

Software Requirements Specification

(SRS) Document

Travel Services Hub

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Version 1

Jahsiyah Varona, Shaka Ombongi, Saniyah
Khan

1. Project General Description

The Travel Services Hub is a web-based application designed to connect travelers with expert travel agents offering curated travel packages. Users (customers) can search for travel packages, view travel agent profiles, and book trips, while travel agents (creators) can manage their packages and respond to reviews. The platform also provides system administrators (sys admins) with tools to manage user interactions and ensure content quality.

2. Product Features

The Travel Services Hub is designed to revolutionize the way users interact with travel agencies and simplify the booking process. Below are the key features and functions that define the core of the application:

Personalized Travel Package Search:

Users can effortlessly search for travel packages based on their preferred destinations, interests, and travel styles. The system allows them to filter options by location, and price range, ensuring they find the perfect travel experience.

Customized User Profile Creation:

The platform enables users to create personalized profiles that reflect their travel preferences. This includes saving favorite destinations, booking history, and personal reviews, which enhance the user experience by offering tailored recommendations for future trips.

Seamless Booking Experience:

The Travel Services Hub provides an intuitive interface for booking travel packages. Once users find their desired package, they can easily book it with a few clicks, view their booking details, and manage their trip information all in one place.

Travel Agent Profile and Package Management:

For travel agents, the system offers tools to create detailed profiles and curate their own travel packages. Agents can update their package offerings, respond to customer reviews, and manage booking requests directly from the platform, ensuring smooth interactions with their clients.

Interactive Customer Feedback and Reviews:

After completing a trip, customers can leave detailed reviews about their experience with the travel package and agent. The feedback system allows customers to share ratings, recommendations, and any concerns, fostering transparency and trust within the platform.

Robust Content Reporting and Moderation:

Users can report inappropriate content, such as misleading packages or inappropriate reviews. These reports are sent to system administrators who review and take necessary actions to maintain the integrity and quality of the platform.

Administrative Oversight and Control:

System administrators have full control over managing users and content. They can review reported content, remove inappropriate listings or users, and monitor platform activity through comprehensive system statistics, ensuring smooth operation and adherence to platform policies.

3. 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 and manage their profiles.
- FR9: Travel agents can create, edit, and manage their package listings.
- FR10: Travel agents can view and manage bookings made by users.
- FR11: Travel agents can view statistics related to their package performance and customer base.
- FR12: Travel agents can respond to customer reviews.

Admin (Sys Admin):

- FR13: Admins can view, approve, or remove users (customers or agents) from the platform.
- FR14: Admins can review flagged content and take appropriate action.
- FR15: Admins can delete reviews or replies that violate platform policies.
- FR16: Admins can view platform usage statistics, such as the number of active users, bookings, and reviews.

4. 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.

5. 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.

