

Sri Lanka Institute of Information Technology



Assignment 1

Group MLB_06.02_01

Boat Safari Trip Management System

Internet and Web Technologies – IT1100

B.Sc. (Hons) in Information Technology

Group Details

Group Number: MLB_06.02_01

Project Title: Boat Safari Trip Management System

	Student ID	Student Name	Email	Contact Number
1	IT23284852	Indira D. H. S. P	it23284852@my.sliit.lk	0776943966
2	IT23281714	Samarasekara P. H. S. S	it23281714@my.sliit.lk	0704983504
3	IT23271432	Galanga G. G. R. R	it23271432@my.sliit.lk	0714868810
4	IT23284616	Ilankoon I M D S	It23284616@my.sliit.lk	0767744273
5	IT23276932	Rajapaksha D.O	It23276932@my.sliit.lk	0702309478

1 Introduction


Boat safaris are popular because they offer a special chance to get away from the daily grind, to fully appreciate the majesty of the natural world, and to make lifelong experiences that will be treasured for years to come. The delight of a boat safari is in the variety of experiences it provides and the sense of awe it generates in everyone who goes, whether it's a once-in-a-lifetime trip or a frequent getaway into nature's embrace.

We explore the detailed functionality of our platform in this study, which serves a variety of user personas such as New Users, Current Users, Trip Providers, Customer Support Agents, and System Administrators. Our goal with the launch of “Infinity Blue Safari” is to completely transform the travel booking industry by giving customers the flexibility to travel and plan their ideal journeys whenever and wherever they choose.

Our journey begins at the eye-catching landing page, which has been meticulously created to provide users a preview of what boat safari tours are all about. After completing a quick registration process, visitors become empowered users with access to their own dashboard, where they may conveniently plan their journeys. Here, clients can customize their dream journey by giving the necessary information, which makes it easier for our experienced Trip Providers to plan a wonderful experience. In the meanwhile, our friendly Customer Support Representatives are available and prepared to help consumers via a strong ticketing system, guaranteeing a seamless experience from beginning to end. All of this is supported by our monitoring System Administrators who monitor data flow and make sure staff operations and trip details are carefully handled. We hope that this study will cause a revolution in the field of safari boat reservations, bringing with it an era of unmatched convenience and excitement for all.

2 Personas

- 1st persona - New user

Safari Boat Management System – New User Profile	
	Name: Julia Lennon
	Age: 25
	Motivation: <ul style="list-style-type: none">• Achievement• Fosters innovation• Analysis
	Goals: <ul style="list-style-type: none">• Investigative and research about boat safari• Promoting tourism responsibly• Finding a good service• Embark on unforgettable adventures
	Technical Ability: <ul style="list-style-type: none">• Digital content management• Social media analytics



JULIA LENNON

JOURNALIST

AGE 25

GENDER FEMALE

LOCATION KANDY

PREFERRED DEVICES



ABOUT

- Julia Lennon is a journalist with experienced in all elements of video production and news reporting. Able to create engaging content ,analyze data and implement marketing strategies that drive result. She has experience working with individuals throughout her career. She works well under pressure, produces compelling content and continuously strives to exceed expectations.

GOALS

- Investigative and research about boat safari
- Promoting tourism responsibly
- Finding a good service
- Embark on unforgettable adventures

SKILLS

Investigation skills



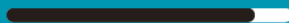
News writing



Communication



Researching & Reporting




MOTIVATIONS


- Achievement
- Fosters innovation
- Analysis

PERSONALITY

- Communication
- Curiosity
- Decision making and efficient

- 2nd Persona – Current user
- Registered user who wants to book safari boat trips

Safari Boat Management System – Current User Profile	
	Name: Raini Perera
	Age: 45
	Motivation: <ul style="list-style-type: none"> • Social engagement • Achievement • Entertainment
	Goals: <ul style="list-style-type: none"> • To order a valuable boat safari trip. • Correct payment for trip.
	Technical Ability: <ul style="list-style-type: none"> • Social media analytics • Ability to use devices



ABOUT

- Raini Perera is a singer. She has been in the singing industry since 25 years. She loves having fun and going outside. Also, she loves to go on various trip since childhood. Boat safari is her favorite trip. Every year in April she goes on boat safari with her friends.

GOALS

- To order a valuable boat safari trip.
- Correct payment for trip

MOTIVATIONS

- Social engagement
- Achievement
- Entertainment

RAINI PERERA

SINGER

AGE 45

GENDER FEMALE

LOCATION MALABE

SKILLS

Singing

Leadership experience




Communication

Social media analytics


PERSONALITY


- Entertainment
- Social
- Extrovert

PREFERRED DEVICES

- 3rd Persona – Customer Support Agent
- Provide support for customers

Safari Boat Management System – Customer Support Agent Profile	
	Name: Christina Fernando
	Age: 25
	Motivation: <ul style="list-style-type: none"> • Efficiency • Social engagement
	Goals: <ul style="list-style-type: none"> • Streamline the booking process for customers, ensuring a smooth experience from inquiry to post-trip feedback. • Enhance customer satisfaction by addressing concerns promptly and effectively.
	Technical Ability: <ul style="list-style-type: none"> • Proficiency in booking systems



CHRISTINA FERNANDO





CUSTOMER SUPPORT AGENT

AGE 25

GENDER FEMALE

LOCATION COLOMBO

PREFERRED DEVICES

ABOUT

- Christina has a background in hospitality and customer service. She is proficient in handling customer inquiries, bookings, and resolving issues efficiently. Detail-oriented and organized with strong multi-tasking

GOALS

- Streamline the booking process for customers, ensuring a smooth experience from inquiry to post-trip feedback
- Enhance customer satisfaction by addressing concerns promptly and effectively
- Make team communication more efficient

SKILLS

Communication

Empathy and patience

Customer relationships

Proficiency in booking systems


MOTIVATIONS


- Efficiency
- Social engagement

RESPONSIBILITIES

- Manage customer reservations, ensuring accuracy and completeness of information
- Assist customers with any pre-tip queries
- Handle post-trip feedback and address any concerns or issues raised by customers




- 4th Persona
- Trip provider – Arranges and provides trips to customers

Safari Boat Management System – Trip Provider Profile	
	Name: Jimmy Anderson
	Age: 38
	Motivation: <ul style="list-style-type: none"> • Customer satisfaction • Increased business opportunities • Social engagement
	Goals: <ul style="list-style-type: none"> • To provide unique and memorable boat trips • To promote sustainable tourism practices • To prioritize the safety and satisfaction of all passengers on boat.
	Technical Ability: <ul style="list-style-type: none"> • Ability to use devices



JIMMY ANDERSON
TRIP PROVIDER
 AGE 38
 GENDER MALE
 LOCATION GALLE

PREFERRED DEVICES

ABOUT

Jimmy Anderson is a 38 year old travel blogger and adventure enthusiast who loves exploring new destinations and experiencing unique activities. He has a strong passion for wildlife and nature, always seeking out opportunities to connect with the natural world.

GOALS

- To provide unique and memorable boat trips
- To promote sustainable tourism practices
- To prioritize the safety and satisfaction of all passengers on boat.

MOTIVATIONS

- Customer satisfaction
- Increased business opportunities
- Social engagement

RESPONSIBILITIES

- Planning and organizing boat trips.
- Adhering to Maritime regulations to ensure a safe and secure journey.
- Creating a welcoming and hospitable atmosphere on boat.

SKILLS


Communication

Language proficiency

Guiding skills

Geographical knowledge

- 5th Persona
- System administrator – Managing staff and the system

Safari Boat Management System – System Administrator Profile	
	Name: Adam Smith
	Age: 41
	Motivation: <ul style="list-style-type: none"> • Growth • Social engagement • Analytics
	Goals: <ul style="list-style-type: none"> • Improve the customer satisfaction rate through the statistics available. • Earning profits by providing a good service
	Technical Ability: <ul style="list-style-type: none"> • Data analytical skills • Social media analytics • Experience with softwares



ADAM SMITH

BOAT SAFARI MANAGER

AGE 41
GENDER MALE
LOCATION COLOMBO
STATUS MARRIED

PREFERRED DEVICES



ABOUT

- Adam Smith is an administrator and a manager working in the boat safari industry. He is a person that loves to pay attention to details. Everything he does is meticulous, methodical, and organized. He has experience working with different individuals throughout his long career. He believes every bit of data and piece of information helps in making something better. He expects a solution that provides as many as details possible in the most detailed manner.

GOALS

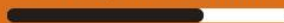
- Improve the customer satisfaction rate through the statistics available
- Earning profits by providing a good service

SKILLS

Data analytical skills



Leadership and teamwork



Business knowledge



Critical thinking



MOTIVATIONS

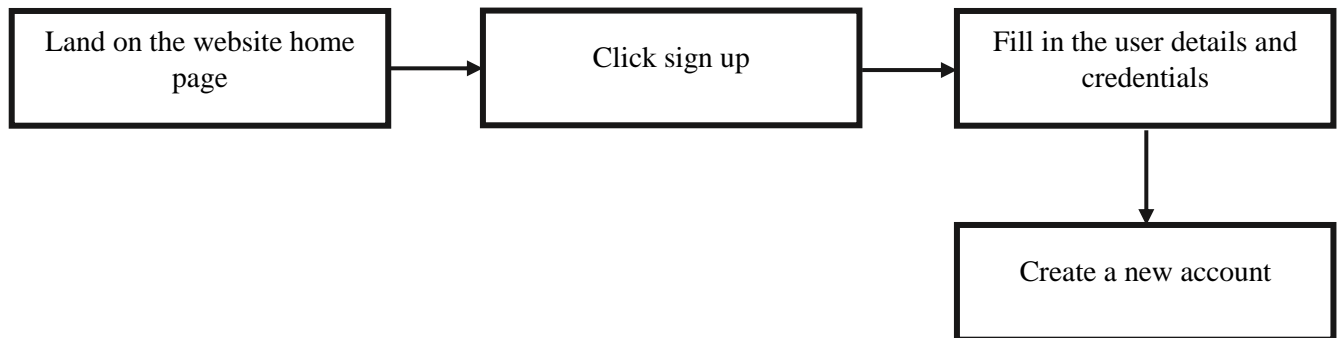
- Growth
- Social engagement
- Analytics

RESPONSIBILITIES

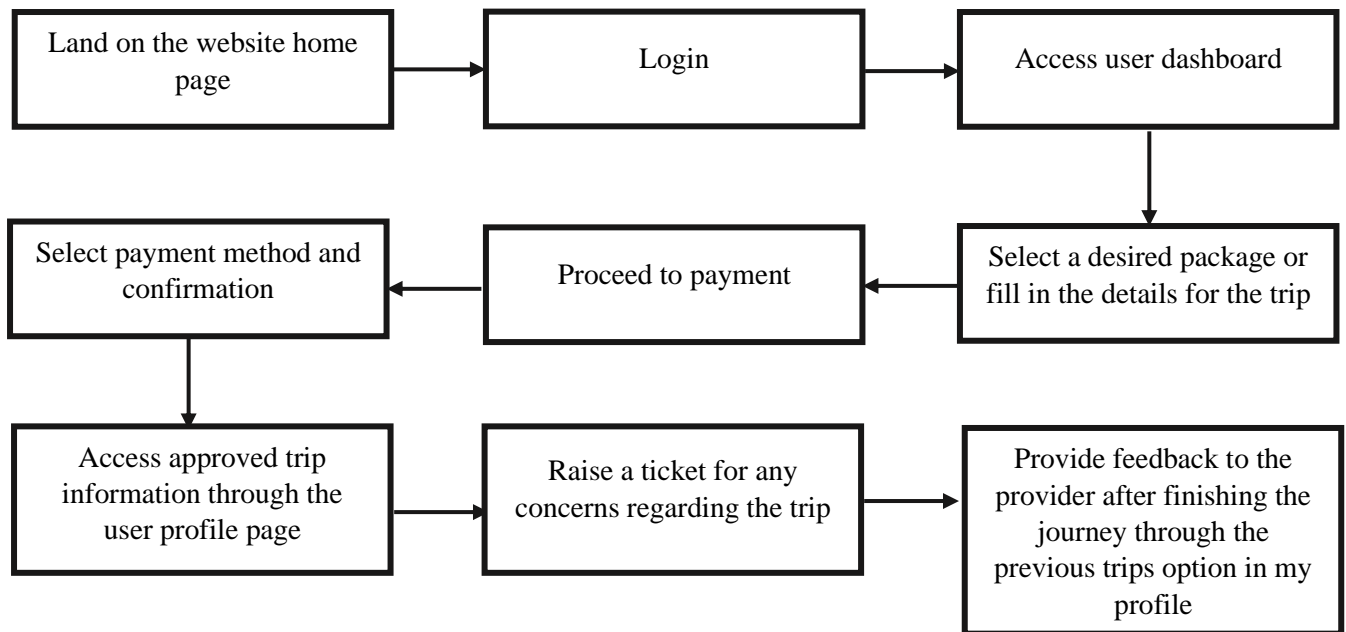
- Manage customer trips
- Ensure satisfaction of customers and employees
- Take decisions about the organization based on the statistics available

3 User Journeys

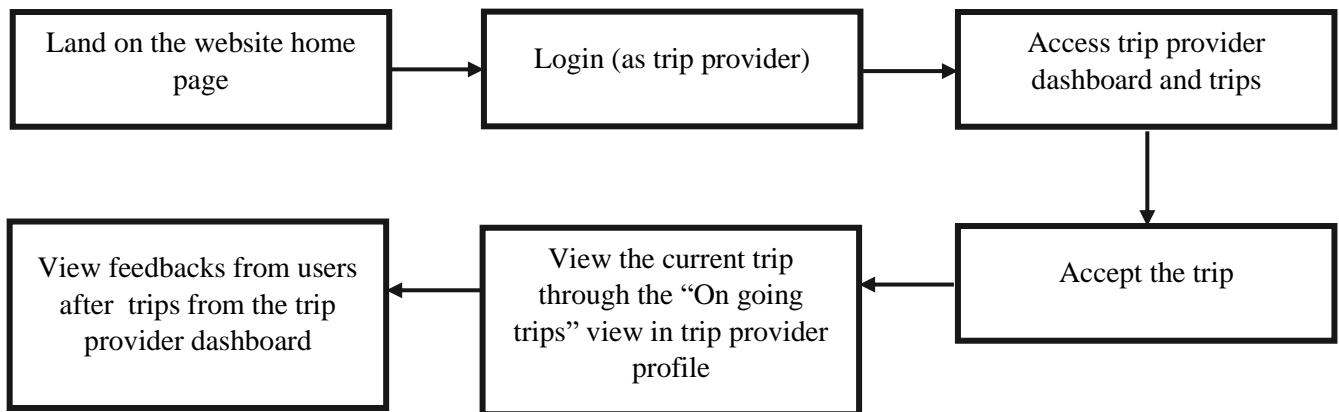
- Persona – New user
- User Journey – Creating a new account



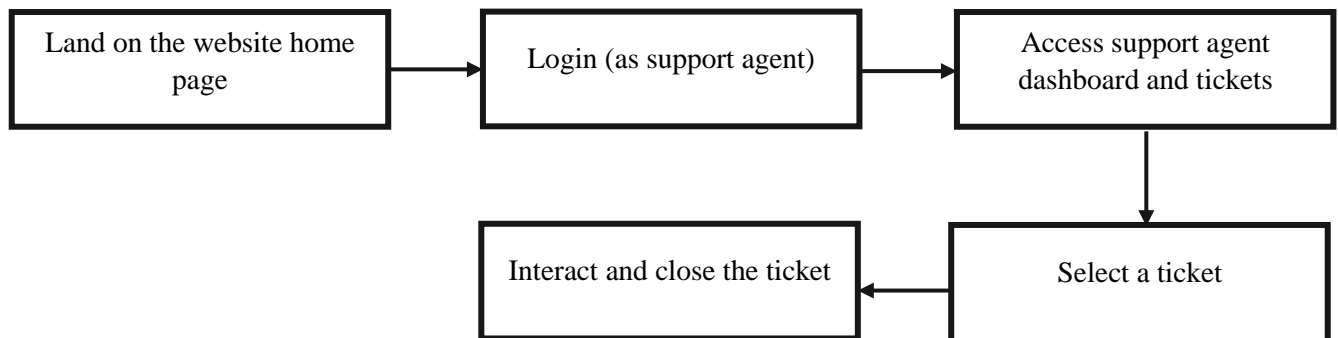
- Persona - Current user
- User Journey - Creating a new trip



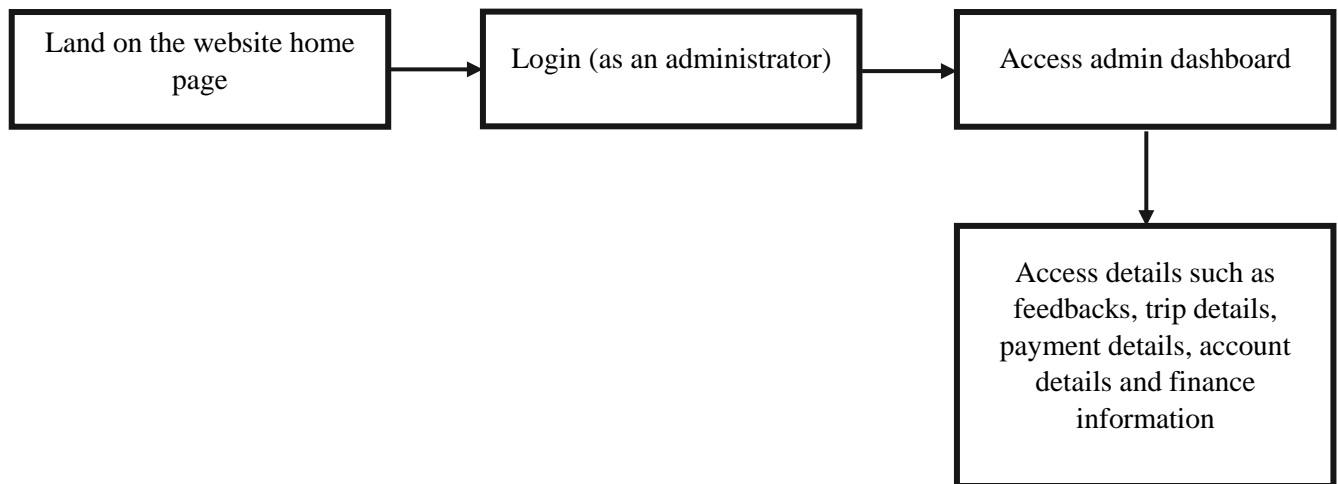
- Persona – Trip provider
- User Journey – Accept trips by user



- Persona – Support agent
- User Journey – Provide supports for tickets

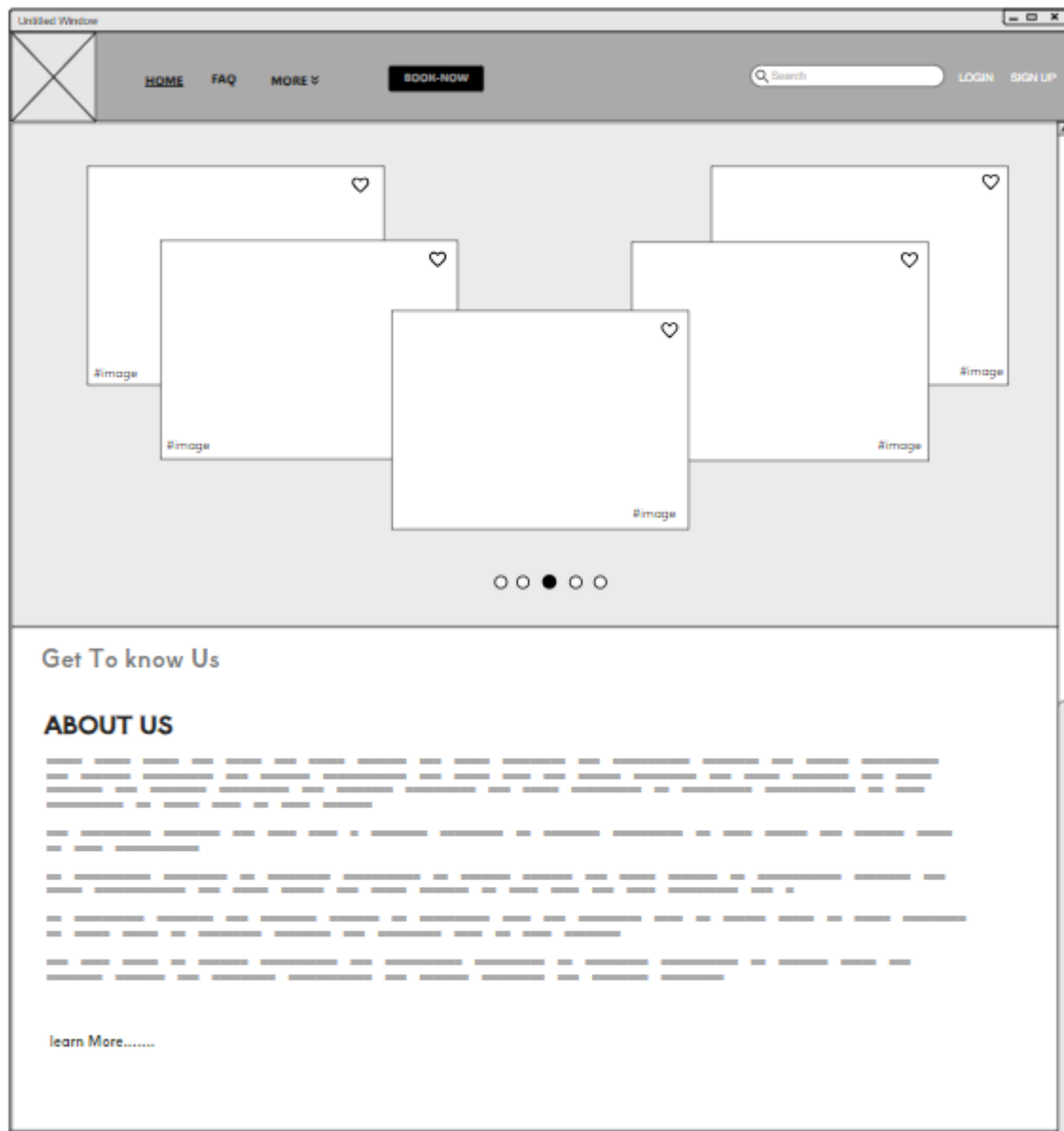


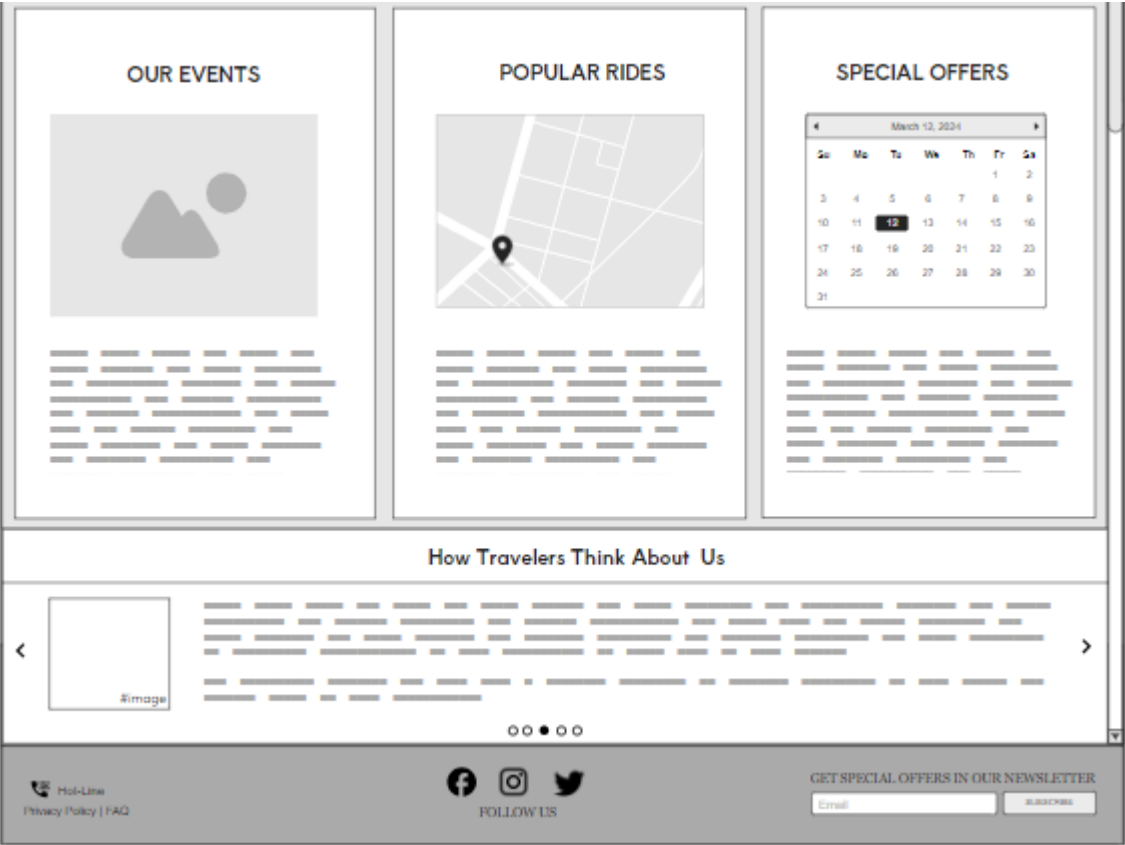
- Persona – System administrator
- User Journey – Manage and monitor the system



4 Wire Frames

- Home page





- Registration Page

Sign-Up

Sign-Up

#image

Name :

Frist name

Last Name

DOB:

E-Mail:

E-mail

Phone Number:

+94xxxxxxxxxx

Gender:

Gender

Password:

xxxxxxxxxxxxxxxxxxxx

Re-Enter Password:

xxxxxxxxxxxxxxxxxxxx

Sign up

Hot-Line

Privacy Policy | FAQ

f

FOLLOW US

GET SPECIAL OFFERS IN OUR NEWSLETTER

Email

SUBSCRIBE

- Login Page

Login

Login

Welcome Back




Email :

Password :

[forgot_password?](#)


Login




OR



Not a member? [Sing-Up](#)

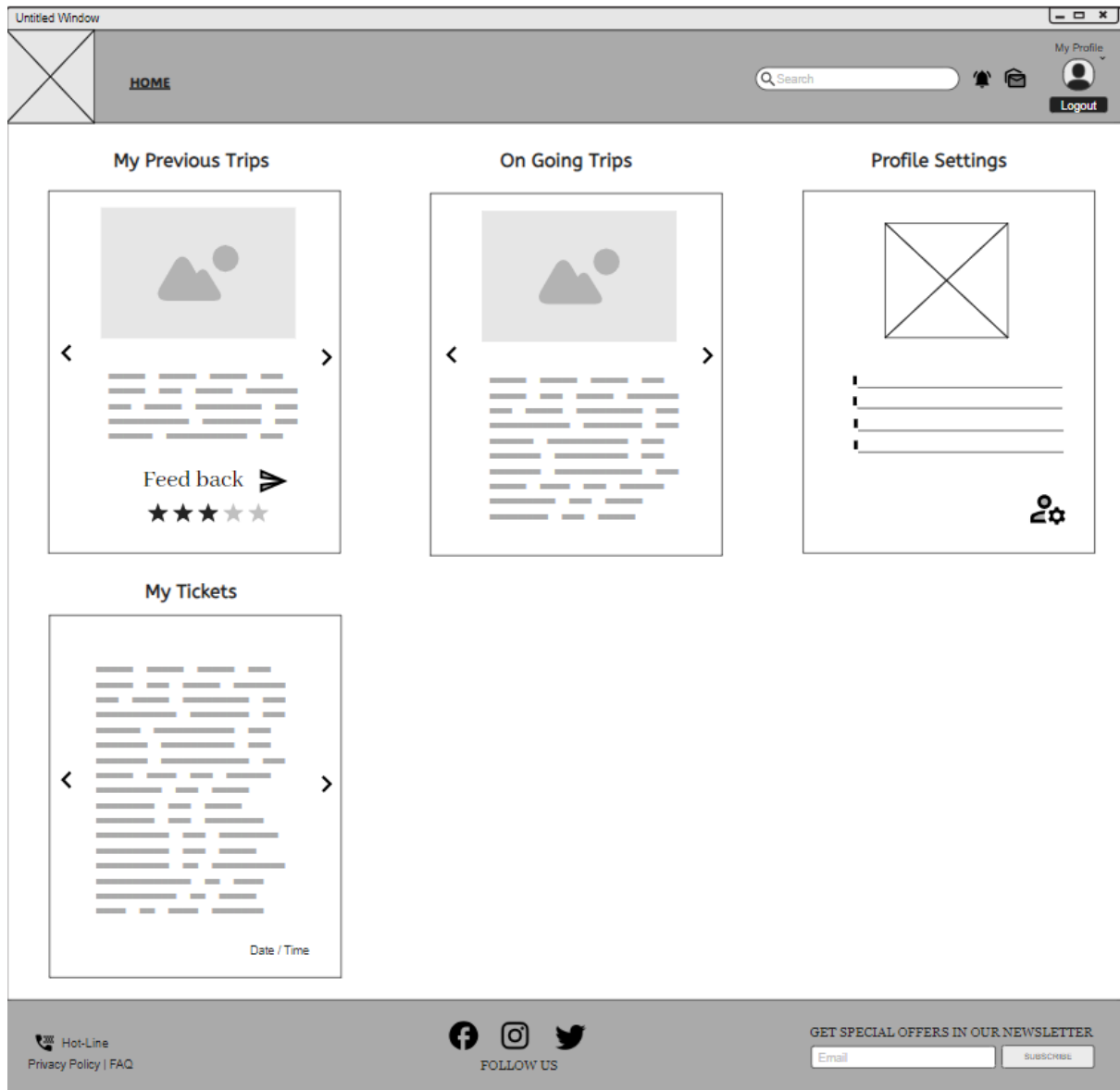
#background image

 Hot-Line
[Privacy Policy](#) | [FAQ](#)

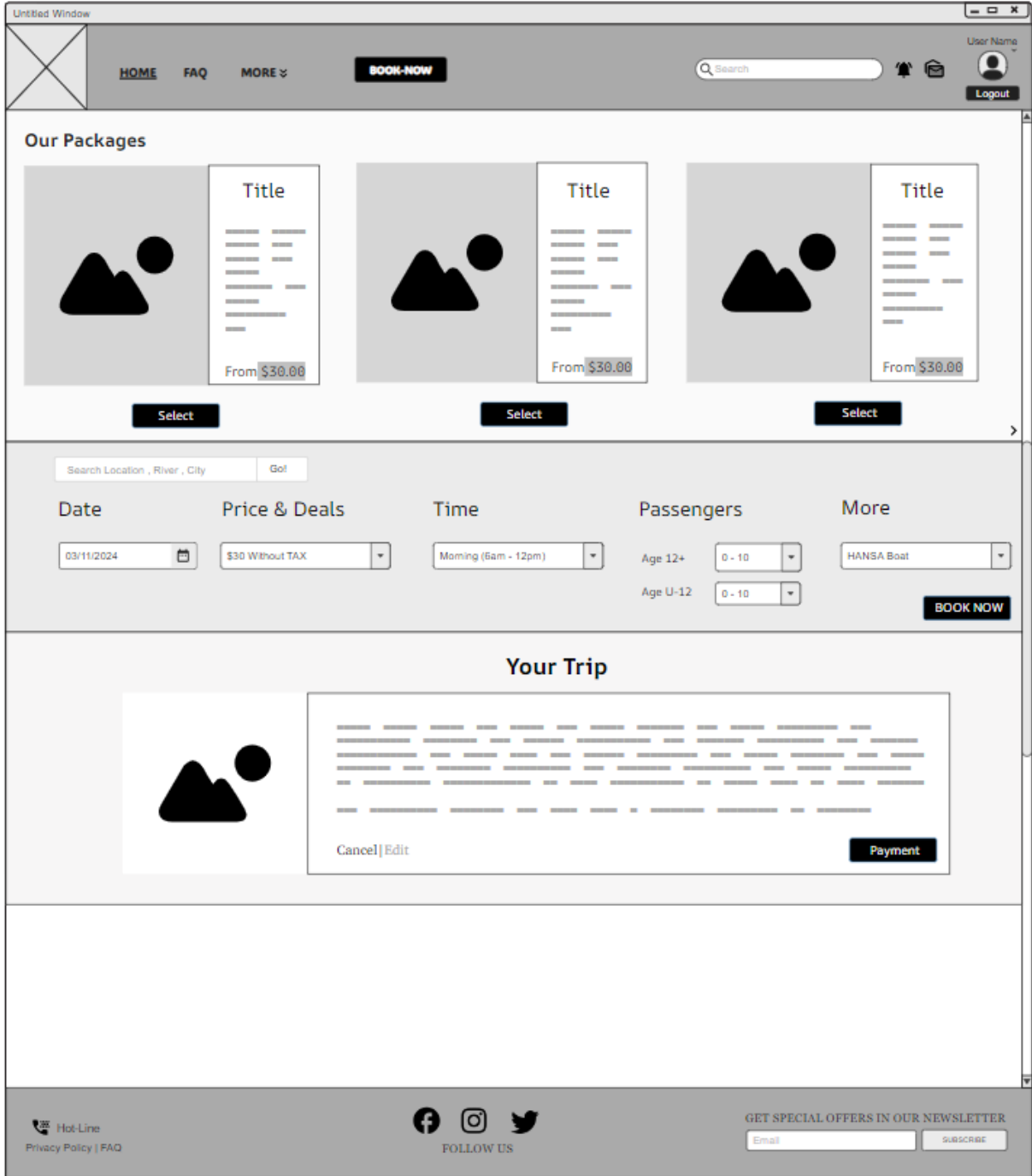

FOLLOW US

GET SPECIAL OFFERS IN OUR NEWSLETTER

- User Account Page



- User dashboard



- Trip confirmation and payment page

Untitled Window

Payment and Confirmation

[< Back](#)

Card Details

Card Number

XXXXX-XXXXX-XXXX-XXXX

Expiry Date(MM/YY)

Security Code

MM / YY

XXXX

PayPal

VISA

Mastercard

pay

☒ I Agree to flit [Terms of use](#)

Confirm Payment

#background image

- Customer support page

Untitled Window

HOME
FAQ
MORE
BOOK-NOW

User Name
Logout

Customer Support

Name

Email

Contact number

Request/Inquiry Type

Subject

Message

Submit

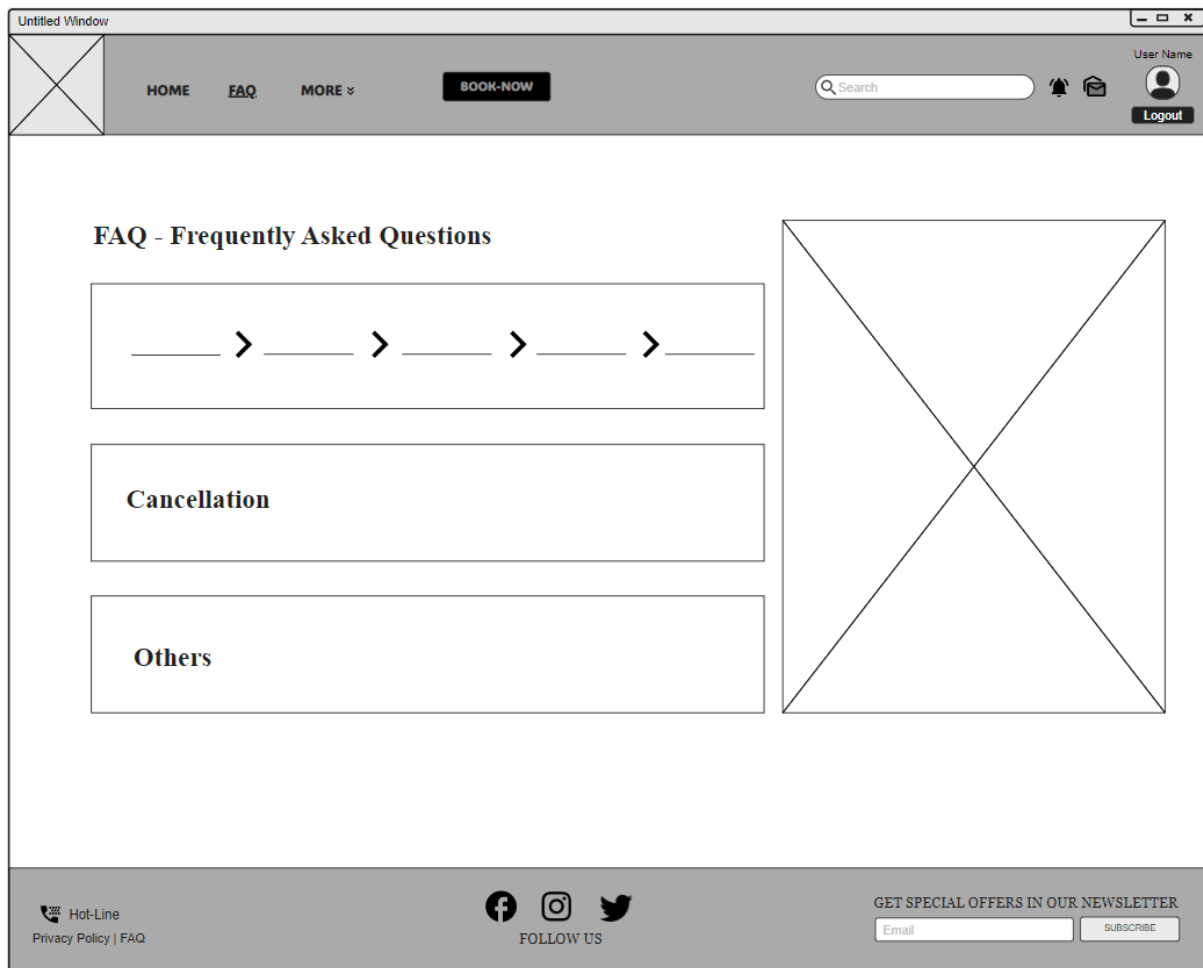
Hot-Line
Privacy Policy | FAQ

f
i
t

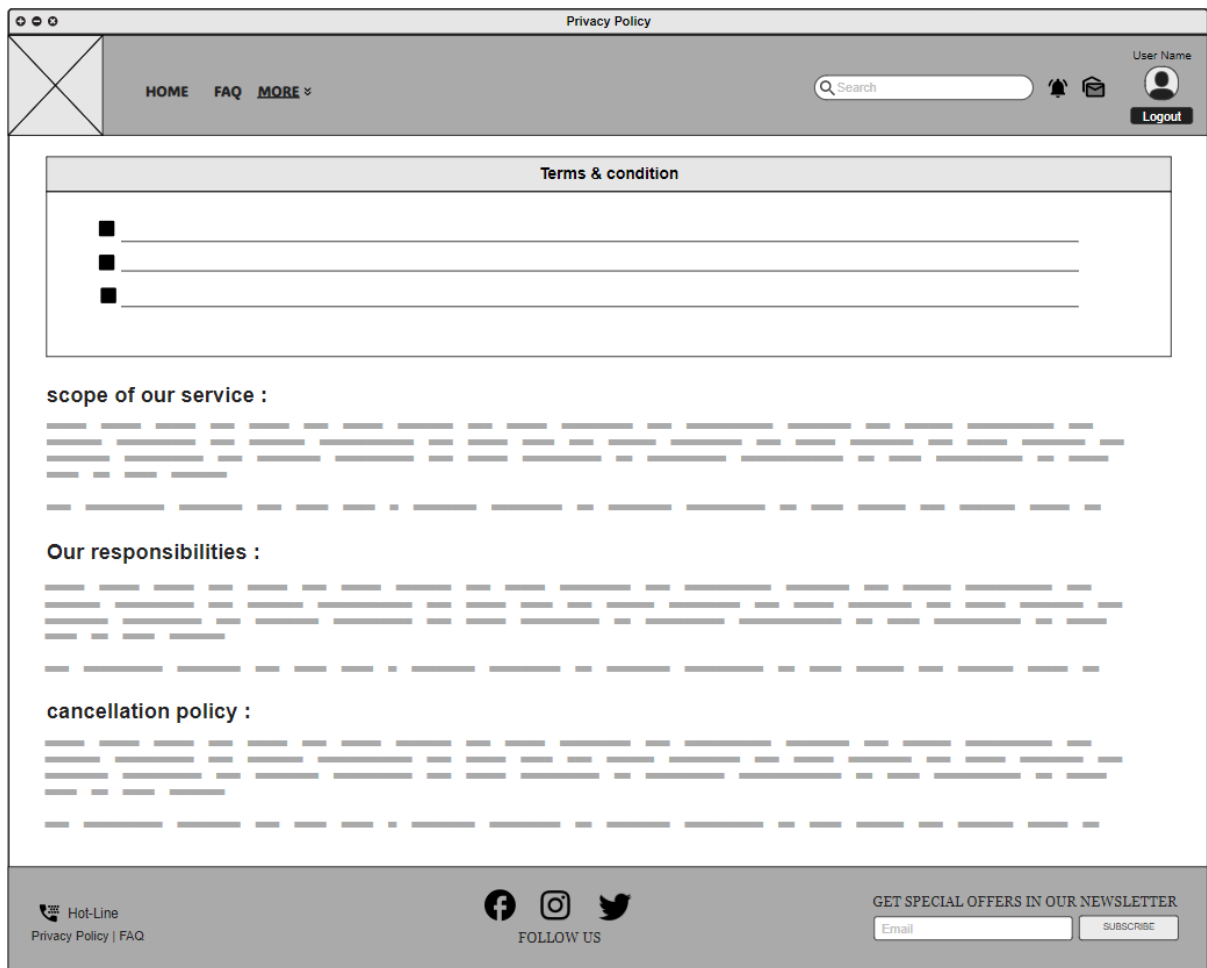
FOLLOW US

GET SPECIAL OFFERS IN OUR NEWSLETTER

- FAQ page



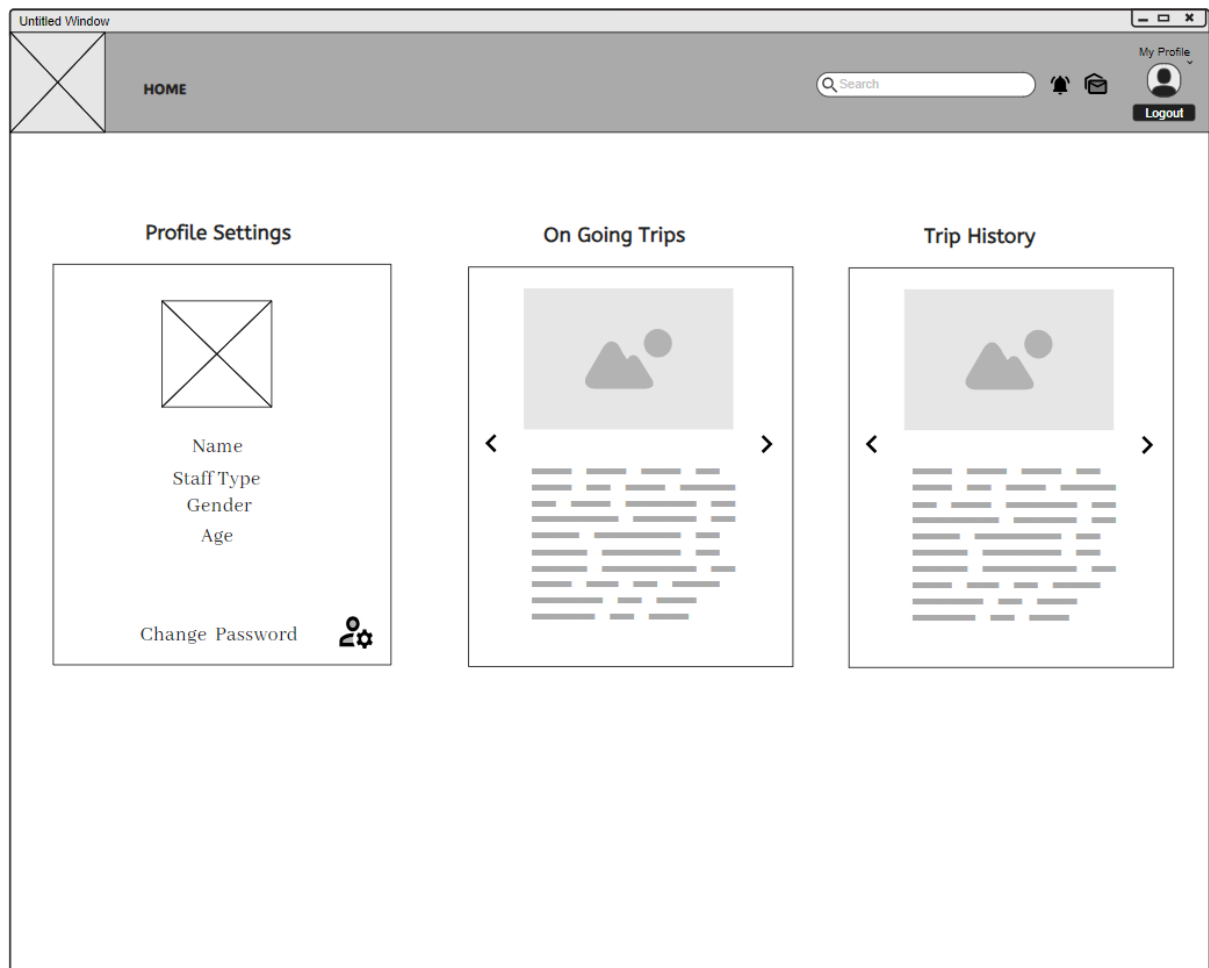
- Terms and conditions page



- Trip provider dashboard



- Trip provider profile page



- Support agent dashboard

Untitled Window

HOME

FAQ

MORE ▾

BOOK-NOW

Search

User Name
Logout

Ticket #1

Pending

User Name

REPLY

close

Ticket #2

Closed

User Name

REPLY

close

Hot-Line

Privacy Policy | FAQ

f

FOLLOW US

GET SPECIAL OFFERS IN OUR NEWSLETTER

Email

SUBSCRIBE

- Support agent profile

Untitled Window

HOME

Search

My Profile

Logout

Profile Settings

Name

Staff Type

Gender

Age

Change Password

Hot-Line
 Privacy Policy |
 F&Q

FOLLOW US

GET SPECIAL OFFERS IN OUR NEWSLETTE

Email

SUBSCRIBE

- View ticket page

Untitled Window

HOMEFAQMORE

BOOK-NOW

Search

🔔📧

User Name
Logout

Ticket interaction

☐ Pending

Name

Email

Contact Number

Request/Inquiry Type

Subject

Resolve Ticket

📞 Hot-Line
Privacy Policy | FAQ

f📷🐦

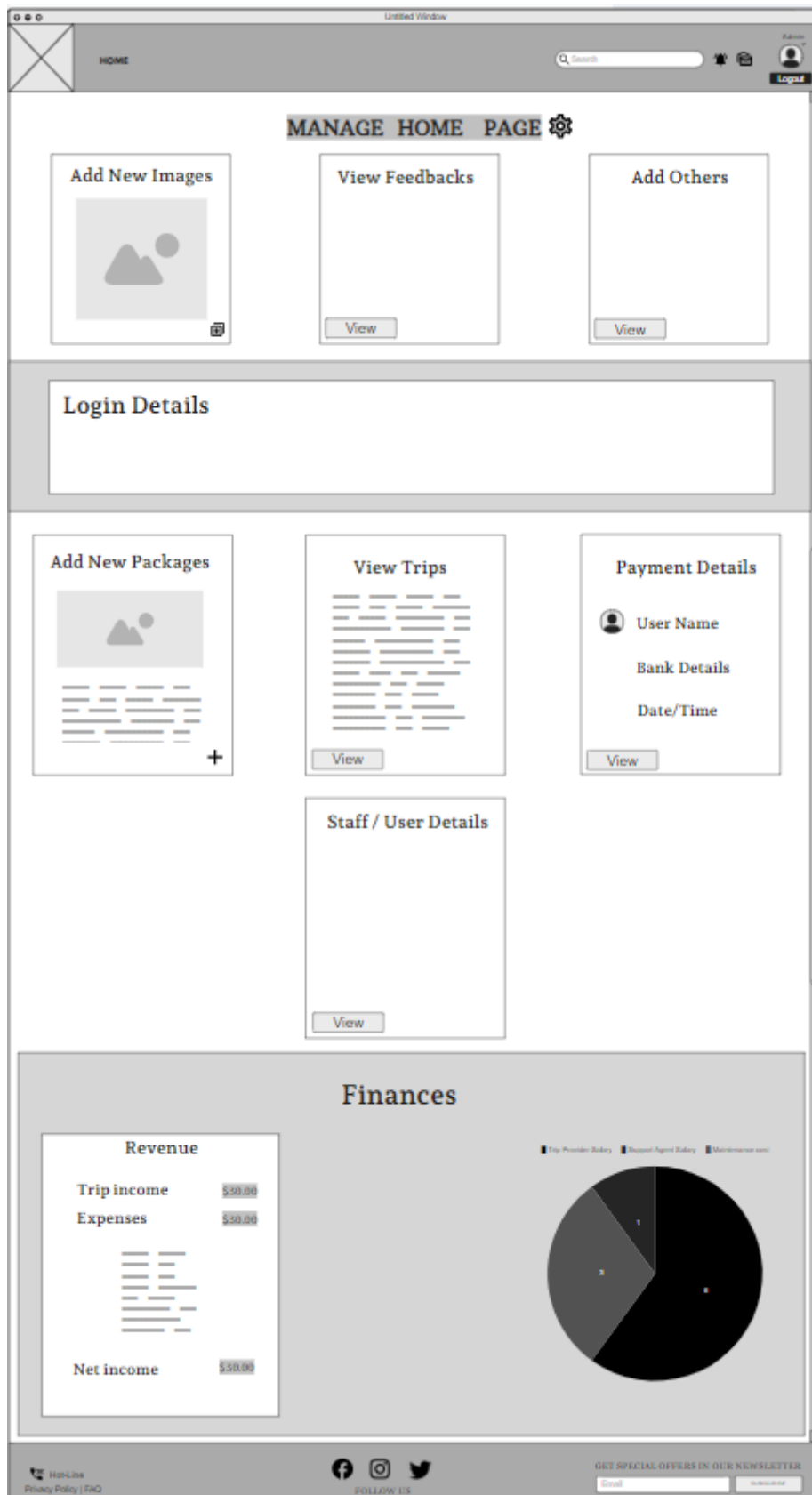
FOLLOW US

GET SPECIAL OFFERS IN OUR NEWSLETTER

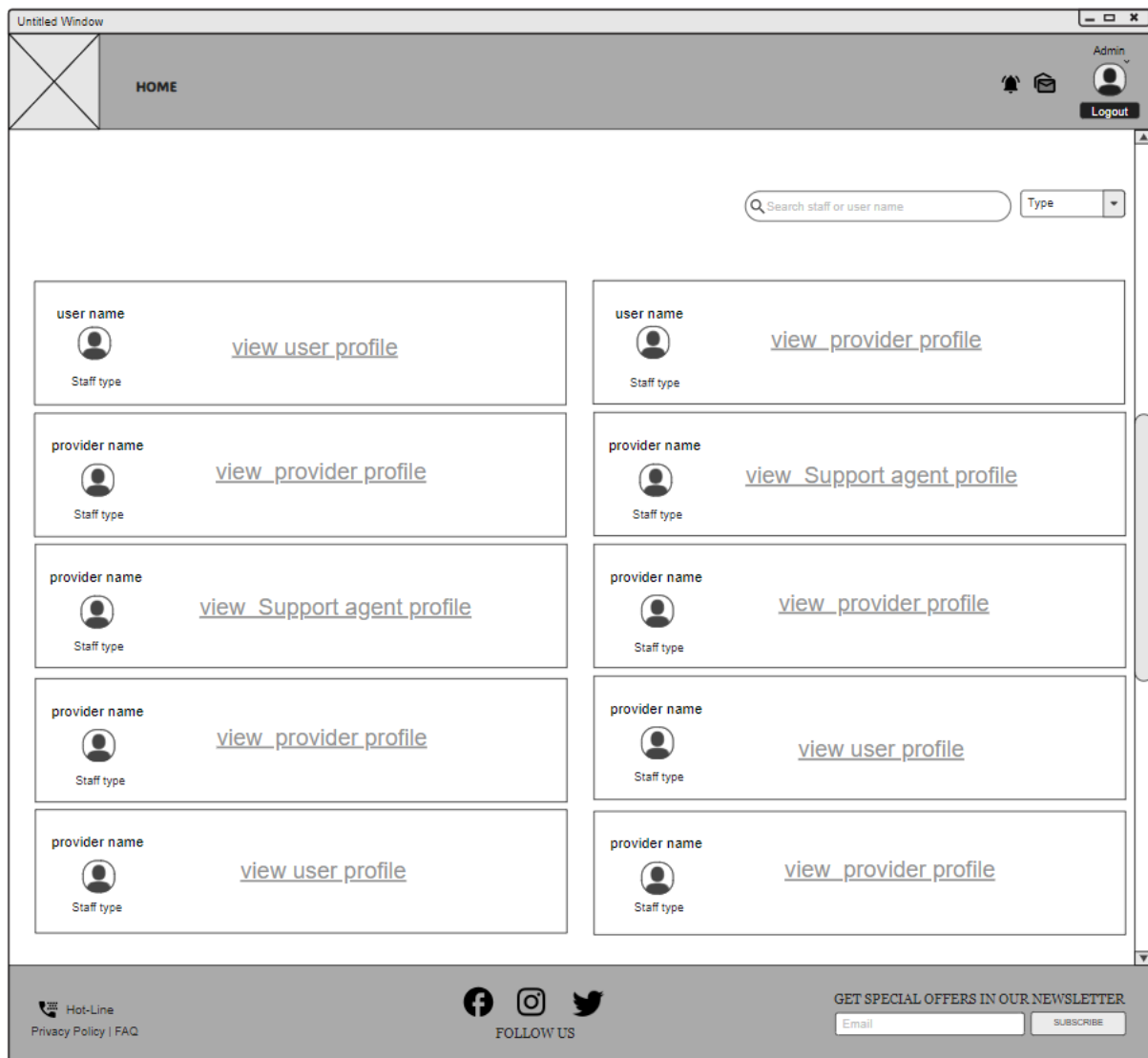
Email

SUBSCRIBE

- Admin dashboard



- Display accounts page



5 Individual Contribution

	Student ID	Student Name	Individual Contribution
1	IT23284852	Indira D. H. S. P	<ul style="list-style-type: none"> • Persona: System administrator managing and monitoring the system • User Journey: Managing and monitoring the system • Wireframe: <ul style="list-style-type: none"> ○ Admin dashboard ○ View accounts page ○ Support agent profile
2	IT23281714	Samarasekara P. H. S. S.	<ul style="list-style-type: none"> • Persona: Customer support agent - providing support to customers • User Journey: Provide support for tickets • Wireframe: <ul style="list-style-type: none"> ○ Trip provider profile page ○ View ticket page ○ Customer support page
3	IT23271432	Galanga G. G. R. R	<ul style="list-style-type: none"> • Persona: Trip Provider • User Journey: Accept trips by user • Wireframe: <ul style="list-style-type: none"> ○ Home page ○ User dashboard ○ Trip provider dashboard ○ Support agent / ticket dashboard
4	IT23276932	Rajapaksha D.O	<ul style="list-style-type: none"> • Persona: Current user • User Journey: Creating a new trip • Wireframe: <ul style="list-style-type: none"> ○ FAQ page ○ Terms and conditions page ○ User profile page
5	IT23284616	Ilankoon I M D S	<ul style="list-style-type: none"> • Persona: New user • User Journey: Creating a new account • Wireframe <ul style="list-style-type: none"> ○ Sign up page ○ Login page ○ Trip confirmation and payment page

