Tourism Management System

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1. Abstract

The Tourism Management System is a comprehensive platform designed to simplify the process of planning and booking vacations. Users can explore a wide range of tour packages through an intuitive interface and make bookings effortlessly. Administrators have access to robust tools for managing package details, confirming bookings promptly, and addressing user queries effectively. Key features include a user-friendly interface for browsing packages, streamlined booking processes, efficient management of package details, responsive customer support, and comprehensive reporting capabilities. With a focus on enhancing user satisfaction and operational efficiency, the system aims to optimize the overall tourism experience for both users and administrators. This report provides an overview of the system's features, highlighting its role in improving efficiency and customer satisfaction in the tourism industry.

2. Objective and Scope

The objective and the scope of the project is Develop an Online Tourism Management System to streamline the process of managing bookings, inquiries, and reports for tourism services

The scope of the product includes the following basic features:

Scope:

- Develop a secure login system for users to access the Online Tourism Management System. Implement user management functionality to add, edit, and manage user accounts with different access levels.

- Provide a feature to view available tourism packages with detailed information. Enable users to manage bookings efficiently, including booking creation, modification, and cancellation.

- Incorporate inquiry management to handle and respond to inquiries from tourists.. Generate reports such as booking summaries.

- Enhance user experience with a user-friendly interface for easy navigation and interaction. Continuously update and improve the system to adapt to evolving industry trends and user needs.

3. Project End Users

Those who require the campaigning features can integrate this system along with theirs. In the tourism management system, the key users are: tourists/travelers, Admin.

Tourists book trips and activities, while admin assist with planning and reservations. Travel agency plan tours and manage bookings, ensuring smooth experiences for travelers.

4. Module Description

4.1 Admin Module

4.1.1 Login to the system

Admin login secures authorized access, allowing only credentialed administrators to oversee the platform. This secure entry point is crucial for maintaining the integrity of the system.

4.1.2 Manage Packages

Administrators manage travel packages by adding, deleting, or updating them to keep offers fresh and appealing. They input details like descriptions, prices, and photos for new packages.

4.1.3 Manage Bookings

Admins exercise full control over all booking details and organize travel plans accordingly. Each booking entry includes the reservation name, location, duration, and current status, allowing administrators to track upcoming trips efficiently.

4.1.4 Manage queries

Admins utilize the "Manage Issue" functionality to handle user queries efficiently. They take actions like resolving issues, providing assistance, and escalating matters when necessary.

4.2 User Module

4.2.1 Login to the system

Each and every user should be authenticated with a User Name and Password to login into the system. Validations User Name: It accepts only Alphabets, Numbers, Dot (.) symbol and Underscore (_) symbol.

4.2.2 View packages

Users can explore packages categorized by destination area, displaying package costs, ratings, and included amenities.

4.2.3 Make Bookings

Users can make bookings by selecting desired packages and confirming their slots .After usersmake bookings, they confirm their reservations through the system.

4.2.4 Raise queries

Users can raise inquiries to seek clarification, cancel bookings, or request adjustments to packages.

5. Functional and Non-functional requirements

5.1 Functional requirements

Login: Both admins and users must securely log in with valid credentials to access the system.

Manage Packages: Admins add, delete, or update packages, while users can only view them.

Manage Bookings: Admins control bookings, while users make them.

Manage Queries: Admins handle user queries efficiently, while users raise query.

5.2 Non-Functional requirements

Performance: System should respond promptly to user actions under normal load conditions.

Scalability: System performance should remain stable with increasing user loads.

6. High level Design

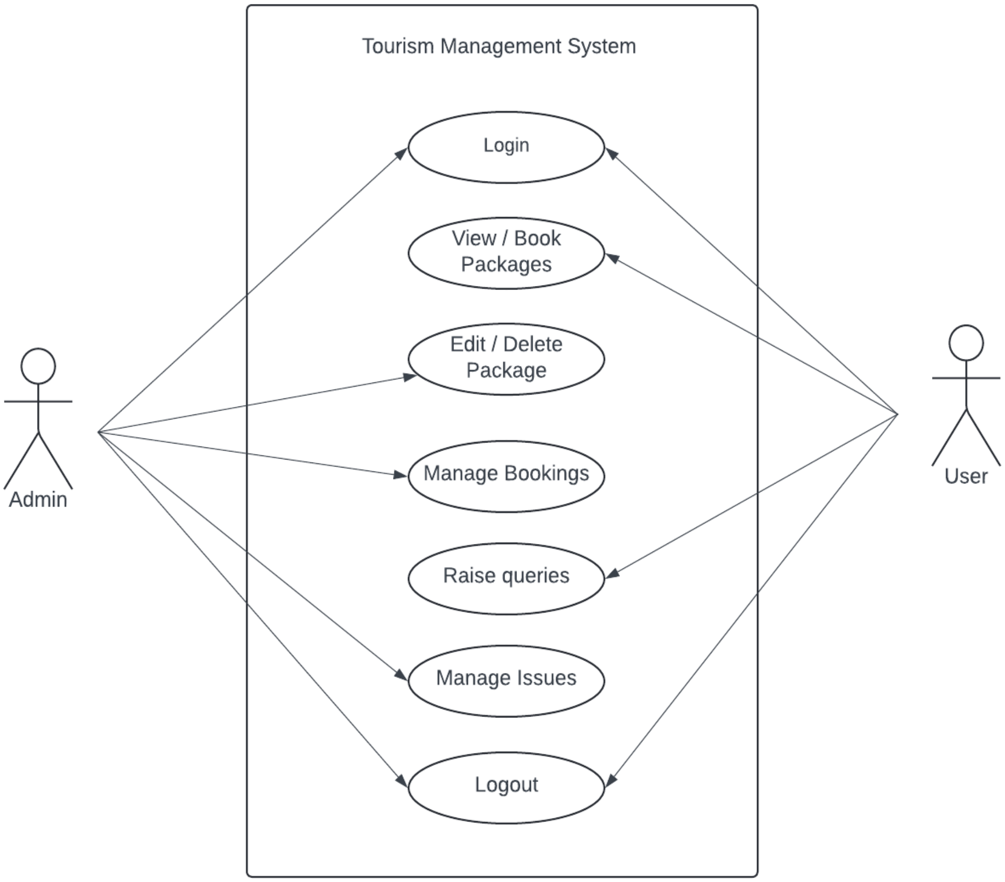
The high-level design involves employing a client-server model, where a web-based frontend interacts with a backend server. For the frontend, the user interface will be developed using HTML, CSS, and JavaScript to ensure a modern and responsive design. On the backend, a suitable framework such as Node.js will be chosen to handle server-side logic, with a focus on implementing a RESTful API for seamless communication between the frontend and backend systems.

7. Low level Design

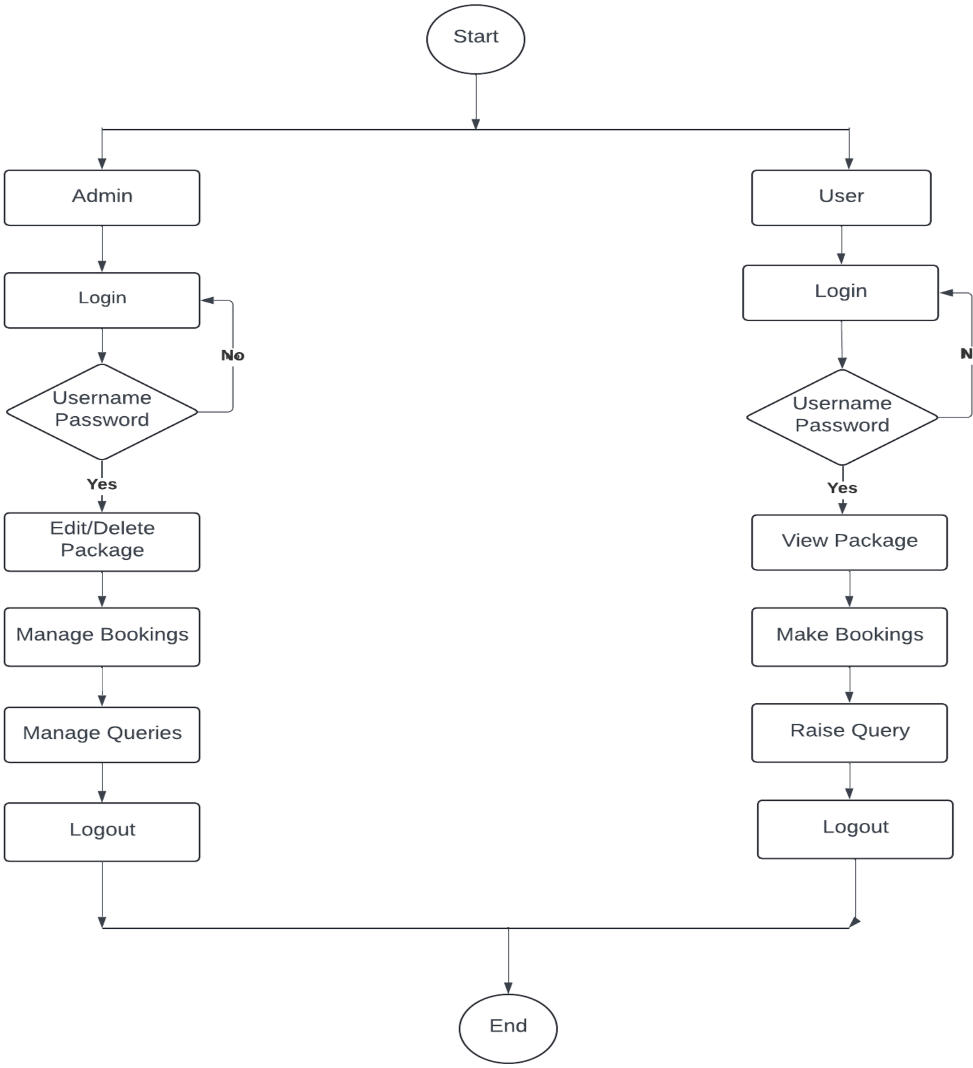
Frontend components will be created for login, package listing, booking management, and query handling. Backend modules will handle tasks like managing packages, bookings, queries, and authentication with RESTful endpoints. A normalized database schema will organize data into tables for users, packages, bookings, and queries, ensuring data integrity. Error handling mechanisms will be implemented to manage exceptions and ensure smooth system operation.

8. Diagrams

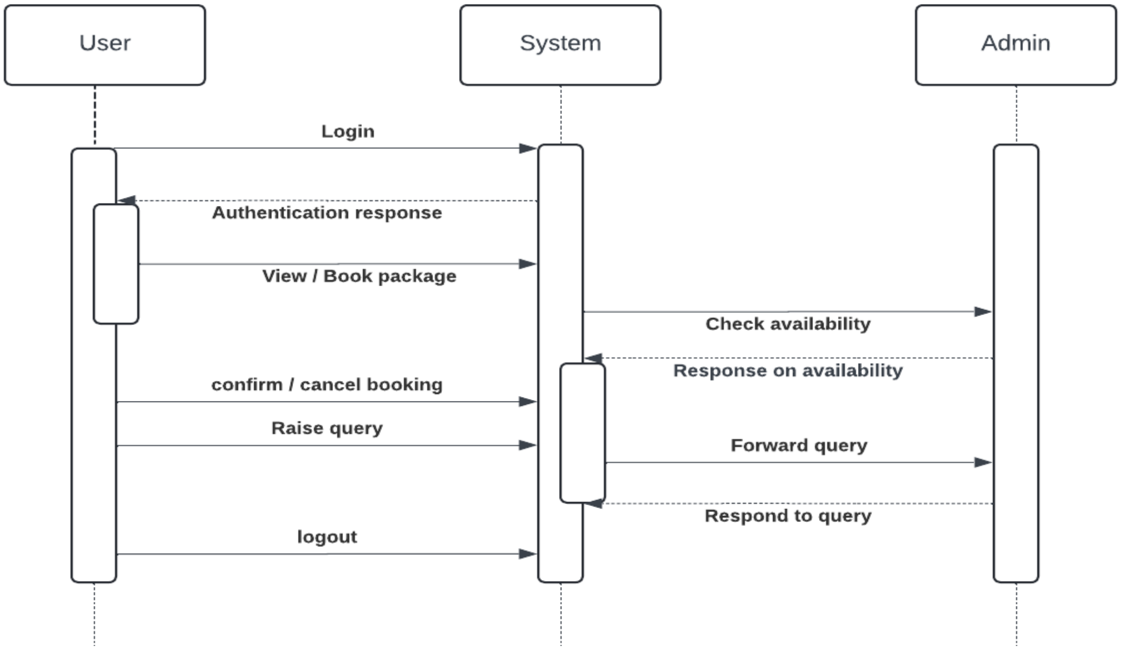
8.1 Use Case Diagram



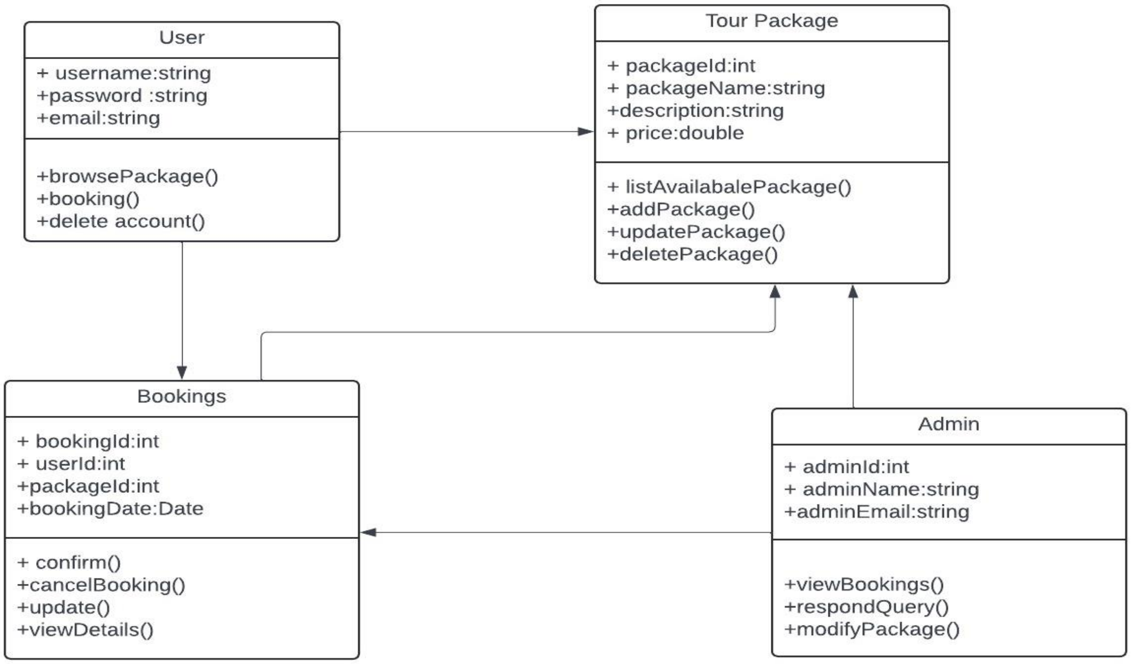
8.2 Flow Chart



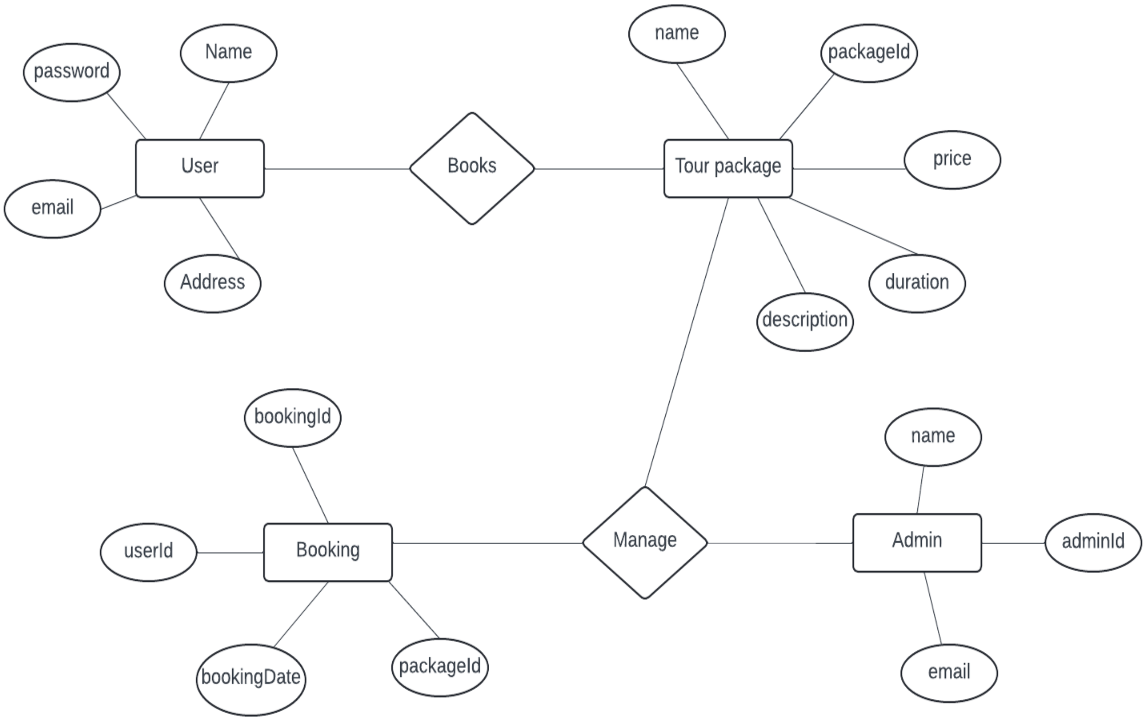
8.3 Sequence Diagram



8.4 Class diagram



9. ER Diagram


password
Name
User
email
Address
Books
name
packageId
Tour package
price
duration
description
bookingId
userId
Booking
bookingDate
packageId
Manage
name
Admin
adminId
email

10. Test cases

Test Case	Test purpose	Test Condition	Expected outcome	Actual Result
User Login	To verify that both users and administrators can successfully log in to the system.	User or administrator enters valid login credentials and submits the login form.	User or admin should be granted access to the system and redirected to the dashboard	Confirm successful login, access granted, and redirection to the expected page.
Manage Package	To ensure that admin can manage travel packages.	Admin attempts to add, delete, or update package and user can view it.	Package should be successfully added, deleted, or updated in the system.	Admin can perform package management actions, and users can view packages accurately.
Manage Bookings	To validate that administrators have full control over booking details.	The admin can access and updated booking details and user can make bookings	The admin can view, edit, or update booking details, ensuring accurate reflection in the system.	Admin can successfully perform booking actions, and users can make bookings without issues.
Manage Queries	To ensure efficient handling of user queries by administrators.	Admin accesses the query and attempts to resolve, provide assistance.	Admin should be able to handle user queries effectively, resolving issues,.	Confirm whether the admin is able to handle user queries efficiently in the system.