

# EXPERIMENT-5

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## 1. Task Analysis: Tourism & Vacation Booking

The goal is to help a user discover a destination, book a travel package (Flights + Hotel), and receive an itinerary.

### Key Aspects for Tourism:

- **Discovery:** Searching for destinations based on budget or interest (e.g., Beach, Mountains).
- **Customization:** Selecting specific travel dates and choosing between different hotel tiers.
- **Documentation:** Ensuring the user receives digital tickets and booking vouchers.
- **Pain Points:** Complex filtering (price vs. rating) and hidden service fees.

## 2. User Flow for a Tourism App

Start → Open App → Login/Register → Select Destination → Search Packages → View Trip Details → Customize Trip (Add Tours/Insurance) → Proceed to Booking → Enter Traveler Info → Select Payment Method → Payment Confirmation → Booking Summary → Receive E-Tickets → End

## 3. Step-by-Step Breakdown

### Step 1: Start

- The user opens the tourism platform to plan a trip.

### Step 2: Login or Register

- Existing users log in to access saved preferences. New users register to save their bookings.

### Step 3: Select Destination/Category

- The user browses by themes (e.g., Honeymoon, Adventure, Solo) or types a specific city into the search bar.

### Step 4: Search and View Trip Details

- The user enters travel dates and number of travelers.
- Clicking a "Package" opens details including flight times, hotel photos, and daily itineraries.

**Step 5: Customize & Book**

- The user decides whether to add extras (e.g., Airport Transfer or Travel Insurance).
- If they proceed, they click "Book Now." If not, they return to search results.

**Step 6: Payment Process**

- The user chooses a payment method.
- Options include Full Payment via Credit Card/Digital Wallet or Reserve with Deposit (Pay Later).

**Step 7: Payment Confirmation**

- The system processes the transaction. A "Booking Successful" screen appears.

**Step 8: Traveler Details**

- The user provides Passport/ID details and contact information for all travelers.

**Step 9: Receive E-Tickets**

- The app generates a PDF itinerary and QR codes for flights and hotel check-in.

**Step 10: End of Process**

- The booking is finalized. The user can view their countdown to the trip or explore "Things to do" at the destination.

