A project report on
"Tourism Management System"

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ABSTRACT

The **Tourism Management System (TMS)** is a **web-based platform** designed to facilitate efficient management of tour packages, bookings, and user activities within the tourism industry. Developed using **PHP** and **MySQL**, it streamlines operations for both administrators and users by offering features such as tour **package management**, **booking handling, user authentication**, and **reporting**. The system provides a user-friendly interface that enhances customer experience while ensuring secure access to data. This project report outlines the system's development, architecture, features, and testing, emphasizing its relevance in modern tourism management. Mainly we use **Basic PHP** to build our project.We also use VS code for **HTML** and PHP code and use **XAMPP** server and MySQL for our database because these are very useful tools for collection of data. This is a web Based application and uses **Chrome Browser** to show our website layouts and working process.

KEYWORDS

The keywords are the bold parts of the abstract.These are: Tourism Management System, Basic PHP,MySQL,XAMPP,Booking System,Web-based Application,User Authentication,Reporting,Tour package Management and Chrome Browser.

CONTENTS

CHAPTER 1
INTRODUCTION OF APPLICATION

1.1 Introduction of problem

The tourism industry often struggles with managing numerous tour packages, customer bookings, and related data efficiently. Manual processes result in delays and inaccuracies, which affect customer satisfaction. To solve these issues, a Tourism Management System (TMS) was developed to automate and streamline these operations, providing an online platform for managing tourism-related tasks.

1.2 Objectives of the problem

- To provide a user-friendly platform for managing tourism services.
- To automate the process of tour booking and management.
- To ensure secure transactions and efficient data handling.
- To enhance customer satisfaction by providing timely information and updates.

1.3 Problem statement and explanation

1.3.1 Problem statement

The lack of a structured and efficient system in managing tourism services leads to mismanagement of bookings, customer dissatisfaction, and loss of business opportunities. A well-developed TMS will allow tour operators to manage bookings, tours, and customer data effectively.

1.3.2 Website explanation

Tourism Management System is a comprehensive web-based platform designed to streamline and enhance the management of tourism-related activities for travel agencies, tour operators, and tourists. This system serves as a one-stop solution for managing tour packages, bookings, customer inquiries, and tour itineraries, while offering seamless communication between

travelers and service providers.

Key Features

1. **Tour Package Management:** Allows administrators to create, modify, and display a wide range of tour packages with detailed information such as destinations, pricing, duration, and itineraries.

2. **Online Booking:** Provides a user-friendly interface for travelers to browse available tours, check availability, and securely book for their trips.

3. **Customer Management:** Helps travel agencies manage customer information, inquiries, and feedback efficiently, ensuring personalized services and better customer retention.

5. **Real-time Updates:** Updates about bookings, cancellations, payment statuses, and any changes in tour schedules to both service providers and travelers.

6. **Reviews:** Enables tourists to share their experiences provided, helping future customers make informed decisions and improving the quality of services.

7. **Admin Dashboard:** A robust back-end dashboard for travel agents and administrators to monitor bookings, manage tour schedules, track payments, and generate sales reports.

Overall, the Tourism Management System enhances the entire travel experience for all stakeholders by digitizing and automating processes, ensuring convenience, transparency, and efficiency in the tourism industry**.**

1.4 Application Useful to Society

A Tourism Management System is a digital platform designed to streamline and enhance the tourism experience for travelers, businesses, and local authorities. It serves as a comprehensive tool to manage bookings, itineraries, travel information, accommodations, and tourist attractions, while also promoting sustainable tourism practices. This system not only improves efficiency and convenience for tourists but also aids local businesses by providing them with insights into visitor patterns and preferences. Moreover, it contributes to economic growth and cultural exchange while minimizing the environmental impact of tourism, making it a valuable application for society.

1.5 Technologies Requirements

The following tools will be used in the implementation of the designed system. They've been divided into two categories; Mobile and Desktop tools.

1.5.1 Web Design Tools

HTML/PHP Editors:

Visual Studio Code is a popular code editor that supports several HTML and PHP editors, each with its own set of features and benefits. It also offers CSS, Javascripts editors. We use Visual studio code for our HTML and PHP code writing and editing.

Bootstrap :

We use some bootstrap class for the Dynamic page looks.

1.5.2 Graphics Design Tools:

Adobe Photo shop:

We use some photos for the Photo Gallery option and Our Home page slider. For The editing purpose use a graphics design tool Adobe Photo shop for editing our pictures.

1.5.3 Database Management tools:

In our website we kept the information of each member of the association. So further any query or information we need to handle this information. For this reason we need a database and to Handle databases we use XAMPP server.

1.6 Literature Survey :

For Literature Survey ,we have visited website related to our system .We have also visited some website for example github, open sources

System Analysis :

In the System analysis part ,we have studied the requirement specification of our project. There are functional and non -functional requirements of our project.We have also designed a Software requirement specification called SRS for our system.

CHAPTER 2
LITERATURE REVIEW

Programming Blog(YouTube) helps to learn Basic PHP language. We have learned HTML, CSS, Javascript, PHP through our course Web Engineering. Many tags are studied from Stack Overflow, Geeks for Geeks, Tutorialspoint, W3school and some other random websites. Also learning PHP from YouTube videos helped. Combining all knowledge made us stable for making the Web-based application more powerful and properly. We have also visited some existing systems, such as Amadeus and Travelport, provide insight into booking, package management, and real-time data handling, which has significantly improved the user experience in the tourism sector. These platforms serve as an inspiration for designing user-friendly interfaces and robust backend systems.

The literature also discusses the importance of integrating third-party APIs, such as Google Maps and payment gateways, which enable users to visualize tour locations and make secure payments. These enhancements are considered essential for future implementations of TMS, allowing better interactivity and secure payment processes for users.

Through this review, it is clear that a well-structured Tourism Management System can significantly improve operational efficiency, customer satisfaction, and data management in the tourism industry.

To further improve our application, we analyzed existing systems such as **Amadeus** and **Travelport**, which offer advanced solutions for booking management, package handling, and real-time data processing in the tourism sector. These platforms serve as an inspiration for user-friendly interfaces and robust back-end systems. However, despite their functionality, both systems have some limitations that affect smaller tour operators or those looking for more customization solutions:

Amadeus offers an integrated suite of services including flight, hotel, and car rental bookings. However, its focus on large-scale businesses and global enterprises makes it less suitable for smaller tourism companies due to its complex integration process and high operational costs.

Travelport has one limitation is its steep learning curve for developers and administrators due to the complexity of the system.

CHAPTER 3
SYSTEM ANALYSIS

3.1 Introduction

3.1.1 Purpose

The purpose of the Tourism Management System (TMS) is to streamline the management of tourism-related services, such as tour packages, bookings, and customer inquiries. Traditionally, tourism management involves manual handling of numerous bookings and packages, leading to inefficiencies and customer dissatisfaction. By automating these processes, the system ensures that tour operators can efficiently manage and track bookings, while customers experience a smooth and user-friendly platform for planning and booking their travel.

3.1.2 Scope

The system's user interface is designed for ease of use, allowing both technical and non-technical users to interact with it efficiently. Customers can access the system through any web browser, making it widely accessible. Administrators can log in through a secure portal to manage tours, track bookings, and analyze system performance through reports.

3.1.3 Documentation Conventions

Throughput this documentation, the following conventions have been
used:

- Fonts: Times new Roman
- Size 16 for main heading
- Size 14 for subheading
- Size 12 for the rest of the document

3.2 Overall Description

3.2.1 Product Perspective

The proposed Tourism Management System (TMS) aims to replace conventional, manual methods of managing tourism operations with a dynamic web-based application. The system provides a comprehensive overview of available tours, handles customer bookings, and allows seamless management of tour packages. The primary goal is to enhance operational efficiency by offering real-time booking capabilities, secure transactions, and user-friendly interfaces, enabling tour operators to better serve their customers.

The system's perspective is to make the booking process convenient and automated, while also offering secure data management. This will not only provide a better experience for tourists but also streamline administrative processes, reducing the likelihood of human error and increasing customer satisfaction.

3.2.2 Application Function

Homepage

The homepage serves as the central hub for users. It displays available tour packages, special offers, and an intuitive navigation menu that allows users to access essential functions like booking tours, viewing details, and learning about the company's services. Key sections include:

- **Tour Packages**: Highlighted packages with descriptions, images, and pricing.
- **Featured Offers**: Promotions or discounts on specific tours.
- **Navigation Bar**: Directs users to various sections, including About Us, Contact, and User Login.

About Us

This section offers an introduction to the tourism company, including its history, mission, and values. It provides details on the type of tours available, the team behind the service, and contact information for further inquiries.

Events

Users can view details on upcoming tours and events. Each listing provides a full description of the event, including the duration, price, location, and available booking slots. Customers can filter by date, location, or type of tour. Admin approval is required to post or update any events.

Booking System

The core functionality of the system. Customers can select a tour package, enter their details (number of travelers, dates, etc.), and proceed with the booking. Upon confirmation, the system generates a unique booking ID and a receipt of the transaction.

Contact Us

A contact page where users can submit inquiries, report issues, or seek support regarding tour packages and bookings. Messages submitted are forwarded to the admin for review and response.

User Login

Every user is required to register an account before booking a tour. Logged-in users can track their bookings, view tour history, and manage their profile details. Admins can also create, update, or delete user accounts as needed.

Members/Clients

Registered users can access the list of available tour packages, view details, and interact with other members for group travel or tour-related queries.

Admin login

There is a man called admin who will manage the database. The admin has its own user id and password. The admin dashboard allows administrators to manage all aspects of the tourism system. This includes adding new tours, managing bookings, reviewing user inquiries, and processing payments. Administrators also have access to reports on booking performance and customer interactions.

Payments

Once a user books a tour, the system provides secure online payment options to complete the booking. Payment methods include credit/debit cards or third-party gateways.

User characteristics

Users of this website must have basic knowledge about Internet browsing and can login ideas.

3.2.3 Constraint, Assumption and Dependencies

MySQL server will be used as a SQL engine and database users may access the system from any computer that has an internet connection .Users must have to enter the correct user name and password.

CHAPTER 4

REQUIREMENTS AND SPECIFICATIONS

4.1 User Interface

The users of the website are those who have already registered for the membership. So use the user id and password for login and can browse the website.

4.2 Hardware Interface

Mobile phones for students or laptops to visit the website and browse to see the events/ seminars/ workshop. The admin needs a phone or laptops for approval works.

4.3 Software Requirements

Operating System : We use windows 10, but windows 7 or windows 11 or Linux is also permissible

Client Script : HTML, CSS, Basic PHP, Bootstrap, JavaScript(jQuery)

Database : My SQL(XAMPP Software)

Text Editor : Visual Studio

4.4 Skill Requirements

Front end : Basic PHP

Markup Language : HTML, CSS

Back end : Basic PHP

4.5 Client-Site Requirements

Operating System : Any Operating System

Browser : Any Browser (Opera, Firefox, Mozilla)

4.6 Hardware Requirements

Devices : Android Phone, Laptop, Desktop.

Processor : Intel Core or AMD Ryzen processor

RAM : 8 GB (for better use)

4.7 Functional Requirement

Functional requirements define the expected services and functionalities provided by the Tourism Management System (TMS). The system should efficiently handle inputs such as bookings, user queries, and administrative tasks. Below are the core functional requirements for the proposed system:

- **Tour Browsing**: Visitors can view tour packages, prices, and availability on the home page.
- **User Registration/Login**: Users can register with valid credentials, log in, and manage their accounts.
- **Booking System**: Users can book tours, confirm payments, and receive booking IDs.
- **Admin Panel**: Administrators can add, edit, or remove tour packages, approve or cancel bookings, and generate reports.
- **Tour Package Posting**: Admins can post new tour packages and update existing ones. They can also approve user-generated posts such as reviews or questions about tours.
- **Booking Management**: Admins can view all pending and confirmed bookings, track payments, and manage customer data.

Other Functionalities

- **Secure Transactions**: Users can securely pay for tours via integrated payment gateways.
- **Email Notifications**: The system sends confirmation emails to users after successful bookings or cancellations.

4.8 Other non-functional Requirement

Non-functional requirements are system-wide attributes that ensure the quality and performance of the **Tourism Management System (TMS)**. They include:

- **Security**: All user data and payment details should be encrypted, and user authentication must be secure.
- **Performance**: The system should handle high volumes of bookings and traffic without significant delays.

- **Scalability**: The system should support an increasing number of users and tour packages without degradation in performance.
- **Reliability**: The system must ensure that data is consistently stored and accessible, with minimal downtime.
- **Maintainability**: The system should be easily updated or maintained, ensuring smooth upgrades without disruptions.
- **Usability**: The interface should be user-friendly and intuitive, ensuring easy navigation for both customers and administrators.

CHAPTER 5

SYSTEM DESIGN

5.1 Website Flow Chart Diagram

Here is the Website flowchart diagram for our Tourism Management System Website. Website flowchart helps to understand the planned website. Its beneficial technique for drawing out the future addition.

1. This flowchart shows the Homepage. In the Homepage, Header shows us About,Tour Packages,Privacy policy,Terms of use,Contact us,Enquiry sections.

2. The admin login,user sign-up and user sign-in sections are also in the homepage in the header section.

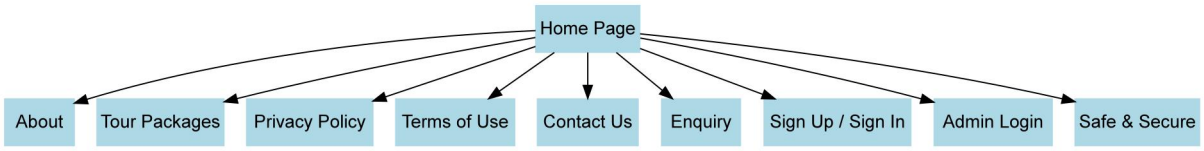


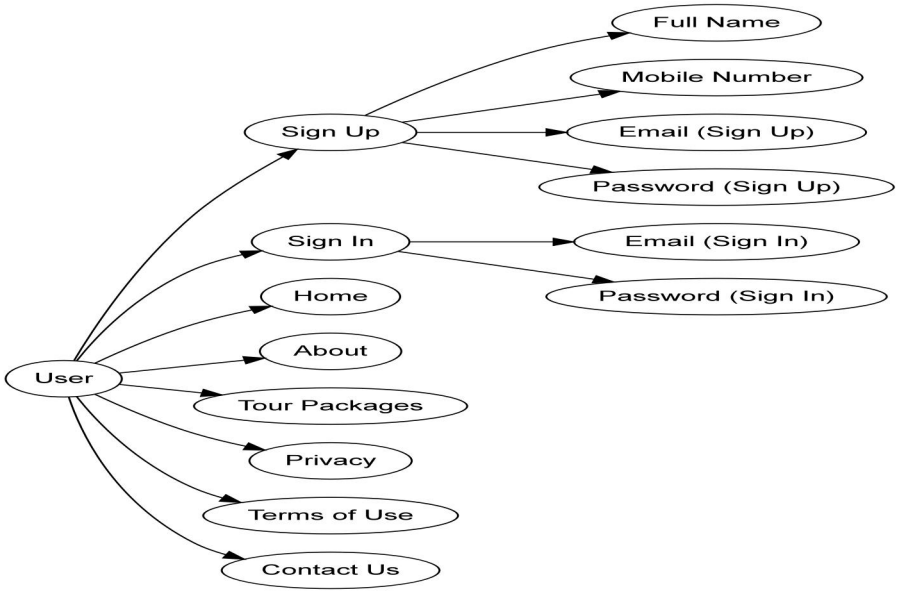
Fig: 5.1 Flow chart

5.2 Use Case Diagram

A use case diagram is a graphical depiction of a user's possible interaction with a system. It describes the high level functions and scope of a system. It also identifies the interactions between the system and its actors.

5.2.1 Use Case Diagram for User

A use case diagram is a graphical depiction of a user's possible interaction with a system. It describes the high level functions and scope of a system. It also identifies the interactions between the system and its actors.



. **Fig 5.2.1: Use case diagram for User**

5.2.2 Use Case Diagram for Admin

This use case diagram is for admin and shows the work that are done by the admin.This diagram illustrates the admin's sign-in process and access to key functions, such as managing tour packages, users, bookings, issues, enquiries, and navigating the dashboard after authentication.

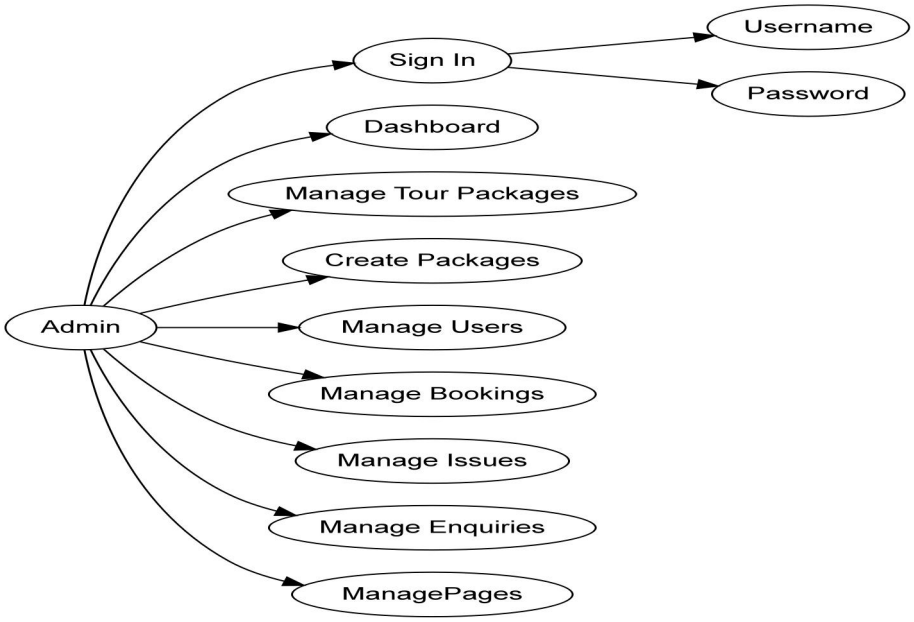


Fig 5.2.2: Use case diagram for Admin

5.3 Database Design

Database can be considered as the heart of a system which provides data which eventually flows in the whole system and makes a software meaningful. Without Data it's just bone and flesh tied together not knowing what's happening. We Used a Relational database management system for our project. We'll see the structure of our database through Schema Diagram and ER diagram.

5.3.1 Software Development Process

We used Agile and Integration and Configuration Software Development methods to develop this project. Agile is a Incremental development process suitable for small, dynamic teams where the planning and implementation is continual. The requirements and planning are not fully documented before development starts, rather these two phases run parallel. In agile methods, requirements specification is not a separate activity but is seen as part of system development. Requirements are informally specified for each increment of the system just before that increment is developed. Requirements are specified according to user priorities. The elicitation of requirements comes from users who are part of or work closely with the development team. In the majority of software projects, there is some software reuse. This often happens informally when people working on the project know of or search for code that 10 is similar to what is required. This kind of development is called Integration & Configuration.

5.4 Data Flow Diagram

Data flow diagrams show the flow of the system or application goes through the system.

5.4.1 Zero Level DFD

The provided zero-level Data Flow Diagram (DFD) presents a high-level overview of a Tourism Management System. It illustrates the primary interactions between three entities: the User, the Tourism Management System itself, and the Admin.

The User interacts with the system to register, login, and book tours. They also receive booking confirmations and tour details. The Admin, on the other hand, has access to manage users and tour packages within the system.

The Tourism Management System acts as the central hub, processing booking requests, user information, and managing user accounts and tour packages. This basic structure provides a foundation for understanding the system's core functionalities and relationships between its components.

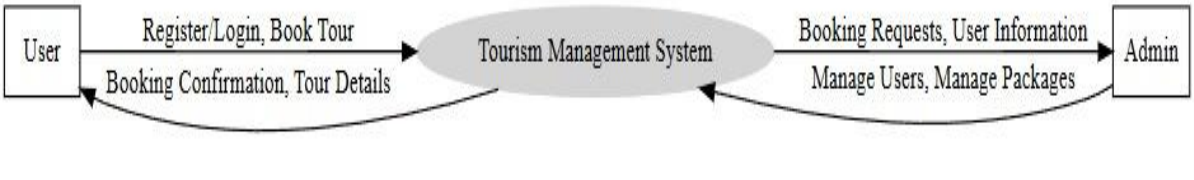


Fig 5.4.1: Zero Level DFD

5.4.2 One Level DFD

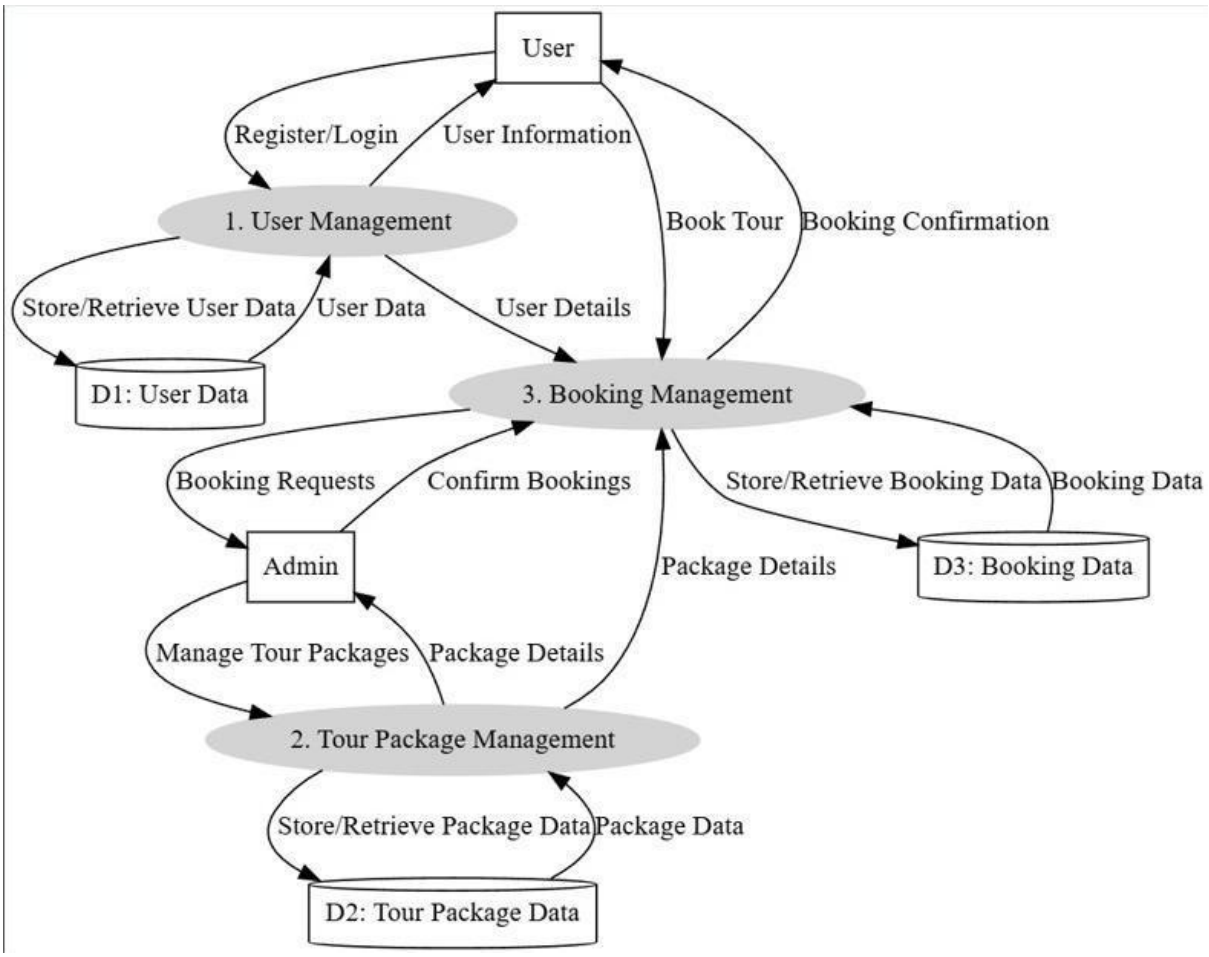
The provided first-level Data Flow Diagram (DFD) expands upon the high-level overview presented in the zero-level diagram. It delves deeper into the functional components of the Tourism Management System and illustrates the data flows and processes involved.

The diagram highlights three primary processes:

1. **User Management:** This process handles user registration, login, and the storage and retrieval of user data (D1).
2. **Tour Package Management:** This component deals with the creation, management, and storage of tour package details (D2).
3. **Booking Management:** This process facilitates booking requests, confirmation, and the storage and retrieval of booking data (D3).

The diagram also shows the interactions between these processes and the User and Admin entities. The User interacts with the system to register, login, book tours, and receive booking confirmations and tour details. The Admin manages tour packages and has access to all user and booking data.

This first-level DFD provides a more detailed understanding of the system's internal operations and data flows, laying the groundwork for further decomposition into more granular levels of detail if necessary.



5.4.2: One Level DFD

5.5 ER Diagram

The ER diagram represents a database schema for a tour package booking system. It includes entities for users, tour packages, bookings, and admins. Users can book tour packages, which are managed by admins. The diagram also captures information about the booking process, such as booking date and status.

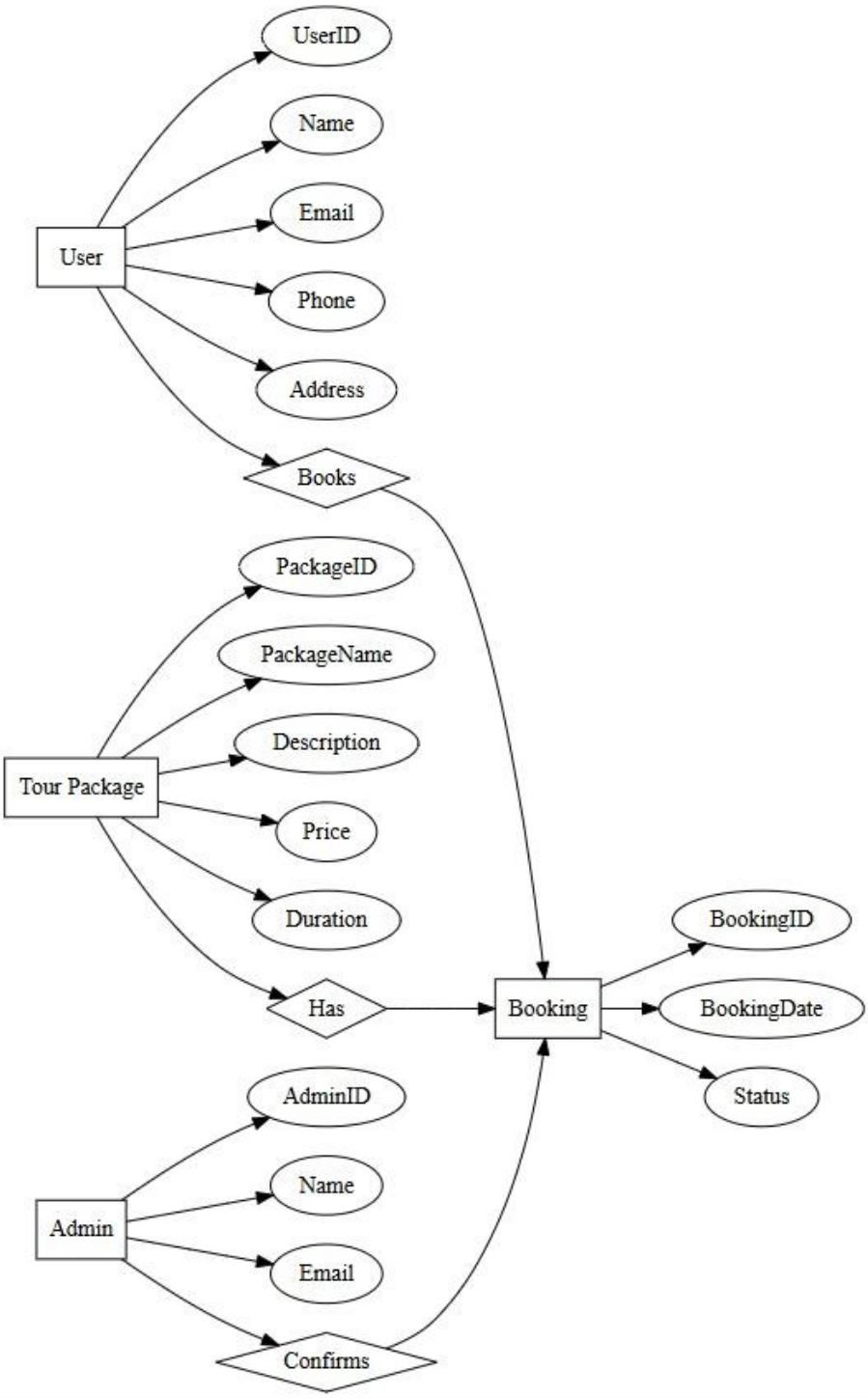


Fig 5.5 : ER Diagram

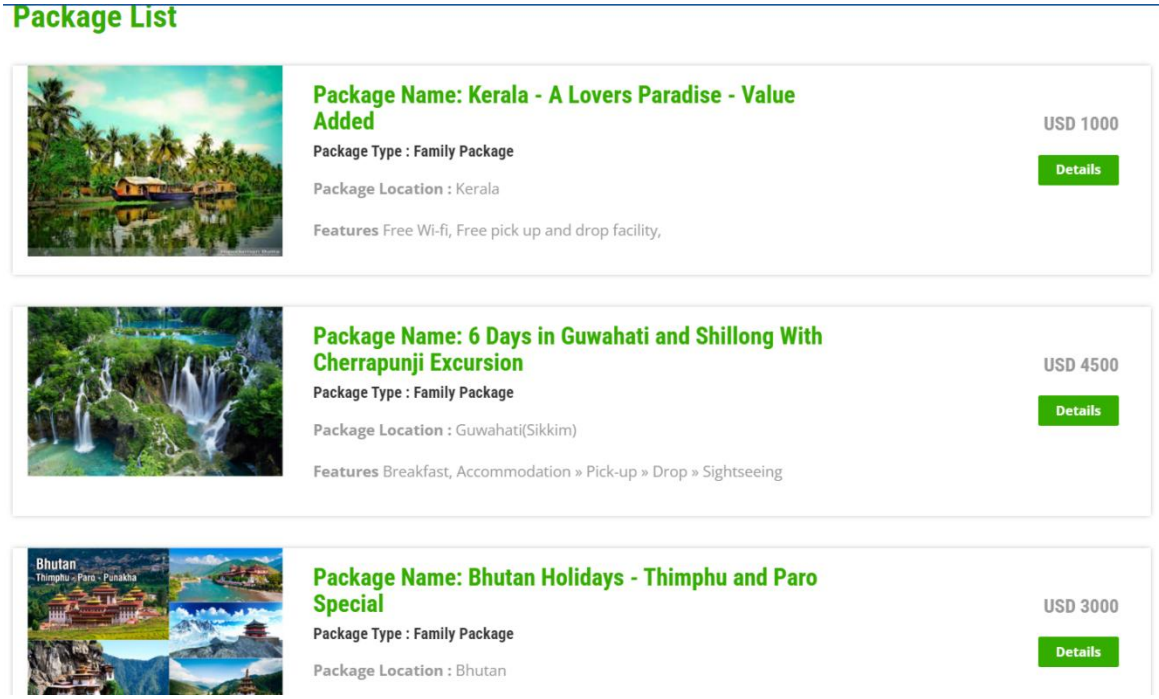
CHAPTER 6
IMPLEMENTATION

6.1 Home Page

This image showcases the home page of a Tourism Management System. It includes a navigation bar with options such as Home, About, Tour Packages, Privacy Policy, Terms of Use, Contact Us, and Enquiry. The page features a banner with iconic global landmarks, emphasizing a focus on international tourism. The interface also provides options for Admin Login, Sign Up/Sign In, and a toll-free number for customer support. The Safe & Secure badge is visible, likely highlighting secure transactions for bookings.

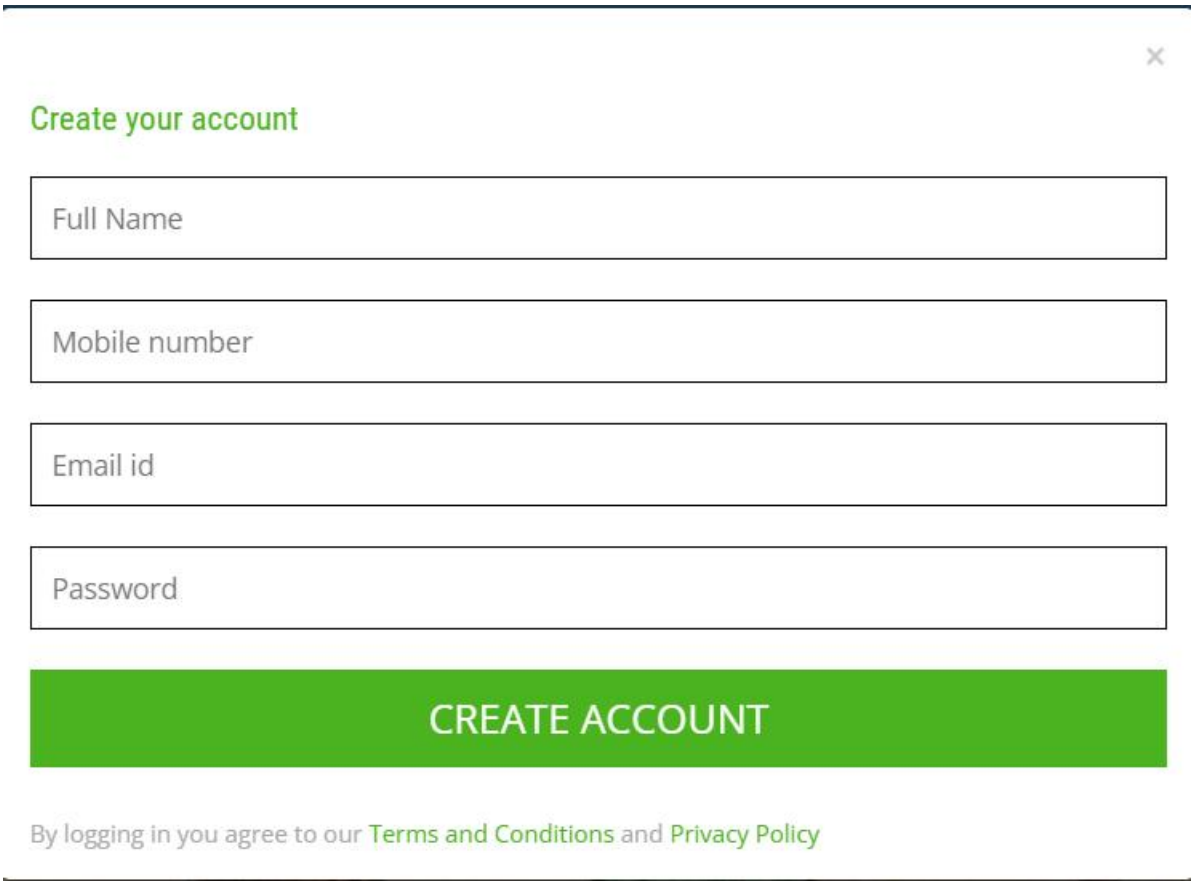
6.2 Home Page for package List

This image displays the Package List section of the Tourism Management System, offering various tour packages. Each package includes essential details such as the Package Name, Package Type, Location, and Features. Packages like "Kerala - A Lover's Paradise" and "Bhutan Holidays" are featured with prices and a "Details" button for more information. The system highlights user-friendly features, such as package descriptions and pricing, providing an easy booking experience for customers.



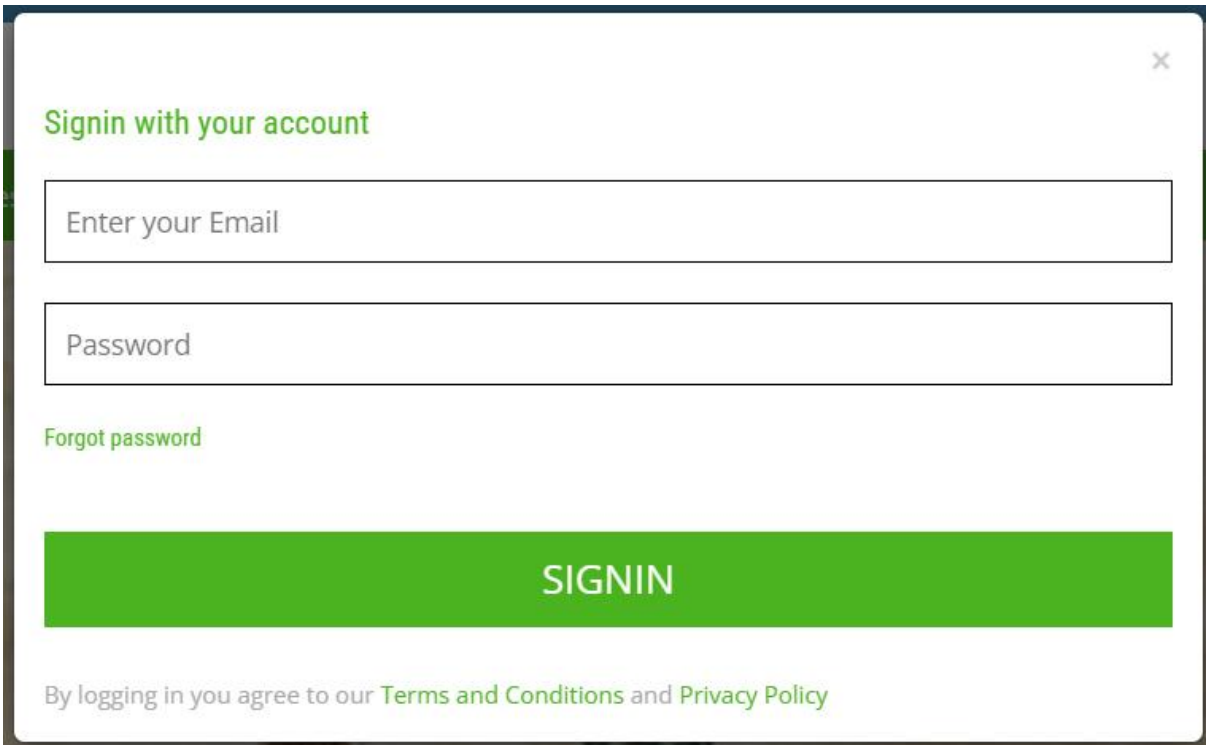
6.3 User Sign up

This image showcases the Create Account form of the Tourism Management System. Users are prompted to enter details such as Full Name, Mobile Number, Email ID, and Password. After filling out the form, they can click the green Create Account button to register. It also includes a note that, by creating an account, users agree to the platform's Terms and Conditions and Privacy Policy, offering a straightforward sign-up process for new users.



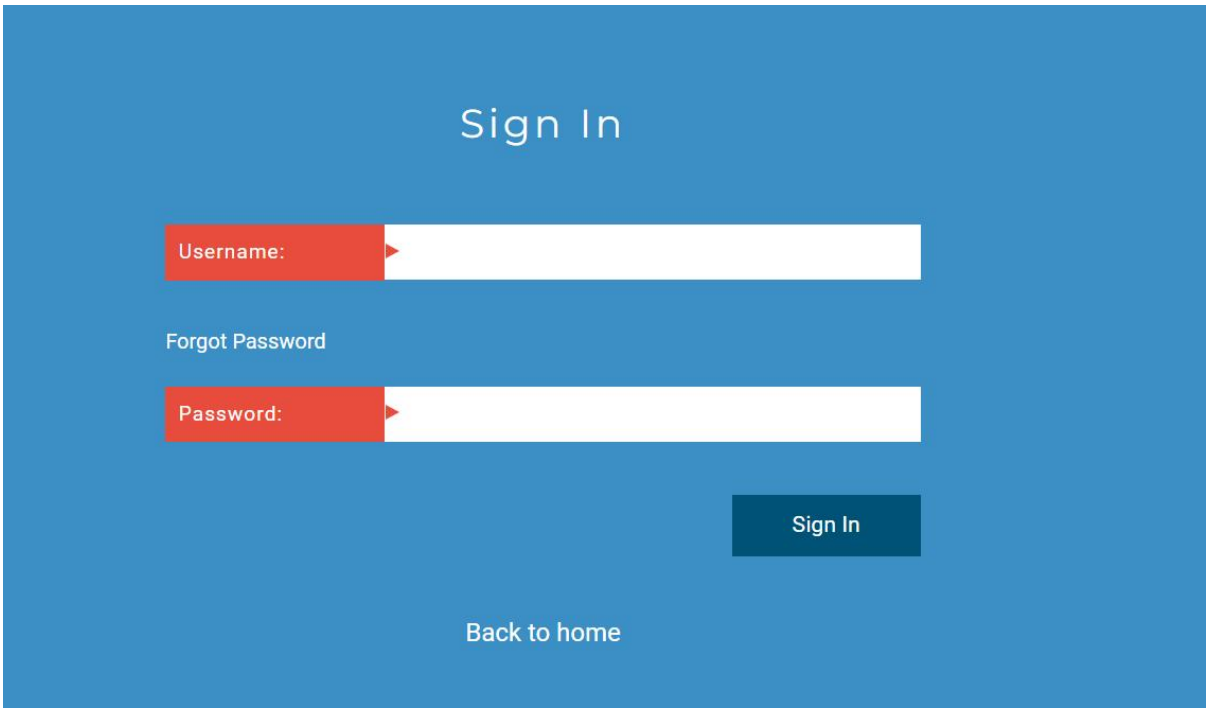
6.4 User Login

This image shows a login form for a tourism management system. Users can enter their email address and password to access the system, which likely provides tools and resources for managing various aspects of tourism, such as bookings, reservations, marketing, and customer service.



6.5 Admin Login

This is a "Sign In" page with fields for entering a username and password. The layout includes two input boxes, one for the "Username" and one for the "Password," both highlighted with red labels. There is a link for "Forgot Password" below the username field. A blue "Sign In" button is located near the bottom-right corner, and at the bottom center, there is a "Back to home" link, providing navigation back to the homepage. The page has a simple, blue background with white and red accents.

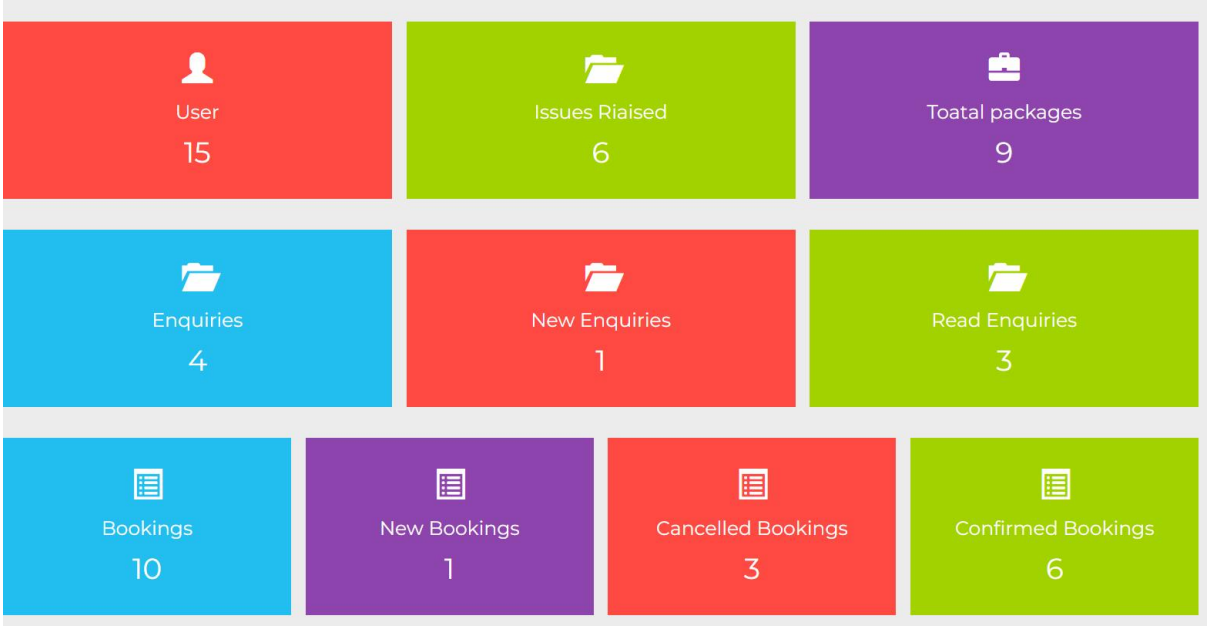


6.6 Dashboard

This is a dashboard page displaying various statistics related to user activity, enquiries, and bookings. The page is organized in a grid of colorful tiles, each representing different data points:

- **User (15)**: The number of users.
- **Issues Raised (6)**: Number of issues reported.
- **Total Packages (9)**: Total number of packages.
- **Enquiries (4)**: Total enquiries made.
- **New Enquiries (1)**: New enquiries that haven't been addressed yet.
- **Read Enquiries (3)**: Enquiries that have been reviewed.
- **Bookings (10)**: Total bookings made.
- **New Bookings (1)**: Newly created bookings.
- **Cancelled Bookings (3)**: Bookings that have been cancelled.
- **Confirmed Bookings (6)**: Bookings that have been confirmed.

Each tile has a different color, making the data visually distinct and easily understandable.

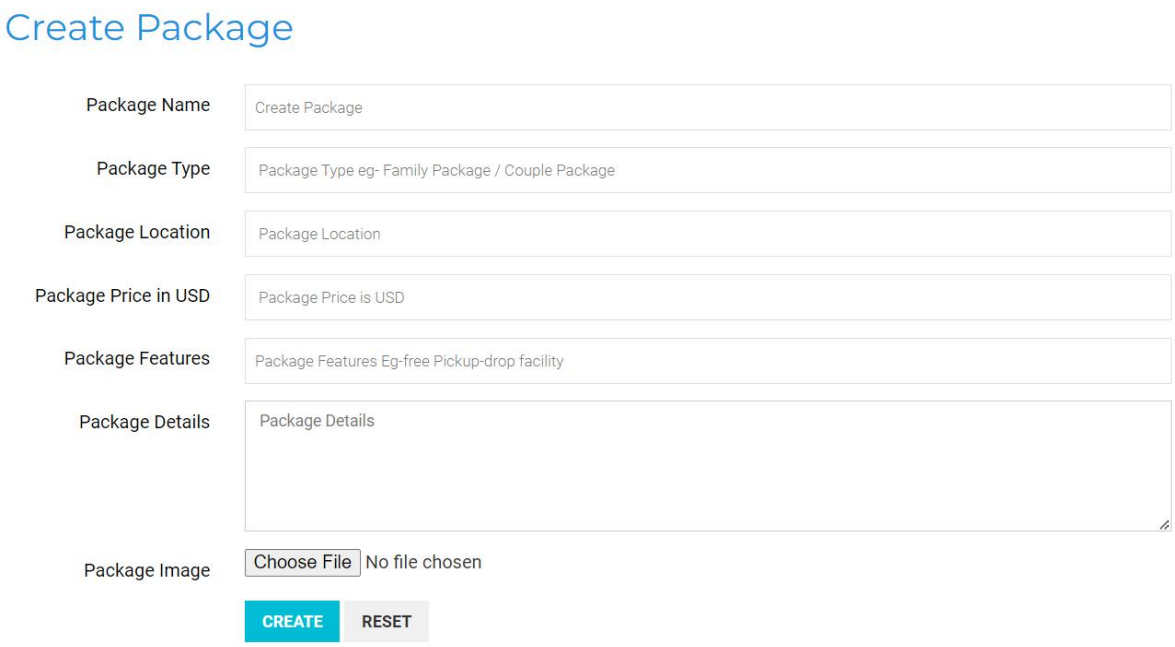


6.7 Create Package

This is a "Create Package" form page where users can input details to create a travel or service package. The form includes the following fields:

- **Package Name**: Input field for the name of the package.
- **Package Type**: For specifying the type of package, such as "Family Package" or "Couple Package."
- **Package Location**: Location where the package applies.
- **Package Price in USD**: Field to enter the price of the package in US dollars.
- **Package Features**: Description of the package's features (e.g., free pickup and drop-off).
- **Package Details**: A larger text box for additional details about the package.
- **Package Image**: An option to upload an image related to the package.

At the bottom, there are two buttons: "CREATE" to submit the form and "RESET" to clear the fields.



6.8 Manage Packages

This page displays a list of travel packages, including their name, type, location, price, creation date, and actions (view details and delete). The packages listed are:

- Swiss Paris Delight Premium 2024 (Group Package)
- Bhutan Holidays - Thimphu and Paro Special
- Soulmate Special Bali - 7 Nights
- Kerala A Lovers Paradise - Value Added

This way it will continue and admin can add packages.

Manage Packages

#	NAME	TYPE	LOCATION	PRICE	CREATION DATE	ACTION
1	Swiss Paris Delight Premium 2024 (Group Package)	Group Package	Paris and Switzerland	$6000	2024-07-15 11:21:58	VIEW DETAILS DELETE
2	Bhutan Holidays - Thimphu and Paro Special	Family Package	Bhutan	$3000	2024-07-15 11:21:58	VIEW DETAILS DELETE
3	Soulmate Special Bali - 7 Nights	Couple Package	Indonesia(Bali)	$6000	2024-07-15 11:21:58	VIEW DETAILS DELETE
4	Kerala - A Lovers Paradise - Value Added	Family Package	Kerala	$1000	2024-07-15 11:21:58	VIEW DETAILS

6.9 Manage Users

This page is a user management interface, likely for a web application or software. It displays a list of users with their names, mobile numbers, email addresses, registration dates, and last update dates. Additionally, there's an "ACTION" column with a button for each user, presumably to view or manage their bookings.

Manage Users

#	NAME	MOBILE NO.	EMAIL ID	REGDATE	UPDATION DATE	ACTION
1	Faisal	4456464654	faisal2@gmail.com	2024-01-16 12:33:20	2024-10-12 00:48:35	USER BOOKINGS
2	Bristi	9871987979	bristi13@gmail.com	2024-01-16 12:33:20	2024-10-12 00:49:13	USER BOOKINGS
3	Asif Iqbal	1398756416	Asif3@gmail.com	2024-01-16 12:33:20	2024-10-12 00:47:35	USER BOOKINGS
4	Abir	4789756456	abir@gmail.com	2024-01-16 12:33:20	2024-01-31 08:00:48	USER BOOKINGS
5	Test	1987894654	test@gmail.com	2024-01-16 12:33:20	2024-01-31 08:00:48	USER BOOKINGS
6	Test Sample	4654654564	testsample@gmail.com	2024-01-31 12:32:51		USER BOOKINGS
7	Ashik Khan	1425362540	ashik12@gmail.com	2024-02-03 19:03:43	2024-10-12 00:46:16	USER BOOKINGS
8	Rafi Zubayer	0161479963	rafi@gmail.com	2024-10-12 00:03:58	2024-10-12 00:43:25	USER BOOKINGS
9	Sazneen Bristi	1324567834	bristi@gmail.com	2024-10-16 16:14:46		USER BOOKINGS

6.10 Manage Booking

This is a page for managing bookings. It shows a list of bookings with information such as the booking ID, customer name, mobile number, email ID, registration date, travel dates, comments, status, and possible actions.

Manage Bookings

BOOIKN ID	NAME	MOBILE NO.	EMAIL ID	REGDATE	FROM /TO	COMMENT	STATUS	ACTION
#BK-1	Test	1987894654	test@gmail.com	Swiss Paris Delight Premium 2024 (Group Package)	2024-07-11 To 2024-07-18	I want this package.	Canceled by User at 2024-10-16 16:01:27	Cancelled
#BK-2	Test	1987894654	test@gmail.com	Bhutan Holidays - Thimphu and Paro Special	2024-07-10 To 2024-07-13	There is some discount	Confirmed	Confirmed
#BK-3	Abir	4789756456	abir@gmail.com	Kerala - A Lovers Paradise - Value Added	2024-07-11 To 2024-07-15	When I get conformation	Canceled by you at 2024-10-16 16:01:27	Cancelled
#BK-4	Test	1987894654	test@gmail.com	Bhutan Holidays - Thimphu and Paro Special	2024-02-02 To 2024-02-08	NA	Confirmed	Confirmed
#BK-5	Test	1987894654	test@gmail.com	Soulmate Special Bali - 7 Nights	2024-01-31 To 2024-02-05	please offer some discount	Pending	Cancel / Confirm
#BK-6	Ashik Khan	1425362540	ashik12@gmail.com	Bhutan Holidays - Thimphu and Paro Special	2024-03-01 To 2024-03-05	NA	Confirmed	Confirmed
#BK-7	Rafi Zubayer	0161479963	rafi@gmail.com	Soulmate Special Bali - 7 Nights	2024-10-12 To 2024-10-	NA	Confirmed	Confirmed

6.11 Manage Issues

This is a page for managing customer issues. It displays a list of issues, including the issue number, customer name, mobile number, email ID, issue type, description, posting date, and actions (view and delete).

Manage Issues

#	NAME	MOBILE NO.	EMAIL ID	ISSUES	DESCRIPTION	POSTING DATE	ACTION
#007	Test	1987894654	test@gmail.com	Refund	I want my refund	2024-01-25 12:56:29	VIEW DELETE
#0010	Test	1987894654	test@gmail.com	Other	Test Sample	2024-01-31 11:24:40	VIEW DELETE
#0013	Ashik Khan	1425362540	ashik12@gmail.com	Booking Issues	I want some information ragrding booking	2024-02-03 19:06:00	VIEW DELETE
#0015	Rafi Zubayer	0161479963	rafi@gmail.com	Refund	Refund my USD because i cancelled my tour.	2024-10-12 00:16:32	VIEW DELETE

6.12 Manage Enquiries

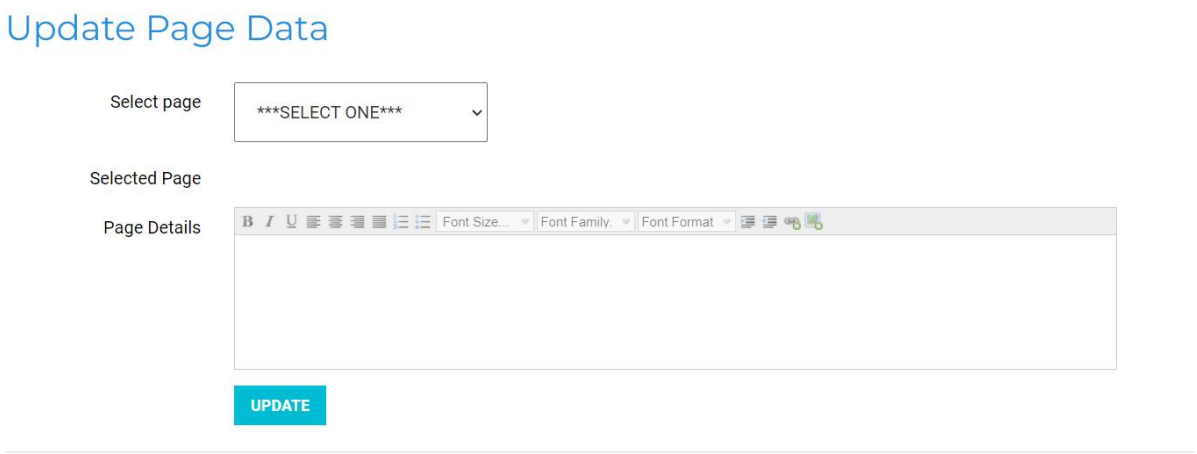
This is a page for managing customer inquiries. It displays a list of inquiries, each with a unique ticket ID, the customer's name, contact information, subject of the inquiry, a brief description, the date the inquiry was submitted, and an action button (likely for responding to or deleting the inquiry).

Manage Enquiries

TICKET ID	NAME	MOBILE NO./ EMAIL	SUBJECT	DESCRIPTION	POSTING DATE	ACTION
#TCKT-2	Akash Hossain	6797947987 / akash@gmail.com	Enquiry	Any Offer for North Trip	2024-01-18 12:31:38	Pending | Delete
#TCKT-3	Akij Uddin	1646689721 / akij12@gmail.com	Any offer for North	Any Offer for north	2024-01-19 12:32:41	Read | Delete
#TCKT-6	Amir shohel	1234567653 / Amir@gmail.com	Test subject	this is for testing.	2024-10-12 00:36:42	Read | Delete
#TCKT-7	Bristi	1254367893 / bristi@gmail.com	Test subject	this is for testing	2024-10-16 16:08:41	Read | Delete

6.13 Manage Pages

This is a web page for updating page data. The user can select a page from a dropdown menu, and then edit the page details such as font size, font family, and font format. There is also a text editor for modifying the page content. Finally, the user can click the "UPDATE" button to save their changes.



CHAPTER 7
TESTING AND ANALYSIS

7.1 Testing and Result Analysis

The Tourism Management System (TMS) underwent extensive testing to ensure functionality, usability, and security. Testing is crucial in validating that all modules and features work as expected, and it plays an integral role in delivering a reliable system.

7.1.1 Testing

The Testing that we have done ----

- **Unit Testing**

Each module of the system (e.g., booking, payment processing) was tested independently to ensure correctness. All functions, inputs, and outputs were verified against test cases.

- **Integration Testing**

Tested the interaction between modules, ensuring seamless data flow between components like tour selection and payment processing.

- **User Interface testing**

Evaluated the design, layout, and overall user experience, ensuring the interface is intuitive and user-friendly.

- **Validation Testing**

Checked for correct data validation (input, output) and ensured secure data management. Booking forms, payment entries, and user logins were tested for validation.

- **Tour and Event Posting Testing**

Verified that tour and event details were accurately uploaded and updated after admin approval.

- **Accessibility Testing**

Ensured users can access the system through various devices and browsers. Only registered users were given access to sensitive functions like booking.

- **Security and Compatibility Testing**

Tested password encryption, secure login functionality, and compatibility across multiple browsers, ensuring the system functions securely and consistently.

7.2 Advantages

- The Tourism Management System offers several advantages for both administrators and customers:
- **Automated Bookings**: The system streamlines the booking process, reducing manual efforts and human errors.
- **Efficient Management**: Tour operators can easily manage tour packages, availability, and customer queries through a single dashboard.
- **Enhanced Customer Experience**: Customers can browse and book tours conveniently from any location, with instant booking confirmation and secure payment processing.
- **Data Security**: The system ensures that all customer data and payment details are encrypted and stored securely, providing peace of mind for users.

7.3 Unique feature of project

1. **Real-time Tour Management**: Allows tour operators to manage packages dynamically, updating availability, pricing, and schedules in real-time.
2. **Automated Booking System**: Customers can instantly book tours, and admins receive real-time notifications for new bookings.
3. **Secure Payment Gateway**: Provides secure and easy online payments, ensuring the safety of sensitive customer data.
4. **Customer Support**: An integrated "Contact Us" feature allows users to submit inquiries or report issues, which are routed directly to the admin for prompt resolution.

These unique features make the Tourism Management System a comprehensive solution for handling modern tourism operations efficiently.

CHAPTER 8

CONCLUSION AND FUTURE ENHANCEMENT

8.1 Conclusion

The Tourism Management System aims to strengthen the relationship between tourists and tour operators by providing an efficient and user-friendly platform for managing bookings, tour packages, and customer interactions. The system offers a secure, automated, and reliable method for handling all aspects of tourism management, ensuring both the satisfaction of customers and the efficient operation of tourism companies. It contributes to improving service quality, increasing business productivity, and enhancing the overall travel experience.

8.2 Limitations

- The system currently lacks an email recovery option for resetting passwords.
- The "Contact Us" reply is not automatically sent to customers.
- Data maintenance can occasionally be challenging, leading to minor inaccuracies.
- The terms of use and privacy policy page descriptions are not working.

8.3 Future Enhancement

There is significant scope for further improving the Tourism Management System. Potential future enhancements include:

1. **Donation Account**: Adding a donation system where users can contribute to social and cultural initiatives related to tourism.
2. **Automated Email Replies**: Implementing an automatic email reply system for customer queries and bookings.
3. **Improved Communication**: Enhancing the communication feature, allowing users to interact with each other and share travel-related information.

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