

Tourism Management System

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1. 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 various reports such as booking summaries, revenue, and customer feedback analysis.
- 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.
- Reports

2. 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.

3. Features

3.1 Admin Management

3.1.1 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,

allowing administrators to perform tasks such as user management, package adjustments, and analysis of reports, all within a protected environment.

Enhanced security measures safeguard against unauthorized access, maintaining the integrity and confidentiality of the platform.

3.1.2 Add/Edit User

Add User:

Users are added into the database through the Add User page. Before adding the user, it allows the user to check for any duplicates in the database.

Edit User:

Users who are added through Add User page are saved into the database as a draft, which can be edited by Edit user page.

3.1.3 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.

Outdated or unavailable packages are removed, and existing ones can be modified based on feedback or market changes. These actions help maintain a desirable and up-to-date travel selection, increasing user satisfaction and engagement with the platform.

3.1.4 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.

With this concise display, administrators can stay informed about the travel arrangements of all users. The feature facilitates proactive management by offering insights into booking statuses, enabling administrators to address any issues promptly.

By centralizing booking information, the system streamlines administrative tasks and enhances the overall efficiency of managing travel arrangements..

3.1.5 Manage Issue

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

Furthermore, admins respond to user queries promptly, ensuring timely and helpful support. This facilitates transparent communication, fostering trust and satisfaction among users.

By addressing concerns effectively, administrators uphold a positive user experience and strengthen user-administrator relationships.

3.2 User Management

3.2.1 Login to the system

Each and every user should be authenticated with a User Name and Password to login into the system.

Validations for User Name and Password.

User Name: It accepts only Alphabets, Numbers, Dot (.) symbol and Underscore (_) symbol.

3.2.2 View packages

Users allows to browse available travel packages tailored for different demographics, including single travelers, couples, families, and friends.

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

This feature offers a convenient way for users to compare options and select the most suitable package for their travel preferences and group size. By presenting comprehensive information and ratings, users can make informed decisions and plan their trips effectively.

3.2.3 Make Bookings

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

receive immediate confirmation of their bookings via email or within the platform. This confirmation serves as proof of their reservation and provides essential details such as booking dates, locations, and any included services.

3.2.4 Raise Inquiry

Users can raise inquiries to seek clarification, cancel bookings, or request adjustments to packages. This feature enables users to communicate their doubts or concerns directly through the system. Whether they need more information about a booking, wish to cancel, or require modifications, users can initiate inquiries conveniently. Administrators then address these inquiries promptly, providing assistance and resolving issues as needed.

4. Flow Diagram

