**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.
* 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.
* 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.