



Beijing-Dublin International College

COMP3030J Software Engineering Project

User Documentation – Group 3

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1 Public Customer Portal

1.1 Testing Account

Username: Selina

Password: user_test!123

1.2 Enter Customer Portal

The website address is <http://csi420-01-vm3.ucd.ie/>

1.3 Register

1. Click "Links" drop-down. Click Register
2. Enter username, email address. Click "Get Verification Code".
3. Go to your mailbox to check your verification code. Enter it into the registration form.
4. Enter and Reenter the password.
5. Click "Register Now!"

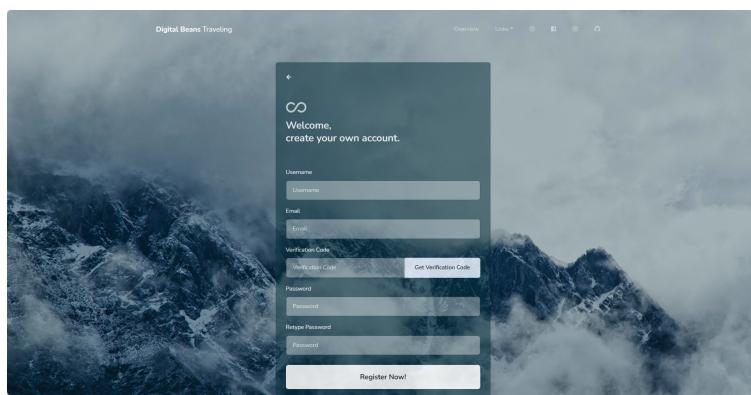


Figure 1: Register

1.4 Login

After completing the steps in above section, it should jump to the Login page.

1. Enter the given account's username and password.
2. Select "Remember me" if you want the website to remember you.
3. Click "Sign in"

1.5 View and Search

1. Enter the Overview page and click Start button
2. Sliding down, all hot packages, attractions and hotels have been displayed.
3. Input the name of the destination or attraction or the price range.
4. Click "Check Availability" button.
5. Check each package.
6. Click one of the packages, attractions or accommodations.
7. Check the detail of it.

1.6 Add to Favorites

1. Click on your preferred tour content on the home page to view details
2. Click the "Favourite" button to add this travel information to your favorites

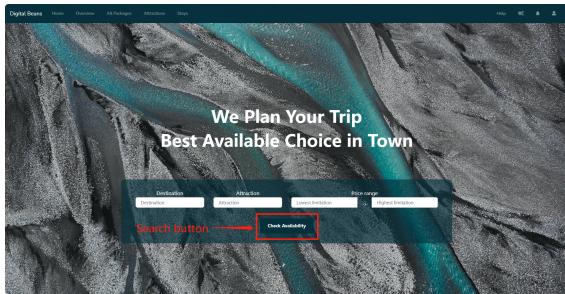


Figure 2: Search



Figure 3: View packages and attractions and hotels

1.7 Remove from Favorites

1. Click the travel content you want to remove from your favorites (already existed in your favourite list) on the home page.
2. Click the "Remove" button to remove this travel information form your favorites.

1.8 View Favorites

1. Click the user icon on the right hand side of the top bar.
2. Click the "Favourites" button.
3. Page jumps to the user's favorites list, users can browse all favorites on this page.
4. Click on the different items in the side navigation bar to jump to a specific category.

1.9 Book Packages/ Attraction/ Hotel

1. Click on your preferred tour content on the home page to view details.
2. Click the "Book now!" button to jump to the reservation page.
3. Fill in the information as required, including real name, real contact number, start date of the trip and the number of people on the tour (if it is a hotel booking you need to fill in the check-in date and check-out date).
4. Click "Submit Your Order" button.
5. The order is successfully submitted and jumps to the order view page.

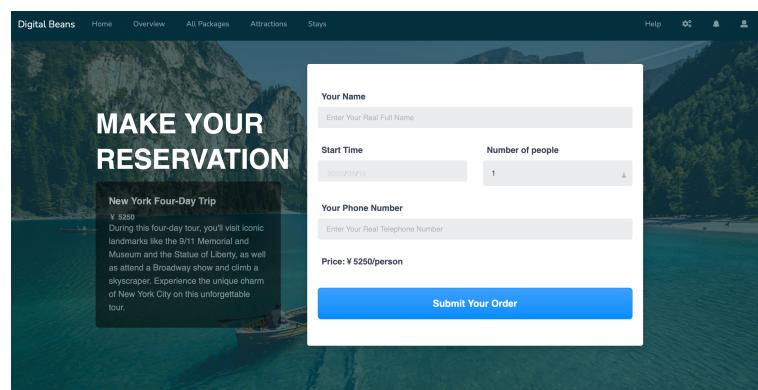


Figure 4: Book Reservation

1.10 Check Orders

1. Click the user icon on the right hand side of the top bar.
2. Click "Orders" button.
3. Check the detail of previous orders and the **status** of the order (*completeness and commenting*).
4. Click the image of each order.
5. Check the detail of the order and some detail of the journey.

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

The screenshot shows the 'Order List' section of the website. It displays two completed travel packages:

- New York Two-Day Trip**: Completed on 2023-05-01 by user '123' for 1 person at a total price of \$3310. The package includes a photo of the Statue of Liberty.
- Broadway | Lion King**: Completed on 2023-05-10 by user '123' for 1 person at a total price of \$1456. The package includes a photo of a Lion King performance.

Figure 5: Check Orders

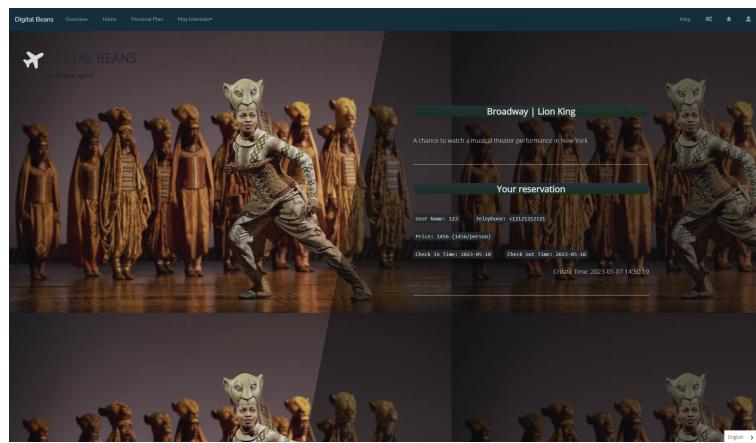


Figure 6: Check Order Details

1.11 DIY Travel Packages

- **Create New Packages**

1. Go to the homepage. Slide to Top Trip Guide. Click "Create Your Own Trip".
2. In the "New Day-Trip Draft" card, you may select some information and click "ADD" to add a new day to the trip. The maximum duration is seven days.
3. Click left arrow or right arrow on the day card to move it earlier or later.
4. Click "Delete" to delete the day.
5. Slide to the bottom you can enter package information including name and notes.
6. The total price for the trip is calculated automatically according to attraction's ticket price, hotel price and traffic cost. The price cannot be changed.
7. Click "Clear All" if you want to clear all the information.
8. Click "Save Draft" to save the package.

- **View and Update Customised Packages**

1. Go to homepage. Click "Personal Plans" to see all your packages.
2. Click one of them to check details.
3. Slide to see "New Day-Trip Draft" card. Select some information and click "ADD" to add a new day to the trip. The maximum duration is seven days.
4. Click left arrow or right arrow on the day card to move it earlier or later.

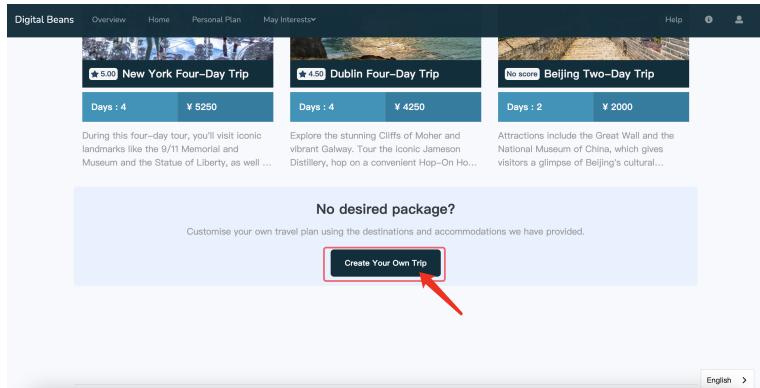


Figure 7: Create Customised Package

5. Click "Delete" to delete the day.
6. Slide to the bottom you can change package information including name and note.
7. The total price for the trip is calculated automatically according to attraction's ticket price, hotel price and traffic cost.
8. Click "Update Package" to update the package.
9. You can click the trash can icon to delete the package.

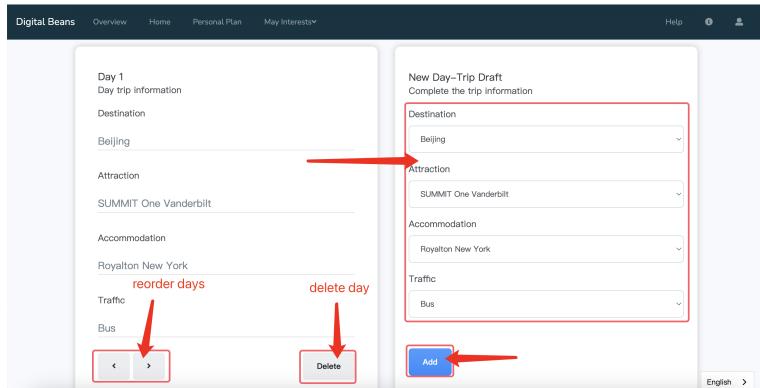


Figure 8: Edit Customised Package

Note: You may not editing packages in Chinese mode, this may leads problems. [Reasons: Informing risks to users]

• Purchase Customised Packages

1. Go to homepage. Click "Personal Plans" to see all your packages.
2. Click the bank card on the right side of one of the package to book it. [Reason: Update the operating procedure.]
3. Perform the booking procedure given before.

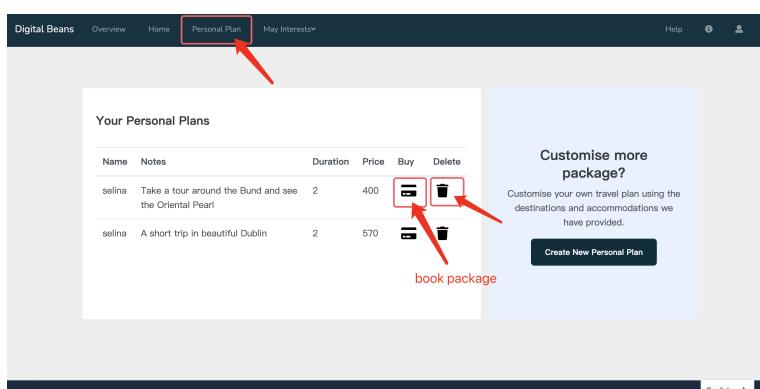


Figure 9: Book Customised Package

1.12 Travel Calendar

[Reason: Forget to add in the previous version, but we already have this function in the previous version. Had already emailed the course coordinator Dr.Catherine]

1. Go to homepage. Click user icon on the right of the bar
2. Click 'Travel Calendar'.
3. Click month on the left to change the month.
4. Click on the arrows to the left or right of the year to switch between years.

1.13 Customer Service

1. User can input message into 'Message' bar below the page.
2. Then click 'Send' to send it.
3. Staff will receive them, and their reply will represent to user as well.
4. Auto reply is available, user can click 'Message' bar and drop-down bar will appear with preset common questions.
5. Choose one of them and send, the auto-reply will represent automatically.
6. Staff will be available between 9am-10pm, other time user can only receive auto reply.
7. User can also check their chat history by clicking 'History' in navigation bar.
8. User can click two translate button to translate coming message. Here user can translate any language into both Chinese and English. [Reason: The feedback said 'In the chat-box, the translator translates English to English. Not all the English is translated into Chinese', so we update the system, making all words both translate into English and Chinese]
9. User can be alarmed when there are new messages coming from staff from the 'Messages' which inside the drop-down bar of a human figure in the top of navigation bar.

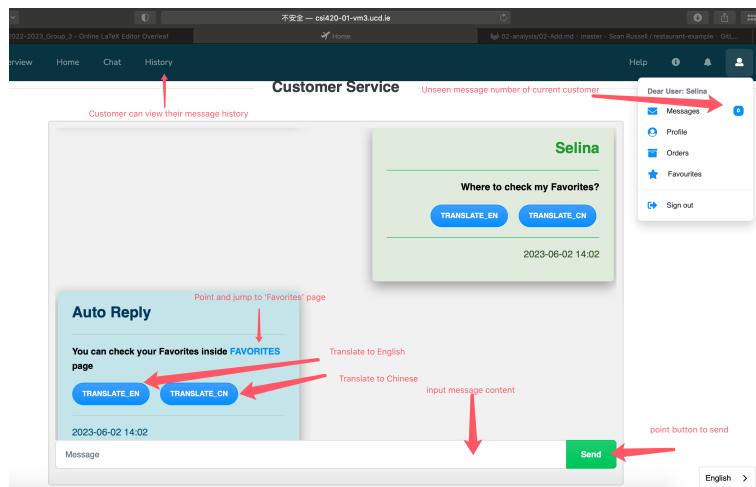


Figure 10: Customer Service

1.14 Comments

1. Select the tour you want to comment on in the **completed** order
2. Slide the page until you see the comment section below
3. Click on one of the 1-5 stars to rate this order, enter the content of the evaluation in the text box and select the file you want to upload
4. Click "Send Comment" button to submit
5. The page is refreshed and you can now view the comments you just sent
6. Click on the "Improve Image Quality" button and the images that have been improved in quality will be displayed on the right side

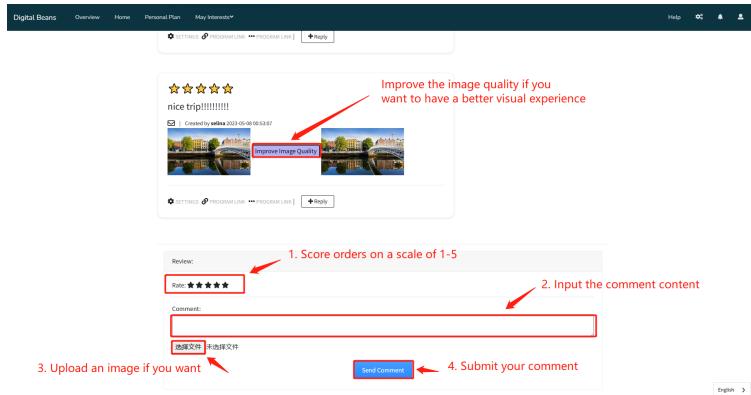


Figure 11: Comments

1.15 Check and Update Personal Profile

1. Click the user icon on the right hand side of the top bar.
2. Click the "Profile" button
3. The page jumps to the personal profile page, where users can browse their information
4. Select to enter the information to be modified
5. Click "Update Profile" button
6. Information will be submitted and the user profile will be updated

1.16 Browse Company Profile

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

1.17 Contact to the Company

1. Go to the overview page (Click Overview button on the top bar).
2. Click links on the top
3. Or click the third icon on the left
4. Click Contact us button.
5. Go to the bottom of the page
6. Input the name, email address and message in the box.
7. Click Send message, now, the message has sent successfully.

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

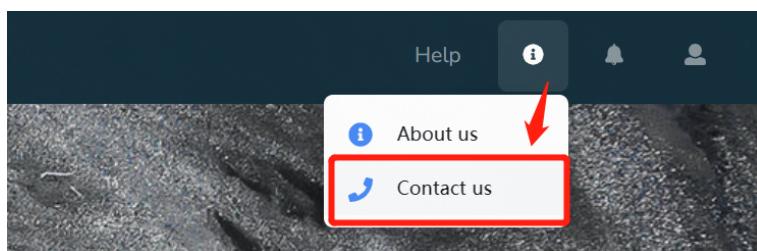


Figure 12: Go to Contact Us

1.18 Whole Page Translation

User can translate language whole website between English and Chinese.

1. Clicking the language translation mark in right bottom place of every page.
2. User choose which language to translate to between English and Chinese.



Send us a message

Name
Email address
Your message

Beijing University of Technology
No. 100 Pingyuan, Chaoyang District
Beijing, China, 100124
E: support@digitalbeans.com
T: 0000 000 000

Let's work together! Our team of travel enthusiasts is open to new partnerships and collaborations. Contact us to explore opportunities in the world of travel.

English >

Figure 13: Contact Us

1.19 Help for detailed instructions

1. If user need to view detailed operation steps, they can click the 'Help' bottom in navigation bar.
 2. The detailed instructions will be displayed in a new page, user can click the 'Menu' on the top left to quickly jump to the corresponding block through the sidebar.
- [Reason: Give more instruction for user to find the help documents.]
3. If user click 'Download User Document.' The user document will represent in another page. Allow user to download, zoom in or zoom out.

Figure 14: Help

At the same time, the footer of the user portal page can also provide links to jump to the above functions. The left side of the footer is a brief introduction of DigitalBeans, then the services column is a link to the services we provide, the about column is more detailed about the travel company, and finally the address column shows our office address.

[Reason: The feedback said that the navigation bar at the bottom has empty links which cannot jump after clicking. So, we removed all unnecessary tags and replaced them with new links.]

2 Staff Portal

This portal is designed for company's staffs to manage website contents, track orders, response to customers.

2.1 Testing Account:

Username: staff1

password: staff_test123

2.2 Enter Staff Portal

The website URL for staff portal is <http://csi420-01-vm3.ucd.ie/staff>

2.3 Register

In order to ensure the website security, there is no way to create a staff account on the staff portal website. So if you company wants to add new staff account, please contact to technical staffs. They will add your staff account to the database directly. [Reason: Give more instruction for company staffs to create staff account.]

2.4 Log in

1. Enter the given account's username and password.
2. Check "Keep me signed in" if you want the website to remember you.
3. Click SIGN IN button.

2.5 Travel Packages Management

Note: You may not editing website contents in Chinese mode, this may leads problems. [Reasons: Informing risks to users]

2.5.1 View and Update Packages

1. Click "All Packages" on side bar to see all travel packages provided on the website currently.
2. Click one of them to check details.
3. Slide to see "New Day-Trip Draft" card. Select some information and click "ADD" to add a new day to the trip. The maximum duration is seven days.
4. Click left arrow or right arrow on the day card to move it earlier or later.
5. Click "Delete" to delete the day.
6. Slide to the bottom you can change package information including name, introduction, cover picture.
7. The total price for the trip is calculated automatically according to attraction's ticket price, hotel price and traffic cost. You can modified the price manually though.
8. Click "Update Package" to update the package.
9. Back to the detail page, click "Clear All" to clear all the information. Click "Delete Package" to delete the package.

[In the user testing feedback, the tester said we have not implement the function of package prioritization. In fact, we did. We implement the content pushing which is to reorder the travel packages according to their popularity. The popularity is calculated according to the data we gained from users behaviours.]

Package ID	Package Name	Duration	Price
1	New York Two-Day Trip	2 days	¥3500
2	New York Four-Day Trip	4 days	¥5250
3	Dublin Four-Day Trip	4 days	¥4250
4	Beijing Two-Day Trip	2 days	¥2000
5	Beijing Four-Day Trip	4 days	¥4800
6	Shanghai Three-Day Trip	3 days	¥3700

Figure 15: Check All Travel Packages

2.5.2 Create New Packages

1. Click "Add a New Package" button on side bar or the other below the Package list, you can start to create a new package.
2. Like modifying a package, you can add new days, order days and delete days.
3. Enter package name, introduction. Upload a cover picture.
4. The price is calculated automatically, you can make changes.
5. You can click "Clear All" to clear all information.
6. Click "Add Package" to submit the package.

The screenshot shows the 'View Travel Plan' interface. On the left, there's a sidebar with categories like TRAVEL PACKAGES, MORE CONTENTS, CUSTOMISED TRIPS, ORDERS, and SERVICES. The main area shows a 'Day 1' trip plan with sections for Destination (New York), Attraction (Statue of Liberty), Accommodation (Royalton New York), Traffic (Subway), and a 'Traffic' section. There are buttons for 'reorder days' and 'delete day'. To the right, there's a 'New Day-Trip Draft' section with fields for Destination (Beijing), Attraction (SUMMIT One Vanderbilt), Accommodation (Royalton New York), Traffic (Bus), and a 'Traffic' section. A red arrow points to the 'add this day' button.

Figure 16: Check and Modify Package

The screenshot shows the 'All Packages' section. The sidebar includes 'All Packages' (highlighted with a red box) and other categories. The main area displays a table of packages with columns for Package ID, Package Name, Duration, and Price. Row 1 is highlighted with a red box and labeled '1. view all'. Row 6 is also highlighted with a red box and labeled '2. create new package'. A red arrow points to the 'ADD A NEW PACKAGE' button at the bottom.

Figure 17: Create New Travel Package

2.6 Single Items Management

- Manage Destinations

1. Click "Destinations" on side bar to see all the destinations' information
2. Click "Delete" button on the left-end of the table to delete one of the destination. Be cautious! This will delete any packages, bookings, comments relate to it.
3. Slide to the bottom. You can enter a name of a new destination and add a new destination by click "Submit"

- Manage Attraction

Almost same as Destinations, except it can add location, introduction and ticket price.

The screenshot shows the 'All Attractions' section. The sidebar includes 'Attractions' (highlighted with a red box) and other categories. The main area displays a table of attractions with columns for Name, Description, Price, and Delete button. The last row is highlighted with a red box and a red arrow points to its 'DELETE' button.

Figure 18: Manage Attractions

- Manage Hotels

Same as above.

- Manage Traffics

Same as above.

2.7 Customised Packages Management

This is almost same as Manage Travel Packages. Except packages in this section is only for specific customer rather than public. When you create new customised packages, you have to specify the customer it belongs to with customer ID.

2.8 Orders Management

1. Click "Packages Orders" or "Attractions & Stays" to see the corresponding orders.
2. You can check the details and slide to right-end to cancel one of the orders.

2.9 Contact Customer

Staff can respond to the doubts of customer inside the chatroom and giving them detailed explanation , staff will be alerted whenever any new messages is sent from customers.

1. User list in the staff site page will show number of unseen customer messages.
2. Choose which customer to communicate with from user list
3. Messages from customers being displayed to staff.
4. Staff point message bar to enter responding answer to customer.
5. Staff click 'Send' button to respond message to customer.

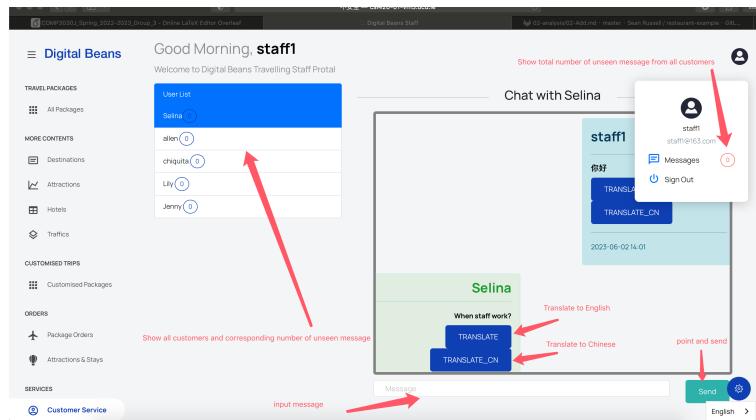


Figure 19: Chat Service

2.10 Check all Messages

1. Click "Message" button in the left bar.
2. Check all messages sent by users.
3. Click "Check" button beside the email.
4. Check the detail of each message.

Staff can check all messages that user leaved previously, if there have any advice or want to contact to the company, staff can respond the user with their email.

3 Support and Help

If you encounter any problems or have any questions about using the website, please contact our customer service or visit the help centre.

4 Security and Privacy

This website is committed to protecting the security and privacy of users' accounts and personal information. Please keep your account and password secure and follow the rules of use of the website.