

Software Requirements Specification

(SRS) Document

TravelBuddy

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Version 1

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## 1. Project General Description

The goal of the TravelBuddy web application is to help users plan trips by finding and viewing various service providers, such as hotels and flights, in selected destinations. Users can explore different locations on a map, narrow down their searches with specific preferences like 'beautiful beaches' or 'skiing in the area,' and read reviews. Service providers can create and manage profiles showcasing their services in different areas.

## 2. Product Features

The TravelBuddy app is designed to enhance the trip-planning experience by providing a comprehensive platform for discovering and booking services. Below are the key features and functions:

- **Destination Exploration:** Users can select a destination on an interactive map to view various locations and services available in that area.
- **Service/Location Filtering:** Users can narrow down their search results based on their own preferences.
- **Profile Management:** Users can create and update profiles with personal preferences and travel interests so providers can tailor their products to their interests.
- **Service Listing:** Service providers can create and manage profiles showcasing their services, including contact information and availability.
- **Travel Specials/Promotions:** Timed promotions and travel specials for likely-to-be-interested parties can be made available via providers on user homepages.
- **Review and Rating System:** Users can read and write reviews for services they have used, and providers can respond to these reviews.

Laith Al-mesad  
Actor: Customer

Customer Use Cases:

### **Create/Modify Customer Profile:**

- Allow customers to create or update their profiles.
- Collect information such as name, email, travel preferences, budget, preferred destinations, and travel dates.
- Enable customers to specify additional preferences, such as accommodation type, activity interests, and dietary requirements.

### **View/Subscribe to Available Services:**

- Display a list of available travel services and providers based on the customer's profile and preferences.
- Allow customers to filter and sort services by criteria such as price, rating, and location.
- Provide detailed information about each service, including descriptions, prices, and customer reviews.
- Enable customers to subscribe to or book services directly through the app.

### **Write Review**

- Allow customers to write and submit reviews for services they have used.
- Include options to rate services on various criteria (e.g., quality, value for money, customer service).
- Enable customers to provide detailed feedback and upload photos.
- Display submitted reviews to future customers to help them make informed decisions.

## Non-Functional Product Requirements:

### **Usability:**

- The app should have an intuitive and user-friendly interface that is easy to navigate.
- All major functions should be accessible within three clicks or taps from the main screen.
- The design should be visually appealing and consistent across all devices.

### **Performance:**

- The system should respond to user actions within two seconds.
- The app should be able to handle up to 10,000 simultaneous users without performance degradation.
- Data retrieval and updates should occur in real-time to ensure accuracy.

### **Security:**

- Customer data should be protected with encryption both at rest and in transit.
- Implement multi-factor authentication for user logins.
- Regular security audits and updates should be performed to safeguard against vulnerabilities.

Laith Almesad

Actor: Customer

Scenario 1: Create/Modify Customer Profile

Steps:

1. Downloads and installs the travel app.
2. Open the app and selects "Create Profile."
3. Enters personal information, including name, email, and password.
4. Fills out travel preferences such as budget, preferred destinations, and travel dates.
5. Specifies additional preferences like accommodation type and activity interests.
6. Saves the profile.
7. The system confirms that the profile has been successfully created and displays the profile summary.

## Scenario 2: View/Subscribe to Available Services

### Steps:

1. Logs into the travel app.
2. Navigates to the "Browse Services" section.
3. Uses filters to narrow down services based on budget, destination, and type of service.
4. Reviews the list of available travel packages and service providers.
5. Clicks on a service to view detailed information, including prices, descriptions, and customer reviews.
6. Decides to subscribe to a service and clicks "Book Now."
7. The system confirms the booking and sends a confirmation email to the customer.

### Scenario 3: Write Review

#### Steps:

1. After returning from a trip, the customer logs into the travel app.
2. They navigate to the "My Trips" section.
3. They select the recently completed trip and click "Write Review."
4. They rate the service on quality, value for money, and customer service.
5. write detailed feedback and upload photos from the trip.
6. submit the review.
7. The system confirms that the review has been submitted and displays it under the reviewed service.

Joshua Ambrose

Actor: Provider

**Functional Requirements:**

- Allow providers to create a profile.
- Allow providers to modify their profile.
- Allow providers to create and delete the services they provide.
- Allow providers to modify the price of the services they provide based on given user information.
- Allow providers to remove listings.
- Provider system will display customer statistics to help providers tailor their services to users.
- Provider system will allow providers to view and respond to customer reviews.



**Non-Functional Requirements:**

- Profile management UI should be user-friendly and easy to understand.
- Relevant user statistic data should be able to be accessed within 3 seconds from each page.
- Provider data should be securely stored, maybe with 2FA.

## Provider Scenario (Joshua Ambrose)

### Scenario 1 - Create/modify/withdraw provider profile

Initial Assumption: Provider has access to the webapp and is on the mainpage.

Normal:

1. Provider navigates to the profile management section / create account section.
2. If creating account, fills in company name, user, password data, etc. and awaits verification.
3. If managing the profile, fill in or update service details.
4. Submit the form.
5. System saves the updated details.

What Can Go Wrong: Provider can input invalid data which the webapp will direct to correct on form submission.

Other Activities: Can request a password reset if password is forgotten.

System State on Completion: Provider account is created / updated with the latest information provided to the system.

Provider Scenario (Joshua Ambrose)

Scenario 2 - View custom statistics

Initial Assumption: Provider has an active profile and is currently logged in.

Normal:

1. Provider navigates to statistics section.
2. System displays customer statistics in orderly fashion.
3. Provider can narrow customer parameters to adjust statistics (ie age 30+, etc)
4. Provider can choose pre-made statistic profiles for specific services.

What Can Go Wrong: System may fail to get statistical data if there is none or if it is insufficient.

Other Activities: Pre-made statistic profiles can be directly accessed from certain pages (ie your hotel in Thailand).

System State on Completion: Provider is viewing relevant statistics and is more knowledgeable of their customers.

Provider Scenario (Joshua Ambrose)

Scenario 3 - Reply to review

Initial Assumption: Provider has received reviews of their services.

Normal:

1. Provider navigates to the received review section.
2. Provider is shown a list of reviews that is sortable by rating and date.
3. Provider selects a review to reply to.
4. Provider is able to write and then submit a reply.
5. Webapp saves the reply and publishes it in response to the given review.

What Can Go Wrong: Information is incorrectly or incompletely submitting and the provider may request an 'undo' to rescind the reply and start over.

Other Activities: Navigate to other reviews once completed.

System State on Completion: Reply is saved and displayed next to the given review.