Practical 1

Bluemountain Journey – A Customized Travel Packages Company

### Abstract

Library management system is a project which aims in developing a computerized

system to maintain all the daily work of library .This project has many features

which are generally not available in normal library management systems like

facility of user login and a facility of teachers login .It also has a facility of admin

login through which the admin can monitor the whole system .It also has facility

of an online notice board where teachers can student can put up information about

workshops or seminars being held in our colleges or nearby colleges and librarian

after proper verification from the concerned institution organizing the seminar can

add it to the notice board . It has also a facility where student after logging in their

accounts can see list of books issued and its issue date and return date and also the

students can request the librarian to add new books by filling the book request

form. The librarian after logging into his account i.e. admin account can generate

various reports such as student report , issue report, teacher report and book report

Overall this project of ours is being developed to help the students as well as staff

of library to maintain the library in the best way possible and also reduce the human

Bluemountain Journey is a software platform designed to streamline and automate the management of customized travel packages. It transforms the traditional manual planning process into a digital experience, making it easier for both customers and administrators to handle travel-related operations.

The platform includes features such as destination browsing, travel package customization, and detailed itinerary management. It also facilitates core operations like flight bookings, hotel reservations, and package tracking, ensuring smooth execution of both domestic and international travel plans.

Main purpose of this system is to reduce human efforts as much as possible.

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### Introduction

Bluemountain Journey bridges the gap between travellers and travel planners by providing an intuitive digital solution. This project enables users to explore destinations, customize packages, and book trips effortlessly while allowing administrators to efficiently manage operations and improve service quality.

The system is designed to cater to a wide audience with a user-friendly interface and scalable features, ensuring a seamless travel experience for everyone involved.

### Product features

#### There are three different users who will be using this product:

* Business Owner who will be acting as the administrator.
* Customer who will be interacting with the system to explore, customize, and book travel packages.
* Guest who will interact with system without a registered account and may choose to sign up or browse, view FAQs and access introductory content.

#### The features that are require for the Administrator are:

* Add, update, and delete destinations with detailed descriptions
* Manage travel packages, including flights, accommodations, and activities.
* Access a comprehensive dashboard displaying customer inquiries, bookings, and trip statuses.
* Generate real-time reports on customer trends, booking statistics, and revenue.
* Approve or reject customer customization requests.
* Maintain a database of customer profiles, booking history, and feedback.
* Monitor ongoing trips and ensure timely customer support.
* Update promotional offers, discounts, and seasonal packages.

#### The features that are require for the Customer are:

* Can Browse available travel packages using filters like price, duration, and destination.
* Can Submit customization requests for dates, destinations, and accommodations.
* Can View detailed itineraries, including flight schedules and hotel details
* Can Make secure online payments for bookings.
* Can Chat or call customer support for real-time assistance.

### Functional Requirement

#### Administrator (Business Owner)

* **Manage destinations**: Add and manage destinations with details like photos, descriptions, and pricing in the database
* **Update Travel Packages**: Create and update travel packages.
* **Delete Travel Packages**: Wrong entry must be removed from system
* **Customer Profiles and Database Management**: To maintain a detailed database of the customers. The system records the name, ID and password of each user and helping in ascertaining the track record of the customer. Also to store and update customer details, booking history, and feedback securely.
* **Dashboard overview**: Access a real-time summary of inquiries, bookings, and active trips.
* **Report generation**: Generate insights on customer behaviour, booking statistics, and revenue to aid business decisions.
* **Search function**: Enabling efficient access to various data, such as quickly finding destinations, packages, customer profiles, booking statuses, etc. for quick decision-making.
* **Vendor partnerships**: To Manage deals with airlines, hotels, and local operators.
* **Setting up Meetings:** To schedule meetings with the customers.

#### User (Customer)

* **Authentication**: User must be authenticated before accessing system
* **Search function**: User can search for destinations, travel packages, booking statuses, and other relevant information.
* **Request function**: After successful searching, system enables customers to submit requests for package customization, special requirements, or inquiries, allowing them to tailor their travel plans and communicate specific preferences directly with the administrator.
* **Check Account**: This use case is used to check account details
* **Itinerary download:** Make itineraries available for offline access.

### Non-Functional Requirement

#### Usability

The UI should be simple enough for everyone to understand and get the relevant information without any special training. Different languages can be provided based on the requirements.

#### Accuracy

The data stored about the destinations and packages should be correct, consistent, and reliable, providing real-time updates on availability, pricing, and schedules.

#### Availability

The System should be available for the duration when the business owner operates and must be recovered within an hour or less if it fails. The system should respond to the requests within two seconds or less.

#### Maintainability

The software should be easily maintainable and adding new features and making changes to the software must be as simple as possible. In addition to this, the software must also be portable.

#### Scalability

Handle seasonal spikes in traffic and integrate additional features over time.