Journeys & More

Global Tours and Consultancy Co.

**Booking and Reservation System**

**Software Requirements Specification v1.0**

February 7, 2015

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***Executive Overview***

In line with the vision of Journeys & More Global Tours and Consultancy Co. (JMGTCC), the booking and reservation system aims to provide both their clients and management a convenient and better travelling assistance and tourism information.

Listed below are the objectives of the system:

* The Travel Agent should be able to:
* Register for an account
* Be notified for a new Visa Assistance Appointment request
* Be notified for a new Travel Package Request
* Change the webpage language
* The Client should be able to:
* Register for an account
* Be updated or notified though email
* File and submit a Visa Assistance Appointment request
* File and submit a Travel Package Request
* Raise concerns via Live chat for technical support
* Change the webpage language
* The system should be able to:
* Provide more convenience in booking and reservation to the clients of JMGTCC
* Help in assisting the client by providing highly qualified services
* Make the communication between the client and travel agent more accessible
* Maximize the productivity of the management and other staff in their work