

**Software Requirement Specification
for
Group Tour Booking System**

Project: .Net Core/Angular Training Boot Camp

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1. Introduction

The Group Tour Booking System is a modern web application designed to simplify and automate the process of booking group tours. Developed using .NET Core and Angular, the system provides a centralized, efficient, and user-friendly platform that connects Customers, Agencies, and Consultants.

It aims to replace manual tour booking processes with an intelligent digital solution that enhances convenience, reduces human error, and improves overall customer satisfaction.

1.1 Purpose

This document formally defines the functional and non-functional requirements of the Group Tour Booking System. It serves as a mutual agreement between the stakeholders and the development team. The purpose is to ensure that the system delivered is secure, scalable, user-friendly, and aligned with business objectives.

1.2 Scope

The Group Tour Booking System will be a web-based platform that connects Customers, Agencies, and Consultants for streamlined tour management and booking.

Agency Can:

- Login into the application to manage customers and consultants.
- Add destinations and packages to respective tours.
- Add hotel, transport, and reservation details.
- Include terms, conditions, and booking instructions.
- Manage weather updates for destinations.
- Edit booked tours and manage consultants.
- Generate reports such as sales and booking summaries.

Customer Can:

- Register and log in to access the booking system.
- Search and book available tour packages.
- Check live weather information before planning trips.
- Make secure online payments via card, UPI, or bank transfer.
- Chat with a virtual assistant for help.
- Upload travel documents and manage their bookings.
- Cancel tours and request refunds.

Consultant Can:

- Log in to the platform and view customer requests.
- Manage user profiles and booking details.
- Add destinations and packages for specific customers.
- Provide personalized travel recommendations.
- Assist customers with inquiries and issues.

The system will be accessible on both desktop and mobile browsers. Future enhancements may include:

- Mobile application integration.
- AI-based travel suggestions.
- Multilingual support

1.3 Objectives

- To provide an easy-to-use online platform for booking and managing group tours.
- To offer customized tour options based on customer preferences.
- To enhance communication between customers, agencies, and consultants.
- To automate and simplify manual tour management processes.
- To provide real-time assistance through chatbot support.
- To include live weather updates and travel information for better trip planning.
- To ensure secure transactions and data handling.
- To establish a scalable and maintainable system architecture.

2. Functional Requirements**2.1 Primary System Actors**

- Agency
- Customer
- Consultant

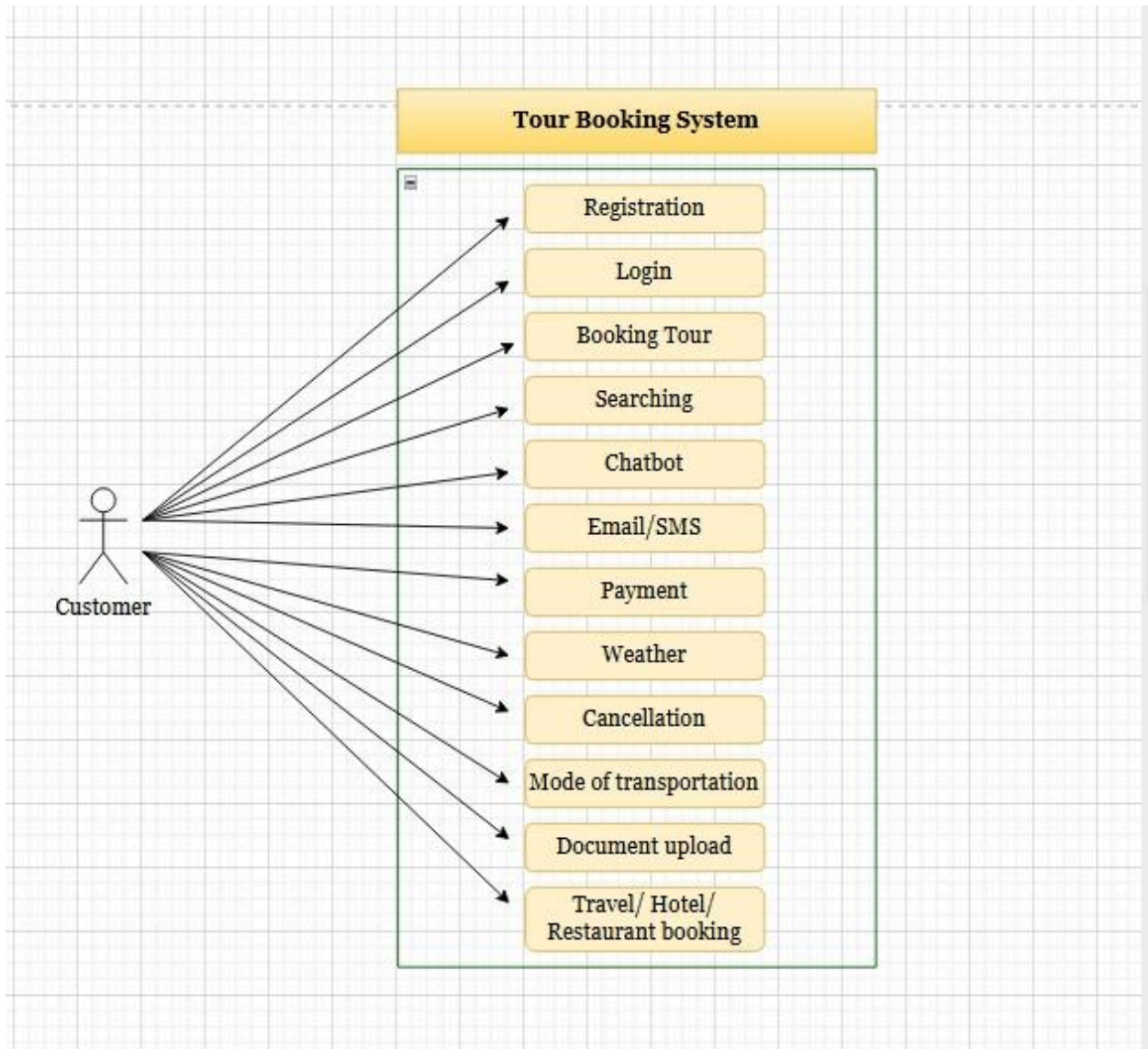
2.2 Use Case Diagram

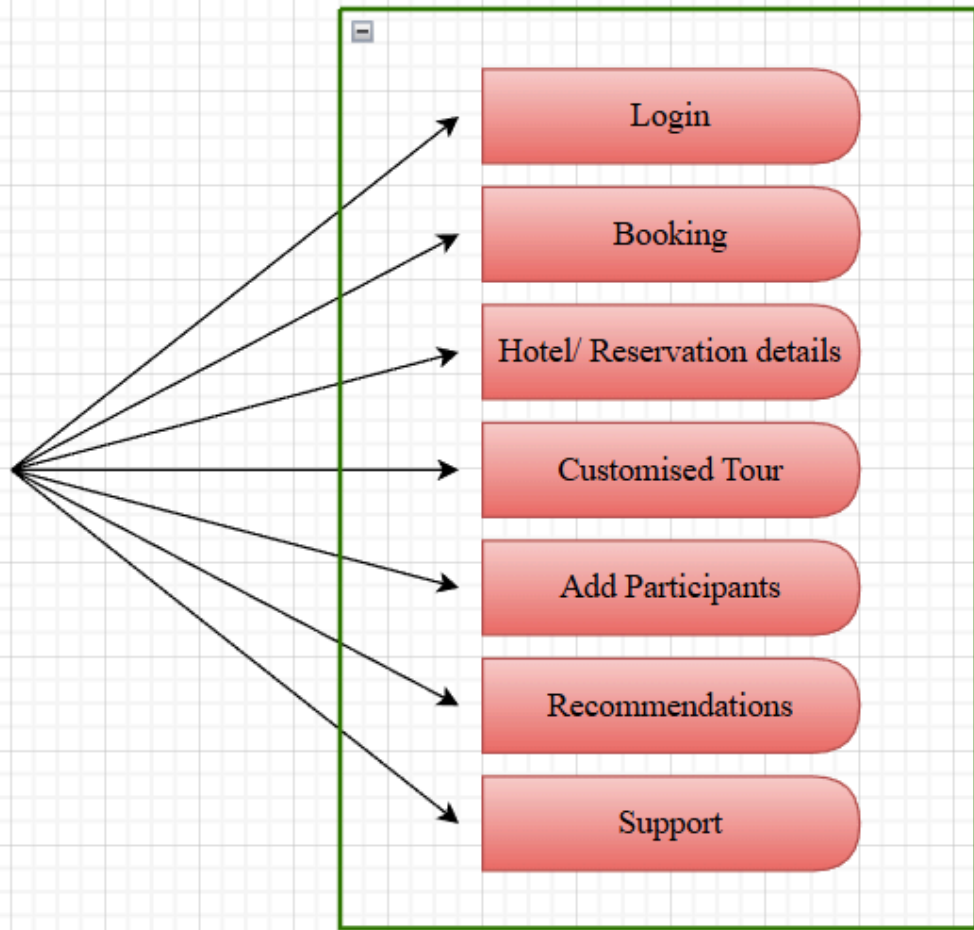
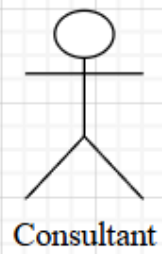
A use case diagram shows interactions between actors (users/systems) and a system's use cases (functions/goals) within a system boundary. It uses:

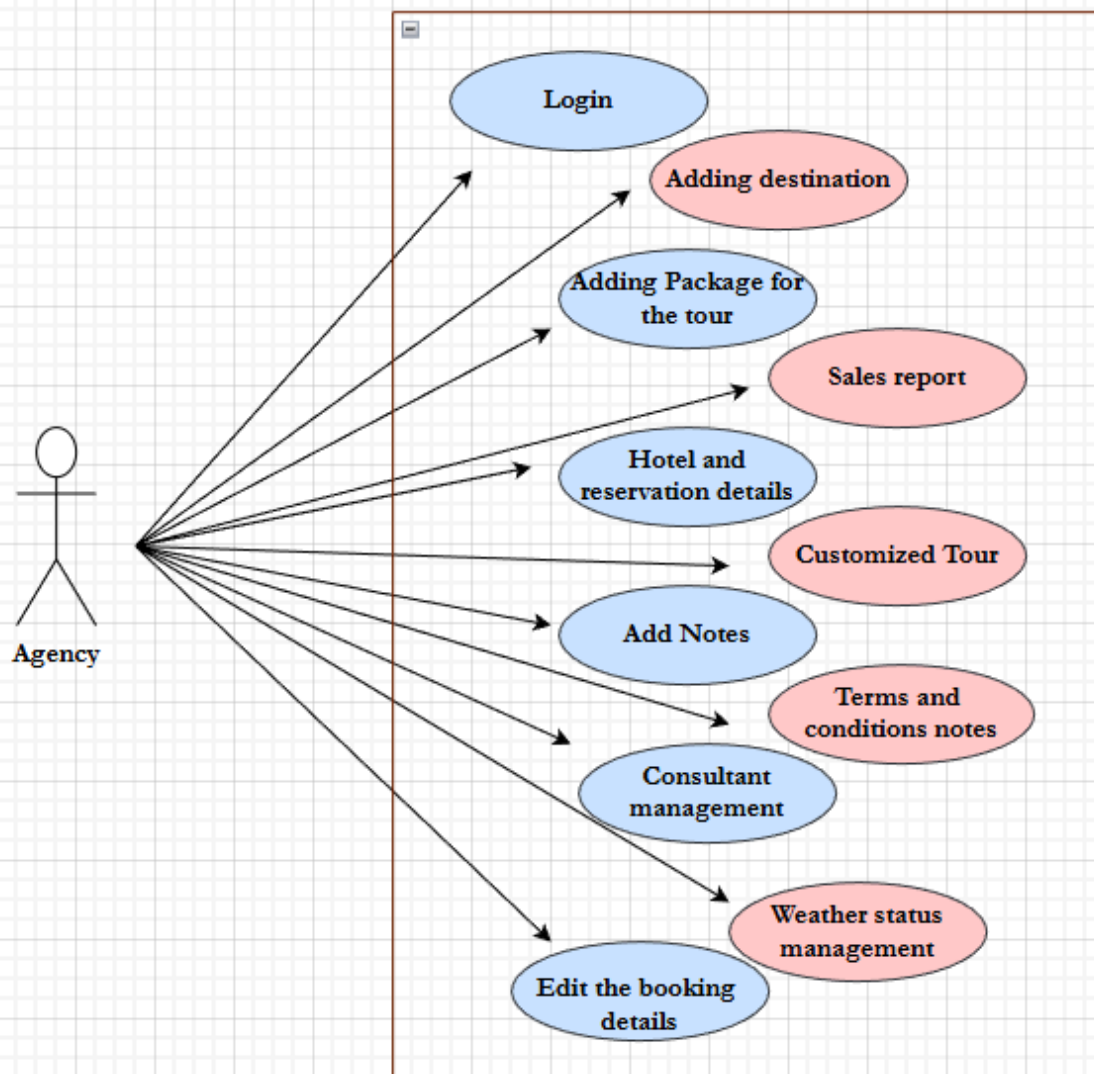
- Actors: Stick figures, outside boundary.
- Use Cases: Ovals, specific functions (e.g., "Login").

- Associations: Lines linking actors to use cases.

Use Case Diagram:







2.3 User Stories:

These stories drive the development priorities and define the expected user experience.

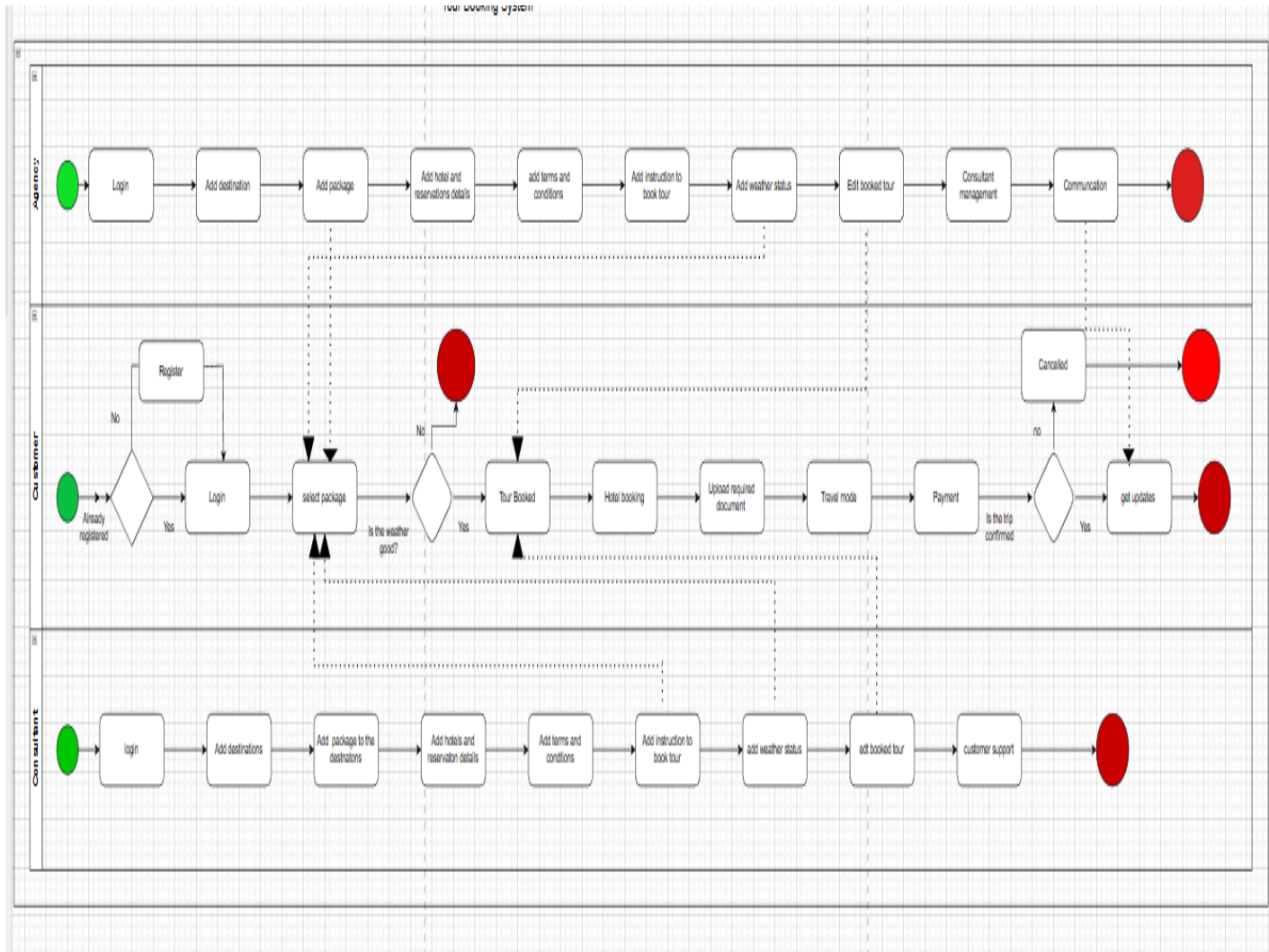
Type of user	I NEED TO DO [do some task]	SO THAT I CAN [get some result]
Agency	Login into the application by entering details	Provide capabilities to a register user
Agency	Add Destinations	Create destination to existing tour packages
Agency	Add Packages	Create tour packages based on available destinations
Agency	Generate Sales Report	View Sales Report
Agency	Add Hotels and Reservation Details	Track Customer reservation details
Agency	Customized Tour	Provide tour packages based on customer preference
Agency	Terms and Conditions Note	Provide Terms and Conditions to user for using the tour packages
Agency	Consultant Management	Manage Consultant Details
Agency	Whether Status Management	Update Status of whether to user for bookings
Agency	Edit the details of bookings	Rescheduling the bookings of the user
Agency	Add Notes	Provide Instructions for bookings

Type of User	I need to (do some task)	So that I can (get some result)
Customer	Register into the application by entering details	Agency gets information and user can access the system
Customer	Login with user name and password	Use all features safely
Customer	Choose and book tour	Get confirmation and itinerary
Customer	Talk with chatbot anytime to get real time assistance	Get quick help and answers instantly
Customer	Get auto messages	Stay updated about the tour
Customer	Show live weather info	Plan trips better
Customer	Pay by card, UPI, or bank	Instant pay and get invoice
Customer	Can cancel the booking	Get refund info and confirmations
Customer	Choose the travel mode - flight, bus, train or car	Make easy travel plan
Customer	Upload required travel papers	Keep all files safe and easy to access
Customer	Book tickets, stay and food	Get everything in one app

Type of User	I need to (do some task)	So that I can (get some result)
Consultant	Login to the page using user name and password	Access the customer data
Consultant	Make booking for the customers	Manage and track customers details easily
Consultant	Hotel and restaurant check: compare and choose the hotels according to the customers preference.	Find the best stay option available
Consultant	Create tours for each customers according to their preference	Give personalised trips
Consultant	Add more members	Access and keep all the member info safe and securely
Consultant	Suggest trips and packages	Make customers happy
Consultant	Help with the issues of the customers	Clear doubts quickly

2.4 Business Process Diagram

A business process diagram (BPD) visually represents a sequence of activities, tasks, or steps within a business process to achieve a specific goal. It focuses on how work is done, detailing workflows, decisions, and interactions. Commonly used in Business Process Modeling Notation (BPMN), BPDs help analyze, optimize, and communicate processes.



3. Non-Functional Requirements

• Security

- ☐ All user data and payments must be safe and encrypted.
- ☐ Only authorized users can access their data.
- ☐ Use CAPTCHA and two-step login for safety.

• Performance

- ☐ Pages should load in **2 seconds** or less.
- ☐ The system should handle **10,000+ users at once**.
- ☐ Search and filter should work in **1 second**.

- **Scalability**

- ☐ The system should grow easily if more people start using it.
- ☐ It can be hosted on cloud servers (AWS, Azure, etc.).

- **Usability**

- ☐ The website should be simple and easy to use.
- ☐ It should work properly on mobile phones and tablets.
- ☐ It should be usable by all types of users, including those with disabilities.

- **Maintainability**

- ☐ The code should be clean and well-documented.
- ☐ Easy to update or add new features later.
- ☐ Use automatic testing and CI/CD tools for updates.

- **Reliability & Availability**

- ☐ The system should work 99.9% of the time.
- ☐ It should take daily backups of data.
- ☐ Have automatic recovery if a server fails.

- **Localization & Internationalization**

- ☐ Support different languages and currencies.
- ☐ Let users filter destinations by country or city.

- **Audit & Logging**

- ☐ Keep records of all important activities (login, bookings, payments).
- ☐ Admins should be able to check logs to solve issues or track actions.

4. Technical Requirements

- **Operating System:**

Windows Server, Linux distributions (Ubuntu, CentOS), or cloud-based platforms such as AWS or Azure.

- **Frontend Technologies:**

- HTML5, CSS3, Bootstrap, JavaScript
- Framework: Angular

- **Backend Technologies:**

- Programming Language: C# with ASP.NET framework

5. Conclusion

The Group Tour Booking System helps make tour management simple, fast, and secure. By following all the points mentioned in this document, the system will:

- Keep data and payments safe.
- Work quickly even with many users.
- Be easy to use on any device.
- Be strong, flexible, and ready for future improvements

This project will give customers, agencies, and consultants a smooth and modern experience when booking and managing group tours online.