

**Title of the Project:**

**Travel Planning and Tour Guide Finding Portal**

**Group Number:05**

**Group Members:**

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## **Requirement Analysis**

### **Functional Requirements:**

#### **Account Management:**

- The system will allow three distinct types of users to sign up and create profiles. Travel partners, tour guides, and travel enthusiasts are the three types of users.
- Users can access their accounts by logging in with the email address and password that they used to register for the account.
- All user data will be saved in the system's database.
- Each time a user attempts to log in, they will be subjected to a captcha verification process.
- Users will see a variety of different interfaces depending on their user category (Travel Partner, Travel Guide, and Travel Enthusiast) at registration.

#### **Travel Partner Management:**

- Travel Partners can create their accounts which will represent their agency.
- Travel Partners will have the ability to add 'Travel Packages' in the system's travel package.
- Travel Partners will be able to update their package availability when their packages reach their limit.
- Travel Partners can add pictures and descriptions of their travel packages, and the details of the whole trip.
- Travel Partners can respond to the queries of the customers and share their suggestions.
- Create combo offers for the customers to make their travel plan easier.

## **Customer Management:**

- Create their user profiles using all credentials.
- Customer can search different types of services from travel, accommodation, tour guides etc.
- Customer can filter out options according to alphabet rating, date, place, package prices from high to low and vice versa.
- Customer can communicate with the travel partners using the chat option to get an idea of the packages.
- Customer can customize travel plans according to their preferences.
- Customers can bookmark and add packages to their cart.

## **Tour guide Management:**

- Tour guides can create their profile.
- Can add their travel guidance plan details.
- Guides can set their availability to on/off.
- Tour guides can chat with customers and make the customers understand about what service he will provide.

## **System:**

- System will suggest users for different popular or top pick packages, exciting deals.
- System will have many online payment gateways such as bKash for national users, Card based payment system(Visa, MasterCard, American Express), PayPal for international customers.

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- An end to end encrypted security system device(free of cost) will be added to cart whenever someone avails service.
- System will give a section for the customers to provide their valuable suggestions regarding any service through the complaint section.
- System will collect user preferences using cookies.
- System can provide notifications about recently added travel plans.

## **Non-functional Requirements:**

### **Operational:**

- The system will be cross-platform, supporting Windows, Linux, Android, and iOS.
- The system is compatible with a variety of devices, including desktop and laptop computers, smartphones, and tablets.
- The system will be accessible via any web browser, including Mozilla Firefox, Google Chrome, and Microsoft Edge.
- The system must make sure that the products, customer service, and service are accessible in an easier and faster way.
- The system will have a light and dark theme.
- The system will have the ability to communicate with printers. (wired/wireless)
- Implementation of a responsive user interface.

## **Performance:**

- The system will update and refresh the information every 10 seconds.
- Within 1 nanosecond, users will be able to load the system.
- Low data consumption from users.
- Pop-up animations open as quickly and efficiently as possible.
- The system's minimum RAM requirement should be 2 GB.
- Ability to handle 1500 users on real-time.

## **Security:**

- User verification based on NID/SSN/ Passport/ Bank account/ Birth certificate etc.
- All the information of customers, registered travel partners and tour guide will be secured by the system. These are not accessible to third parties.
- Cloudflare implementation to prevent distributed denial-of-service (DDoS) attack .
- The system will not let a single user to create numerous accounts using the same NID/ Passport/Birth Certificate.
- Implement banking API in the system. As a result, funds transfers must be conducted securely through affiliated partner banks or mobile banking services.

## **Culture and Politics:**

- Personal information about all sorts of users is protected in accordance with the Data Protection Act.

## Assignment for CSE471

- Customers can confirm payment in two currencies. However, Bangladeshi Taka and United States Dollar is preferable for instant confirmation.
- Languages such as Bengali and English will be supported.

### **Usability:**

- User Friendly software interface for users.
- Integration of new and existing features will be simple, as the portal's backend will include built-in version control.
- In the event of a server loss, the portal can switch between different servers, ensuring maximum availability.
- The system's user interface should be responsive. Using our website on a mobile phone should be as straightforward as using it on a desktop or laptop.
- The font size can be customized to the user's preference.
- The layout should be adaptable and automatically alter as the screen area decreases.