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Domain Knowledge

A Company named “Dubai Travel and Tours” wants to automate the process of visa documents submission, fees verification and travelling details like search flight, hotel and restaurants using a web and mobile application. Company have sub offices in other countries like Dubai, India, Muscat, Malaysia and Thailand. There will be a web application for main office and sub-offices, plus a mobile application for general public. Sub-offices will use web application and sent traveling documents as visa request to main office for further visa processing. Sub-offices can upload payment slip, check visas status, download the visa approval document in case of visa request is approved, and can view their financial data in finance module regarding visa payments, along with office maintenance expenses. Main Office will use the same web application and can receive visa request and manage financial accounts of its sub offices, regarding visa payments and maintenance expenses using finance module.

Our sub offices/customer can deposit visa fee in bank accounts (Mentions in system), and upload a payment slip as an attachment to the system. After successful verification of payment slip, main office will process the visa, plus credit the sub offices account in financial module in case of visa request received from sub office.

Customer can create visa request and upload travelling documents using a mobile or web application after successful profile creation. She/he submits the visa fee in bank accounts (Mentions in system) and uploads the payment slip in web/mob application. She/he can track and check his/her visa request status and download the visa approval document in case of visa request is approved.

Technology Implemented:

We offer a web application as well as an android application to access the services. So that users feel convenient to access services at any time and at any place.

Stake Holders

1. Main-Office
2. Sub-Offices
3. General Public

Main Office

1. Can sign in and sign out
2. Can create sub-office account
3. Can manage deals and packages
4. Can manage visa, flight and hotel data
5. Can plan tour according to customer budget, available flights and hotels
6. Can manage sub offices, customer’s visa requests
7. Can manage visa documents
8. Can verify payment slip
9. Can upload approved visa documents
10. Can manage sub-offices financial accounts and their office expenses

Sub-Office

1. Can sign in and sign out
2. Can search visa, flight and hotel
3. Can view deals and packages
4. Can plan tour according to budget, available flights and hotels
5. Can create visa request
6. Can cancel visa request
7. Can generate payment voucher
8. Can upload payment slip to system
9. Can view visa request status during process
10. Can download approved visa documents
11. Can check previous visa records
12. Can manage their own financial accounts record and office expanses

General public

1. Can sign up, sign in and sign out
2. Can view deals and packages
3. Can search visa, flight and hotel
4. Can plan tour according to budget, available flights and hotels
5. Can create visa request
6. Can cancel visa request
7. Can generate payment voucher
8. Can upload payment slip to system
9. Can view visa request status during process
10. Can download approved visa documents
11. Can check historical data