Technical Document – Annexure I

of

Tokyo Tour Application

Contents

Annexure I

1. Project Overview

✓ **Business Need**

Client is looking for an applications where guides will be able to enter the services and cost for the service. Tourists will be able to view the guides and services offered. They can connect with each other for the same using chat. Once they agree, User will also be able to book for the service for which guide will raise the payment order. Admin will be able to manage the apps and manage content for the applications. % amount will be set up by Admin as commission.

✓ **How the platform would help in achieving the business need**

This application will be used by the guides where they will be able to register & enter the services and cost for the service. Tourists will have their own mobile application to view the guides and services offered by them. Tourists can get connected with guide to book them. They can also chat with each other. Once they agree on payment terms over chat, tourist will be able to book for the service for which guide will raise the payment order. Admin will be able to manage the apps and manage content and set % amount as commission.

✓ **Stakeholders**

Actor	Task
Guide	Users will add service & cost for the same to get bookings
Tourists	User will pay for the guide service and give review
Admin	Admin will manage the app from backend

✓ **Project Scope and Development Deliverables**

This project scope comprises of the following components to deliver:

- Design and Development of Mobile Application for Guide User (iOS & Android)
- Design and Development of Mobile Application for Tourist User (iOS & Android)
- Development and Integration of API
- Development of Admin Web Panel

2. Technologies

Development Phases		Tools & Technology
Requirement Gathering and Analysis	Proposal Drafting, SRS Writing and User Flow Diagram	Microsoft Office Word 2019 / Microsoft Office Presentation 2019 / Microsoft Office Vision 2019
	Wire Framing	Axure / UiZard
Development	Application	Flutter / React Native
	Web Panel/Website	HTML & CSS/ Angular
	Backend	Node.js / PHP (Laravel)
	Database	MongoDB / MySql
Version/s Supported	Android	9.0 and above
	iOS	13.0 and above
	Browser	Google Chrome, Safari, Mozilla Firefox
Quality Assurance & Testing	Test Cases	MS Office Excel 2019
	Testing	Manual

3. User Flow Diagram
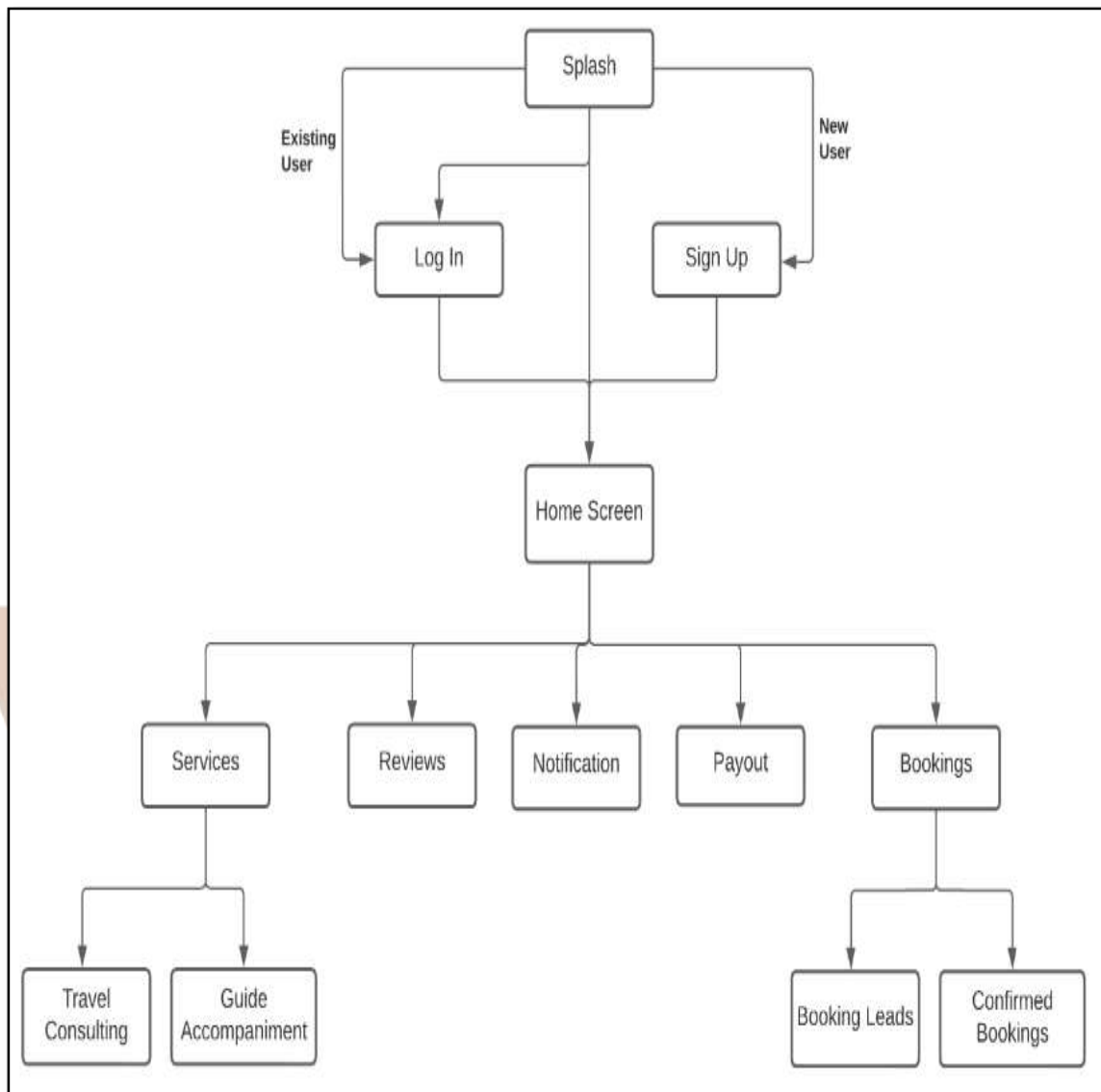
4. Features and Scope of Work

4.1. User Flow of Guide User Application

➢ **Splash Screen**

- The launch screen of the Application where end users will be able to view the company's logo.

➢ **Authentication**

- **Google Signup or Facebook Signup**
    - o Once user will click on any of the social media icon, app will verify whether the user is already registered or not, if not user will enter below details:-
        - Name & Nick Name
        - Nationality(Drop Down)
        - Languages(Drop Down)
        - Upload Image
        - Description/Bio
        - Area of service
        - Personal Interest(Input text)
        - Add links(Copy, paste the link)
        - E-Mail ID/Mobile Number
        - Upload guide license(pdf, jpg, png)
        - Upload driving license(pdf, jpg, png)

➢ **Home Screen**

- This screen would be the main screen of the application containing services offered by guide, they can also add/edit the services
- This screen will also have Sample services added by the guides and it will be viewed in vertical scroll
- This screen would comprise of below details: -

    - o Home
    - o Bookings

o Reviews

o Notification

o Profile

➢ **Services**

- Upon clicking on Services, user will travelling consulting & Guide accompaniment

- **Travel Consulting**

  o There will be given the list of checkboxes in which user will have to tap if they offer that service

  o If user wants to add other another service, they can input and add the text for the same

  o User can add price for the same

  o User can add/write Service description along with Terms & Conditions

  o User will be able to publish/edit the service

- **Guide Accompaniment**

  o User will be able to add the guide accompaniment by entering price per day in USD for guide

  o User will add service description

  o User will add terms & conditions

  o User will be able to publish/edit the service guide accompaniment

➢ **Add Sample/Examples**

- User will view the different examples added by them and can also edit or delete them

- User will be able to add examples as well

- User can add the title of the example

  o Upon adding the title, user can add duration of the tour

  o User can add the description of the example

  o User will be able to add the images in the examples as well

- User can publish or edit the examples

➢ **Bookings**

- In bookings, there will be 2 options like Booking Leads & Confirmed Bookings

- **Booking Leads**
  - User will be able to search for the booking leads
  - List of all bookings will also be available and can be scrolled vertically
  - Overview will provide few details of the leads such as:-
    - Name of the tourists
    - Value/Amount of the tour guide
    - Retrieve date

  - Detailed view will be opened once user clicks on the overview of the same
    - User will be able to Image and name of the tourists
    - User can view the profile of the tourist
    - User can send payment order to the tourists

    - **Chat**
      - User will be able to chat with the tourists and can send images, documents or videos

    - **Payment Order**
      - User will be able to add the order date & payment deadline date for the tourists

- **Confirmed Bookings**
  - All the orders will be moved to confirmed once the tourist pays the order amount
  - User will be able to search for the booking leads
  - List of all bookings will also be available and can be scrolled vertically
  - Overview will provide few details of the leads such as:-
    - Name of the tourists
    - Value/Amount of the tour guide
    - Retrieve date

- o Detailed view will be opened once user clicks on the overview of the same
  - User will be able to Image and name of the tourists
  - User can view the profile of the tourist
  - User can view payment order to the tourists

  - **Chat**
    - User will be able to chat with the tourists and can send images, documents or videos

  - **Payment Order**
    - User will be able to view the status of payment date for the tourist

➢ **Pay-out**
- User will view the total amount received from the user on daily basis and that can be changed to weeks, months, year
- User can manage the details of the bank to receive the amount
- User can request for the pay-outs of the amount they have received during the services
- % Amount will be deducted as per the commission set by the Admin

➢ **Reviews**
- User will view the total reviews in stars and number of reviews shared by user
- User will view the list of reviews added by the tourists along with star rating and date of submit

➢ **Notification**
- The notification would be on engagement and transaction basis.

➢ **Settings**
- Clicking on this user would be redirected to the screen displaying My Account details with below options: -
  - o **Password**
    - Option to update the password.

o **Email**

- Option to view or update the e-mail ID

o **Profile Settings**

- User will be able to edit the profile details:-

  - Name & Nick Name

  - Nationality(Drop Down)

  - Languages(Drop Down)

  - Upload Image

  - Description/Bio

  - Area of service

  - Personal Interest(Input text)

  - Links(Copy, paste the link)

  - E-Mail ID/Mobile Number

  - Guide license(pdf, jpg, png)

  - Driving license(pdf, jpg, png)

4.2. User Flow of Tourists User Application

➢ **Splash Screen**

- The launch screen of the Application where end users will be able to view the company's logo.

➢ **Authentication**

- **Sign In**
    - The Providers will be able to login into the application using the below details:
        - E-mail ID or Mobile Number
        - Password or OTP

- **Forgot Password**
    - Clicking on this Provider would be redirected to the Forgot Password screen where user need to enter the below details:-
        - Email ID or Mobile Number (To receive the OTP for verification).
        - OTP
    - After that user can set new password

- **Sign Up / Register**
    - Providers will be able to register using below details: -
        - Name
        - Nationality(Drop Down)
        - Languages(Drop Down)
        - Upload Image
        - Description/Bio
        - Interests tag(which will be entered by Admin)
        - E-Mail ID/Mobile Number Password
        - Confirm Password

- **OTP Verification**
    - Sign-up process has to be verified through mobile number/email ID

- **Google Signup or Facebook Signup**
  - Once user will click on any of the social media icon, app will verify whether the user is already registered or not, if not user will enter below details:-
    - Name
    - Nationality(Drop Down)
    - Languages(Drop Down)
    - Upload Image
    - Description/Bio
    - Interests tag(which will be entered by Admin)
    - E-Mail ID/Mobile Number

➢ **Home Screen**
- This screen would be the main screen of the application containing the list of guides profile which will be scrolled vertically
- This screen will also have search option to search any guide
- User can also user filter for language, interests and what I need, on the basis of same list of guides will appear

- **List Overview**
  - Name of the guide
  - Image of the guide
  - Languages
  - Ratings
  - Interests
  - See more – Detailed view will be opened

- **Detailed View**
  - A screen will be opened and details of the guide will be visible such as:-
    - Name & Image of the Guide
    - Languages
    - Interests
    - Bio/Description

- Travel Consulting

- Guide accompaniment

- Amount of the service

- Examples of visit added by the user

- **Contact Guide**

  - Once user clicks on this, a screen will pop up to send the message to the guide

  - User can write a message and send to the guide

- This screen would comprise of below details: -

  - Home

  - Bookings

  - Payment

  - Notification

  - Profile

➢ **Bookings**

- **My Booking**

  - List of all bookings will also be available and can be scrolled vertically

  - Overview will provide few details of the leads such as:-

    - Name of the guide

    - Value/Amount of the tour guide

    - Tour date

  - Tourist will be able to cancel the tour

  - User will be able to chat with the guide

  - A pop up will be opened and user will displayed that if they cancel, there will be extra charge on next booking

- **Completed Tours**

  - List of all tours will also be available and can be scrolled vertically

  - Overview will provide few details of the leads such as:-

    - Name of the guide

- Value/Amount of the tour guide
- Tour date

- **Rate this tour**
  - User can select stars out of 5 to rate the guide and can write the description

➢ **Payments**
- Tour will be able to view all the payments completed over the application
- User will view the pending payment orders that they have to pay for the tours
- **Pending Payment orders**
  - User will be displayed the list of tours and services along with the amount and the details of the guide
  - User will have the options to view the message or accept the order
  - If user accepts the order, he will be redirected to payment page
  - User will then enter details of the card to make the payment

➢ **Notification**
- The notification would be on engagement and transaction basis.
- **Notification for payment orders**
  - User will be displayed the list of tours and services along with the amount and the details of the guide
  - User will have the options to view the message or accept the order
  - If user accepts the order, he will be redirected to payment page
  - User will then enter details of the card to make the payment

➢ **Settings**
- Clicking on this user would be redirected to the screen displaying My Account details with below options: -
  - **Password**
    - Option to update the password.

  - **Email**
    - Option to view or update the e-mail ID

4.3. Administrator Web Panel

The back end of the platform will be power packed with an administrative panel to manage the updates of data at the application level, website level and as well as back end.

Admin will be able to login using username & password

Following would be the key functionalities:

➢ **Dashboard**
- Quick links for the given features would be given like:-
  - o User Management
  - o Bookings Management
  - o Transactions Management
  - o Content Management

➢ **User Management (Tourist & Guide)**
- Admin will be able to manage the users from the backend.
- Admin will be able to activate/deactivate the account of the users from the backend.

➢ **Transaction Management**
- Admin can view all the transactions done by the users on the platform
- Admin will be able to manage the % amount for the payout for guides
- For cancellations, admin will directly refund the amount to the user in their bank account

  Note:- Stripe connect will be integrated for the automation process of refund amount

➢ **Bookings Management**
- **Cancelled Bookings**
  - o Admin can view all the details of the cancelled booking along with user details and reason mentioned

- **Past Bookings**
  - Admin can view all the details of the completed tours

- **Scheduled Bookings**
  - Admin can view all the details of scheduled bookings with all the details along with date & time

➢ **Tags & Interests Management**

- Admin will be able to manage all the tags, interests and items in the drop down

➢ **Notification Management**

- Admin can send push notifications to the users from the backend

➢ **Content Management**

- Admin will be able to manage (Add/View/Edit) the static contents.
  - Terms and Conditions
  - Privacy Policy

NOTE- Client must provide all the 3rd Party APIs required for the development of the application.

5. Draft Delivery Timeline and Gantt Chart

Planned Project Start Date	Scheduled Project Completion Date
Project Duration*	127
29-Jan-24	01-Jul-24

Draft Gantt Chart - Tokyo Tour App
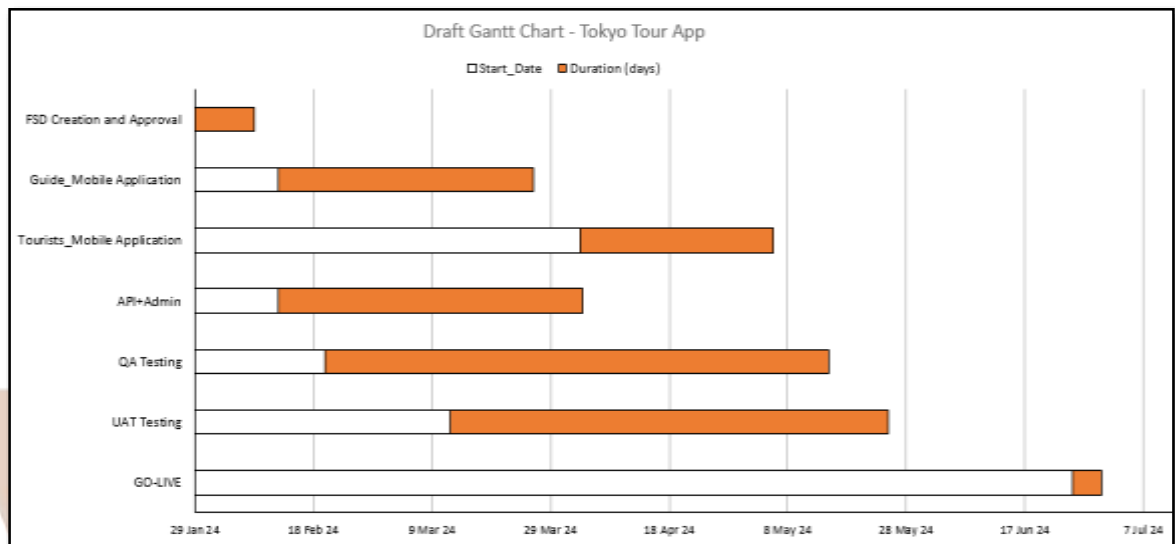
*Project Duration would be met with a condition that the client responses are received on time.

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6. Project Management

Before Project is awarded			
Business Analysis	**Project Management / Software Development**	**Business Development / Sales**	**Accounting**
1. Project Identify / Analysis 2. Develop one-page proposal overview 3. Create project management overview 4. **Luis** assigned to business manager GBM *GBM: Global Business Manager*	5. Project Evaluation by technical teams 6. Introduction call 1 on 1 interaction with **Luis** 7. System appropriate services determined 8. Requirements / System application architecting 9. Project needs analysis 10. Detailed proposal development 11. Cost and Time effort estimation	12. Introduction call 13. Deliverables discussed with **Luis** 14. Milestones discussed 15. Project success discussed 16. Future growth alignment 17. Detailed proposal provided 18. Payment instructions	19. Invoice submitted to **Luis** 20. Payment received 21. Payment confirmation sent to **Luis** 22. Account forwarded to PM

After Project is awarded			
Phase 1	**Phase 2**	**Phase 3**	**Phase 4**
1. Project manager assigned 2. Project initiation/ introduction call 3. Online project profile created 4. Weekly project meetings scheduled 5. Reporting formats explained to Luis	6. Design, Development / technical teams assigned 7. Project start 8. **Luis** feedback on weekly 9. Weekly project feedback session- 30 min 10. Reports available on-line 11. Online Rebel catering access of PM system application	12. Testing / Quality Assurance 13. Live server testing 14. Final bugs issues fixed 15. Campaign completed	16. Periodic project maintenance 17. Data backups 18. Web site – System application upgrades 19. On line marketing ** Optional

7. Proposed Team of Project

The proposed team to achieve the deliverables in a time span of 25 Weeks comprising of 40 hrs./week is as follows

Designation	Availability
Project Manager	Part Time
Project Expert	Part Time
Developers	Full Time
Quality Analyst	Full Time

8. Assumptions and Constraints

This section would have the list of all the assumptions that have been considered during the development of proposal accompanied with the list of constraints (i.e., technology restrictions) that would be beyond anyone's capabilities.

8.1. Assumption

- As there were screens missing for guide & tourist features so assumption has been made for guide as payout screen, and for the tourists as payment screen. The timeline has been taken on that basis, and if there are any changes for the features so the timeline and costing may vary and can be considered as change request.
- Assuming for the Admin Panel, that all the options present in the drop down will be managed by the Admin, thus the feature has been provided on Admin Panel
- The revenue model of the company will be based on percentage amount that will be deducted from wallet amount of the guides when they request the payout of the amount receive in their account.

8.2. Constraints

- Design milestone has not been included as the designs was shared by the client, if there are any changes in the designs it must come from the client, or if company has to work on the designs there will be addition in the timeline and cost

- Timeline is simply based on features mentioned in the document and something other than that would be considered as a change request or extra efforts whose cost will be based on additional effort required.

IN WITNESS WHEREOF, both parties here have to agree the finalized scope for this project as of the date.

For: Luis   **For: WebMobril Inc.**

Signature: Signature:

_____   _____