

(SRS) Document
Travel Services Hub
GitHub repository: [click me](#)

09/26/2024

Version 1

Jahsiyah Varona, Shaka Ombongi, Saniyah
Khan

Table of Contents

1. [Title Page](#)
2. [Project General Description](#)
3. [Product Features](#)
 - 5.1. [Personalized Travel Package Search](#)
 - 5.2. [Customized User Profile Creation](#)
 - 5.3. [Seamless Booking Experience](#)
 - 5.4. [Travel Agent Profile and Package Management](#)
 - 5.5. [Interactive Customer Feedback and Reviews](#)
 - 5.6. [Robust Content Reporting and Moderation](#)
 - 5.7. [Administrative Oversight and Control](#)
4. [Functional Requirements](#)
5. [Non-Functional Requirements](#)
6. [Scenarios](#)
7. [Scenarios With Screenshots](#)
8. [Project roles](#)
9. [Design Document](#)

Project General Description

The Travel Services Hub is a comprehensive, web-based platform that connects travelers to expert travel agents offering carefully curated travel experiences. Customers can effortlessly discover and book travel packages tailored to their interests and destinations of choice. Travel agents (providers) can manage their profiles, update package offerings, respond to reviews, and handle bookings, all through an intuitive interface. System administrators (sys admins) oversee platform integrity, user interactions, and content moderation, ensuring a trusted and high-quality environment for all parties involved.

Product Features

Personalized Travel Package Search:

Users enjoy enhanced search capabilities, including filters for destinations, price ranges, and package characteristics. A newly integrated location-based search leverages a rich city database to guide users to the perfect packages. They can easily find unique travel experiences that match their preferences and budgets.

Customized User Profile Creation:

Each user can create a detailed profile, saving favorite destinations, past bookings, and reviews. This personalization allows the system to offer tailored recommendations and ensures a more relevant and engaging browsing experience.

Seamless Booking Experience:

The platform streamlines the entire booking process. Once users find a suitable package, they can view all pertinent details, confirm bookings with a few clicks, and manage their itineraries. The unified dashboard keeps all critical booking information accessible, reducing friction and improving customer satisfaction.

Travel Agent Profile and Package Management :

Travel agents benefit from an improved and dynamic profile and package management system. They can:

- Create or update detailed profiles with images, descriptions, and featured offerings.
- Curate packages using a pre-populated city list, ensuring accurate location data for improved discoverability.
- Edit prices, availability, and special features on-the-fly.
- Handle all bookings efficiently through a real-time dashboard.
- Respond to reviews, engage with customers, and view analytics on package performance.

A new integrated notifications system alerts agents to essential events, such as new bookings or reviews, displayed with a red dot on the bell icon. An onboarding pop-up helps new agents learn about each feature, with visually appealing slides and a green "Close" button for an intuitive and guided experience.

Interactive Customer Feedback and Reviews:

Customers can leave detailed, post-trip reviews of their purchased packages and the providers they worked with. Agents can respond promptly to feedback, address concerns, and foster trust. This two-way communication channel helps maintain transparency and encourages continuous service improvement.

Robust Content Reporting and Moderation:

Customers can report misleading or inappropriate content—such as deceitful package descriptions or abusive reviews—directly to sys admins. Admins review these reports, taking corrective action to uphold platform quality and user trust.

Administrative Oversight and Control:

System administrators have full authority to manage the platform. They can:

- Review and moderate reported content (removing inappropriate listings, banning problematic users).
- Monitor user activities and engagement through robust analytics.
- Oversee the integrated notifications system and ensure all alerts are appropriately managed.

These capabilities ensure a safe, reliable, and user-friendly environment for customers, agents, and administrators alike, reflecting the latest enhancements in search functionality, provider notifications, onboarding guidance, and efficient communication loops.

1. Functional Requirements

User (Customer):

- FR1: Users can create an account and log in to access the system.
- FR2: Users can search for packages or travel agents based on various criteria such as destination.
- FR3: Users can view detailed profiles of travel agents and package offerings.
- FR4: Users can book a package and see their booking details.
- FR5: Users can leave reviews after completing a trip.
- FR6: Users can report inappropriate content for admin review.
- FR7: Users can modify their profile information and preferences.

Creator (Travel Agent):

- **FR8:** Travel agents can create, manage, and update their profiles, including profile pictures and contact information.
- **FR9:** Travel agents can create, edit, and manage their package listings, including specifying locations, prices, descriptions, and availability periods.
- **FR10:** Travel agents can view and manage bookings made by customers, including confirming, denying, or unconfirming previously confirmed bookings.
- **FR11:** Travel agents can access detailed statistics related to their packages, including bookings count, revenue, and customer feedback scores, helping them make data-driven improvements.
- **FR12:** Travel agents can respond to customer reviews directly, providing feedback, clarifications, or addressing concerns, and thereby improving customer-agent communication.
- **FR13 (New):** Travel agents receive real-time notifications for relevant events—such as new bookings, reviews, package likes, or booking status changes—and can mark these notifications as read or take appropriate follow-up actions.

Admin (Sys Admin):

- FR14: Admins can view, approve, or remove users (customers or agents) from the platform.
- FR15: Admins can review flagged content and take appropriate action.
- FR16: Admins can delete reviews or replies that violate platform policies.

- FR17: Admins can view platform usage statistics, such as the number of active users, bookings, and reviews.

2. Non-Functional Requirements

- NFR0: Response Time for Search Results

The system must display search results for travel agents or packages within 3 seconds of the user submitting a query to ensure a smooth user experience.

- NFR1: Profile Load Time

Customer and agent profiles should load in less than 2 seconds, even when containing reviews, profile details, and booking histories, to provide a seamless browsing experience.

- NFR2: Review Posting Time

Reviews from customers should be posted and visible on the platform within 2 seconds of submission, as long as they meet the system's guidelines.

- NFR3: Review Availability

Reviews will only be available after the vacation package has been completed and within 10 hours of the end date to prevent premature comments.

- NFR4: Report Generation Speed

Admins should be able to generate and view user statistics or booking reports within 5 seconds, even for data spanning a full year.

3. Scenarios

a. Provider – *Shaka*

i. Browsing and Booking a Vacation

- **Initial Assumption:** The customer is logged in and browsing destinations.
- **Normal:** The customer views a list of pre-set destinations, clicks on one, and is presented with a list of available travel agents. After viewing the agent's profile, they click the "Book Now" button under the agent's description to confirm the booking.
 - The customer can view or modify their booking cart at any time during the process.
- **What Can Go Wrong:** If the customer's cart is empty or an error occurs during booking, they will receive an error message and can retry the process.
- **Other Activities:** The provider can add links to their social media or portfolio.
- **System State on Completion:** The booking is successfully confirmed, and the customer can now leave a review after the trip.

ii. View Available Services

- **Initial Assumption:** The customer is logged in and navigates to the services page.
- **Normal:** The customer enters filters (e.g., destination, price range, type of trip) and views a list of available services.
 - The system retrieves a list of services that match the customer's preferences.
 - The customer can view each service's details and read customer reviews.
- **What Can Go Wrong:** If no services match the filters, a message informs the customer, suggesting broader search criteria.
- **Other Activities:** The customer can reset filters or view recommendations based on their past searches or preferences.
- **System State on Completion:** The customer successfully views available services and is able to interact with the list.

iii. Subscribe to Available Services

- **Initial Assumption:** The customer is viewing a list of available services.
- **Normal:** The customer selects a service they are interested in and subscribes (books) to it.
 - The system adds the service to the customer's list of subscribed services and confirms the booking.
- **What Can Go Wrong:** If the service is no longer available (e.g., overbooked), the system notifies the customer and suggests alternative services.
- **Other Activities:** The customer can view their booking details, modify, or cancel their subscription.
- **System State on Completion:** The service is successfully added to the customer's list of subscriptions, and they receive a confirmation message.

iv. Write Review/comment

- **Initial Assumption:** The customer has used the service and is eligible to leave a review.
- **Normal:** The customer navigates to their list of services and selects one to review.
 - They rate the service, write a detailed review, and submit it.
 - The review is posted on the service's page for future customers to see.
- **What Can Go Wrong:** If the customer tries to review a service before using it, the system displays an error message stating that reviews are only allowed after the service is completed.
- **Other Activities:** The customer can edit or delete their review if necessary.
- **System State on Completion:** The review is successfully posted and visible to other customers.

b. Provider – *Jahsiyah Varona*

i. **Create/Modify Customer Profile**

- **Initial Assumption:** The provider is logged in and on the profile management page.
- **Normal:** The provider enters or updates their profile details, including contact information and service offerings.
 - The system saves the changes.
- **What Can Go Wrong:** If any required fields are missing, the system will prompt the provider to complete the profile before saving.
- **Other Activities:** The provider can add links to their social media or portfolio.
- **System State on Completion:** The provider's profile is successfully created, or updated.

ii. Create/Modify Services(packages)

- **Initial Assumption:** The provider is logged in and on the service creation page.
- **Normal:** The provider enters details about a new service (e.g., destination, price, description) and submits it.
 - The system adds the service to the provider's list of offerings, and it becomes available for customer viewing.
- **What Can Go Wrong:** If mandatory fields (e.g., pricing or description) are missing, the system displays an error message.
- **Other Activities:** The provider can edit or delete existing services from their offerings.
- **System State on Completion:** The service is successfully created and visible to customers.

iii. View Customer Statistics

- **Initial Assumption:** The provider is logged in and on the dashboard page.
- **Normal:** The provider selects a service and views statistics such as the number of bookings, customer demographics, and feedback ratings.
 - The system generates a detailed report with visual charts or tables.
- **What Can Go Wrong:** If there is insufficient data for a report, the system displays a message indicating that no statistics are available yet.
- **Other Activities:** The provider can filter statistics by date range or export them for further analysis.
- **System State on Completion:** The provider successfully views customer statistics and can use the data for business insights.

iv. Reply to Review

- **Initial Assumption:** The provider is logged in and viewing customer reviews for their services.
- **Normal:** The provider selects a review and writes a reply.
 - The system adds the reply under the review, visible to the original customer and others.
- **What Can Go Wrong:** If the provider replies with inappropriate content, the system will prevent the reply from being posted and notify the admin.
- **Other Activities:** The provider can edit or delete their replies to reviews.
- **System State on Completion:** The reply is successfully posted and visible on the review page.

c. SysAdmin – *Saniyah Khan*

i. **Manage User Access**

- **Initial Assumption:** The sysadmin is logged in and viewing the user management panel.
- **Normal:** The sysadmin reviews a flagged user (customer or provider) and decides whether to suspend or ban them.
 - The system updates the user's status and notifies them of the action.
- **What Can Go Wrong:** If the sysadmin mistakenly flags the wrong user, a confirmation dialog allows them to cancel the action.
- **Other Activities:** The sysadmin can view detailed reports of user activity.
- **System State on Completion:** The user's access is successfully managed according to the sysadmin's decision.

ii. Moderate Services

- **Initial Assumption:** The sysadmin is logged in and viewing the service moderation panel.
- **Normal:** The sysadmin reviews services flagged as inappropriate and removes any that violate guidelines.
 - The system deletes the service, and the provider is notified of the removal.
- **What Can Go Wrong:** If the sysadmin accidentally removes a legitimate service, they can restore it from the service archive.
- **Other Activities:** The sysadmin can edit service descriptions or issue warnings to providers.
- **System State on Completion:** The flagged services are successfully moderated and removed if necessary.

iii. Moderate Reviews

- **Initial Assumption:** The sysadmin is logged in and viewing the review moderation panel.
- **Normal:** The sysadmin reviews flagged reviews and removes any that are deemed inappropriate or abusive.
 - The system deletes the review, and both the customer and provider are notified.
- **What Can Go Wrong:** If the sysadmin mistakenly removes a review, they can restore it from the review archive.
- **Other Activities:** The sysadmin can edit or leave comments on reviews explaining the moderation decision.
- **System State on Completion:** Reviews are successfully moderated and removed if necessary.

iv. View Usage Statistics

- **Initial Assumption:** The sysadmin is logged in and viewing the system usage dashboard.
- **Normal:** The sysadmin views statistics such as the number of active users, services, and reviews over time.
 - The system displays visual charts and tables, allowing the admin to analyze the data.
- **What Can Go Wrong:** If there is a data retrieval error, the system notifies the sysadmin and offers troubleshooting options.
- **Other Activities:** The sysadmin can filter statistics by date, user type, or service category.
- **System State on Completion:** The sysadmin successfully views usage statistics for the platform.

4. Scenarios With Screenshots

Scenario for Testing CSC 340 Projects With Screenshots

1. Provider: Create Provider Profile Use Case

Scenario: Provider P1 Creates a Profile and Adds Services

provider p1 signs up using the signup form

Home About Services

Create Your Provider Account

Join Travel Services Hub and offer your services!

Username

Email address

Password

Confirm Password

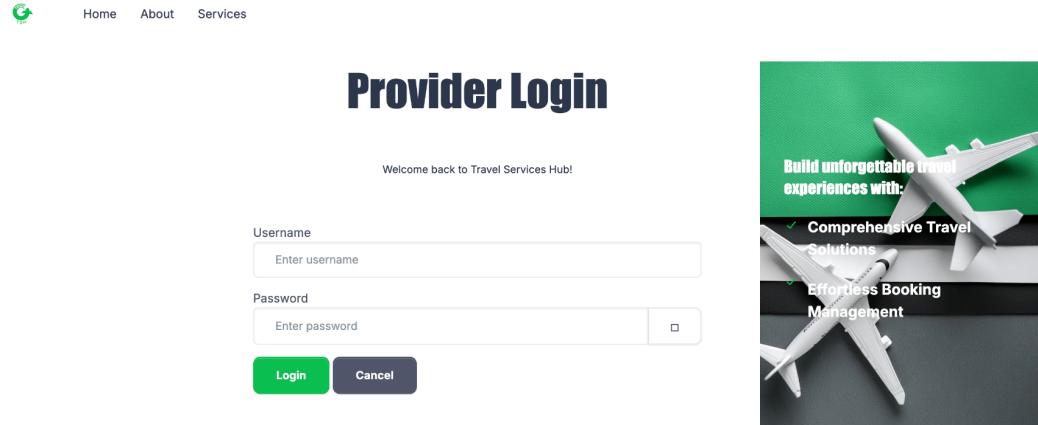
Profile Picture or Logo (optional)

Only JPEG, JPG, and PNG files are allowed.

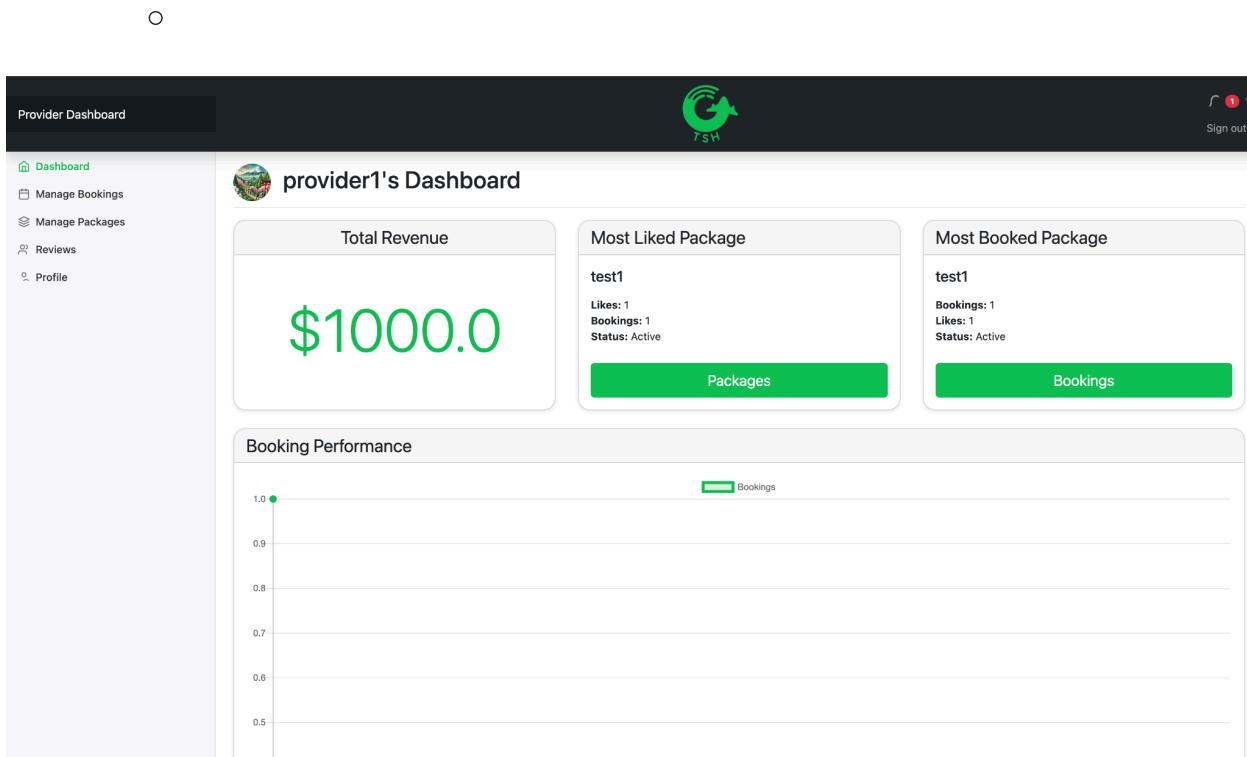


1. Provider P1 Logs In for the First Time

- **Action:** P1 navigates to the login page and enters valid credentials.
- **Expected Outcome:** P1 is successfully authenticated and redirected to the dashboard.



The screenshot shows the Provider Login page of the Travel Services Hub. At the top, there is a navigation bar with links for Home, About, and Services. Below the navigation bar is a large title "Provider Login". A welcome message "Welcome back to Travel Services Hub!" is displayed. The login form consists of two input fields: "Username" and "Password", both with placeholder text "Enter username" and "Enter password" respectively. Below the password field is a "Forgot password?" link. At the bottom of the form are two buttons: a green "Login" button and a grey "Cancel" button.



The screenshot shows the Provider Dashboard for "provider1". The dashboard has a dark header with the "Provider Dashboard" title, a logo, and a "Sign out" link. On the left is a sidebar with links for Dashboard, Manage Bookings, Manage Packages, Reviews, and Profile. The main content area is titled "provider1's Dashboard". It features several cards: a "Total Revenue" card showing "\$1000.0", a "Most Liked Package" card for "test1" (Likes: 1, Bookings: 1, Status: Active), and a "Most Booked Package" card for "test1" (Bookings: 1, Likes: 1, Status: Active). Below these is a "Booking Performance" section containing a line chart with a single data point at 1.0. The chart has a legend entry "Bookings".

2. P1 Adds Services with Searchable Criteria

- **Action:** P1 adds a new service and specifies searchable criteria:
 - **C1:** Location (e.g., "Beachside")
 - **C2:** Price Range (e.g., "\$500-\$1000")
 - **C3:** Availability (e.g., "Summer Season")

■ **c4:** package pic

- **Expected Outcome:** Services are added successfully with the specified criteria saved correctly.

The screenshot shows a user interface for managing packages. On the left, there's a sidebar with links: Dashboard, Manage Bookings, **Manage Packages**, Reviews, and Profile. The main area is titled "Manage Packages" and features a large image of a tropical beach with palm trees. Below the image, the package details are listed:
- Name: test1
- Description: testtest
- Location: Abuja, Nigeria
- Price: \$1000.0
- Likes: 1
- Dislikes: 0
At the bottom right of the package card are two buttons: "Edit Package" (green) and "Delete" (red).

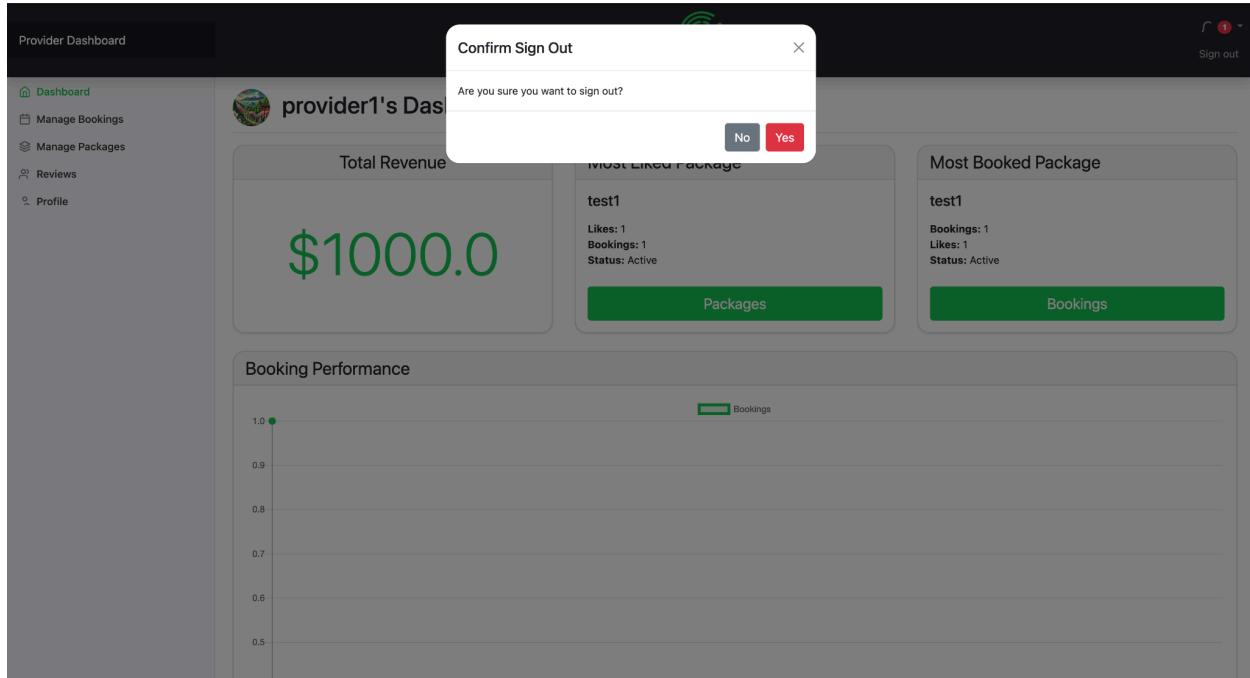
A modal dialog titled "Create New Package" is open over the main content. It contains fields for entering package information:

- Package Name:
- Description:
- Price:
- Location:
- Upload Package Image:
Choose File No file chosen
Only JPEG, JPG, and PNG files are allowed.

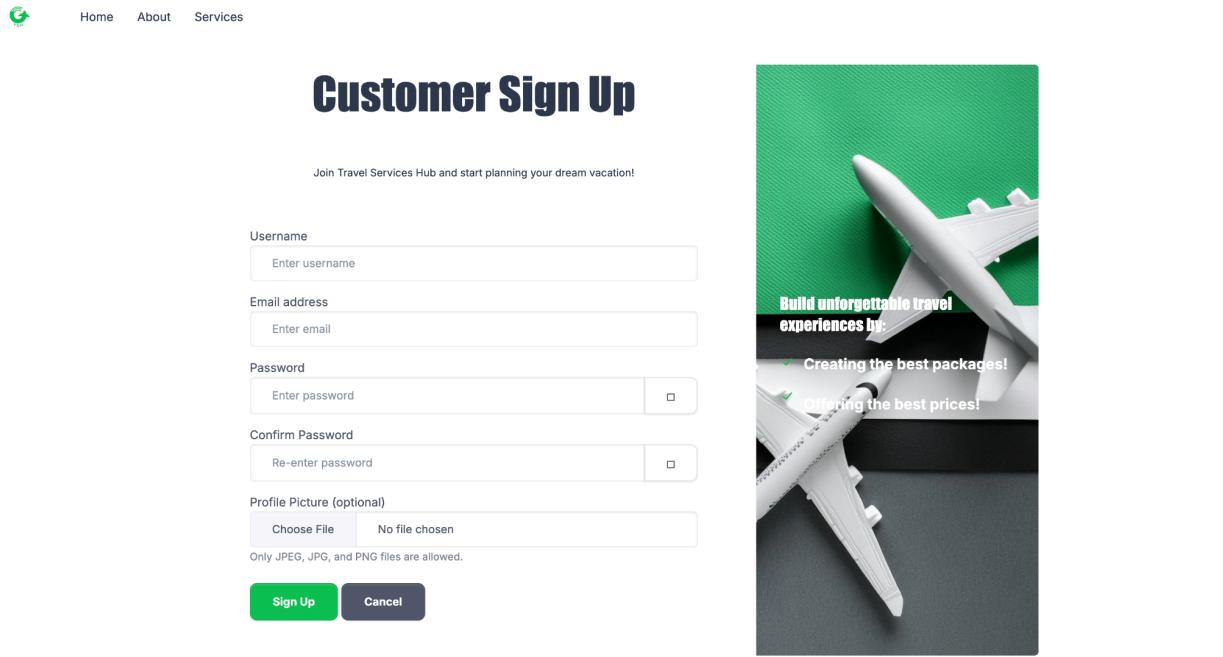
At the bottom of the modal are "Cancel" and "Create Package" buttons.

2. P1 Logs Out

- **Action:** P1 clicks the "Sign Out" link.
- **Expected Outcome:** P1 is logged out and redirected to the login page.



2. Customer: Write Reviews Use Case



The screenshot shows a 'Customer Sign Up' page. At the top, there's a navigation bar with a logo, 'Home', 'About', and 'Services'. Below it is a heading 'Customer Sign Up' and a sub-instruction 'Join Travel Services Hub and start planning your dream vacation!'. The form consists of several input fields: 'Username' (placeholder 'Enter username'), 'Email address' (placeholder 'Enter email'), 'Password' (placeholder 'Enter password'), 'Confirm Password' (placeholder 'Re-enter password'), and a 'Profile Picture (optional)' section with a 'Choose File' button and a note 'No file chosen'. Below this is a note 'Only JPEG, JPG, and PNG files are allowed.' At the bottom are two buttons: a green 'Sign Up' button and a dark grey 'Cancel' button. To the right of the form is a promotional image featuring a white airplane model against a green background. The text in the image reads 'Build unforgettable travel experiences by: Creating the best packages! offering the best prices!'.

Scenario 2.1: Customer C4 Writes a Positive Review

1. Customer C4 Logs In for the First Time

- **Action:** C4 navigates to the login page and enters valid credentials.
- **Expected Outcome:** C4 is successfully authenticated and redirected to the dashboard.

Customer Dashboard

TSW

Sign out

Dashboard

View Packages

View Bookings

Leave Review

Profile

Welcome, demoshaka

Total Bookings

1

Total Spending

\$1000.0

Favorite Package

test1

Upcoming Confirmed Booking

No confirmed bookings yet!

Explore Packages

localhost:8080/CostumerDashboard#

2. C4 Navigates to Provider P1's Profile

- **Action:** C4 searches for Provider P1 and views their profile.
- **Expected Outcome:** P1's profile details and existing services are displayed.

View Packages

TSW

Sign out

Dashboard

View Packages

View Bookings

Leave Review

Profile

Available Packages

Search packages by name...

All Cities

Search



test1

testest

Price: \$1000.0

Likes: 1

Location: Abuja, Nigeria

View Details

localhost:8080/customer/packages#

3. C4 Writes a Positive Review for P1

- **Action:** C4 clicks on the "Write Review" button, enters a positive comment, and submits the review.
- **Expected Outcome:** The review is posted successfully, and a confirmation message is displayed.

The screenshot shows the 'Manage Your Reviews' section of a travel booking application. On the left sidebar, there are links for Dashboard, View Packages, View Bookings, Leave Review (which is highlighted in green), and Profile. The main area is titled 'Manage Your Reviews' and contains a 'Write a New Review' form. A message at the top of the form says, 'You have reviewed all your booked packages. [Book more packages](#) to share your experiences!' Below this, a review by 'test1' from 12 Dec 2024 12:55 is shown: 'it was cool'. Underneath the review, a 'Provider's Reply:' section shows a reply from 'thank' on 12 Dec 2024 12:56: '12 Dec 2024 12:56'. At the bottom of the review card are 'Close Edit' and 'Delete' buttons. Below the review card, there is an 'Edit Your Review:' field containing 'it was cool', with 'Save' and 'Cancel' buttons at the bottom. The TSM logo is visible in the top right corner.

4. C4 Logs Out

- **Action:** C4 clicks the "Sign Out" link.
- **Expected Outcome:** C4 is logged out and redirected to the login page.

Scenario 2.2: Customer C5 Writes a Negative Inappropriate Review

1. Customer C5 Logs In

- **Action:** C5 navigates to the login page and enters valid credentials.
- **Expected Outcome:** C5 is successfully authenticated and redirected to the dashboard.

2. C5 Navigates to Provider P1's Profile

- **Action:** C5 searches for Provider P1 and views their profile.
- **Expected Outcome:** P1's profile details and existing services are displayed.

3. C5 Writes a Negative Inappropriate Review for P1

- **Action:** C5 clicks on the "Write Review" button, enters an inappropriate comment, and submits the review.

- **Expected Outcome:** The system flags the review for moderation, and C5 receives a notification about the review status.
4. **C5 Logs Out**
- **Action:** C5 clicks the "Sign Out" link.
 - **Expected Outcome:** C5 is logged out and redirected to the login page.
-

3. Customer: Create/Modify Customer Profile and View Reviews Use Cases

Scenario 3.1: Customer C1 Creates a Profile

1. **Customer C1 Logs In for the First Time**
 - **Action:** C1 navigates to the login page and enters valid credentials.
 - **Expected Outcome:** C1 is successfully authenticated and redirected to the dashboard.
2. **C1 Initiates Profile Creation**
 - **Action:** C1 clicks on the "Create Profile" button.
 - **Expected Outcome:** A profile creation form is displayed.
3. **C1 Fills Out Profile Information**
 - **Action:** C1 enters necessary details such as name, email, and contact information.
 - **Expected Outcome:** All fields accept input, and validation checks pass for required fields.
4. **C1 Submits the Profile**
 - **Action:** C1 reviews the entered information and clicks the "Submit" button.
 - **Expected Outcome:** Profile is created successfully, and C1 is redirected to their dashboard with a success message.

Customer Profile

Edit Profile

Username: demoshaka

Email: customer1@gmail.com

Profile Picture: Choose File No file chosen

Only JPEG, JPG, and PNG files are allowed.

Update Profile

Change Password

Change Password

Current Password

New Password: 8+ characters required

Confirm New Password

Change Password

Email: provider1@gmail.com

Profile Picture: Choose File No file chosen

Only JPEG, JPG, and PNG files are allowed.

Update Profile

Change Password

Scenario 3.2: Customer C1 Views Reviews

1. **Customer C1 Navigates to Reviews Section**
 - **Action:** C1 clicks on the "View Reviews" link in the navigation menu.
 - **Expected Outcome:** A list of reviews for various providers is displayed.
2. **C1 Views Specific Reviews**
 - **Action:** C1 selects a provider to view detailed reviews.

- **Expected Outcome:** Detailed reviews, including comments and ratings, are displayed for the selected provider.

The screenshot shows a user interface for a travel service. At the top, there's a navigation bar with 'Travel Services Hub' on the left, a logo in the center, and 'Sign out' on the right. A notification badge with the number '1' is visible next to the sign-out link. On the left side, there's a sidebar with links: 'Dashboard', 'View Packages' (which is highlighted in green), 'View Bookings', 'Leave Review', and 'Profile'. The main content area features a large image of a tropical beach. Below the image, there's a 'Description:' field containing 'testtest'. Underneath the description, there are 'Like' and 'Dislike' buttons with counts of 1 and 0 respectively. The 'Price' is listed as '\$1000.0'. The 'Location' is 'Abuja, Nigeria'. The 'Created by:' field contains a link to 'provider1'. A 'Book Now' button is present. At the bottom, there's a section titled 'Customer Reviews' with one entry from 'demoshaka' dated '12 Dec 2024 12:55' with the comment 'it was cool'.

3. C1 Logs Out

- **Action:** C1 clicks the "Sign Out" link.
- **Expected Outcome:** C1 is logged out and redirected to the login page.

1. P1 Views Customer Statistics

- **Action:** P1 navigates to the "Customer Statistics" section.
- **Expected Outcome:** P1 views detailed statistics, including the number of customers, booking trends, and service performance metrics.

2. P1 Modifies Their Profile

- **Action:** P1 clicks on the "Modify Profile" button, updates necessary information (e.g., contact details, service offerings), and submits the changes.
- **Expected Outcome:** Profile modifications are saved successfully, and a confirmation message is displayed.

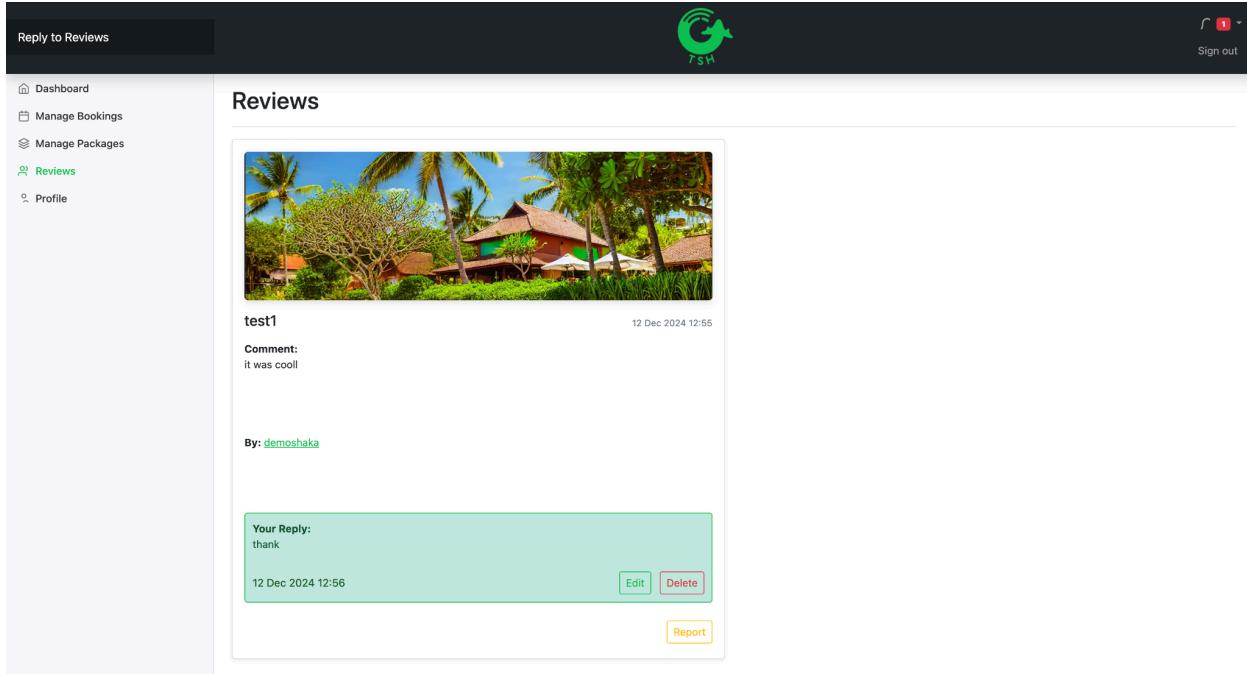
3. P1 Logs Out

- **Action:** P1 clicks the "Sign Out" link.
- **Expected Outcome:** P1 is logged out and redirected to the login page.

6. Provider: Replying to Reviews Use Case

Scenario: Provider P1 Replies to Positive and Negative Reviews

1. **Provider P1 Logs In**
 - **Action:** P1 navigates to the login page and enters valid credentials.
 - **Expected Outcome:** P1 is successfully authenticated and redirected to the dashboard.
2. **P1 Navigates to the Reviews Section**
 - **Action:** P1 clicks on the "Reviews" link in the sidebar or navigation menu.
 - **Expected Outcome:** A list of all reviews for P1's services is displayed, categorized by status (e.g., New, Responded).
3. **P1 Selects a Positive Review to Reply**
 - **Action:** P1 clicks on a positive review authored by Customer C4.
 - **Expected Outcome:** The detailed view of the selected review is displayed, along with a "Reply" button.
4. **P1 Writes and Submits a Reply**
 - **Action:** P1 clicks the "Reply" button, enters a thank-you message in the reply form, and submits the reply.
 - **Expected Outcome:** The reply is posted successfully under the review, and the review status updates to "Responded." Customer C4 receives a notification about the new reply.
5. **P1 Selects a Negative Review to Reply**
 - **Action:** P1 clicks on a negative review authored by Customer C5.
 - **Expected Outcome:** The detailed view of the selected review is displayed, along with a "Reply" button.
6. **P1 Writes and Submits a Reply to Negative Review**
 - **Action:** P1 clicks the "Reply" button, enters a constructive response addressing the concerns raised by C5, and submits the reply.
 - **Expected Outcome:** The reply is posted successfully under the review, and the review status updates to "Responded." Customer C5 receives a notification about the new reply.
7. **P1 Views Updated Reviews**
 - **Action:** P1 refreshes the reviews page to view the updated statuses.
 - **Expected Outcome:** All replied reviews display the provider's responses, and their statuses reflect that they have been addressed.



8. P1 Logs Out

- **Action:** P1 clicks the "Sign Out" link.
 - **Expected Outcome:** P1 is logged out and redirected to the login page.
-

7. Customer: Liking Packages Use Case

Scenario: Customer C2 Likes and Unlikes a Package

1. Customer C2 Logs In

- **Action:** C2 navigates to the login page and enters valid credentials.
- **Expected Outcome:** C2 is successfully authenticated and redirected to the dashboard.

2. C2 Searches for a Specific Package

- **Action:** C2 uses the search bar to find a package named "Beachside Getaway."
- **Expected Outcome:** Search results display relevant packages matching the search criteria, including "Beachside Getaway."

3. C2 Views Package Details

- **Action:** C2 clicks on the "Beachside Getaway" package to view its detailed information.
- **Expected Outcome:** Detailed information about the package is displayed, including images, descriptions, pricing, and available dates.

4. C2 Likes the Package

- **Action:** C2 clicks the "Like" button associated with the "Beachside Getaway" package.

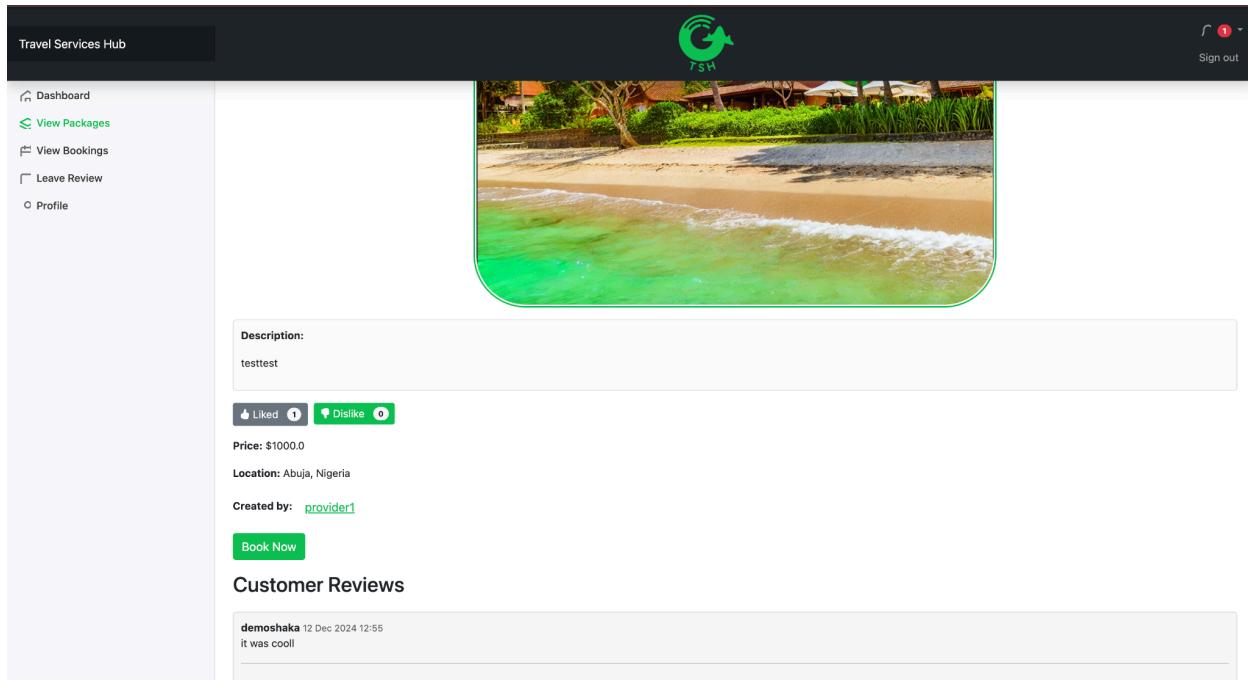
- **Expected Outcome:** The "Like" button changes state to indicate it has been liked (e.g., color change, icon filled), and the total like count increments by one. A success notification is displayed confirming the action.

5. C2 Views Updated Like Count

- **Action:** C2 refreshes the package details page.
- **Expected Outcome:** The like count for "Beachside Getaway" reflects the new total, showing the increment from C2's like.

6. C2 Unlikes the Package

- **Action:** C2 clicks the "Like" button again to remove their like.
- **Expected Outcome:** The "Like" button reverts to its original state, and the total like count decrements by one. A notification confirms the unlike action.



7. C2 Logs Out

- **Action:** C2 clicks the "Sign Out" link.
- **Expected Outcome:** C2 is logged out and redirected to the login page.

8. Notifications Use Case for Both Customers and Providers

Scenario 8.1: Customer C4 Receives Notifications for Replies

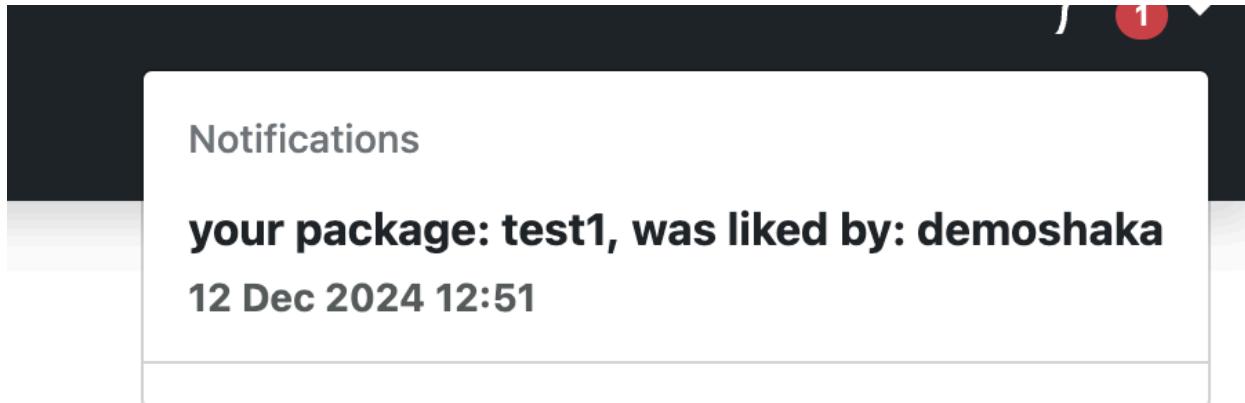
1. Customer C4 Logs In

- **Action:** C4 navigates to the login page and enters valid credentials.

- **Expected Outcome:** C4 is successfully authenticated and redirected to the dashboard.
2. **C4 Receives a Notification for Provider P1's Reply**
 - **Action:** C4 checks the notification icon in the navbar.
 - **Expected Outcome:** A new notification appears indicating that Provider P1 has replied to C4's review.
 3. **C4 Views the Notification**
 - **Action:** C4 clicks on the notification badge.
 - **Expected Outcome:** A dropdown displays the latest notification with details and a link to view the reply.
 4. **C4 Navigates to the Review to View the Reply**
 - **Action:** C4 clicks on the notification link to view the reply.
 - **Expected Outcome:** C4 is redirected to the specific review where P1's reply is displayed beneath the original comment.
 5. **C4 Logs Out**
 - **Action:** C4 clicks the "Sign Out" link.
 - **Expected Outcome:** C4 is logged out and redirected to the login page.

Scenario 8.2: Provider P1 Receives Notifications for New Reviews

1. **Provider P1 Logs In**
 - **Action:** P1 navigates to the login page and enters valid credentials.
 - **Expected Outcome:** P1 is successfully authenticated and redirected to the dashboard.
2. **P1 Receives a Notification for a New Review by Customer C4**
 - **Action:** P1 checks the notification icon in the navbar.
 - **Expected Outcome:** A new notification appears indicating that Customer C4 has written a new review.
3. **P1 Views the Notification**
 - **Action:** P1 clicks on the notification badge.
 - **Expected Outcome:** A dropdown displays the latest notification with details and a link to view the review.
4. **P1 Navigates to the Review to Reply**
 - **Action:** P1 clicks on the notification link to view the new review.
 - **Expected Outcome:** P1 is redirected to the specific review where C4's comment is displayed, along with an option to reply.



5. P1 Logs Out

- **Action:** P1 clicks the "Sign Out" link.
 - **Expected Outcome:** P1 is logged out and redirected to the login page.
-

9. Customer: Managing Bookings Use Case

Scenario: Customer C3 Manages Their Bookings

1. Customer C3 Logs In

- **Action:** C3 navigates to the login page and enters valid credentials.
- **Expected Outcome:** C3 is successfully authenticated and redirected to the dashboard.

2. C3 Views Current Bookings

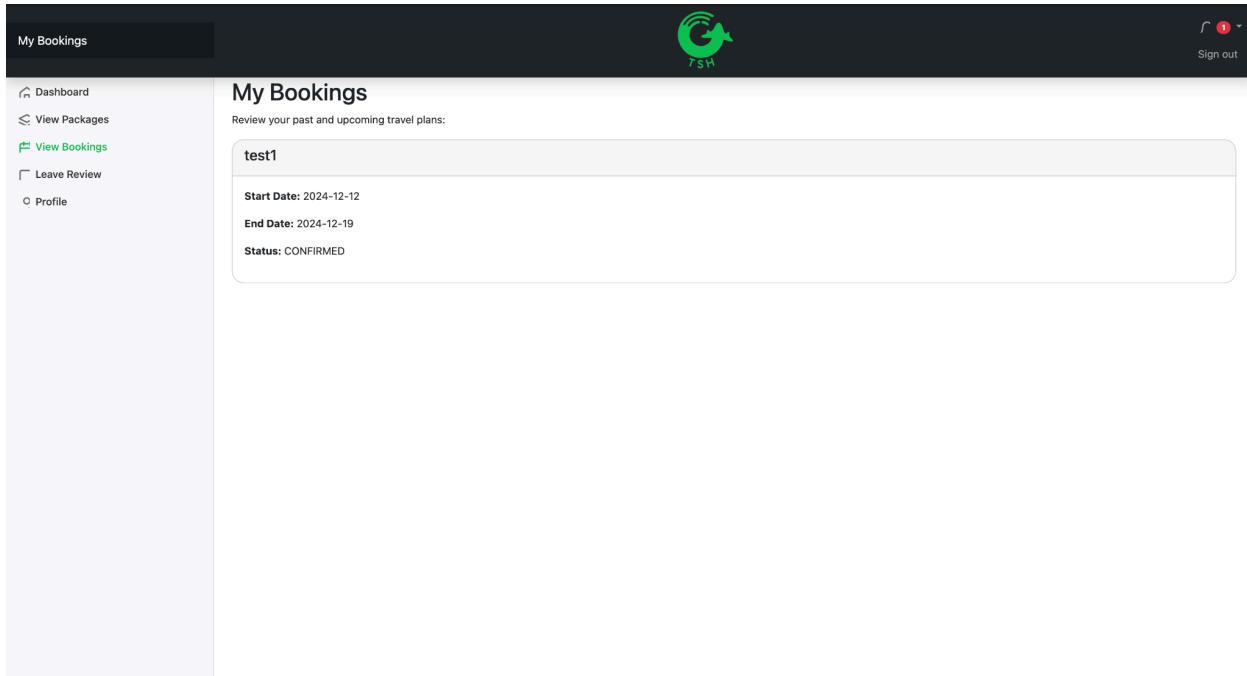
- **Action:** C3 clicks on the "My Bookings" link in the navigation menu.
- **Expected Outcome:** A list of C3's current and past bookings is displayed, including details like package name, booking date, status, and options for actions.

3. C3 Modifies an Existing Booking

- **Action:** C3 selects a booking for "City Tour" and clicks the "Modify" button.
- **Expected Outcome:** A modification form is displayed, allowing C3 to change booking details such as dates or package options. After making changes, C3 submits the form.
- **Post-Action Outcome:** The booking is updated accordingly, and a confirmation message is displayed. C3 receives an email notification about the changes.

4. C3 Views Booking History

- **Action:** C3 navigates to the "Booking History" section.
- **Expected Outcome:** A comprehensive list of all past bookings is displayed, including completed and cancelled bookings.



5. C3 Logs Out

- **Action:** C3 clicks the "Sign Out" link.
 - **Expected Outcome:** C3 is logged out and redirected to the login page.
-

10. Customer: Searching for Packages Use Case

Scenario: Customer C6 Searches for Packages Based on Criteria

1. Customer C6 Logs In

- **Action:** C6 navigates to the login page and enters valid credentials.
- **Expected Outcome:** C6 is successfully authenticated and redirected to the dashboard.

2. C6 Initiates a Package Search

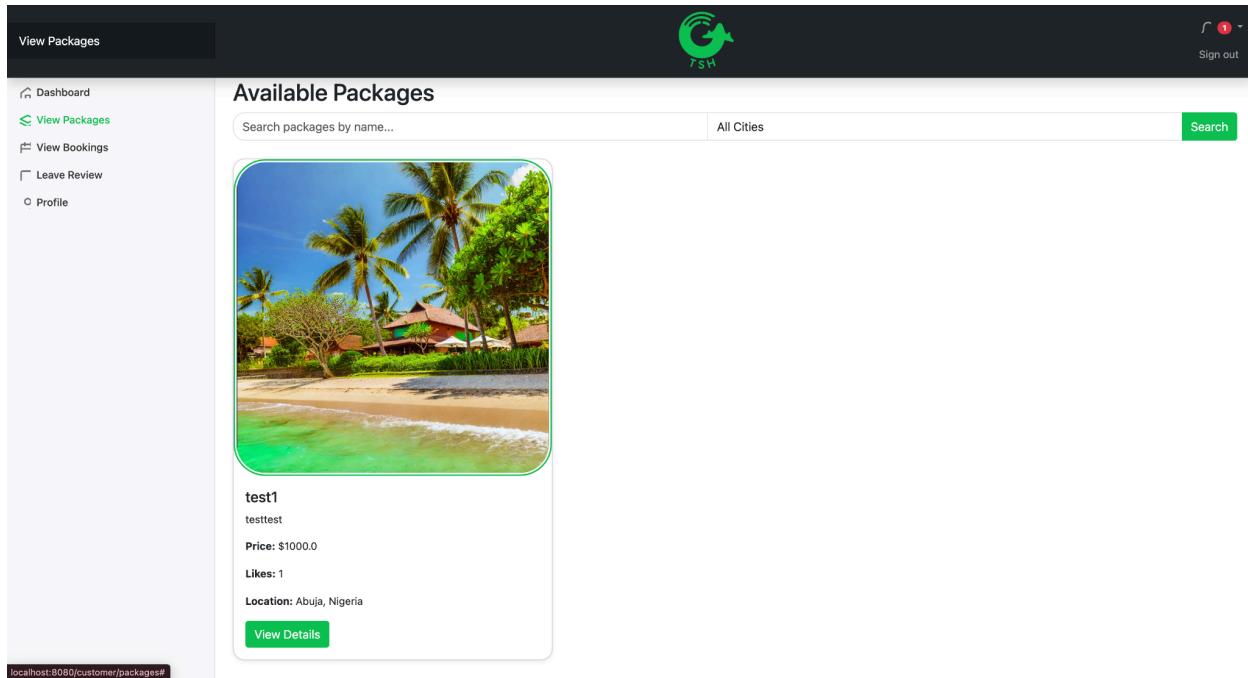
- **Action:** C6 uses the search bar to enter keywords such as "Beach," "Family," or specific locations.
- **Expected Outcome:** Search results display packages that match the entered keywords, including relevant filters like location, price range, and availability.

3. C6 Applies Advanced Filters

- **Action:** C6 selects filters for price range (\$500-\$1000), availability (Summer Season), and ratings (4+ stars).
- **Expected Outcome:** The search results update to reflect the applied filters, showing only packages that meet the specified criteria.

4. C6 Sorts Search Results

- **Action:** C6 opts to sort the search results by "Highest Rated" or "Price: Low to High."
 - **Expected Outcome:** The packages are reordered based on the selected sorting option, enhancing the search experience.
5. **C6 Selects a Package from Search Results**
- **Action:** C6 clicks on a package titled "Tropical Escape."
 - **Expected Outcome:** Detailed information about "Tropical Escape" is displayed, including images, descriptions, pricing, and booking options.
6. **C6 Saves a Package for Later**
- **Action:** C6 clicks the "Save for Later" button on the "Tropical Escape" package.
 - **Expected Outcome:** The package is added to C6's "Saved Packages" list for future reference, and a confirmation notification is displayed.



7. **C6 Logs Out**
- **Action:** C6 clicks the "Sign Out" link.
 - **Expected Outcome:** C6 is logged out and redirected to the login page.
-

5. project roles

Jahsiyah Varona - provider

Shaka Ombongi - customer

Saniyah Khan - admin

Design Document

Travel Services Hub

09/26/2024

Version 1

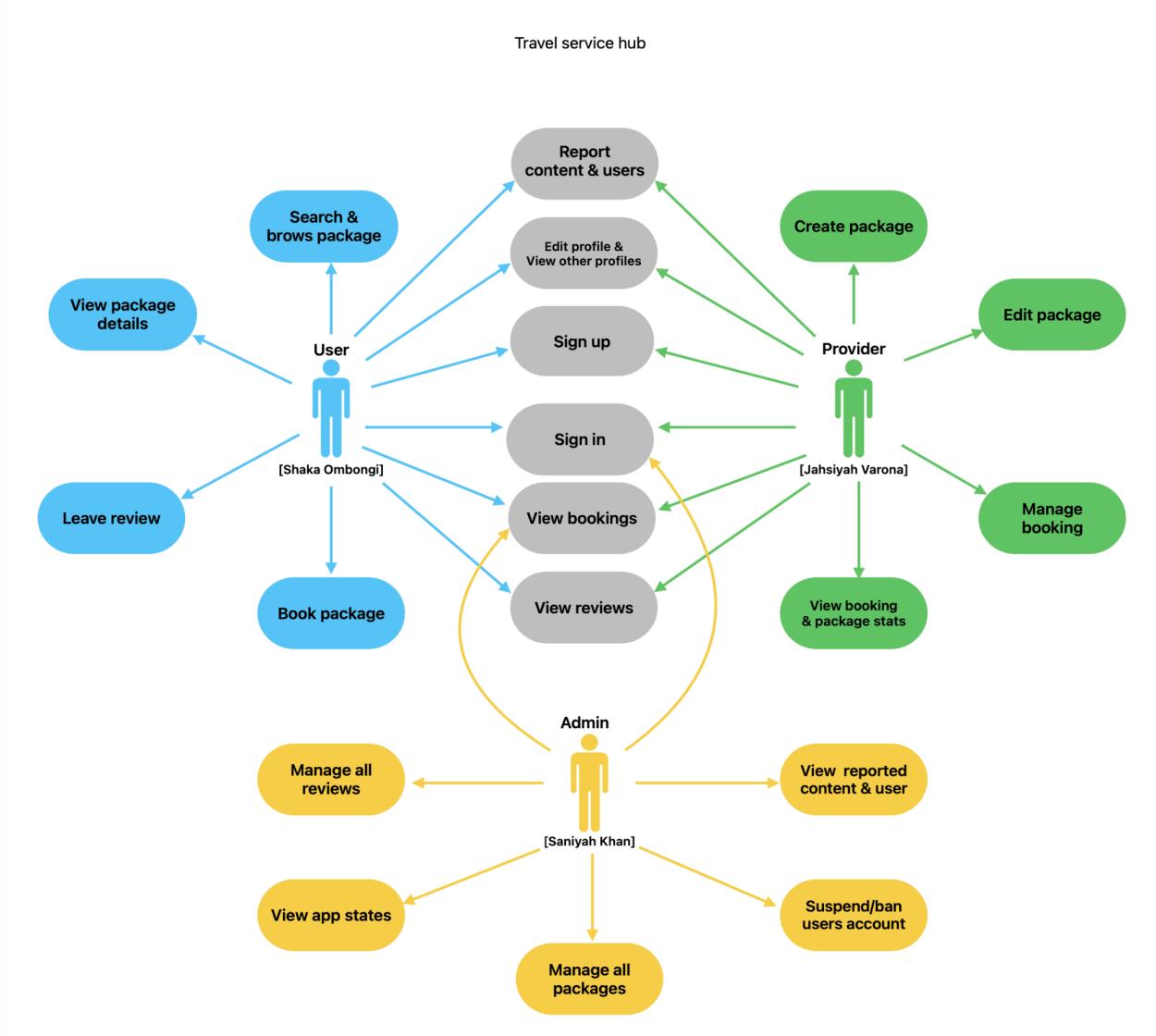
Jahsiyah Varona, Shaka Ombongi, Saniyah

Khan

1. Project Overview

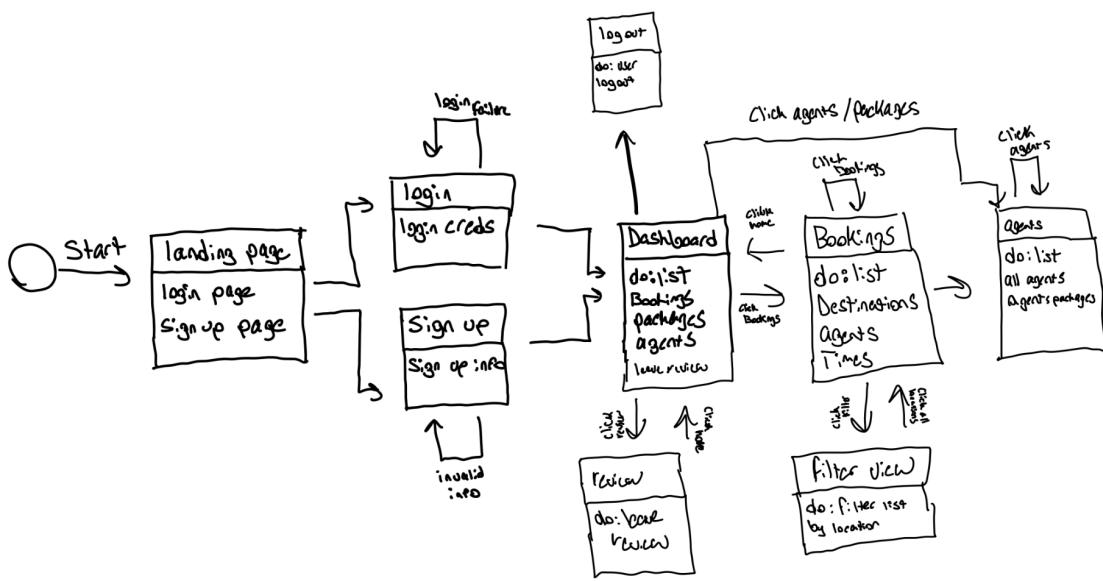
The Travel Services Hub is a web application connecting travelers with expert travel agents offering curated packages. Customers can search for packages based on destination and budget, view agent profiles, and book trips, while travel agents can manage their packages and respond to reviews. Users can leave feedback after their trips, fostering transparency and trust. Admins oversee content moderation, handle user reports, and ensure quality and policy compliance on the platform.

1. Use-Case Model

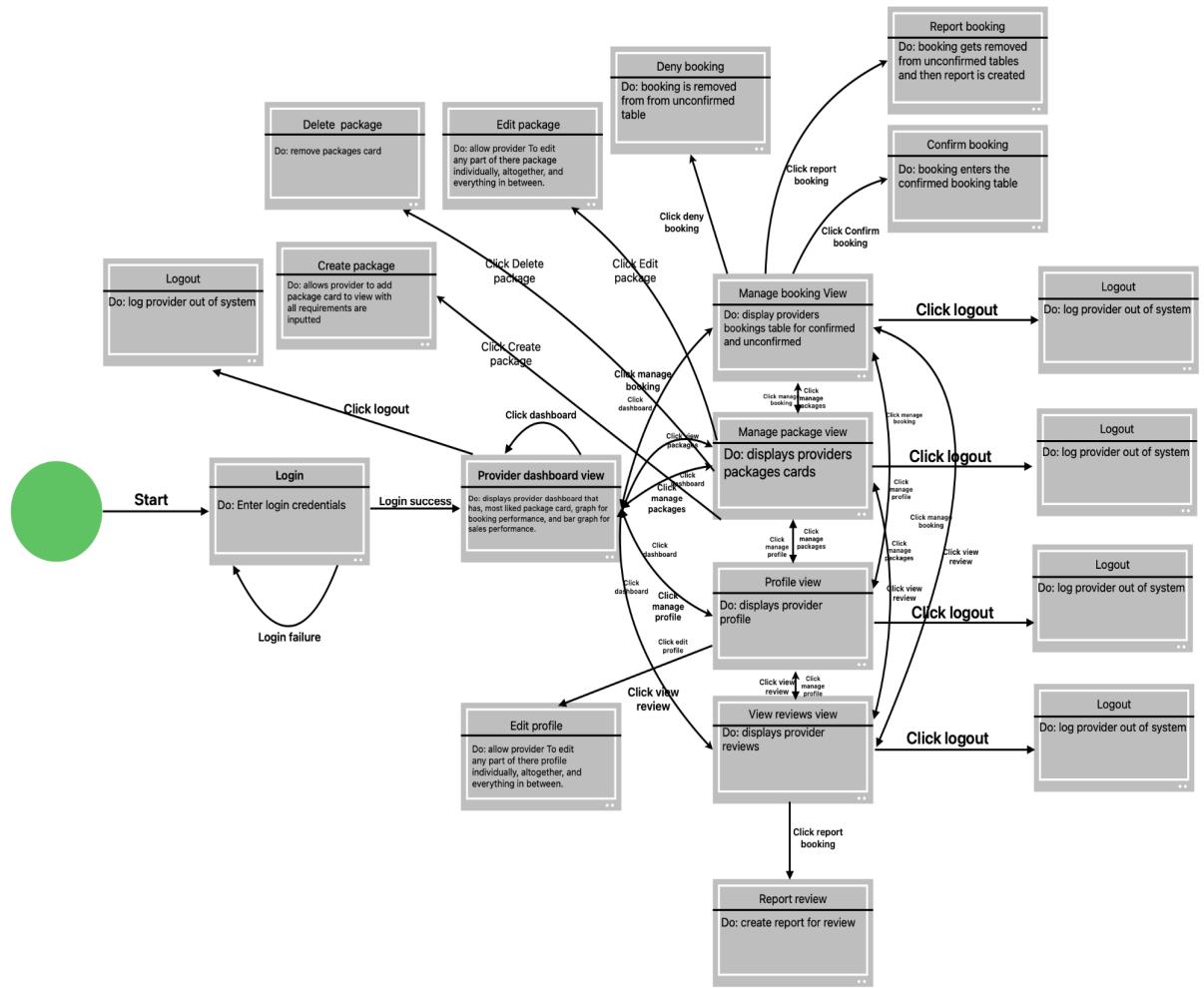


2. State Machine Diagrams

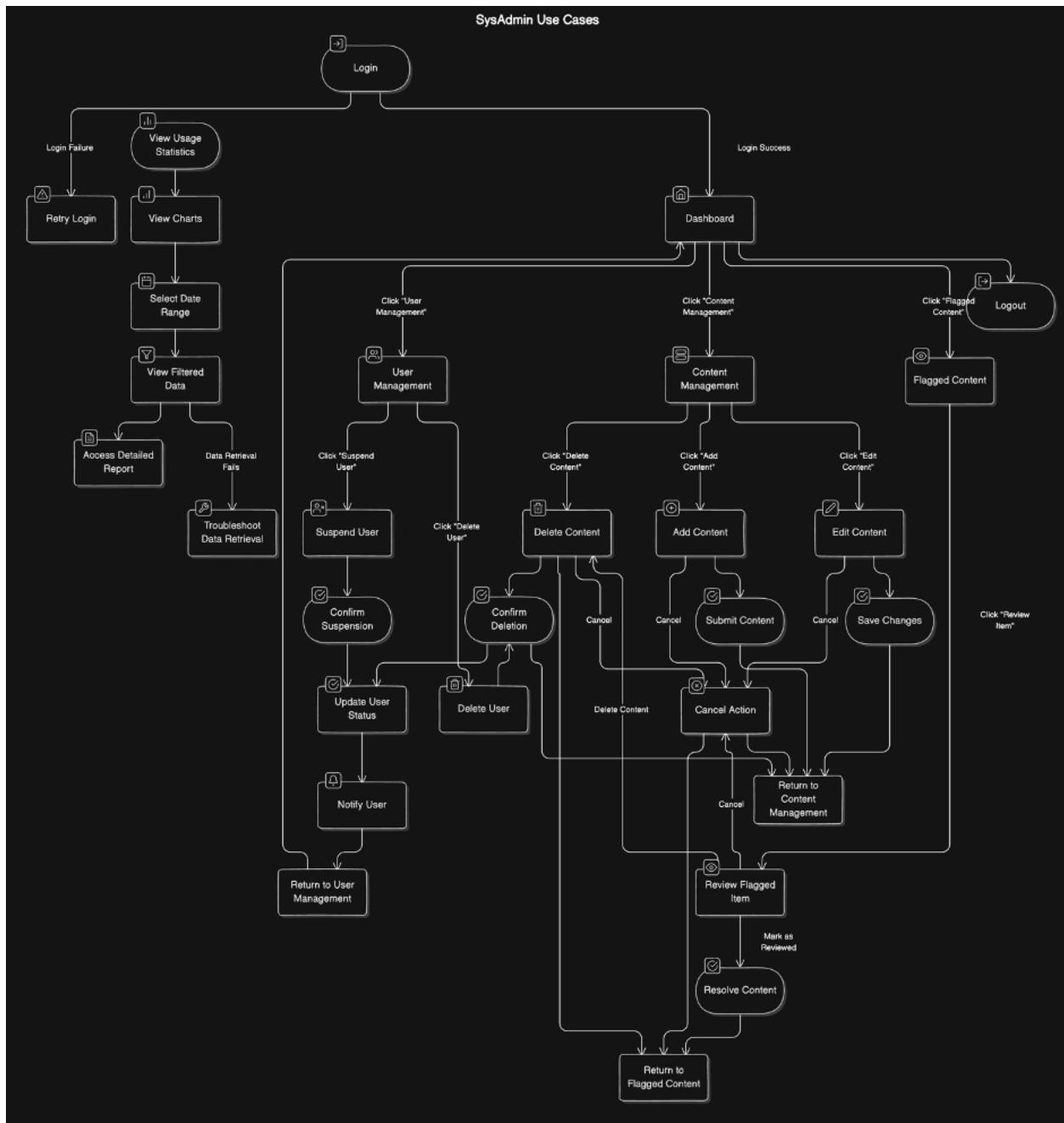
a. User – Shaka Ombongi



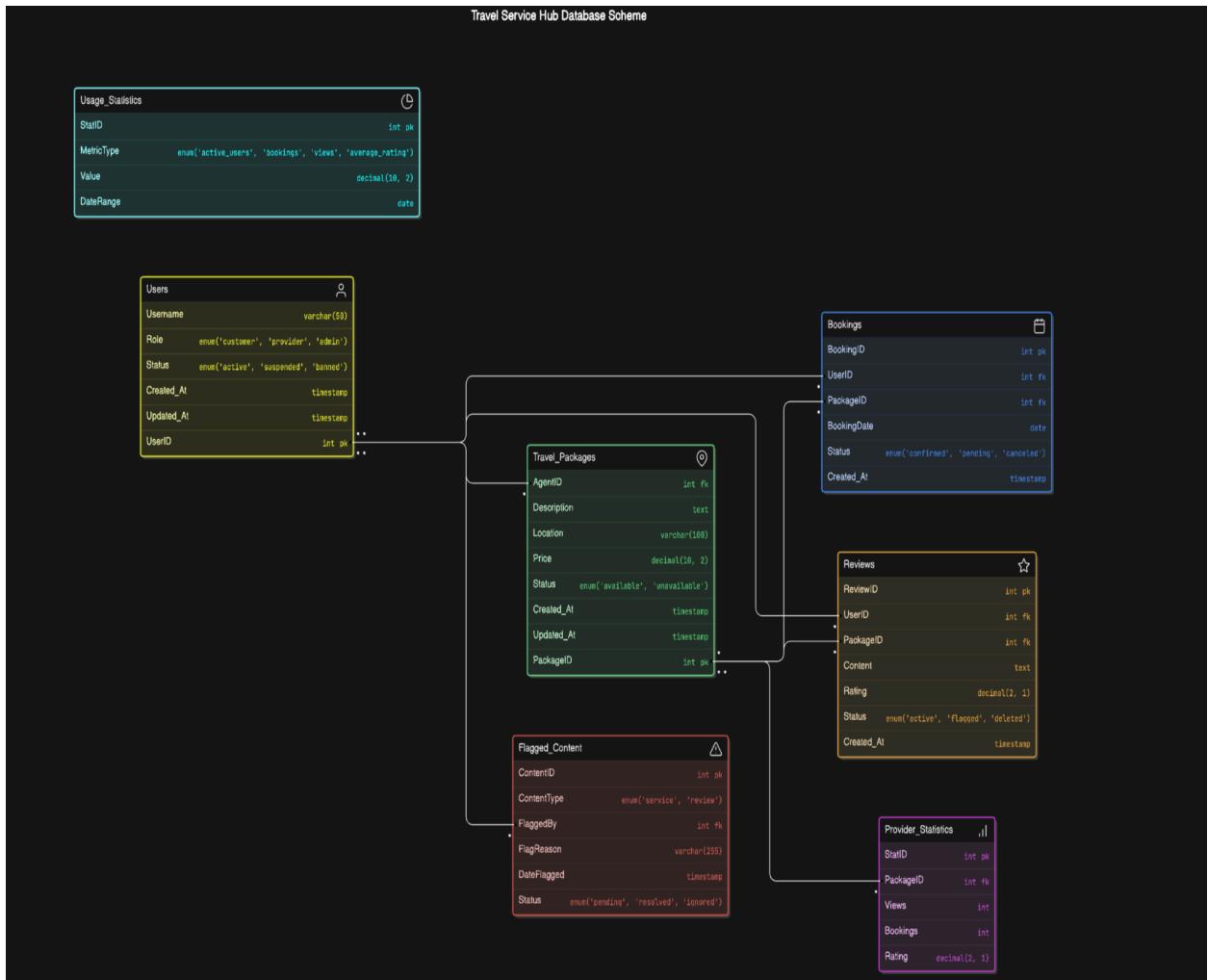
b. Provider – Jahsiyah Varona



c. Admin – Saniyah Khan



3. Database Schema



4. Software Architecture - MVC

