**TITLE PAGE CONTENT**

**NAME OF SYSTEM**

Freelancing Tourism Guidance

**DATE**

1.0

**Presented To:**

Tourists - Tour Guides

**Submitted By:**

Bahaa Zenhom

**REVISION HISTORY**

| **Date** | **Author** | **Distributed to** | **Version** | **Description** |
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| DD\ MM\YYYY | name | who | Matches title page | Brief description of change |

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1. **PRODUCT DESCRIPTION**

The project is a mobile app system, it will be a freelancing platform for both the tourists and the tour guides, the main goal of the project is to deliver both sides with each other in an easy, quickly, and professional way. The project is mainly based on the needs of tourists for small or custom trip guidance in an easy quick way, and also the needs of tour guides to get flexible small daily jobs according to his business or his main work. The project aims to serve the tourists be providing tourism services he can choose from which will him comfortable with his trip, also provides a new market for those tour guides who don’t have a stable work or want to work in specific times of the week. The main functions of the project will differ according to who’s the user, for the tour guide he can post his services that he can provide to the tourist with all the details and excellence that he will provide to the tourists who want to take this service, also the tour guide will have the ability to explore the tourists custom services which they have posted and offer proposals and negotiate on this services, from the other side there will be the tourist who will have the ability the explore tour guide’s services and choose a suitable one for him, or just post a custom one to start receiving proposals on it, also he will have the ability to explore the most famous tourism places around him, there will be also a chat system make them communicate with each other.

1. **TEAM DESCRIPTION**

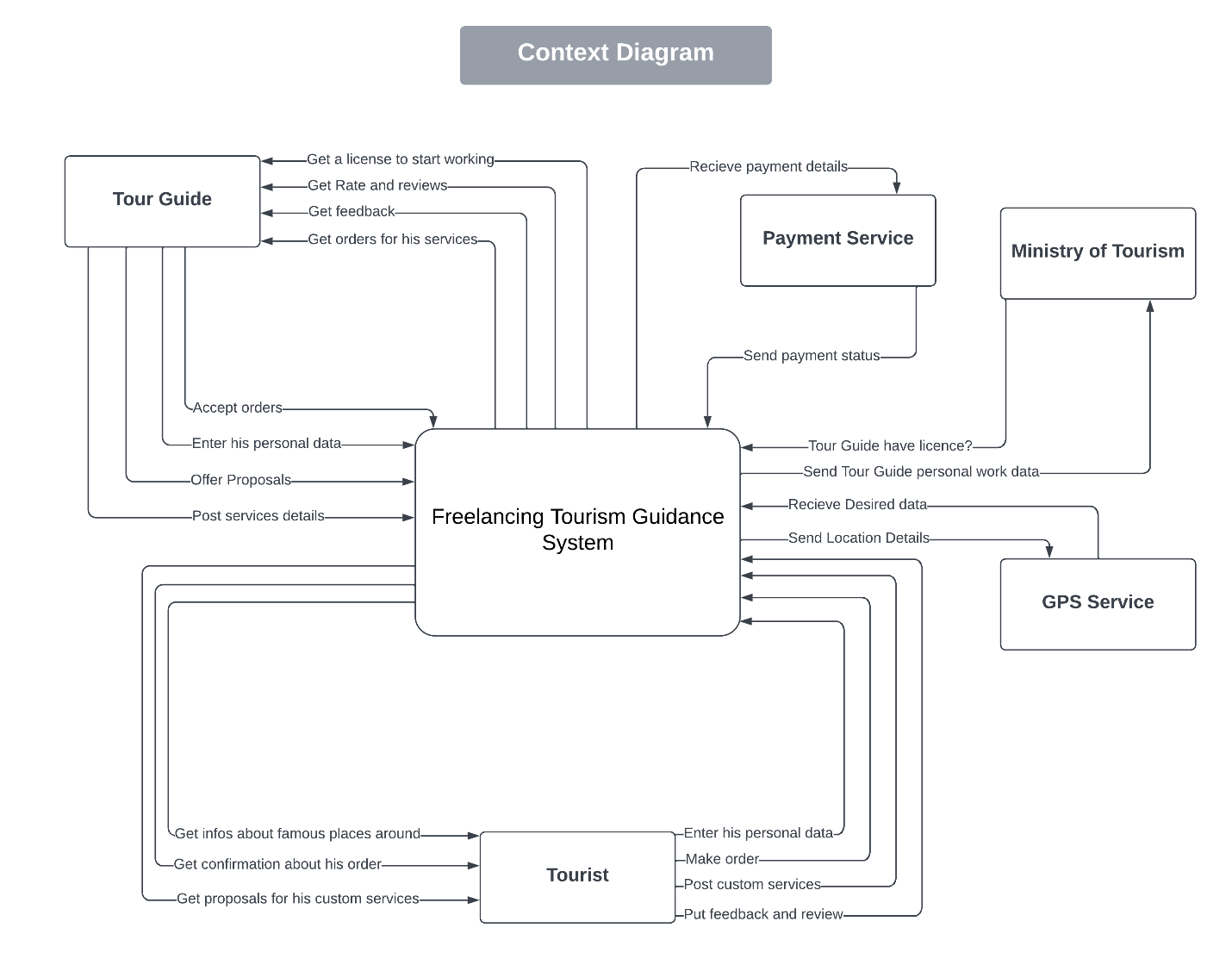
|  |  |
| --- | --- |
| **Name** | **Position & Skills** |
| Bahaa Zenhom | Responsible for the documentation, system design, database design, and the UI UX of the project |
| Youssef Gamal | Responsible for the backend side using .Net framework - Database |
| Moustafa Gamal | Responsible for the backend side using .Net framework - Database |
| Arwa Ashraf | Responsible for the frontend side and APIs using Flutter framework |
| Ahmed Hofny | Responsible for the frontend side and APIs using Flutter framework |

**3. SOFTWARE PROCESS MODEL DESCRIPTION**

We will be working with Agile process model, due to its flexibility and the process that it runs with, as we don’t have all the requirements of the project and don’t have any experience working on a project with a team, then Agile is the most suitable process model for us.

**4. PRODUCT DEFINITION**

**Context Diagram**



**Personas**

**Tourists:**

The tourists are users who is looking for a customized trip guidance service. They may have specific interests, preferences or requirements for their trip, the tourists should be familiar with using mobile devices.

Name: Sarah

Background: Sarah is a 30-year-old traveler who enjoys exploring new places and cultures. She works as a freelance writer and has a flexible schedule, which allows her to travel frequently. She prefers customized tours that cater to her interests and hobbies.

Goals: Sarah's primary goal is to find a reliable and professional tour guide who can provide her with a personalized tour experience. She wants to explore the famous tourist attractions and landmarks, but also discover the hidden gems that are not typically included in mainstream travel guides.

Challenges: Sarah faces several challenges in finding the right tour guide for her needs. She is often overwhelmed by the sheer number of options available online, and she struggles to differentiate between the different levels of quality and professionalism. Additionally, she wants to ensure that the tour guide is knowledgeable, trustworthy, and able to communicate in her language.

How our app can help: Our app can help Sarah by providing her with a user-friendly interface that allows her to browse and compare different tour guides and their services. The app should offer clear descriptions of each tour guide's experience, qualifications, and specialties, as well as reviews and ratings from previous customers. The app should also provide a messaging feature that allows Sarah to communicate directly with potential tour guides and ask any questions she may have before booking a tour. Finally, the app should make the booking process as seamless and secure as possible, with clear pricing information and payment options.

**Tour Guide:**

The tour guide is a key user who provides services to tourists through your platform.

Name: Ahmed

Background: Ahmed is a licensed tour guide who has been working in the tourism industry for over 10 years. He has extensive knowledge about historical sites and famous tourist attractions in his country. However, he currently faces challenges in finding steady work that fits his schedule, as well as reaching new clients who are interested in his services.

Motivations: Ahmed wants to use your platform to increase his visibility and connect with tourists who need his services. He is looking for a flexible way to find daily jobs according to his schedule, as well as build his reputation through positive reviews and ratings from satisfied customers.

Goals: Ahmed's primary goal is to post his services on your platform and receive orders from tourists who are interested in his expertise. He also wants to be able to negotiate with tourists and make proposals on their custom service requests. Additionally, he aims to build his reputation through positive feedback and ratings, which will lead to more business in the future.

Pain points: Ahmed faces challenges in finding steady work that fits his schedule and meeting new clients who are interested in his services. He also worries about getting negative feedback or ratings, which could hurt his reputation on the platform. Finally, he wants to ensure that the platform provides a secure and reliable way to receive payment for his services.

**Ministry of tourism:**

The Ministry of Tourism is an external actor that interacts with the system. the Ministry of Tourism is responsible for verifying the credentials of tour guides who wish to register on the platform. They will receive personal work data of tour guides from the system as input, and their output will be a confirmation whether the tour guide is licensed or not.

**User Stories**

For Tourists:

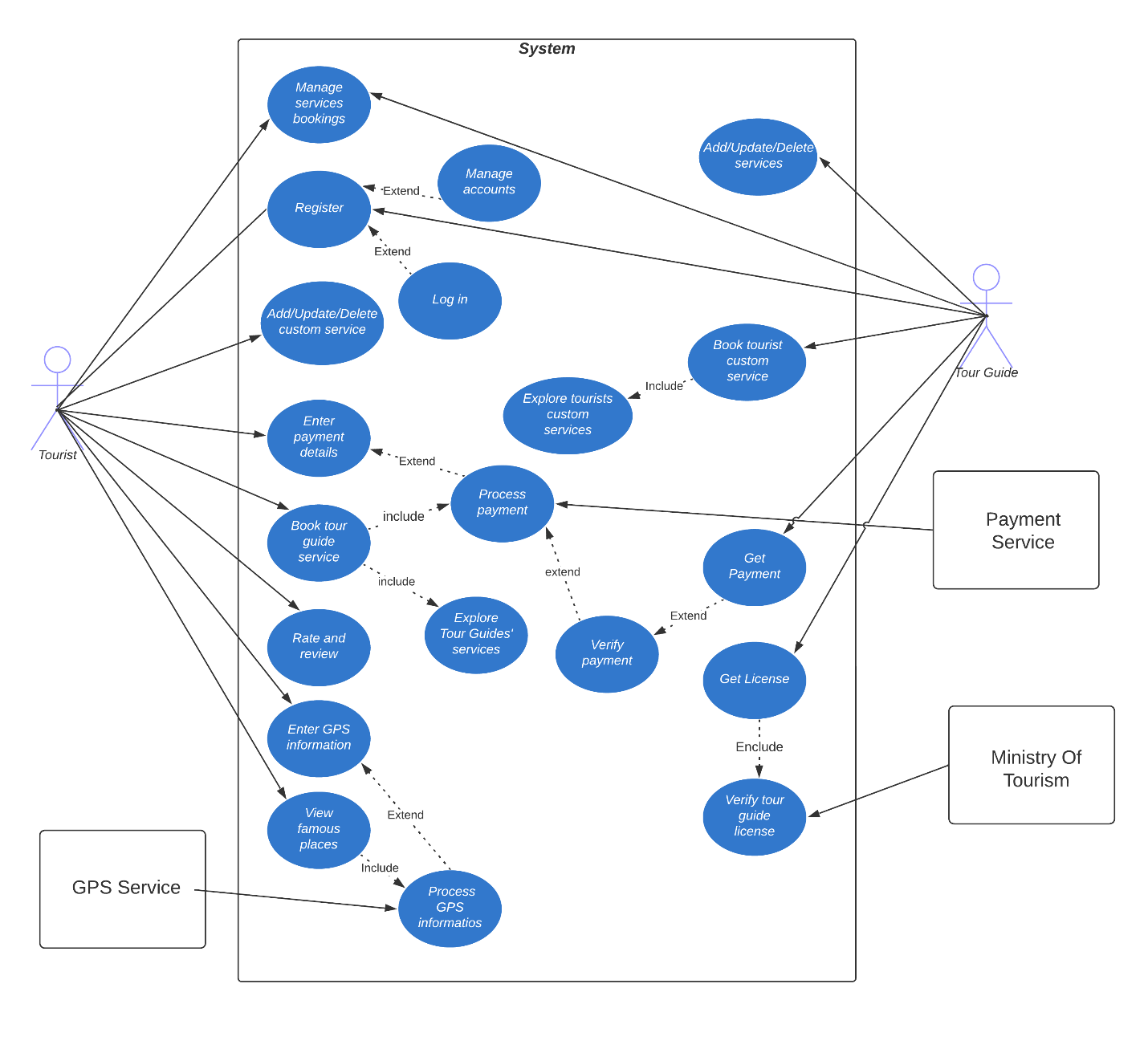
* As a tourist, I want to be able to search for available tour guides based on my location and the type of service I need.
* As a tourist, I want to be able to view tour guide profiles and read reviews from previous clients.
* As a tourist, I want to be able to book a tour guide and pay for their services through the app.
* As a tourist, I want to be able to communicate with my tour guide through the app to ask questions or provide feedback.
* As a tourist, I want to be able to rate and review my tour guide after the tour is finished.
* As a tourist, I want to be able to browse through a list of popular tourist destinations and get information about each one.

For Tour Guides:

* As a tour guide, I want to be able to create a profile that showcases my skills and experience.
* As a tour guide, I want to be able to post the services I offer and set my availability and pricing.
* As a tour guide, I want to be able to receive requests from potential clients and negotiate the details of the service.
* As a tour guide, I want to be able to communicate with my clients through the app to answer their questions and provide information.
* As a tour guide, I want to be able to receive payment for my services through the app.
* As a tour guide, I want to be able to view ratings and reviews from previous clients to improve my services.

For Ministry of Tourism:

* As the Ministry of Tourism, I want to be able to verify the licenses and credentials of tour guides who use the app to provide services to tourists.
* As the Ministry of Tourism, I want to be able to access information about the number of tours provided and the satisfaction of tourists using the app.

**High Level Use Cases**

**Use Case Descriptions**

Use Case: Tourist Manage Proposals

|  |  |
| --- | --- |
| Use case name | Tourist Manage Proposals |
| Unique name | Manage Proposals |
| Participating actors | Tourist, Tour Guide |
| Entry conditions | Tourist is logged in and has sent proposals to tour guides. |
| Exit conditions | Tourist reviews and manages the proposals. |
| Special requirements | None |
| Flow of events  “Happy Path” | * Tourist accesses the "Manage Proposals" section. * The system displays the proposals sent by the tourist to tour guides. * Tourist can view the status, details, and responses of each proposal. * Tourist can accept, reject, or negotiate the proposals. * The system updates the status of the proposals based on the tourist's actions. * Tourist can communicate with tour guides to finalize the details. |

Use Case: Register

|  |  |
| --- | --- |
| Use case name | Register |
| Unique name | Register |
| Participating actors | Tourist, Tour Guide |
| Entry conditions | The user accesses the registration page. |
| Exit conditions | The user successfully registers and creates an account. |
| Special requirements | None |
| Flow of events  “Happy Path” | * The user accesses the registration page. * The user enters the required information, such as name, email, and password. * The system validates the information and checks for any existing accounts with the same email. * If the information is valid, the system creates a new account for the user. * The user receives a confirmation or verification email. * The user completes the registration process by verifying the email. |

Use Case: Log In

|  |  |
| --- | --- |
| Use case name | Log In |
| Unique name | Log In |
| Participating actors | Tourist, Tour Guide |
| Entry conditions | The user accesses the login page. |
| Exit conditions | The user successfully logs into their account. |
| Special requirements | None |
| Flow of events  “Happy Path” | * The user accesses the login page. * The user enters their email and password. * The system verifies the entered credentials. * If the credentials are valid, the user is granted access to their account. * The user is redirected to the dashboard or relevant page based on their role (tourist or tour guide). |

Use Case: Manage Accounts

|  |  |
| --- | --- |
| Use case name | Manage Accounts |
| Unique name | Manage Accounts |
| Participating actors | Tourist, Tour Guide |
| Entry conditions | The user is logged into their account. |
| Exit conditions | The user is logged into their account. |
| Special requirements | None |
| Flow of events  “Happy Path” | * The user accesses the account management section. * The system displays the user's account information. * The user can update their personal details, such as name, contact information, or profile picture. * The user can change their account settings, such as notification preferences or password. * The user saves the changes, and the system updates the account information accordingly. |

Use Case: Enter Payment Details

|  |  |
| --- | --- |
| Use case name | Enter Payment Details |
| Unique name | Enter Payment Details |
| Participating actors | Tourist, Tour Guide |
| Entry conditions | The user wants to provide payment information for booking or receiving payments. |
| Exit conditions | The user successfully enters their payment details. |
| Special requirements | None |
| Flow of events  “Happy Path” | * The user accesses the payment details section. * The system presents a form for the user to enter their payment information, such as credit card details or digital payment account. * The user fills in the required fields with accurate payment information. * The system validates the entered payment details. * If the details are valid, the user's payment information is saved securely in the system. |

Use Case: Tourist Send Proposal to Tour Guide Service

|  |  |
| --- | --- |
| Use case name | Tourist Send Proposal to Tour Guide Service |
| Unique name | Send proposal |
| Participating actors | Tourist |
| Entry conditions | The tourist has explored tour guide services and identified a preferred service. |
| Exit conditions | The proposal is successfully sent to the tour guide. |
| Special requirements | None |
| Flow of events  “Happy Path” | * The tourist selects a tour guide service of interest. * The tourist clicks on the "Send Proposal" button or similar action. * The system presents a form for the tourist to enter the proposal details, including desired price or any specific requirements. * The tourist fills in the proposal form and submits it. * The system sends the proposal to the respective tour guide. * The system notifies the tourist about the successful submission of the proposal. |

Use Case: Book Tour Guide Service

|  |  |
| --- | --- |
| Use case name | Book Tour Guide Service |
| Unique name | Book/Confirm a service |
| Participating actors | Tourist |
| Entry conditions | The tourist has received an accepted proposal from a tour guide. |
| Exit conditions | The tourist successfully books the tour guide service. |
| Special requirements | None |
| Flow of events  “Happy Path” | * The tourist reviews the accepted proposal from the tour guide. * The tourist confirms their decision to book the service. * The system prompts the tourist to provide additional details, such as the preferred date and duration of the service. * The tourist fills in the required information and submits the booking request. * The system confirms the booking and notifies both the tourist and tour guide about the successful reservation. |

Use Case: Explore Tour Guide Services

|  |  |
| --- | --- |
| Use case name | Explore Tour Guide Services |
| Unique name | Explore services |
| Participating actors | Tourist |
| Entry conditions | The tourist accesses the explore section of the platform. |
| Exit conditions | The tourist finds suitable tour guide services. |
| Special requirements | None |
| Flow of events  “Happy Path” | * The tourist accesses the explore section of the platform. * The system displays a list of available tour guide services, including information about each service and tour guide. * The tourist can filter or search for specific services based on location, ratings, or other criteria. * The tourist selects a service to view detailed information about the tour guide, service offerings, and reviews. * The tourist repeats the process to explore other services until they find a suitable option. |

Use Case: Rate and Review

|  |  |
| --- | --- |
| Use case name | Rate and Review |
| Unique name | Rate and Review |
| Participating actors | Tourist |
| Entry conditions | The tourist has completed a tour guide service. |
| Exit conditions | The tourist successfully rates and reviews the tour guide service. |
| Special requirements | None |
| Flow of events  “Happy Path” | * After the tour guide service is completed, the system prompts the tourist to provide a rating and review. * The tourist rates the service based on their experience, usually using a numerical scale or star rating. * The tourist can provide additional comments or feedback in the review section. * The system saves the rating and review for the respective tour guide and displays it on their profile or service page. |

Use Case: Add Service for the Tour Guide

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| --- | --- |
| Use case name | Add Service for the Tour Guide |
| Unique name | Add Service |
| Participating actors | Tour Guide |
| Entry conditions | The tour guide wants to add a new service to their profile. |
| Exit conditions | The new service is successfully added to the tour guide's profile. |
| Special requirements | None |
| Flow of events  “Happy Path” | * The tour guide accesses the "Add Service" section in their account. * The system presents a form for the tour guide to enter the details of the new service, such as service description, duration, price, and availability. * The tour guide fills in the required information and submits the form. * The system validates the entered information and adds the new service to the tour guide's profile. * The system notifies the tour guide about the successful addition of the service. |

Use Case: Update Service for the Tour Guide

|  |  |
| --- | --- |
| Use case name | Update Service for the Tour Guide |
| Unique name | Update Service |
| Participating actors | Tour Guide |
| Entry conditions | The tour guide wants to modify an existing service in their profile. |
| Exit conditions | The service is successfully updated with the new information. |
| Special requirements | None |
| Flow of events  “Happy Path” | * The tour guide accesses the "Manage Services" section in their account. * The system displays a list of their existing services. * The tour guide selects the service they want to update. * The system presents a form populated with the current information of the selected service. * The tour guide makes the necessary changes to the service details, such as description, duration, price, or availability. * The tour guide submits the updated information. * The system validates the changes and updates the service with the new information. |

Use Case: Delete Service for the Tour Guide

|  |  |
| --- | --- |
| Use case name | Delete Service for the Tour Guide |
| Unique name | Delete Service |
| Participating actors | Tour Guide |
| Entry conditions | The tour guide wants to remove an existing service from their profile. |
| Exit conditions | The service is successfully deleted from the tour guide's profile. |
| Special requirements | None |
| Flow of events  “Happy Path” | * The tour guide accesses the "Manage Services" section in their account. * The system displays a list of their existing services. * The tour guide selects the service they want to delete. * The system prompts the tour guide for confirmation to delete the selected service. * The tour guide confirms the deletion. * The system removes the service from the tour guide's profile and notifies them about the successful deletion. |

**5. USER EXPERIENCE WIREFRAMES**

Initial prototype screens to validate initial understanding of the product.

**6. PROJECT ORGANIZATION**

Breakdown of major tasks and schedule

**Matrix of Responsibilities**

Defines the high level which team members are responsible for which tasks

**PERT / Gantt Chart**

First cut at schedule

**7. VALIDATION PLAN**

**Test Strategy**

What is the definition of done?

What does success look like?

**8. FEASIBILITY STUDY**

What are the known risks and how will they be handled?

**Risk Identification**

Description of the risks

**Risk Prioritization**

Prioritized list (biggest risk -> lowest risk)

**Risk Mitigation**

How will risk factors be addressed? By when?

What are you going to prototype?

**9. CONFIGURATION AND VERSION CONTROL**

Specify the process and attributes for version control for all project and product artifacts

**10. TOOLS**

Provide a list of tools required for the project and their use

**11. ARCHITECTURE**

List of hardware or other subsystems required for the product.