This is a guide intended to help you draft the project proposal.

You must replace any text between “<” and “>”.

Any other text is provided as an example.

Feel free to ask any questions.   
Proposal

<WuDi>

<Team-8

WENXIN CAO, JIAYUAN ZHOU, DONGYAN ZHOU >

Advisor: <Vanessa Aguiar>

Submitted in partial fulfillment

Of the requirements of CSC-431

Software Engineering course project

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# Preface

This is a proposal for the <WENXIN CAO, JIAYUAN ZHOU, DONGYAN ZHOU, > project for partial fulfillment of the requirements of a Software Engineering course (CSC431) project in the department of Computer Science at the University of Miami.

This proposal provides the scope and context of the project to be undertaken. It details the intended user group and the value that the system will have to them.

The intended audience of this document is the course professor and teaching assistants so that they can determine whether the project should be approved as proposed, approved with modifications, or not approved.

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# Overview

## Purpose, Scope and Objectives

< **Target Custom:**

People who booked a room with hotel but cannot check in.

Hotels with vacant rooms due to customer cancellations

**Purpose:**

Let custom to sell the room then custom will not pay cancellation fee.

Help hotels to avoid room cancellation and reduce the empty-room rate.

**Data Privacy:**

The hotel’s room information is public information so we can directly use it, the previous renter’s personal information and second renter’s information’s usage should be authorized by the customer and only used to communicate with hotel and ensure renter’s data never published.

**Architecture:**

Data source for Inventory Management, Customer Relationship Management.

Coding service.

Data Collection System

**Software:**

Needs AWS.>java or python

**Project description:**

< When a family wants to go travel and they booked a room with hotel but because some reason they cancel their trip which means they need cancel hotel room, but hotel said needs to pay the cancelation fee. So, hotel and the family both of them are losing money.

Base on this story, our group wants to develop a new software which is resell system. The process of this system has 7 steps.

Step 1: Person (1) (who booked a hotel.) pay to the hotel.

Step 2: Person (1) send the room to our software.

Step 3: Our software confirms the room with hotel.

Step 4: Our software uploads the room information to our published website.

Step 5: Person (2) (buyer) pay to our software.

Step 6: Our software change reservation automatically.

Step 7: Our software notify both hotel and Person (1). So the hotel knows that the room has been resold successfully and get the payment, and Person (1) knows that he no longer needs to pay the cancellation fee.

Step 8: Person (2) gets the room.

For Step 2 needs data collection system using data source to Inventory Management, Customer Relationship Management.

For Step 3-8 basically, needs set up two systems and connect all of system together like Inventory Management, Customer Relationship Management.

The main idea of Inventory Management is catching the data send the date to service to show the item if is available or not.

For Customer Relationship Management is identify user information send information to service.

Main service needs to do, first check with hotel system and then needs get data from two systems and after all systems matching requirement, service needs replace old data which is person (1) to new data person (2). After this service will send new info to hotel.

## Benefit

Benefit:

For us can get sponsor and advertisement. The profit we’ll take 15% from sales.

For hotel can get free advertisement and propaganda, also reduce the number of vacant rooms. For the customer, they have a chance to avoid the cancellation fee so they might not lose money because of the cancellation fee. The profit for the hotel is that they won’t lose the profit for this room, also helping them to reduce the room’s idle rate. Also, if a customer didn’t been charged cancellation fee, they tend to give the hotel a higher rating, so that might also help the hotel to get a better repudiation.

For us:

We get benefit from the hotel. We help the hotel maintain the reservation platform and charge for maintenance.