Cairo University **SEM - team 7**

Faculty of Engineering

Computer Engineering Department

CMP2020 for semester

Introduction to Database Systems

TripSync

***ER diagram Report***

Team Number: 7

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# Problem definition:

TripSync addresses the major challenges faced by travelers and travel agencies in the modern travel industry. Currently, travelers deal with disjointed systems that fail to integrate essential features like trip booking, itinerary management, feedback, and communication. This fragmentation creates a poor user experience, making it difficult for travelers to stay organized, book trips efficiently, or engage with service providers effectively.

For travel agencies, the lack of a centralized platform limits their ability to attract and retain customers. Agencies struggle to showcase their services, manage bookings, and foster loyalty. In a competitive industry, this reduces their ability to build meaningful relationships with travelers or create repeat business opportunities.

Another significant issue is the absence of a structured rewards system. Most platforms do not provide travelers with incentives to engage consistently. Without a way to earn and redeem points for bookings, reviews, or referrals, travelers lack motivation to return, leading to reduced customer retention for both the platform and the agencies.

Communication barriers also contribute to inefficiencies. Travelers often face delays in receiving information or responses from travel agencies, while agencies lack the tools to engage users effectively. This disconnect is compounded by a lack of personalized notifications, trip suggestions, and feedback systems, further diminishing user satisfaction.

Trip Sync aims to solve these problems by creating a centralized travel management platform that bridges the gap between travelers and travel agencies. It incorporates a robust loyalty and rewards system, enabling travelers to earn points for booking trips, writing reviews, and engaging with the platform. These points can be redeemed for discounts, exclusive deals, or upgrades, incentivizing frequent use and fostering long-term loyalty.

For travel agencies, Trip Sync offers tools to promote services, manage bookings, and encourage repeat business through targeted promotions and user feedback. Administrators are equipped with oversight features to monitor platform quality, resolve issues, and ensure a seamless experience for all users. By addressing these challenges, Trip Sync creates a unified and engaging ecosystem that transforms how travelers and agencies interact in the digital travel landscape.