1. Introduction

1.1 Document Purpose

This document communicates the business requirements and scope for developing the WanderLogix Travel Management System. The scope of this document is to define the functional and non-functional requirements, business rules, and other constraint requirements.

1.2 Project Background

The travel industry is experiencing rapid growth and diversification, but many travel agencies still rely on outdated, manual processes for booking and managing tours. These manual processes lead to inefficiencies, errors, and delays, negatively impacting customer satisfaction and business profitability. The WanderLogix Travel Management System aims to revolutionize the travel booking and management landscape by introducing a comprehensive, automated solution that enhances operational efficiency and customer experience. This system will enable businesses to offer a variety of predefined travel packages tailored to different cities, while also providing the flexibility to customize activities, itineraries, and other travel components to meet specific customer needs.

1.3 Goals of the Project:

The primary goal of the WanderLogix Travel Management System is to create an innovative platform that streamlines the entire travel booking and management process, thereby increasing operational efficiency, reducing errors, and enhancing customer satisfaction. Key objectives include:

* Developing a user-friendly interface that simplifies the booking process for customers.
* Providing a robust back-end system for administrators and tour managers to manage travel packages, customer information, and tour details efficiently.
* Offering predefined travel packages for various cities, with the unique feature of allowing customers to customize activities and itineraries within these packages.
* Implementing automated notifications and real-time updates to keep customers informed about their bookings and tour status.

1.4 Customers and Stakeholders:

**Customer:**

* Individuals looking to book tours and travel packages
* Corporate clients arranging business trips
* Travel enthusiasts seeking predefined travel experiences

**Stakeholders:**

* Travel Agencies
* Tour Operators
* Hotel and Accommodation Providers
* Transport Companies
* Government Tourism Boards

2-Business Requirements Overview:

* The WanderLogix Travel Management System is a public web application.
* The system will be accessible globally, with a primary focus on the Indian market in phase 1.
* There are mainly two types of users: Customers and Administrators.
* Customers can search for and book travel packages.
* The system provides functions to connect customers efficiently with available tours.
* The system will be maintained by an Administrator.

3-Functional Requirements Overview:

The WanderLogix Travel Management System consists of four modules described as below:

* Customer Module
* Admin Module
* Tour Manager Module
* Tour Guide Module
* Notification Module

3.1-Customer Module:

* Customers can register and create their own account.
* The system provides functions that allow customers to browse and book different kinds of travel packages for different cities.
* Customers can view detailed information about tours, including itineraries, pricing, and availability.
* Customers can leave reviews and feedback about their travel experiences.
* The system supports a "Refund and Cancellation Policy" in case of dissatisfaction.

Admin Module:

* The system provides functions for Admin to handle the overall system management.
* Admins can monitor and manage all registered users (customers) and their activities.
* Admins can generate reports on bookings, revenue, and user activity.
* Admins can enforce system policies and guidelines.

Tour Manager Module:

* Tour Managers can design and manage the activities and itineraries of tours.
* The system provides functions for creating and updating travel packages (Silver, Gold, and Platinum) for each city.
* Tour Managers can set and adjust pricing and availability for each package.
* Tour Managers can manage detailed descriptions and schedules for each tour.

Tour Guide Module:

* Tour Guides can update the status of activities and tours in real-time.
* The system provides functions for Tour Guides to inform customers about the status of activities and any changes.
* Tour Guides can add notes and feedback on the progress and completion of tour activities.

Notification Module:

* The Notification Module sends automated messages and alerts to users regarding their bookings and transactions.
* Customers receive confirmation emails and notifications on booking status.
* Users are notified of any changes or updates to their booked tours.

4-Non Functional Requirements:

* The website should use a professional design, look and feel, and color scheme.
* Users will have no limitations for accessing the application through the Internet. The portal being an internet application, it is difficult to specify the exact number of visitors or users. Hence, we will target the system to support between 5 and 10 thousand users on launch of phase 1.
* Being a public website, the site must follow general usability guidelines for menus, navigation, colors, links, and other actions provided on the screens.
* The system should be designed in such a manner that users will be able to complete tasks in a minimum number of steps.
* The system should ensure data security and privacy for all users.
* The system should be scalable to accommodate future growth and additional features.