

COMP3030J Software Engineering Project 2022-2023

User Document

Yi Cheng
Jiahui Han
Yuchen Zhang
Jiayi Xu
Yujiao Liu
Yun Zhang

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1 For Testing

1.1 Customer

Account: selina
password: 1111

1.2 Staff

First enter /staff1
Account: staff1
password: 123456

2 For Customer

2.1 Sign Up and Log in

To allow user to enjoy all the services and view all the travel package, after entering Digital Bean, user is highly recommend to sign up an personal account, which allow user to experience custom-tailored travel service and convenient personal information management. Later, user can log in with own account and allow to view all details of available travel packages, leave comments for them, also having individual chatroom with staff whenever user having any doubts.

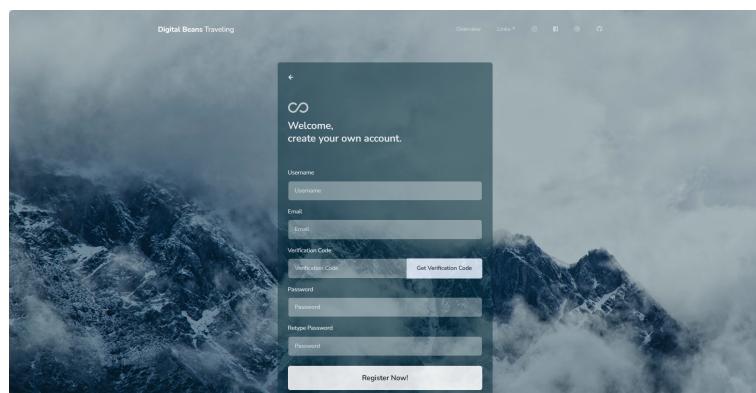


Figure 1: Register

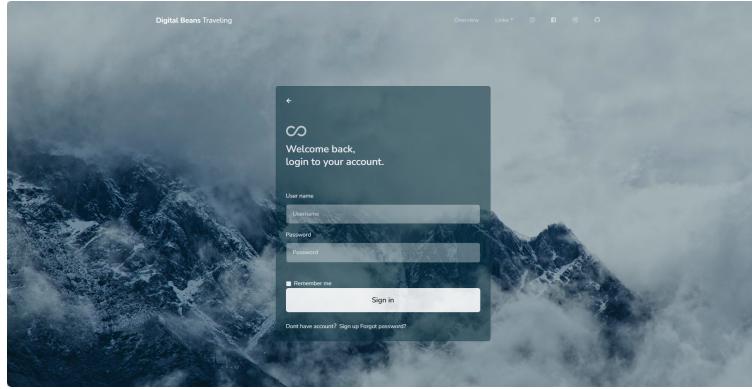


Figure 2: Sign in

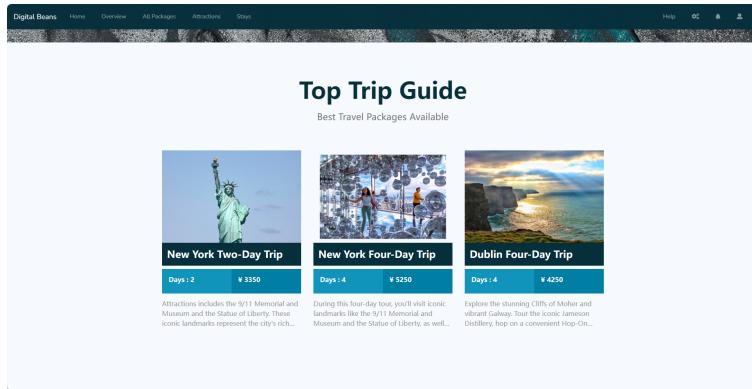


Figure 3: Travel package

2.2 View and Search Travel Packages

User can view all available attractions, hotels and trip guides. Digital Beans also will display the 'top attractions', 'Top travel guide' and 'Top stay' to provide some inspiration to users about their dream journey. User can also fuzzy or precise search for travel journey. If the 'top recommendation' not match the user's wants? Our powerful searching function can allow user to search for any desirable attractions, destinations and the acceptable price range.

2.3 Add to Favorites

One the user find their favorites product, user can point the 'Favorites' button to add this into personal favorites collections, which allow user to review the products later.

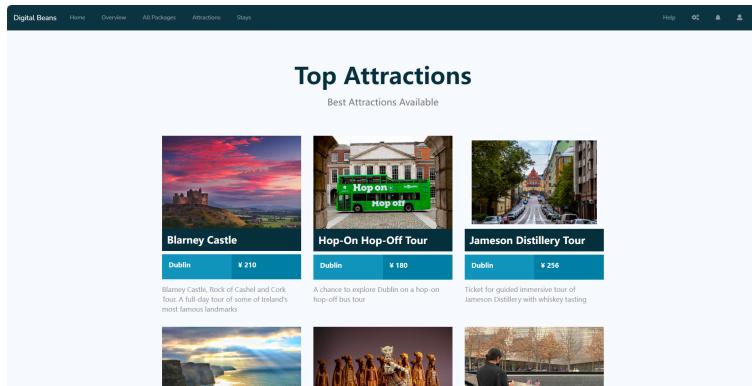


Figure 4: Attraction

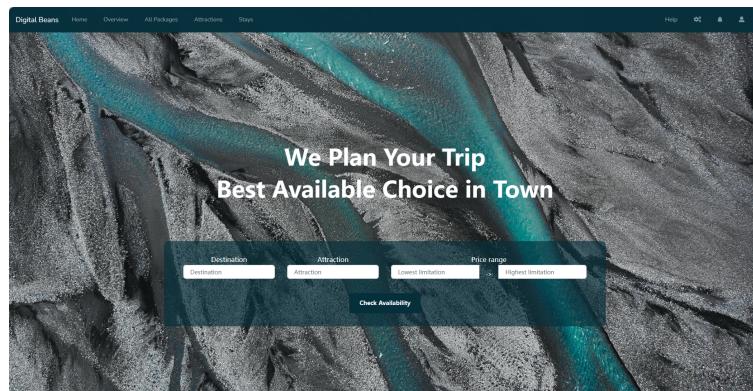


Figure 5: Search

Day	Attraction	Accommodation	Traffic
Day 1	Attraction: Statue of Liberty	Accommodation: Royalton New York	Traffic: Subway
Day 2	Attraction: SUMMIT One Vanderbilt	Accommodation: Royalton New York	Traffic: Taxi

Figure 6: add favorite

Category	Title	Description
ALL	NEW YORK FOUR-DAY TRIP	During this four-day tour, you'll visit iconic landmarks like the 9/11 Memorial and Museum and the Statue of Liberty, as well as attend a Broadway show and climb a skyscraper. Experience the unique charm ...
ALL	ROYALTON NEW YORK	This New York City hotel is located on 44th Street and is 1056 feet from Times Square. It features guest rooms with flat-screen TVs.

Figure 7: favorite collection

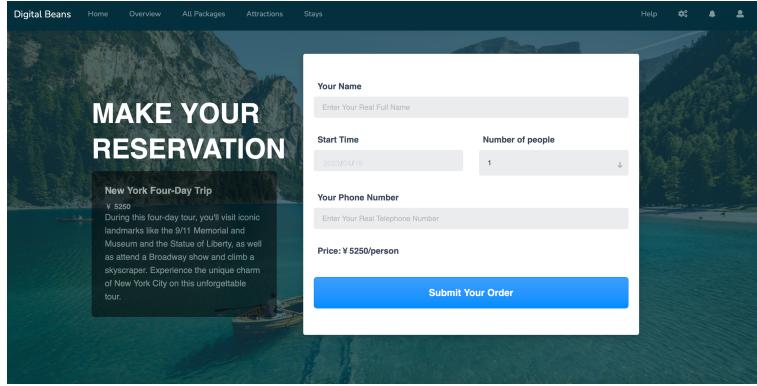


Figure 8: Book Reservation

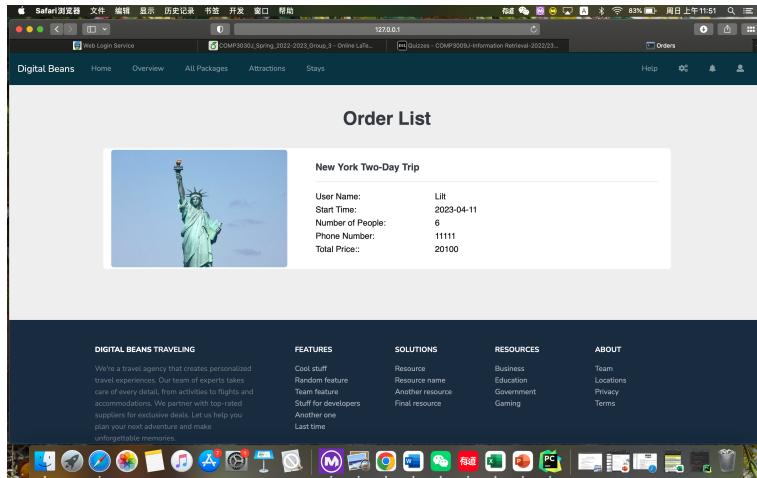


Figure 9: Check Orders

2.4 Book Packages

After user have made their mind, they are ready to Booking now! By pointing the 'Book Now!' button, then 'Make Reservation' page will show up and wait user to enter their personal information, user's name, number of companion, phone number and start time of the journey. After these, user's order will be submitted!

2.5 Check Orders

Our website allows user to check their order status in user's 'Order Page', detailed information of this journey will all be displayed.

2.6 Customer Service

Customer experience is all our concerns, therefore Digital Beans provide user the convenient, real-time, personal contact channel with our staff. The chat room is open to user during the work-hours, and user can contact with staff directly whenever they have any questions about the products or the services.

- User can input message into 'Message' bar below the page then click 'Send' to send it. Staff will receive them, and their reply will represent to user as well.
- Auto reply is available, user can click 'Message' bar and drop-down bar will appear with preset common questions. Choose one of them and send, the auto-reply will represent automatically.
- Staff will be available between 9am-10pm, other time user can only receive auto reply.
- User can also check their chat history by clicking 'History' in navigation bar.
- User can point translate button to translate coming message.
- User can be alarmed when there are new messages coming from staff from the 'Messages' inside the drop-down bar of a human figure in the top of navigation bar.

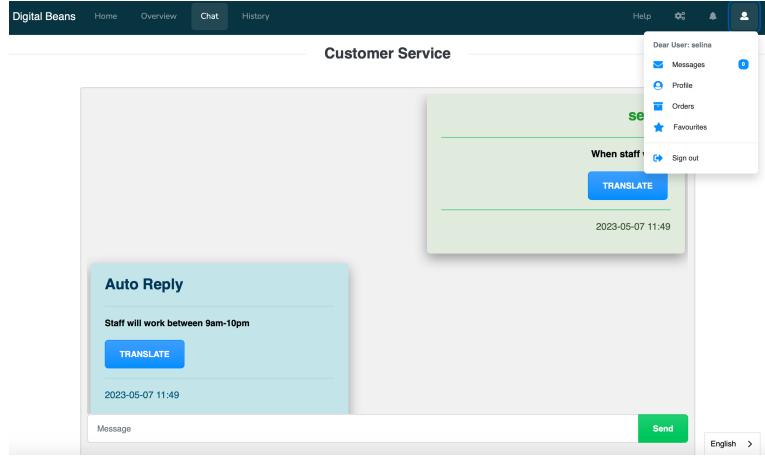


Figure 10: Customer Service

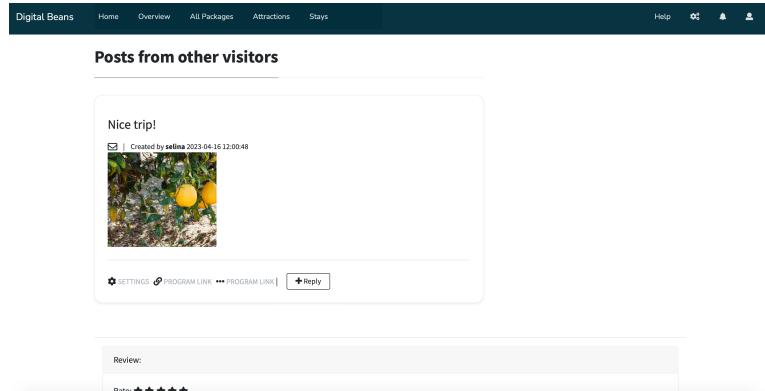


Figure 11: Comments

2.7 Comments

User can leave their comments towards any products, once they have been logged in. Comments are available to add with photos, since the real feedback of visitors are very precious to all the other customers. Our website are open to allow users to post their feeling towards our services, and every recommendation are important to us to improve our service! So feel free to comments!

2.8 Check Company Profile

User can check company profiles to get known the company more deeply.

2.9 Contact to the Company

User can go to Contact-Us page to send messages to the Company. Thus users can give advice to them.

2.10 Whole Page Translation

User can translate language of whole page by clicking the language translation mark in every bottom place of a page.

3 For Staff - Staff Portal

The website is quite handy for staff to operate.

3.1 Sign Up and Log in

Staff will have a individual log in page to enter the staff site.

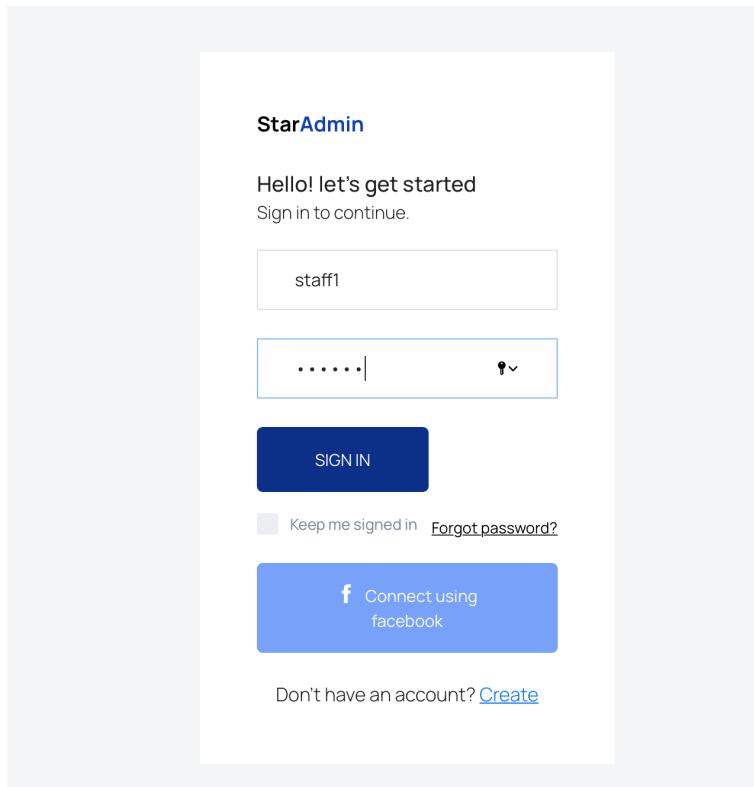


Figure 12: Staff Login

3.2 Manage All Contents

Staff or Digital Beans are able to manage the travel packages, which including adding new packages(new travel destinations, attractions, accommodations and transportation), changing the detailed information of packages and deleting the packages. All the alternation of staff will be display to costumers in real-time, so that costumers won't miss any new changes.

3.3 Contact Customer

Staff can respond to the doubts of customer inside the chatroom and giving them detailed explanation towards the travel packages of Digital Beans. All chat history will be recorded, so that staff can review them later and keep tracking to the feedback from customers. The powerful chatroom in staff site will alert staff whenever any new messages is sent from customers.

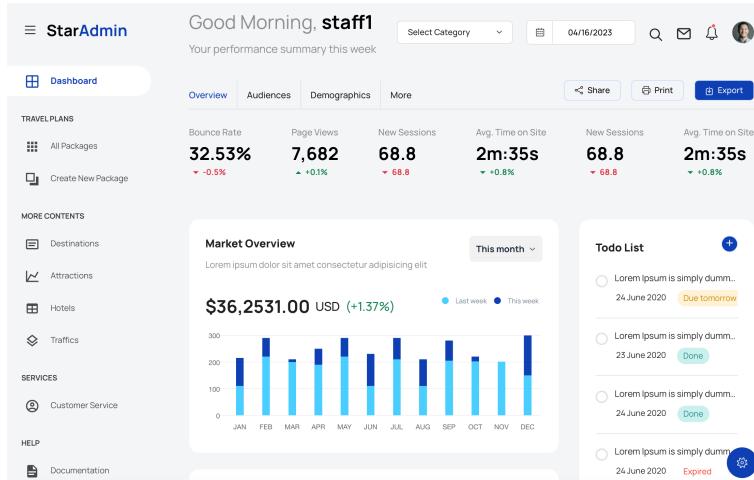


Figure 13: Staff Site

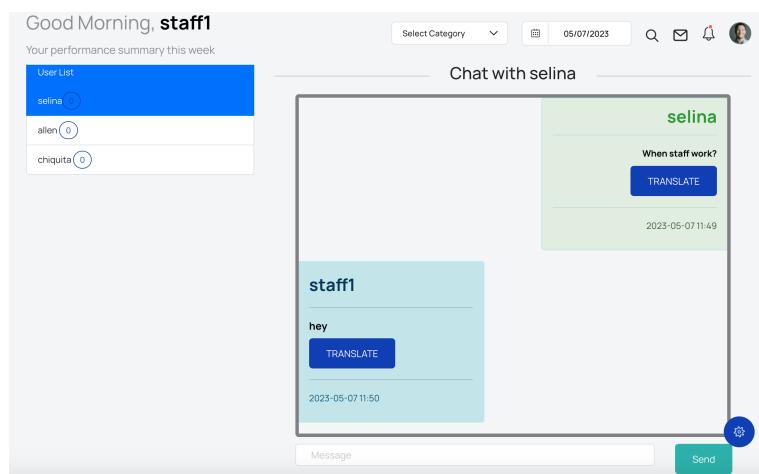


Figure 14: Chat Service