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.

Start

Login?

No → Register → No

Yes

Search Flights/Hotels

Enter Destination/Dates

View Results

Select Option

No

Checkout?

Yes

Credit/Debit Card — No → Digital Wallet

Payment confrmation

Payment confirmation

Order Method

Receive E-Tickets

End