data
- Customer trends

**3. Filter data by:**

- Date range
- Tour type
- Location

**4. Generate reports:**

- Select report type
- Configure parameters
- Generate report
- Export/share results

**5. Monitor performance indicators**

## Dashboard - Thông kê

[Dashboard](#)[Tỉnh thành](#)[Điểm tham quan](#)[Tour mẫu](#)[Tour du lịch](#)[Booking](#)[Bài viết](#)[Khách hàng](#)

Từ tháng

07/2024

Đến tháng

01/2025

ÁP DỤNG

**Doanh thu****207.730.000 đ**

Khách hàng mới

21

Booking mới

65

Tour mới

22

Điểm tham quan mới

59

Bài viết mới

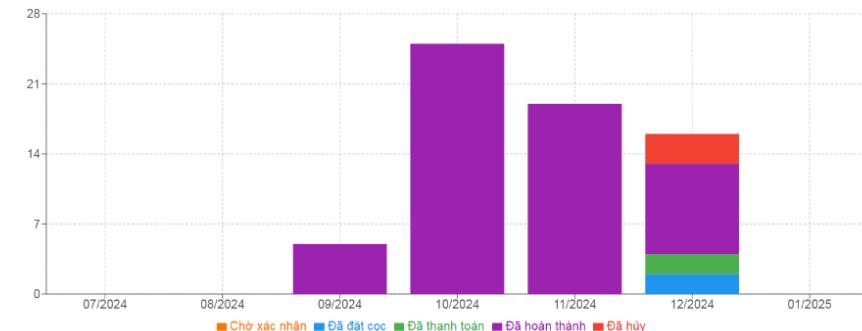
8

Đánh giá trung bình

3.2

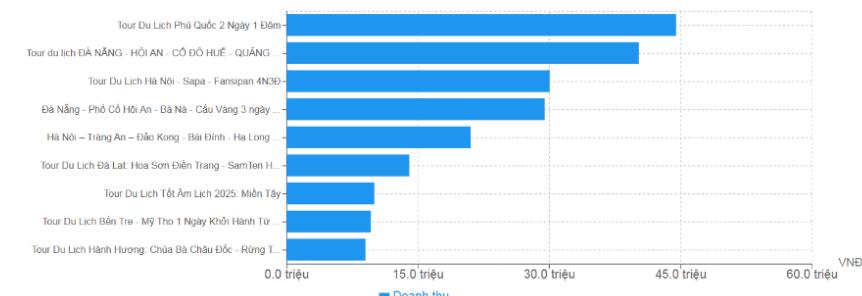
DOANH THU QUẢNG BÁ

## Thông kê số lượng booking



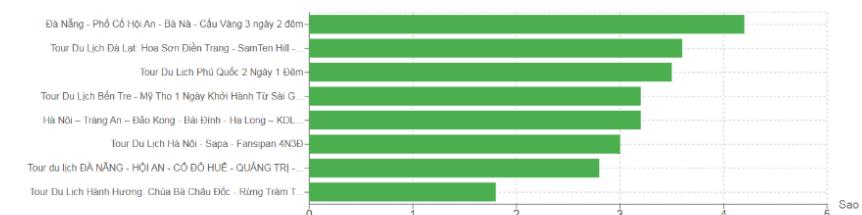
## Thông kê doanh thu theo tour

Sắp xếp theo tổng doanh thu



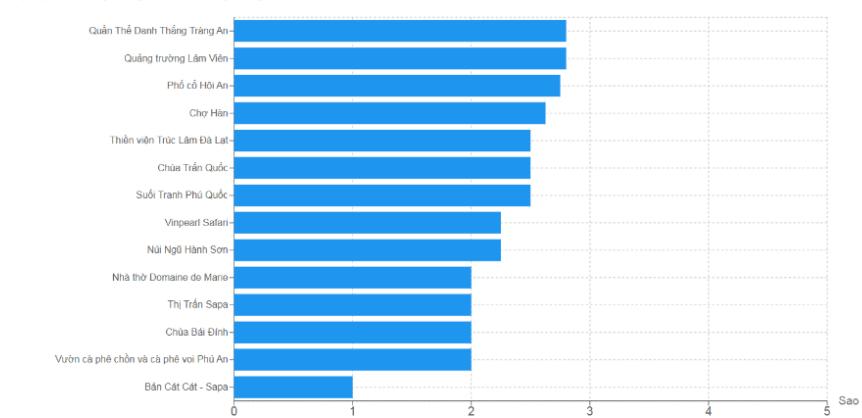
## Thông kê đánh giá của các tour

Sắp xếp theo đánh giá trung bình và số lượng đánh giá



## Thông kê đánh giá của các điểm tham quan

Sắp xếp theo đánh giá trung bình và số lượng đánh giá



**VIEUWAY**

**Dashboard - Thống kê**

Tuần hàng: 07/2024 / 01/2025 | ÁP DỤNG

**Dashboard**

Tỉnh thành  
Điểm tham quan  
Tour mẫu  
Tour du lịch  
Booking  
Bài viết  
Khách hàng

**DOANH THU** **QUẢNG SÁT**

**Thống kê tương tác trên mạng xã hội**

Chọn chỉ số so sánh: Chia sẻ

**Biểu đồ so sánh số lượng chia sẻ giữa Facebook và X(Twitter) theo thời gian**

Lượt

07/2024 08/2024 09/2024 10/2024 11/2024 12/2024 01/2025

Facebook X(Twitter)

**Tổng kết Facebook**

- Tổng lượt xem: 176
- Tổng lượt giới thiệu: 0
- Tổng bình luận: 368
- Tổng chia sẻ: 95
- Tổng phản ứng: 1.358

**Tổng kết X (Twitter)**

- Tổng lượt xem: 77
- Tổng lượt giới thiệu: 0
- Tổng retweet: 148
- Tổng trả lời: 91
- Tổng lượt thích: 246

**Thống kê mức độ quan tâm đến các tỉnh thành**

SIEU ĐỘ BẰNG ĐỘ LIỆU CHI TIẾT

Biểu đồ so sánh đánh giá mức độ quan tâm trung bình của tất cả tỉnh thành theo thời gian từ 07/2024 đến 01/2025

Điểm đánh giá mức độ quan tâm

Trung bình

**Thống kê mức độ quan tâm theo danh mục bài viết**

Biểu đồ so sánh đánh giá mức độ quan tâm trung bình giữa các loại bài viết 07/2024 đến 01/2025

Trung bình

Điểm đánh giá mức độ quan tâm

Trung bình

**Thống kê mức độ quan tâm theo loại điểm tham quan**

Biểu đồ so sánh đánh giá mức độ quan tâm trung bình giữa các loại điểm tham quan 07/2024 đến 01/2025

Điểm đánh giá mức độ quan tâm

Trung bình

**Thống kê mức độ quan tâm theo loại tour**

Biểu đồ so sánh đánh giá mức độ quan tâm trung bình giữa các loại điểm tham quan 07/2024 đến 01/2025

Điểm đánh giá mức độ quan tâm

Trung bình

Nguyễn Thị Đào