

Software Requirements Specification (SRS)

Project: MakeYourTrip Web Portal

Version: 1.0

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1. Introduction

1.1 Purpose

The purpose of this document is to define the software requirements for the MakeYourTrip Tour Booking Portal. The system enables customers to browse, compare, and book tours, while allowing tour operators to publish, manage, and brand their tour offerings through a dedicated extranet.

1.2 Scope

The project aims to develop:

- A web portal for customers to search, compare, book, and manage tours.
- An extranet portal for operators to create and manage tours.
- Support for tour itinerary creation, payment handling, and policy management.
- A personalized storefront for each operator.

1.3 Definitions

- Customer: End-user looking to book tours.
- Operator: Tour service provider who creates and manages tour packages.
- Tour Product: A complete travel plan involving transport, stays, activities, etc.

2. Overall Description

2.1 Product Perspective

The system will consist of two main interfaces:

- Customer-facing Web Portal
- Operator-facing Extranet Portal

2.2 User Classes and Characteristics

- Customer: Casual users seeking to book and manage tours.
- Operator: Registered vendors who publish and manage tour content.
- Admin: Maintains and monitors the entire ecosystem.

2.3 Constraints

- Integration with Google Maps API for geotagging.
- Support for media content (images, videos).
- Secure payment gateway integration.
- Mobile and desktop responsive design.

2.4 Key Feature

- Customer Web Portal Search Tours: Look up tours by destination or type. Book Tours: Pay a little now, the rest later after confirmation. Get Documents: Download receipts and trip plans as PDFs. Support for media content (images, videos).
- Check Bookings: See all your past and current trips. Cancel Tours: Cancel and get a refund if allowed.
- Ask Questions: Send messages to tour operators. Operator Extranet Site Make Tours: Add tour details like places, meals, and rules. Add Locations: Pick spots for tours using maps. Set Up Stays: Add hotels or other places to sleep. Set Rules: Decide meal options and cancellation terms. Customize Store: Add your logo and style. Add Contacts: List ways customers can reach you.
- Tour Structure parts of a Tour: Pickup, drop-off, travel, short stops, and overnight stays.
- Tour Types: Group by themes (like adventure) and places. Trip Plans: Show what happens each day with details.

3. Functional Requirements

3.1 Customer Portal

- Search & Compare Tours
- Booking and Payment
- Document Download
- Booking History
- Enquiry System
- Tour Cancellation

3.2 Operator Extranet

- Tour Management
- Geolocation Management
- Stay & Travel Elements
- Customization & Branding
- Storefront

3.3 Tour Product Definition

- Pickup & Dropoff (ad hoc or sequential, geotagged)
- Transfer/Travel using various vehicle options
- Halt (short stays with activities or restaurants)
- Stay (overnight/multi-day with hotel or activities)
- Day-wise itinerary with media
- Multiple destinations/themes per tour

4. Non-functional Requirements

4.1 Performance

System should support up to 100,000 concurrent users. Page loads within 3 seconds on broadband connection.

4.2 Security

SSL for all transactions. Role-based access control for customers, operators, and admins.

4.3 Usability

Intuitive and clean UI. Multilingual support for Indian regional languages (optional future goal).

4.4 Availability

99.5% uptime, hosted on cloud infrastructure.

5. External Interface Requirements

5.1 User Interfaces

Web UI for customers and operators. Admin dashboard for system management.

5.2 Hardware Interfaces

Standard web browser support; no specific hardware needed.

5.3 Software Interfaces

Google Maps API for geo-location. Payment Gateway APIs (e.g., Razorpay/Stripe). PDF generator for invoices and itineraries.

6. Assumptions and Dependencies

- Internet access is required.
- Operators must onboard and provide complete tour details.
- External APIs (like maps, payment gateways) must be stable.