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SRI LANKA INSTITUTE OF ADVANCED TECHNOLOGICAL
EDUCATION (SLIATE)

Department of Information Technology
Programming Individual Project

Web Application for Travel Agency
System Requirement Specification
Document

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1.Introduction

This is E-Commerce Travel Agency Web Application to promote and showcase the captivating tourist destinations of Sri Lanka. This project aims to attract tourists by providing them with comprehensive information about various attractions, packages, and pricing. The application will consist of essential pages such as Blog, Packages and Pricing, Contact Us, and About Us. Additionally, an intuitive admin panel will enable the management of content, user interactions, and pricing updates.

1.1 Purpose

It implicitly outlines a problem (tourists need a user-friendly platform to explore Sri Lanka and travel agencies need a modern tool) and proposes a solution (Sri Lanka Tourism tours Web App) that addresses those needs.

1.2 Scope of Work

The scope of the project includes:

- User-Friendly Interface Development: Separate interfaces for administrators (travel agencies) and users (travellers) ensure a smooth experience.
- Travel Package Booking: Users can browse, book and manage travel packages through a secure system.
- Flexible Payments: Online and offline payment options provide convenience for all users.
- User interaction: Formal communication channels such as contact forms or WhatsApp integration enable easy communication. User reviews increase the value of the app.
- Admin Control Panel: Travel agencies can manage packages, users, generate reports and post travel blogs.

2. Objectives

- The objective of this travel package booking web application is to provide a user-friendly platform for users to browse and book travel packages.
- It aims to streamline the booking process by offering online and offline payment options.
- Additionally, the application facilitates user interaction by allowing users to contact the travel agency and write reviews.
- For administrators, the Web application provides privileges to manage packages, users, generate reports, and create blog posts related to travel.

3. Functional Requirements

3.1 Features

- **User Management:**
 - Registration: Users (tourists) should be able to create new accounts with username, password, and potentially other relevant information (name, email, etc.).
 - Login: Existing users should be able to log in using their credentials.
 - Profile Management: Users should be able to view and update their profile information.
 - Validation: The registration process should include validation checks for strong passwords, unique usernames, and potentially other data entered by the user.
- **Booking System:**
 - Detailed Package Information: Each package/service should have a dedicated page with detailed information like itinerary, inclusions, exclusions, pricing, photos, and availability.
 - Selection and Reservation: Users should be able to choose their preferred travel dates make reservations for the chosen package/service.

- **Payment Gateway Integration:**
 - Online Payments: Integrate a secure payment gateway that allows users to pay for bookings using credit cards, debit cards, or other supported online payment methods.
 - Offline Payments: Include functionalities for handling offline payment methods as per travel agency policies, such as bank transfers or cash on arrival.

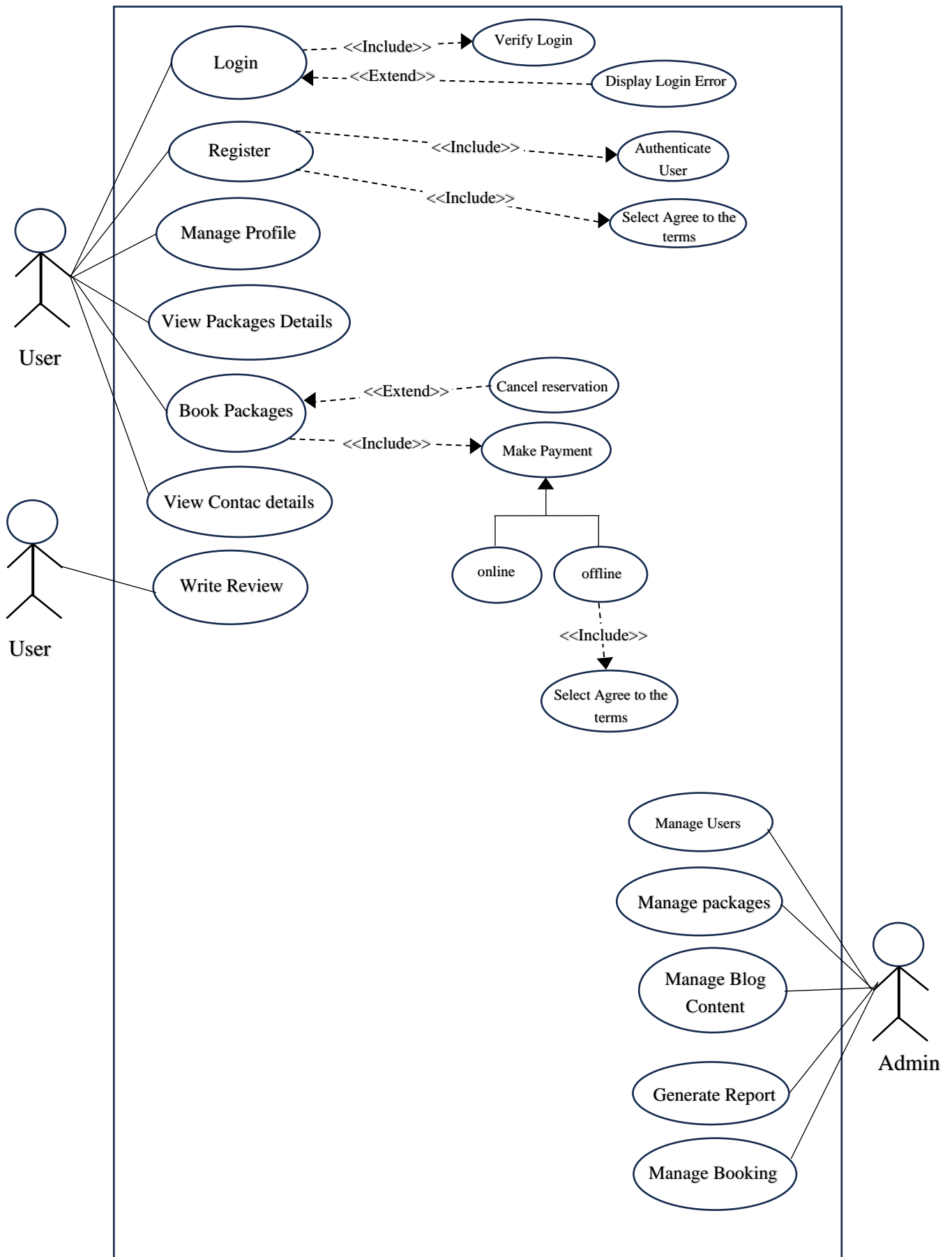
- **Contact Options:**
 - Contact Form: Implement a user-friendly contact form allowing users to submit inquiries, feedback, or requests directly through the application.
 - Email Support: Provide a dedicated email address for travel agencies to receive and respond to user queries.
 - Phone Support: Include a helpline number for users to receive immediate assistance with urgent concerns.

- **Admin Management Features:**
 - User Management: Admins (travel agencies) should be able to view a list of all registered users, edit user information (if necessary), and potentially deactivate user accounts for security or policy violations.
 - Booking Management: Admins should be able to see all bookings, manage cancellations (including potential refunds), and track payment status for each booking.

- **Content Management:**
 - Package Management: Admins should be able to create new travel packages, edit details of existing packages (descriptions, itineraries, inclusions/exclusions), update pricing, and manage package availability.

- **Analytics and Reporting:**
 - Reporting System: The application should offer functionalities for admins to generate reports on various aspects like:
 - Booking data (number of bookings, revenue generated)
 - User engagement (user activity on the platform)
 - Performance of specific travel packages
 - Revenue generated through different payment methods These reports provide valuable insights to travel agencies for optimizing their offerings and marketing strategies.

3.2 Use Cases Diagram



3.2.1 Use Case Name: Register

Use case Number	01
Use case Name	Register
Actor	User
Overview	This use case allows new users to create an account on the website.
Pre-condition	There are no pre-conditions for this use case.
Description	<ul style="list-style-type: none">○ The user navigates to the registration page.○ The user enters their personal details (name, email, password, etc.).○ The system validates the information and checks for existing accounts with the same email address.○ If successful, the system creates a new user account and allows the user to proceed to the login page or continue browsing the website.○ If unsuccessful, the system displays an error message indicating any issues encountered.

3.2.2 Use Case Name: Login

Use case Number	02
Use case Name	Login
Actor	User
Overview	This use case allows existing users to access their accounts and manage bookings.
Pre-condition	The user must have a valid account on the website.
Description	<ul style="list-style-type: none">○ The user navigates to the login page.○ The user enters their registered email address and password.○ The system validates the credentials.○ If successful, the system grants access to the user's account dashboard.○ If unsuccessful, the system displays an error message prompting the user to retry or reset their password.

3.2.3 Use Case Name: Manage Profile

Use case Number	03
Use case Name	Manage Profile
Actor	User
Overview	This use case allows users to update their account information.
Pre-condition	The user must be logged in to their account.
Description	<ul style="list-style-type: none">○ The user navigates to the account profile page.○ The user views and edits their personal information (name, contact details, etc.).○ The user confirms the changes.○ The system updates the user's account information.

3.2.4 Use Case Name: View Packages Details

Use case Number	04
Use case Name	View Package Details
Actor	User
Overview	This use case allows users to browse through the travel packages offered by the agency.
Pre-condition	There are no pre-conditions for this use case.
Description	<ul style="list-style-type: none">○ The user navigates to the travel packages section.○ The system displays a list of available travel packages with details (destination, duration, price, inclusions, etc.).○ The user can search or filter packages based on various criteria (destination, price, etc.).○ The user can view detailed information about a specific package by clicking on it.

3.2.5 Use Case Name: Book Package

Use case Number	05
Use case Name	Book Package
Actor	User
Overview	This use case allows users to reserve a travel package.
Pre-condition	The user must be logged in to their account.
Description	<ul style="list-style-type: none">○ The user selects a travel package and chooses a travel date.○ The system displays the package details and pricing breakdown.○ The user may be required to enter additional information (number of travellers, etc.).○ The user confirms the booking. <p>This triggers the included use cases:</p> <ul style="list-style-type: none">○ Make Payment: The system redirects the user to a secure payment gateway to complete the payment for the booked package.

3.2.6 Use Case Name: Contact Travel Agency

Use case Number	06
Use case Name	Contact Travel Agency
Actor	User
Overview	This use case allows anyone, including registered users and unregistered users to contact the travel agency for inquiries or concerns.
Pre-condition	There are no pre-conditions for this use case.
Description	<ul style="list-style-type: none">○ The user navigates to the "Contact Us" section of the website.○ The system provides various contact methods (e.g., contact form, email address, phone number).○ The user chooses a preferred contact method.

3.2.7 Use Case Name: Manage Users

Use case Number	07
Use case Name	Manage Users
Actor	Admin
Overview	This use case allows the admin to manage user accounts on the website.
Pre-condition	The user must be logged in as an admin.
Description	<ul style="list-style-type: none">○ The admin accesses the user management dashboard.○ The system displays a list of registered users.○ The admin can view user details, edit account information, delete user accounts.

3.2.8 Use Case Name: Manage Packages

Use case Number	08
Use case Name	Manage Packages
Actor	Admin
Overview	This use case allows the admin to manage travel packages offered by the agency.
Pre-condition	The user must be logged in as an admin.
Description	<ul style="list-style-type: none">○ The admin accesses the package management dashboard.○ The system displays a list of available travel packages.○ The admin can add new packages, edit existing packages (details, pricing, inclusions, etc.), or remove packages from the website.

3.2.9 Use Case Name: Manage Booking

Use case Number	09
Use case Name	Manage Booking
Actor	Admin
Overview	This use case allows the administrator to manage travel packages booked by the user.
Pre-condition	The user must be logged in as an admin.
Description	<ul style="list-style-type: none">○ The admin accesses the package management dashboard.○ The system displays a list of available booked travel packages.○ The admin can edit existing booked packages, or remove packages from the website.

3.2.10 Use Case Name: Manage Blog Content

Use case Number	10
Use case Name	Manage Blog Content
Actor	Admin
Overview	This use case allows the admin to create and manage content for the website's blog.
Pre-condition	The user must be logged in as an admin.
Description	<ul style="list-style-type: none">○ The admin accesses the blog content management system.○ The admin can create new blog posts, edit existing posts, manage categories and tags, or schedule posts for publication.

3.2.11 Use Case Name: Generate Report

Use case Number	11
Use case Name	Generate Report
Actor	Admin
Overview	This use case allows the admin to generate reports on various aspects of the travel agency's business.
Pre-condition	The user must be logged in as an admin.
Description	<ul style="list-style-type: none">○ The admin accesses the report generation section.○ The system provides options to generate reports on bookings, user activity, revenue, etc.○ The admin can specify date ranges and filter criteria for the reports.○ The system generates reports in a chosen format (PDF) for the admin to download and analyse.

4. Non-functional Requirements

- **Performance**
 - Page Load Speed: Travel website pages should load quickly to ensure a smooth user experience.
 - System Response Time: The website should respond promptly to user actions (e.g., booking confirmations) to avoid frustration.
- **Usability**
 - User Interface (UI): The website's interface should be intuitive, user-friendly, and easy to navigate for users with varying technical skills.
 - Accessibility: The website should be accessible to users with disabilities, following WCAG guidelines to ensure inclusivity.
- **Security**
 - User Authentication: Secure login procedures with strong password encryption to protect user accounts.

- **Payment Processing:** Secure payment gateway integration to ensure safe and encrypted transaction processing for bookings.
- **Data Security:** User data (personal information, booking details) should be stored securely and protected against unauthorized access.

- **Reliability**
 - **System Uptime:** The website should be highly available with minimal downtime to ensure users can access travel booking services consistently.
 - **Data Integrity:** The system should maintain accurate and consistent data for travel packages, bookings, and user information.

- **Scalability**
 - **User Load:** The website should be able to handle a high volume of users concurrently booking travel packages.
 - **Data Storage:** The system should be scalable to accommodate growth in user data and travel package information.

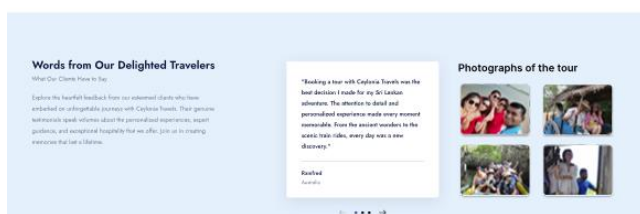
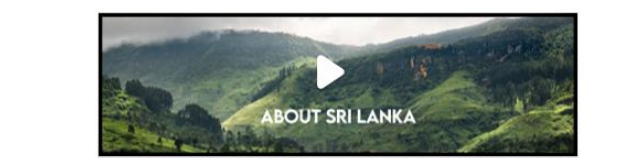
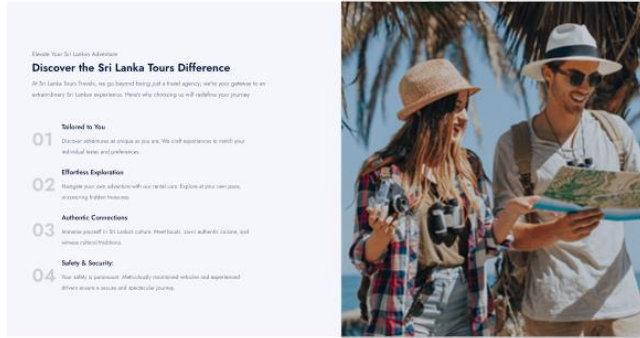
- **Maintainability**
 - **Modular Design:** The website's codebase should be well-structured and modular for easier maintenance and future updates.
 - **Documentation:** Clear and comprehensive documentation for the website's functionalities and code is essential for future maintenance and development.

- **Additional NFRs to Consider**
 - **Mobile Compatibility:** The website should be responsive and function seamlessly on various devices, including desktops, tablets, and smartphones, catering to users on the go.
 - **Internationalization (Optional):** If the travel agency targets an international audience, the website might require features like multilingual support and currency conversion.

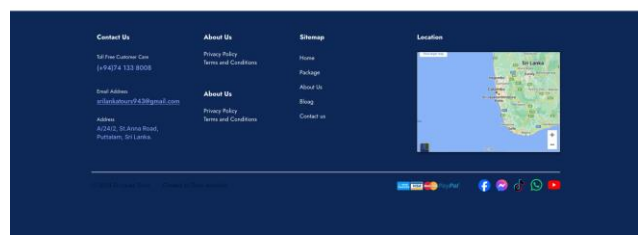
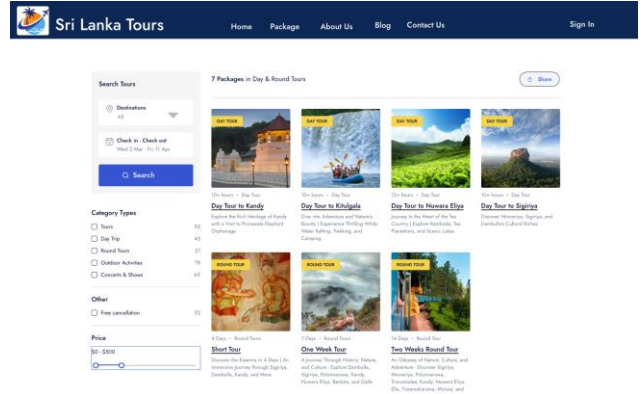
5. Interfaces

5.1 User Interfaces

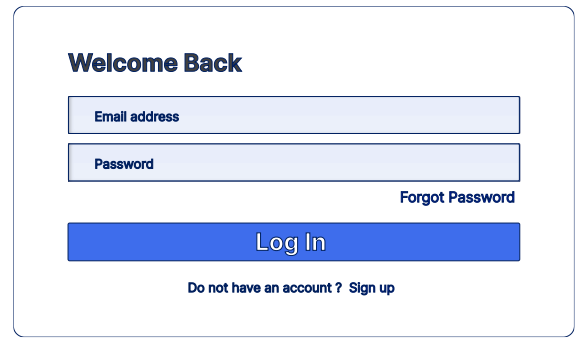
Home Page



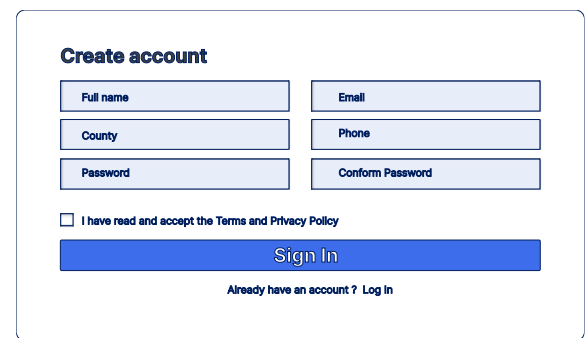
Package Page



Login Model



Register Model



Package Details Page

Home > Tours > Day Tour to Sigiriya [View Tour](#)

Day Tour to Sigiriya

Discover Minneriya, Sigiriya, and Dambulla's Cultural Riches

[Book now](#) [Contact us for more details](#) [0 Shares](#)



Tour snapshot

Duration: Approximately 10 hours	Tour Type: Day Tours	From: \$400.00
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Overview

Embark on a mesmerizing 10-hour journey to the heart of Sri Lanka's cultural treasures. The Day Tour to Sigiriya invites you to explore Minneriya's wildlife sanctuary, ascend the iconic Sigiriya Rock, and marvel at the ancient Royal Cave Temple Of Dambulla. Immerse yourself in history, nature, and spirituality on this unforgettable adventure.

What's Included

- ✓ Pickup and drop-off
- ✓ Knowledgeable Driver/Guide
- ✓ Comfortable Private Vehicle
- ✓ Buffet Water
- ✓ 24/7 Help Desk
- ✗ Drinks
- ✗ Entrance tickets for activities
- ✗ Lunch, Food, and Drinks

Tour Plane

- 1 **Hotel Pickup (07:00 a.m.)**
Your adventure begins with a prompt pickup from your hotel. Our experienced driver/guide will be at your service, ready to guide you through a day of cultural exploration. [View Details](#)
 - 2 **Minneriya National Park**
[View Details](#)
 - 3 **Sigiriya Rock**
[View Details](#)
 - 4 **Royal Cave Temple Of Dambulla**
[View Details](#)
 - 5 **Return to Hotel (Approx. 05:00 p.m.)**
[View Details](#)
- Personalize Your Itinerary**
Connect with Our Team Here!

Reservation
for Day Tour to Sigiriya

Arrival Date Required!
03.04.2024

Adult
Price: \$400 per person

Child
Price: \$150 per person

Service fee \$50.00
Booking fee \$100.00

Total Amount \$550.00

Additional requests
Write Your Message

[Book Now](#)

Not sure? You can cancel this reservation up to 24 hours in advance for a \$1 refund.

FAQs about Day Tour to Sigiriya

- [+](#) Is lunch provided during the tour?
- [+](#) Are entrance tickets covered in the package?
- [+](#) Is the tour suitable for children?

About Us



OUR STORY

At Sri Lanka Tours, we are passionate about showcasing the mesmerizing beauty of Sri Lanka. As a leading travel agency in the country, we specialize in crafting personalized itineraries that offer unforgettable experiences. With our deep local knowledge and expertise, we also pride in creating unique journeys that immerse you in Sri Lanka's rich culture, breathtaking landscapes, and vibrant heritage. Whether you seek a peaceful beach getaway, thrilling wildlife encounters, or a cultural exploration, we are here to make your travel dreams come true. Trust Sri Lanka Tours to guide you on an extraordinary journey through the wonders of Sri Lanka.



1 YEARS EXPERIENCES

Discover Sri Lanka's wonders with our 5-year+ expertise. Memorable journeys tailored to your preferences await.



ACCOMMODATION ADVICE

Find your perfect stay in Sri Lanka. Expert advice on accommodations to make your trip unforgettable.



MOST COMPLETED MAP

Explore confidently with our complete map. Discover hidden gems and plan your adventures effortlessly.



TRANSPORT

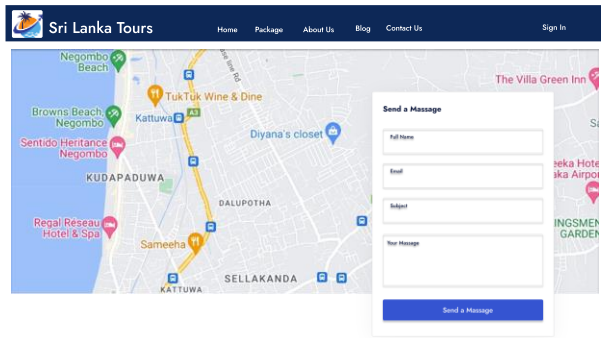
Choose from our reliable transport options and enjoy convenient journeys to your desired destinations.

WHY CHOOSE US?

At Sri Lanka Tours, we are your trusted travel partner for exploring the wonders of Sri Lanka. With our extensive experience and local expertise, we offer personalized itineraries and seamless travel experiences tailored to your preferences. Our dedicated team of professionals is committed to providing exceptional service, ensuring your journey is filled with unforgettable moments. From cultural heritage sites to pristine beaches, lush tea plantations to thrilling wildlife encounters, we strive to showcase the best of Sri Lanka. Choose Sri Lanka Tours for a truly immersive and memorable travel experience in the jewel of the Indian Ocean.

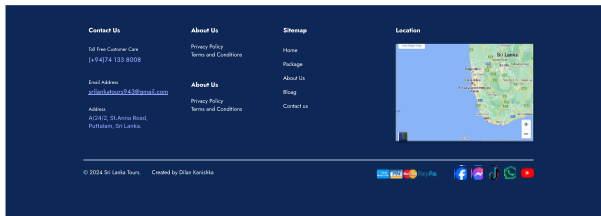


Contact Us

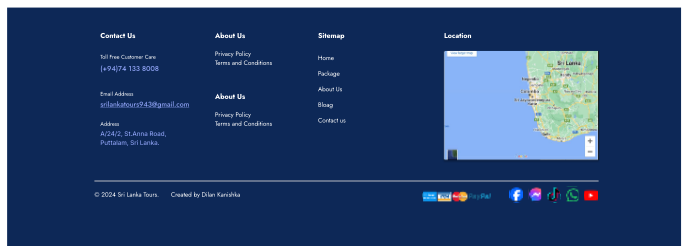
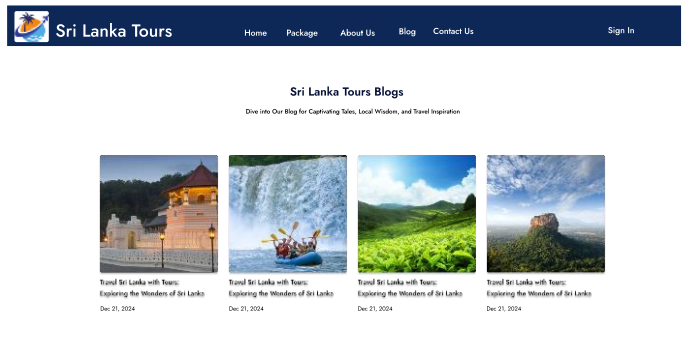


Contact Us

Address: A/24/2, St. Anna Road, Puttalam, Sri Lanka. Customer Care: (+94)74 133 8008. Need live Support: sri.lankatours843@gmail.com. Follow Us On Social Media: Facebook, Instagram, YouTube, WhatsApp, Telegram.



Blog Page



6. Assumptions and Constraints

6.1 Assumptions

- **Internet Access:**
We can assume users have reliable internet access to browse the website, search for packages, and complete online bookings.
- **Payment Methods:**
We can assume users have access to common online payment methods (credit cards, debit cards, etc.) supported by the website's chosen payment gateway.
- **Device Compatibility:**
We can assume the website will be designed with responsive features to function well on various devices (desktops, tablets, smartphones).

6.2 Constraints

- **Technological Constraints:**
 - **Compatibility:** Use responsive web design and ensure compatibility with major browsers and operating systems.
- **Security Constraints:**
 - **Data Privacy Regulations:** Adhere to data protection laws and implement encryption for data in transit and at rest.
- **Time Constraints:**
 - **Implementation Timeline:** Break down the project into manageable phases and prioritize essential features for initial release, with a plan for iterative improvements.

7. Appendices

7.1 Glossary

- **CMS (Content Management System):**
A software application that allows users to create, edit, and publish content on a website.
- **UI (User Interface):**
The graphical elements on a website that users interact with.
- **UX (User Experience):**
The overall experience a user has when interacting with a website.

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