System Requirements Statement (SRS) –

WanderLogix

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# Introduction

This document explains the system requirements and scope for developing WanderLogix travel management System.

Developing WanderLogix travel management System could divide the four main parts, Customer part, Admin part, Tour Manager part and the Tour Guide part.

This document describes the system requirement of the Account part.

# Functional Requirements

The Account part of developing WanderLogix travel management System has four modules which are divided 35 processes described as below.

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### 2.1 Customer Module

### 2.1.1 Account Creation Process

**2.1.1.1 Overview** The WanderLogix Travel Management System requires users to create an account before accessing its functionalities. The system provides a function that allows customers to create new accounts.

**2.1.1.2 Required Information** When creating a new account, the system demands the following information:

1. Login Information
2. Contact Details
3. Security Question Information

**2.1.1.3 Login Information** The login information consists of the following items:

1. UserID
2. Password
3. First Name
4. Last Name
5. Email Address

**Requirements:**

* **UserID:** Must be unique. If the UserID corresponds (case-insensitive) to an already registered one, it cannot be used.
* **Password:** Must be between 8 and 16 characters and include:
  + At least one numeric figure
  + At least one uppercase letter (A-Z)
  + At least one lowercase letter (a-z)
  + At least one special character (#, $, %, &, etc.)
  + The password is masked during entry and must be re-entered for confirmation. It must be encrypted in the system.
* **Email Address:** Must be a valid email address.

**2.1.1.4 Contact Details** The contact details consist of the following items:

1. Permanent Address
2. Contact Phone Number

**Requirements:**

* **Permanent Address:** Must be filled in, with the state selected from a predefined list of options.
* **Contact Phone Number:** Must be a valid phone number.

**2.1.1.5 Security Question Information** The security question information is needed to recover the password if forgotten. It consists of:

1. Selected Question
2. Answer

**Requirements:**

* **Selected Question:** The user must choose a question from a predefined list (e.g., "What is your favorite color?").
* **Answer:** The user must provide an answer to the selected question.

**2.1.1.6 Process Flow**

1. Screen 1: Enter login information (UserID, Password, First Name, Last Name, Email Address).
2. Screen 2: Enter contact details (Permanent Address, Contact Phone Number) and security question information (Selected Question, Answer).

**2.1.1.7 Example Process Description**

* **Login Information:**
  + UserID: uniqueuser123
  + Password: ExamplePass1#
  + First Name: John
  + Last Name: Doe
  + Email Address: john.doe@example.com
* **Contact Details:**
  + Permanent Address: 1234 Main St, Springfield, IL
  + Contact Phone Number: 555-123-4567
* **Security Question Information:**
  + Selected Question: What is your favorite color?
  + Answer: Blue

By entering the above details, the user successfully creates an account in the WanderLogix Travel Management System. This account creation process applies to customers only.

#### 2.1.2 Login Process

The login process for the WanderLogix Travel Management System ensures secure and authenticated access for customers. Here are the details of the login process:

* **User Authentication:** The system compels user authentication before allowing access, except when a new account is successfully created.
  + **UserID and Password:** Authentication requires the UserID and Password, which are checked in three ways:
    1. **Existence and Correctness:**
       - The UserID and Password must be correct.
       - If the UserID and Password do not match the registered credentials, authentication is not provided.
    2. **UserID Availability:**
       - The Admin can decide whether the UserID is available or suspended.
       - If the user is rejected or suspended, authentication is not provided.
* **Account Validity:** The account remains active as long as decided by the Admin.
* **Successful Login:** Only when the two checks are successfully completed, the user can be placed on the respective home page.

#### 2.1.3 Home Pages and Features

**Customer Home:**

* Trigger to logout
* Trigger to update Account
* Trigger to Change Password
* Trigger to Search Travel Packages
* Trigger to Book Travel Packages
* Trigger to View Tour Details
* Trigger to Leave Reviews
* Trigger to access Refund and Cancellation Policy

The login process ensures secure access and appropriate redirection based on user type, maintaining a streamlined experience for all users in the WanderLogix Travel Management System.

#### 2.1.4 Forgot Password Process

When a system user forgets their password, the WanderLogix system should provide a recovery method as described below:

1. **User ID Entry:** The user enters their User ID for the WanderLogix System.
2. **Security Question:** The system prompts the user to answer the security question set during account creation.
3. **Verification:** If the answer is correct, the user receives a new password via the registered email.
4. **Password Generation:** The new password is automatically generated by the WanderLogix system and must:

* Be 8-16 characters long.
* Include at least one numeric figure, one uppercase letter, one lowercase letter, and one special character.

As a result, the user can authenticate using the new password and is encouraged to change the new password manually. If the security question answer is incorrect, the user will be prompted to try again, and they will not receive a new password until the correct answer is provided.

#### 2.1.5 Change Password Process

When a user wants to change their password, the WanderLogix system should provide the following measures:

1. **User Authentication:** The function is available after the user has been authenticated.
2. **Password Requirements:** The system demands the current password and the new password, which should:

* Be 8-16 characters long.
* Include at least one numeric figure, one uppercase letter, one lowercase letter, and one special character.

1. **Security:** Both the current and new passwords are masked using dummy characters, and the new password must be entered twice to avoid typing errors.
2. **Verification:** If the current password is correct, the user can change their password. Once changed, the system compels user authentication again.

#### 2.1.6 Update Account Process

The WanderLogix system should provide a function that allows users to update their account information. The information that can be updated includes:

**Login Information**

1. First Name
2. Last Name
3. E-mail Address

* All items are compulsory but updating is optional.

**User Information**

1. User Name
2. User Phone No
3. E-mail Address
4. Permanent Address

* All items are compulsory but updating is optional.

**Security Question Information**

1. Selected Question
2. Answer

* All items are compulsory but updating is optional.

#### 2.1.7 Search Travel Packages

Users can search for travel packages using the following conditions:

1. Destination
2. Travel Dates
3. Price Range
4. Type of Package (e.g., Adventure, Leisure, Cultural)

#### 2.1.8 Book Travel Packages

To book travel packages, the following requirements are necessary:

1. Destination
2. Travel Dates
3. Package Type
4. Number of Travelers
5. Payment Information

Users can see the prices before booking travel packages.

#### 2.1.9 Update Travel Package Information

After booking, users can update the following contents:

1. Number of Travelers
2. Travel Dates (subject to availability)

#### 2.1.10 Cancel Travel Package

Users can cancel their travel package booking under the terms of the refund and cancellation policy.

#### 2.1.11 Browse Existing Travel Packages

Users can browse the information of existing travel packages, including:

1. Package Details
2. Pricing
3. Availability
4. Reviews and Ratings

### 2.2 Admin Module

#### 2.2.1 Account Creation Process

**2.2.1.1 Overview** The WanderLogix Travel Management System requires users to create an account before accessing its functionalities. This function allows admins to create new accounts for Tour Managers and Tour Guides.

**2.2.1.2 Required Information** When creating a new account, the system requires the following information:

* Login Information
* Contact Details
* Security Question Information

**2.2.1.3 Login Information** The login information consists of the following items:

1. UserID
2. Password
3. First Name
4. Last Name
5. Email Address

**Requirements:**

* **UserID:** Must be unique. If the UserID corresponds (case-insensitive) to an already registered one, it cannot be used.
* **Password:** Must be between 8 and 16 characters and include:
  + At least one numeric figure
  + At least one uppercase letter (A-Z)
  + At least one lowercase letter (a-z)
  + At least one special character (#, $, %, &, etc.)
  + The password is masked during entry and must be re-entered for confirmation. It must be encrypted in the system.
* **Email Address:** Must be a valid email address.

**2.2.1.4 Contact Details** The contact details consist of the following items:

1. Permanent Address
2. Contact Phone Number

**Requirements:**

* **Permanent Address:** Must be filled in, with the state selected from a predefined list of options.
* **Contact Phone Number:** Must be a valid phone number.

**2.2.1.5 Security Question Information** The security question information is needed to recover the password if forgotten. It consists of:

1. Selected Question
2. Answer

**Requirements:**

* **Selected Question:** The user must choose a question from a predefined list (e.g., "What is your favorite color?").
* **Answer:** The user must provide an answer to the selected question.

**2.2.1.6 Process Flow**

1. Screen 1: Enter login information (UserID, Password, First Name, Last Name, Email Address).
2. Screen 2: Enter contact details (Permanent Address, Contact Phone Number) and security question information (Selected Question, Answer).

**2.2.1.7 Example Process Description**

* **Login Information:**
  + UserID: tourmanager123
  + Password: ManagerPass1#
  + First Name: Sarah
  + Last Name: Johnson
  + Email Address: sarah.johnson@example.com
* **Contact Details:**
  + Permanent Address: 5678 Pine St, Springfield, IL
  + Contact Phone Number: 555-987-6543
* **Security Question Information:**
  + Selected Question: What is your favorite color?
  + Answer: Red

By entering the above details, the admin successfully creates a Tour Manager account in the WanderLogix Travel Management System.

#### 2.2.2 Tour Guide Account Creation Process

This process is similar to the Tour Manager account creation process described above, with the appropriate fields filled in for a Tour Guide account.

#### 2.2.3 Approve Packages

Admins can approve the packages designed by Tour Managers before they are made available for customers. The approval process ensures that all packages meet quality standards and align with company policies.

#### 2.2.4 Login Process

The login process for the WanderLogix Travel Management System ensures secure and authenticated access for Admins, Customers, Tour Managers, and Tour Guides. Here are the details of the login process:

* **User Authentication:** The system compels user authentication before allowing access, except when a new account is successfully created.
  + **UserID and Password:** Authentication requires the UserID and Password, which are checked in three ways:
    1. **Existence and Correctness:**
       - The UserID and Password must be correct.
       - If the UserID and Password do not match the registered credentials, authentication is not provided.
    2. **User Type Verification:**
       - The User Type linked to the UserID should be correct (Admin, Customer, Tour Manager, Tour Guide).
       - Depending on the User Type, the user is redirected to the appropriate home page:
         * Admin Dashboard
         * Customer Home
         * Tour Manager Home
         * Tour Guide Home
    3. **UserID Availability:**
       - The Admin can decide whether the UserID is available or suspended.
       - If the user is rejected or suspended, authentication is not provided.
* **Account Validity:** The account remains active as long as decided by the Admin.
* **Successful Login:** Only when the three checks are successfully completed, the user can be placed on the respective home page.

#### 2.2.5 Home Pages and Features

**Admin Dashboard:**

* Trigger to logout
* Trigger to update Account
* Trigger to Change Password
* Trigger to Manage User Accounts
* Trigger to Generate Reports
* Trigger to Enforce Policies
* Trigger to Approve Packages
* Trigger to View Reviews

The login process ensures secure access and appropriate redirection based on user type, maintaining a streamlined experience for all users in the WanderLogix Travel Management System.

#### 2.2.6 Forgot Password Process

When a system user forgets their password, the WanderLogix system should provide a recovery method as described below:

1. **User ID Entry:** The user enters their User ID for the WanderLogix System.
2. **Security Question:** The system prompts the user to answer the security question set during account creation.
3. **Verification:** If the answer is correct, the user receives a new password via the registered email.
4. **Password Generation:** The new password is automatically generated by the WanderLogix system and must:

* Be 8-16 characters long.
* Include at least one numeric figure, one uppercase letter, one lowercase letter, and one special character.

As a result, the user can authenticate using the new password and is encouraged to change the new password manually. If the security question answer is incorrect, the user will be prompted to try again, and they will not receive a new password until the correct answer is provided.

#### 2.2.7 Change Password Process

When a user wants to change their password, the WanderLogix system should provide the following measures:

1. **User Authentication:** The function is available after the user has been authenticated.
2. **Password Requirements:** The system demands the current password and the new password, which should:

* Be 8-16 characters long.
* Include at least one numeric figure, one uppercase letter, one lowercase letter, and one special character.

1. **Security:** Both the current and new passwords are masked using dummy characters, and the new password must be entered twice to avoid typing errors.
2. **Verification:** If the current password is correct, the user can change their password. Once changed, the system compels user authentication again.

#### 2.2.8 Update Account Process

The WanderLogix system should provide a function that allows Admins to update their account information. The information that can be updated includes:

**Login Information**

1. First Name
2. Last Name
3. E-mail Address

* All items are compulsory but updating is optional.

**User Information**

1. User Name
2. User Phone No
3. E-mail Address
4. Permanent Address

* All items are compulsory but updating is optional.

**Security Question Information**

1. Selected Question
2. Answer

* All items are compulsory but updating is optional.

#### 2.2.9 Generate Reports

Admins can generate reports on bookings, revenue, and user activity to analyze system performance.

#### 2.2.10 Enforce Policies

Admins can enforce system policies and guidelines to ensure compliance and security within the WanderLogix Travel Management System.

#### 2.2.11 View Reviews

Admins can view reviews given by customers to monitor service quality and customer satisfaction levels.

This comprehensive admin module allows for effective management of user accounts, package approvals, and system policies within the WanderLogix Travel Management System.

# 2.3 Tour Manager Module

Tour Managers are users who design and manage travel packages and activities.

## 2.3.1 Account Creation Process

### 2.3.1.1 Overview

The WanderLogix Travel Management System requires users to create an account before accessing its functionalities. This function allows tour managers to create new accounts.

### 2.3.1.2 Required Information

When creating a new account, the system requires the following information:

* Login Information
* Contact Details
* Security Question Information

### 2.3.1.3 Login Information

The login information consists of the following items:

1. UserID
2. Password
3. First Name
4. Last Name
5. Email Address
6. User Type

Requirements:

* **UserID**: Must be unique. If the UserID corresponds (case-insensitive) to an already registered one, it cannot be used.
* **Password**: Must be between 8 and 16 characters and include:
  + At least one numeric figure
  + At least one uppercase letter (A-Z)
  + At least one lowercase letter (a-z)
  + At least one special character (#, $, %, &, etc.)
  + The password is masked during entry and must be re-entered for confirmation. It must be encrypted in the system.
* **Email Address**: Must be a valid email address.
* **User Type**: The user type can be one of the following:
  + Tour Manager

### 2.3.1.4 Contact Details

The contact details consist of the following items:

1. Permanent Address
2. Contact Phone Number

Requirements:

* **Permanent Address**: Must be filled in, with the state selected from a predefined list of options.
* **Contact Phone Number**: Must be a valid phone number.

### 2.3.1.5 Security Question Information

The security question information is needed to recover the password if forgotten. It consists of:

1. Selected Question
2. Answer

Requirements:

* **Selected Question**: The user must choose a question from a predefined list (e.g., "What is your favorite color?").
* **Answer**: The user must provide an answer to the selected question.

### 2.3.1.6 Process Flow

1. **Screen 1**: Enter login information (UserID, Password, First Name, Last Name, Email Address, User Type).
2. **Screen 2**: Enter contact details (Permanent Address, Contact Phone Number) and security question information (Selected Question, Answer).

### 2.3.1.7 Example Process Description

**Login Information**:

* UserID: tourmanager123
* Password: ManagerPass1#
* First Name: Mark
* Last Name: Johnson
* Email Address: mark.johnson@example.com
* User Type: Tour Manager

**Contact Details**:

* Permanent Address: 7890 Oak St, Springfield, IL
* Contact Phone Number: 555-876-5432

**Security Question Information**:

* Selected Question: What is your favorite color?
* Answer: Red

By entering the above details, the tour manager successfully creates an account in the WanderLogix Travel Management System.

## 2.3.2 Login Process

The login process for the WanderLogix Travel Management System ensures secure and authenticated access for different types of users, including Admins, Customers, Tour Managers, and Tour Guides. Here are the details of the login process:

* **User Authentication**: The system compels user authentication before allowing access, except when a new account is successfully created.
  + **UserID and Password**: Authentication requires the UserID and Password, which are checked in three ways:
    1. **Existence and Correctness**:
       - The UserID and Password must be correct.
       - If the UserID and Password do not match the registered credentials, authentication is not provided.
    2. **User Type Verification**:
       - The User Type linked to the UserID should be correct (Admin, Customer, Tour Manager, Tour Guide).
       - Depending on the User Type, the user is redirected to the appropriate home page:
         * Admin Dashboard
         * Customer Home
         * Tour Manager Home
         * Tour Guide Home
    3. **UserID Availability**:
       - The Admin can decide whether the UserID is available or suspended.
       - If the user is rejected or suspended, authentication is not provided.
* **Account Validity**: The account remains active as long as decided by the Admin.
* **Successful Login**: Only when the three checks are successfully completed, the user can be placed on the respective home page.

## 2.3.3 Home Pages and Features

**Tour Manager Home**:

* Trigger to logout
* Trigger to update Account
* Trigger to Change Password
* Trigger to Design Travel Packages
* Trigger to Manage Activities
* Trigger to Set Pricing
* Trigger to Update Package Information

The login process ensures secure access and appropriate redirection based on user type, maintaining a streamlined experience for all users in the WanderLogix Travel Management System.

## 2.3.4 Forgot Password Process

When a system user forgets their password, the WanderLogix system should provide a recovery method as described below:

1. **User ID Entry**: The user enters their User ID for the WanderLogix System.
2. **Security Question**: The system prompts the user to answer the security question set during account creation.
3. **Verification**: If the answer is correct, the user receives a new password via the registered email.
4. **Password Generation**: The new password is automatically generated by the WanderLogix system and must:
   * Be 8-16 characters long.
   * Include at least one numeric figure, one uppercase letter, one lowercase letter, and one special character.

As a result, the user can authenticate using the new password and is encouraged to change the new password manually. If the security question answer is incorrect, the user will be prompted to try again, and they will not receive a new password until the correct answer is provided.

## 2.3.5 Change Password Process

When a user wants to change their password, the WanderLogix system should provide the following measures:

1. **User Authentication**: The function is available after the user has been authenticated.
2. **Password Requirements**: The system demands the current password and the new password, which should:
   * Be 8-16 characters long.
   * Include at least one numeric figure, one uppercase letter, one lowercase letter, and one special character.
3. **Security**: Both the current and new passwords are masked using dummy characters, and the new password must be entered twice to avoid typing errors.
4. **Verification**: If the current password is correct, the user can change their password. Once changed, the system compels user authentication again.

## 2.3.6 Update Account Process

The WanderLogix system should provide a function that allows users to update their account information. The information that can be updated includes:

**Login Information**

1. First Name
2. Last Name
3. E-mail Address All items are compulsory but updating is optional.

**User Information**

1. User Name
2. User Phone No
3. E-mail Address
4. Permanent Address All items are compulsory but updating is optional.

**Security Question Information**

1. Selected Question
2. Answer All items are compulsory but updating is optional.

## 2.3.7 Design Travel Packages

### Overview

Tour Managers can design travel packages that include detailed itineraries, accommodation options, and activities.

### Features

* **Package Builder**: Tools to create and organize travel packages.
* **Itinerary Planner**: Allows for the creation of day-by-day itineraries.
* **Accommodation Options**: Integration with accommodation providers to offer lodging options.
* **Activity Inclusion**: Allows for the inclusion of various activities within the package.

### Process Flow

1. **Access**: Tour manager logs in and navigates to the "Design Travel Packages" section.
2. **Create Package**: Manager uses the package builder to create a new travel package.
3. **Add Details**: Manager adds details such as itinerary, accommodation, and activities.
4. **Save and Publish**: Manager saves and publishes the package.

## 2.3.8 Manage Activities

### Overview

Tour Managers can manage activities and itineraries of tours. This includes scheduling, updating, and organizing activities for various tours.

### Features

* **Activity Scheduler**: Tool to schedule activities for different tours.
* **Activity Details**: Allows for the inclusion of detailed descriptions, timings, and locations.
* **Update and Modify**: Managers can update and modify activities as needed.

### Process Flow

1. **Access**: Tour manager logs in and navigates to the "Manage Activities" section.
2. **Select Tour**: Manager selects the tour for which activities need to be managed.
3. **Schedule/Update Activities**: Manager schedules or updates activities.
4. **Save Changes**: Manager saves the changes.

## 2.3.9 Set Pricing

### Overview

Tour Managers can set and adjust pricing for each travel package. This includes setting base prices, discounts, and special offers.

### Features

* **Pricing Tool**: Tool to set and adjust prices for travel packages.
* **Discount Management**: Allows for the creation and management of discounts.
* **Special Offers**: Tool to create special offers and promotions.

### Process Flow

1. **Access**: Tour manager logs in and navigates to the "Set Pricing" section.
2. **Select Package**: Manager selects the travel package for which pricing needs to be set.
3. **Set Prices**: Manager sets base prices, discounts, and special offers.
4. **Save Changes**: Manager saves the changes.

## 2.3.10 Update Package Information

### Overview

Tour Managers can update detailed descriptions and schedules for each tour.

### Features

* **Update Tool**: Tool to update package details and schedules.
* **Content Management**: Allows for the updating of package descriptions, images, and other content.
* **Schedule Management**: Allows for the updating of tour schedules.

### Process Flow

1. **Access**: Tour manager logs in and navigates to the "Update Package Information" section.
2. **Select Package**: Manager selects the travel package that needs updating.
3. **Update Information**: Manager updates the package details and schedules.
4. **Save Changes**: Manager saves the changes.

The Tour Manager module ensures that managers have the tools they need to efficiently create and manage travel packages, activities, pricing, and package information, providing a comprehensive management system within the WanderLogix Travel Management System.

4o

no usertype should be in tour manager module

ChatGPT

# 2.3 Tour Manager Module

Tour Managers are users who design and manage travel packages and activities.

## 2.3.1 Account Creation Process

### 2.3.1.1 Overview

The WanderLogix Travel Management System requires users to create an account before accessing its functionalities. This function allows tour managers to create new accounts.

### 2.3.1.2 Required Information

When creating a new account, the system requires the following information:

* Login Information
* Contact Details
* Security Question Information

### 2.3.1.3 Login Information

The login information consists of the following items:

1. UserID
2. Password
3. First Name
4. Last Name
5. Email Address

Requirements:

* **UserID**: Must be unique. If the UserID corresponds (case-insensitive) to an already registered one, it cannot be used.
* **Password**: Must be between 8 and 16 characters and include:
  + At least one numeric figure
  + At least one uppercase letter (A-Z)
  + At least one lowercase letter (a-z)
  + At least one special character (#, $, %, &, etc.)
  + The password is masked during entry and must be re-entered for confirmation. It must be encrypted in the system.
* **Email Address**: Must be a valid email address.

### 2.3.1.4 Contact Details

The contact details consist of the following items:

1. Permanent Address
2. Contact Phone Number

Requirements:

* **Permanent Address**: Must be filled in, with the state selected from a predefined list of options.
* **Contact Phone Number**: Must be a valid phone number.

### 2.3.1.5 Security Question Information

The security question information is needed to recover the password if forgotten. It consists of:

1. Selected Question
2. Answer

Requirements:

* **Selected Question**: The user must choose a question from a predefined list (e.g., "What is your favorite color?").
* **Answer**: The user must provide an answer to the selected question.

### 2.3.1.6 Process Flow

1. **Screen 1**: Enter login information (UserID, Password, First Name, Last Name, Email Address).
2. **Screen 2**: Enter contact details (Permanent Address, Contact Phone Number) and security question information (Selected Question, Answer).

### 2.3.1.7 Example Process Description

**Login Information**:

* UserID: tourmanager123
* Password: ManagerPass1#
* First Name: Mark
* Last Name: Johnson
* Email Address: mark.johnson@example.com

**Contact Details**:

* Permanent Address: 7890 Oak St, Springfield, IL
* Contact Phone Number: 555-876-5432

**Security Question Information**:

* Selected Question: What is your favorite color?
* Answer: Red

By entering the above details, the tour manager successfully creates an account in the WanderLogix Travel Management System.

## 2.3.2 Login Process

The login process for the WanderLogix Travel Management System ensures secure and authenticated access for different types of users, including Admins, Customers, Tour Managers, and Tour Guides. Here are the details of the login process:

* **User Authentication**: The system compels user authentication before allowing access, except when a new account is successfully created.
  + **UserID and Password**: Authentication requires the UserID and Password, which are checked in three ways:
    1. **Existence and Correctness**:
       - The UserID and Password must be correct.
       - If the UserID and Password do not match the registered credentials, authentication is not provided.
    2. **User Type Verification**:
       - The User Type linked to the UserID should be correct (Admin, Customer, Tour Manager, Tour Guide).
       - Depending on the User Type, the user is redirected to the appropriate home page:
         * Admin Dashboard
         * Customer Home
         * Tour Manager Home
         * Tour Guide Home
    3. **UserID Availability**:
       - The Admin can decide whether the UserID is available or suspended.
       - If the user is rejected or suspended, authentication is not provided.
* **Account Validity**: The account remains active as long as decided by the Admin.
* **Successful Login**: Only when the three checks are successfully completed, the user can be placed on the respective home page.

## 2.3.3 Home Pages and Features

**Tour Manager Home**:

* Trigger to logout
* Trigger to update Account
* Trigger to Change Password
* Trigger to Design Travel Packages
* Trigger to Manage Activities
* Trigger to Set Pricing
* Trigger to Update Package Information

The login process ensures secure access and appropriate redirection based on user type, maintaining a streamlined experience for all users in the WanderLogix Travel Management System.

## 2.3.4 Forgot Password Process

When a system user forgets their password, the WanderLogix system should provide a recovery method as described below:

1. **User ID Entry**: The user enters their User ID for the WanderLogix System.
2. **Security Question**: The system prompts the user to answer the security question set during account creation.
3. **Verification**: If the answer is correct, the user receives a new password via the registered email.
4. **Password Generation**: The new password is automatically generated by the WanderLogix system and must:
   * Be 8-16 characters long.
   * Include at least one numeric figure, one uppercase letter, one lowercase letter, and one special character.

As a result, the user can authenticate using the new password and is encouraged to change the new password manually. If the security question answer is incorrect, the user will be prompted to try again, and they will not receive a new password until the correct answer is provided.

## 2.3.5 Change Password Process

When a user wants to change their password, the WanderLogix system should provide the following measures:

1. **User Authentication**: The function is available after the user has been authenticated.
2. **Password Requirements**: The system demands the current password and the new password, which should:
   * Be 8-16 characters long.
   * Include at least one numeric figure, one uppercase letter, one lowercase letter, and one special character.
3. **Security**: Both the current and new passwords are masked using dummy characters, and the new password must be entered twice to avoid typing errors.
4. **Verification**: If the current password is correct, the user can change their password. Once changed, the system compels user authentication again.

## 2.3.6 Update Account Process

The WanderLogix system should provide a function that allows users to update their account information. The information that can be updated includes:

**Login Information**

1. First Name
2. Last Name
3. E-mail Address All items are compulsory but updating is optional.

**User Information**

1. User Name
2. User Phone No
3. E-mail Address
4. Permanent Address All items are compulsory but updating is optional.

**Security Question Information**

1. Selected Question
2. Answer All items are compulsory but updating is optional.

## 2.3.7 Design Travel Packages

### Overview

Tour Managers can design travel packages that include detailed itineraries, accommodation options, and activities.

### Features

* **Package Builder**: Tools to create and organize travel packages.
* **Itinerary Planner**: Allows for the creation of day-by-day itineraries.
* **Accommodation Options**: Integration with accommodation providers to offer lodging options.
* **Activity Inclusion**: Allows for the inclusion of various activities within the package.

### Process Flow

1. **Access**: Tour manager logs in and navigates to the "Design Travel Packages" section.
2. **Create Package**: Manager uses the package builder to create a new travel package.
3. **Add Details**: Manager adds details such as itinerary, accommodation, and activities.
4. **Save and Publish**: Manager saves and publishes the package.

## 2.3.8 Manage Activities

### Overview

Tour Managers can manage activities and itineraries of tours. This includes scheduling, updating, and organizing activities for various tours.

### Features

* **Activity Scheduler**: Tool to schedule activities for different tours.
* **Activity Details**: Allows for the inclusion of detailed descriptions, timings, and locations.
* **Update and Modify**: Managers can update and modify activities as needed.

### Process Flow

1. **Access**: Tour manager logs in and navigates to the "Manage Activities" section.
2. **Select Tour**: Manager selects the tour for which activities need to be managed.
3. **Schedule/Update Activities**: Manager schedules or updates activities.
4. **Save Changes**: Manager saves the changes.

## 2.3.9 Set Pricing

### Overview

Tour Managers can set and adjust pricing for each travel package. This includes setting base prices, discounts, and special offers.

### Features

* **Pricing Tool**: Tool to set and adjust prices for travel packages.
* **Discount Management**: Allows for the creation and management of discounts.
* **Special Offers**: Tool to create special offers and promotions.

### Process Flow

1. **Access**: Tour manager logs in and navigates to the "Set Pricing" section.
2. **Select Package**: Manager selects the travel package for which pricing needs to be set.
3. **Set Prices**: Manager sets base prices, discounts, and special offers.
4. **Save Changes**: Manager saves the changes.

## 2.3.10 Update Package Information

### Overview

Tour Managers can update detailed descriptions and schedules for each tour.

### Features

* **Update Tool**: Tool to update package details and schedules.
* **Content Management**: Allows for the updating of package descriptions, images, and other content.
* **Schedule Management**: Allows for the updating of tour schedules.

### Process Flow

1. **Access**: Tour manager logs in and navigates to the "Update Package Information" section.
2. **Select Package**: Manager selects the travel package that needs updating.
3. **Update Information**: Manager updates the package details and schedules.
4. **Save Changes**: Manager saves the changes.

The Tour Manager module ensures that managers have the tools they need to efficiently create and manage travel packages, activities, pricing, and package information, providing a comprehensive management system within the WanderLogix Travel Management System.

# 2.4 Tour Guide Module

Tour Guides are users who guide the tours and update their status.

## 2.4.1 Account Creation Process

### 2.4.1.1 Overview

The WanderLogix Travel Management System requires users to create an account before accessing its functionalities. This function allows tour guides to create new accounts.

### 2.4.1.2 Required Information

When creating a new account, the system requires the following information:

* Login Information
* Contact Details
* Security Question Information

### 2.4.1.3 Login Information

The login information consists of the following items:

1. UserID
2. Password
3. First Name
4. Last Name
5. Email Address

Requirements:

* **UserID**: Must be unique. If the UserID corresponds (case-insensitive) to an already registered one, it cannot be used.
* **Password**: Must be between 8 and 16 characters and include:
  + At least one numeric figure
  + At least one uppercase letter (A-Z)
  + At least one lowercase letter (a-z)
  + At least one special character (#, $, %, &, etc.)
  + The password is masked during entry and must be re-entered for confirmation. It must be encrypted in the system.
* **Email Address**: Must be a valid email address.

### 2.4.1.4 Contact Details

The contact details consist of the following items:

1. Permanent Address
2. Contact Phone Number

Requirements:

* **Permanent Address**: Must be filled in, with the state selected from a predefined list of options.
* **Contact Phone Number**: Must be a valid phone number.

### 2.4.1.5 Security Question Information

The security question information is needed to recover the password if forgotten. It consists of:

1. Selected Question
2. Answer

Requirements:

* **Selected Question**: The user must choose a question from a predefined list (e.g., "What is your favorite color?").
* **Answer**: The user must provide an answer to the selected question.

### 2.4.1.6 Process Flow

1. **Screen 1**: Enter login information (UserID, Password, First Name, Last Name, Email Address).
2. **Screen 2**: Enter contact details (Permanent Address, Contact Phone Number) and security question information (Selected Question, Answer).

### 2.4.1.7 Example Process Description

**Login Information**:

* UserID: tourguide123
* Password: GuidePass1#
* First Name: Lisa
* Last Name: Brown
* Email Address: lisa.brown@example.com

**Contact Details**:

* Permanent Address: 1234 Maple St, Springfield, IL
* Contact Phone Number: 555-123-4567

**Security Question Information**:

* Selected Question: What is your favorite color?
* Answer: Blue

By entering the above details, the tour guide successfully creates an account in the WanderLogix Travel Management System.

## 2.4.2 Login Process

The login process for the WanderLogix Travel Management System ensures secure and authenticated access for different types of users, including Admins, Customers, Tour Managers, and Tour Guides. Here are the details of the login process:

* **User Authentication**: The system compels user authentication before allowing access, except when a new account is successfully created.
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    1. **Existence and Correctness**:
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    2. **UserID Availability**:
       - The Admin can decide whether the UserID is available or suspended.
       - If the user is rejected or suspended, authentication is not provided.
* **Account Validity**: The account remains active as long as decided by the Admin.
* **Successful Login**: Only when the checks are successfully completed, the user can be placed on the respective home page.

## 2.4.3 Home Pages and Features

**Tour Guide Home**:

* Trigger to logout
* Trigger to update Account
* Trigger to Change Password
* Trigger to View Assigned Tours
* Trigger to Update Tour Status
* Trigger to Upload Notes
* Trigger to Review Customer Feedback

The login process ensures secure access and appropriate redirection based on user type, maintaining a streamlined experience for all users in the WanderLogix Travel Management System.

## 2.4.4 Forgot Password Process

When a system user forgets their password, the WanderLogix system should provide a recovery method as described below:

1. **User ID Entry**: The user enters their User ID for the WanderLogix System.
2. **Security Question**: The system prompts the user to answer the security question set during account creation.
3. **Verification**: If the answer is correct, the user receives a new password via the registered email.
4. **Password Generation**: The new password is automatically generated by the WanderLogix system and must:
   * Be 8-16 characters long.
   * Include at least one numeric figure, one uppercase letter, one lowercase letter, and one special character.

As a result, the user can authenticate using the new password and is encouraged to change the new password manually. If the security question answer is incorrect, the user will be prompted to try again, and they will not receive a new password until the correct answer is provided.

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   * Include at least one numeric figure, one uppercase letter, one lowercase letter, and one special character.
3. **Security**: Both the current and new passwords are masked using dummy characters, and the new password must be entered twice to avoid typing errors.
4. **Verification**: If the current password is correct, the user can change their password. Once changed, the system compels user authentication again.

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The WanderLogix system should provide a function that allows users to update their account information. The information that can be updated includes:

**Login Information**

1. First Name
2. Last Name
3. E-mail Address All items are compulsory but updating is optional.

**User Information**

1. User Name
2. User Phone No
3. E-mail Address
4. Permanent Address All items are compulsory but updating is optional.

**Security Question Information**

1. Selected Question
2. Answer All items are compulsory but updating is optional.

## 2.4.7 View Assigned Tours

### Overview

Tour Guides can view the list of tours assigned to them. This functionality provides a detailed view of upcoming tours that the guide is responsible for.

### Features

* **Assigned Tours List**: Displays a list of all tours assigned to the guide.
* **Tour Details**: Provides details such as tour dates, locations, and customer information.
* **Search and Filter**: Allows guides to search and filter tours based on date, location, and status.

### Process Flow

1. **Access**: Tour guide logs in and navigates to the "View Assigned Tours" section.
2. **View List**: The system displays a list of tours assigned to the guide.
3. **Select Tour**: Guide selects a tour to view more detailed information.
4. **Detail View**: Detailed view of the selected tour is shown, including itinerary, customer details, and any special instructions.

## 2.4.8 Update Tour Status

### Overview

Tour Guides can update the status of the tours they are guiding. This functionality ensures that the current status of a tour is accurately reflected in the system.

### Features

* **Status Options**: Allows guides to select from predefined status options such as "Scheduled," "In Progress," "Completed," or "Cancelled."
* **Comments**: Guides can add comments or notes explaining the status change.
* **Notifications**: Automatically notifies customers and tour managers of status updates.

### Process Flow

1. **Access**: Tour guide logs in and navigates to the "Update Tour Status" section.
2. **Select Tour**: Guide selects the tour for which the status needs to be updated.
3. **Update Status**: Guide selects the new status from the available options and adds any relevant comments.
4. **Submit**: Guide submits the status update.
5. **Notification**: System sends notifications to relevant stakeholders (customers, tour managers).

## 2.4.9 Upload Notes

### Overview

Tour Guides can upload notes taken during the tours. This functionality allows for the documentation of the tour experience and sharing with customers and managers.

### Features

* **Notes Upload**: Allows guides to write and upload notes about the tour.
* **Organization**: Notes can be organized by date and tour segment.

### Process Flow

1. **Access**: Tour guide logs in and navigates to the "Upload Notes" section.
2. **Select Tour**: Guide selects the tour for which notes need to be uploaded.
3. **Upload**: Guide enters and uploads notes.
4. **Submit**: Guide submits the notes.
5. **Review**: Uploaded content is reviewed by the system and made available to customers and tour managers.

## 2.4.10 Review Customer Feedback

### Overview

Tour Guides can review feedback provided by customers after the tours. This functionality helps guides understand customer satisfaction and areas for improvement.

### Features

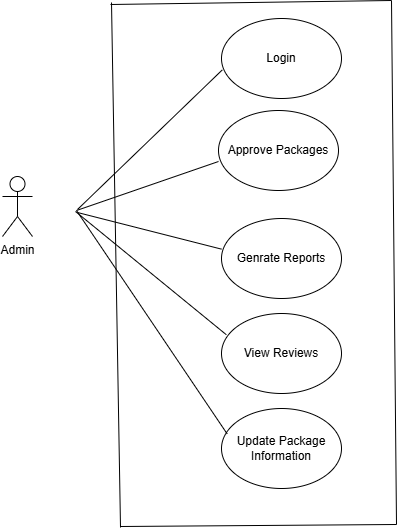
* **Feedback List**: Displays a list of feedback received from customers.
* **Detailed View**: Provides detailed feedback including ratings and comments.
* **Response Option**: Allows guides to respond to feedback, if necessary.

### Process Flow

1. **Access**: Tour guide logs in and navigates to the "Review Customer Feedback" section.
2. **View Feedback**: The system displays a list of feedback received from customers.
3. **Select Feedback**: Guide selects a specific feedback entry to view detailed comments and ratings.
4. **Response**: Guide can respond to the feedback if required.
5. **Analysis**: Guide can analyze feedback to identify trends and areas for improvement.

#### 2.5 Use Case Diagram

**Admin:**

****

*Fig. Use case diagram for Admin*

1. In Admin use case diagram Admin is the Admin.
2. Admin can handle following use cases:
3. Login

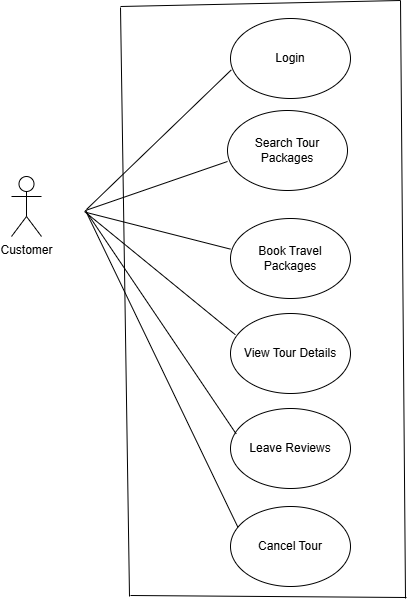
b. Approve Packages

c. Generate Reports

d. View Reviews

e. Update Package Information

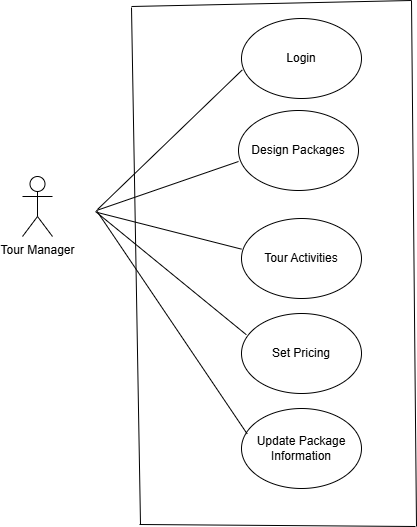
**Customer:**

****

*Fig. Use case diagram for Customer*

1. In Customer use case diagram Customer is the Customer.
2. Farmer can handle following use cases:
3. Login
4. Search Tour Packages
5. Book Travel Packages
6. View Tour Details
7. Leave Reviews
8. Cancel Tour

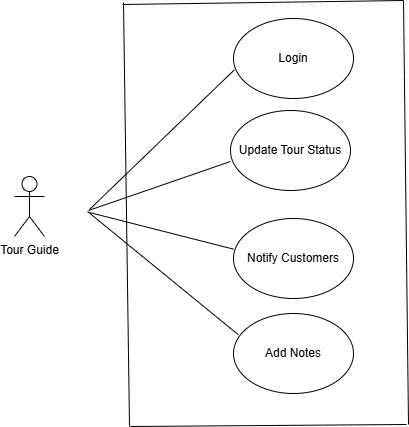
**Tour Manager :**

****

*Fig. Use case diagram for Tour Manager*

1. In Tour Manager use case diagram Wholesaler is the Tour Manager**.**
2. Wholesaler can handle following use cases:
3. Login
4. Design Packages
5. Tour Activities
6. Set Pricing
7. Update Package Information

**Tour Guide :**

**

*Fig. Use case diagram for Tour Guide*

1. In Tour Guide use case diagram Tour Guide is the Tour Guide**.**
2. Tour Guide can handle following use cases:

a. Login

b. Update Tour Status

c. Notify Customers

d. Add Notes