The Tourist Project System is a comprehensive platform that connects admins, agents, and tourists in managing and booking travel destinations. It ensures smooth operations by allowing admins to oversee users and approve listings, agents to promote and manage tourist spots, and tourists to browse, book, and rate destinations. With secure account management, verified listings, and integrated payment options, the system enhances trust and convenience for all users. This unified approach streamlines tourism management while improving the overall travel experience.

### **1) Account Management (Agent):**

#### **1.1) Create Account**

**User Perspective:** An agent must create an account to enter into the system. He/she needs to provide:

● Full Name

● Mobile Number

● Email Address

● Password

● Select Agent option

After submission:

● Admin verifies details

● Confirmation code sent to email

● Account created after code entry

Admin Perspective:

● Predefined username/password provided to the tourism management team.

#### **1.2) Verification**

● The system verifies the agent's details from the database.

#### **1.3) Place Management**

Add New Listings:  
 Complete form with:

● Property Title

● Detailed Description

● Pricing

#### **1.4) Listing Promotion**

● Feature listings as "New Arrivals"

● Highlight special offers

● Boost visibility with promoted placements

#### **1.6) Log in**

● Agent: Email/Phone + Password

● Admin: Predefined username/password

### **2) Account Management (Tourists):**

#### **2.1) Create Account**

User Perspective:  
 Tourists must provide:

● Full Name

● Mobile Number

● Email Address

● Password

● Select Tourist option

#### **2.2) Log in**

● Email/Phone + Password

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#### **2.3) Booking**

#### **The booking process requires users to be logged into the system. Upon login, tourists access a dedicated dashboard displaying available destinations with detailed pricing, ratings, and descriptions. Users may select one or multiple destinations across different dates according to their preferences. Selected bookings are automatically added to a virtual cart, where the total payable amount is calculated and displayed.**

To finalize bookings, users proceed to payment through authorized methods. For online payments (credit/debit cards or bank transfers), orders are instantly confirmed upon successful transaction. Post-payment, the system generates a unique transaction code for reference. After experiencing the destination, users may submit ratings for visited places and file complaints against agents if service discrepancies occur.

#### **2.4) Payment**

Online Payment Methods:

● Credit/Debit cards

● Bank transfers  
 Confirmation:

● Order confirmed after payment

● Transaction code provided

#### **2.5) User Actions**

● Rate places

● File complaints against agents

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#### **2.6) Memo**

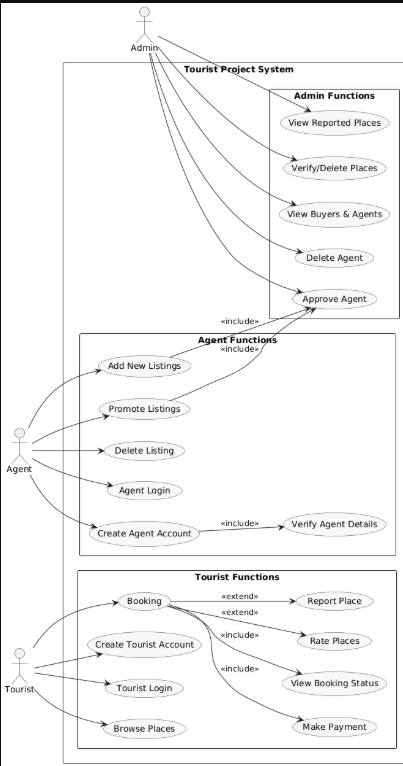
After order confirmation:

● Memo prompted to user with booking details

**3)** **Database:**

Admin Database: The Admin can view a complete list of all registered buyers and agents in the system. For each user, detailed information such as full name, email address, and account type (tourist or travel agent) is displayed. An agent becomes authorized only after receiving Admin approval. If a customer reports an agent for misconduct or policy violation, the Admin has the authority to delete that agent from the system. Similarly, when an agent promotes a new place, it will only appear in the **New Listings** section after the Admin reviews and approves it.

**Use Case Diagram:**

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