

Sri Lanka Institute of Information Technology



Assignment 1

MLB_14.01_04

Wild-life Safari Trip Management System

Internet and Web Technologies – IT1100

B.Sc. (Hons) in Information Technology

Group Details

Group Number: **MLB_14.01_04**

Project Title: **Wild-life Safari Trip Management System**

	Student ID	Student Name	Email	Contact Number
1	IT22362858	SENARATHNA GSRUR	IT22362858@my.sliit.lk	0764335496
2	IT22306036	ALOKA KTEC	IT22306036@my.sliit.lk	0779492086
3	IT22346940	SAMARAKOON NKRK	IT22346940@my.sliit.lk	0703762665
4	IT22364838	UPENDRA MMS	IT22364838@my.sliit.lk	0760393606
5	IT22308252	PERERA AKIR	IT22308252@my.sliit.lk	0766702382

1 Introduction

The Master Safari trip management system provides the best way of organizing holidays with careful planning and coordination of various areas such as transportation, accommodation, and food.

The system can aid in the planning and scheduling of safaris in different National parks in Sri Lanka such as:

- Yala National Park,
- Udawalawe National Park,
- Kanneliya National Park,
- Minneriya National Park,
- Wilpaththu National Park.

Furthermore, the website provides booking accommodations with affordable safari packages. Not only local tourists but also foreign tourists benefit from the system, with online booking and access to detailed information about wildlife. Unregistered users can discover safari packages and all the related details. But to reserve packages, unregistered users must be logged in to the website with a successfully registered account. As the system offers two types of reservations, registered users can either choose the Normal safari package in which no. of guests, accommodation locations, and booking dates are decided by the user or the Predefined 'Best deals' safari package.

Best deals are a special package feature that offers to the customers. They consist of information regarding a particular safari and the accommodation which is already reserved for that particular safari. They are given a fixed price. Rather than selecting a normal safari package, selecting a package from the 'best deals' is more convenient.

After selecting suitable packages and accommodation facilities, the user is directed to a page where payments can be made. A confirmation email will be sent once the payment has been completed.

When it comes to feedback, it is visible to unregistered users as well, but to give feedback unregistered users must be logged in to the system and must have a booking id which has been given when booking a safari trip. Only the website admin can approve the reviews which are displayed on the website.

Users can cancel booked safari trips with the approval of the assistant manager and a cancellation email will be provided to the given user email, but a cancellation fee will be deducted before the refund. In addition to that, users can make inquiries regarding any issue through the 'Contact Us' page.

The admin panel and the administrative user accounts are handled by the website admin. Furthermore, to have a reliable understanding of the website, the system provides the goals and visions on the 'About us' page.

Personas

1. Website Administrator – View website insights, manage user accounts using admin panel.



Charith Akalanka
Website Administrator

charithaka00@gmail.com +94 763378347
No.22, Main Road, Negombo

Personal Data	
Name	: Charith Akalanka
Age	: 35
Gender	: Male
Civil Status	: Married
Nationality	: Sri Lankan
Language	: Sinhala, English

Motivation	
<ul style="list-style-type: none">Offering unique and personalized trip itineraries.Improving the website's user experience.Staying up-to-date on industry trends and best practices.Growing the business and increasing revenue.	

Bio	
<p>Charith Akalanka is the Website Administrator at MasterSafari website. He is a highly skilled and experienced personal with 6 years of experience as Website Administrator Role. He has a strong understanding of web analytics which he uses to optimize website performance and user experience. In addition, he is passionate about the safari industry.</p>	

Goals	
<ul style="list-style-type: none">Manage and update safari trip itineraries.Analyze customer feedback to identify areas for improvement.Monitor and manage the website's financial performance.Manage and maintain the website's content and design.	

Frustrations	
<ul style="list-style-type: none">Communication breakdowns with customers and safari partners.Inaccurate or outdated information on safari lodges and tour guides.Negative customer feedback or reviews.Poor website performance or design.	

Occupation	
Website Administrator at mastersafari.com	

2. Registered User 1 – Make a reservation and give feedback.



Adeluna Edgar

Travelling Couple

 Adeluna96@gmail.com  (916) 322-3350

 No.34,Torrance,California

Personal Data

Name : Adeluna
Age : 28
Gender : Female
Civil Status : Unmarried
Nationality : German
Language : English, Spanish

Motivation

- Adeluna is Always looking for places to travel with her boyfriend and get new idea for her webtoon.
- She gets idea for travel from books.
- She likes to know basic information like cost, open hours , recommend time spent at a location

Bio

Adeluna is a young lady who lives in California, USA. She works during a animators develop characters in webtoon. She enjoys seeing new places around the world with her boyfriend. When she is not travelling, she likes to paint what she remembers when she travels with her boyfriend.

Goals

- Create new webtoon characters.
- Like to get an understanding about hiking and animal in the area.
- To reduce work stress.

Frustrations

- Running into unexpected entrance fees and other costs
- Having a mobile application that only works with Wi-Fi or mobile data.
- Network connection issues.

Occupation

Artist

3. Registered User 2 – Request to cancel a reservation.



Andria Ferdinand

User

 andria@gmail.com  +94 770389345

 No.123/A, Colombo

Personal Data

Name : Andria Ferdinand
Age : 35
Gender : female
Civil Status : single
Nationality : Sri Lankan
Language : Sinhala, English

Bio

Andria is a Sales Director for an advertising agency with six years of experience. She is hardworking and creative. Though she has a hectic lifestyle, she never forgets to travel and explore nature whenever she gets free time.

Occupation

Director of sales at ABC company

Motivation

- Spend free time efficiently in an eco friendly way.
- Break the monotony of life.
- Donate a part of her salary to buildup the wildlife

Goals

- To be able to reach out to more customers worldwide.
- Create highly customizable designs that can be used in creating ads.
- To reduce stress and explore the wild life.

Frustrations

- Stress & anxiety due to the heavy workload.
- Being unable to allocate time for recreational purposes due to her busy lifestyle.

6

4. User – Register, compare packages and reserve a ‘Best Deal’ package.



Eranda de Silva
Undergraduate Student

 eranda.d@gmail.com  +94 703765467
 No 23,Royal road,Lewella,Kandy

Personal Data

Name : Eranda de Silva
Age : 22
Gender : Male
Civil Status : Unmarried
Nationality : Sri Lankan
Language : Sinhala, English

Motivation

- To Explore And Document Animal Behavior For His University Research Project.

Bio

Eranda is a student at the University of Peradeniya with a passion for wildlife and travel. He is currently studying an area of interest that allows him to explore his love for animals and their behaviors. In his free time, he enjoys traveling to different parts of the world to learn about new cultures and experience nature's beauty firsthand.

Through his experiences, Alex hopes to raise awareness about wildlife conservation and inspire others to explore and appreciate the natural world.

Goals

- Complete His University Research Project On Animal Behavior.
- To Write An Article About Wildlife For His Blog To Share His Passion With Others.
- To Explore New Places And Experience New Challenges.
- To Reduce Work Stress

Frustrations

- Hard Weather Condition
- Network Connection Issues
- Limited Resource Or Equipment
- Unpredictable Wildlife Behavior

Occupation

Undergraduate Student

5. Assistant Manager – Log in to admin panel and view financial stats, Cancel reservations.



Uvindu Ashen

Assistant Manager

 uvinduashen0@gmail.com  +94 763648987

 No.12, Temple Road, Ragama

Personal Data

Name : Uvindu Ashen
Age : 38
Gender : Male
Civil Status : Unmarried
Nationality : Sri Lankan
Language : Sinhala, English

Motivation

- Passion for providing outstanding safari experiences to customers.
- Pride in managing a successful and profitable safari business.
- Desire to become a leader in the safari industry.

Bio

Uvindu is the Assistant manager at MasterSafari with more than 10 years of experience in the tourism industry. He is passionate about nature, wildlife and adventure. He has worked in various roles including tour guide and safari planner, before taking on his current Job.
Uvindu is a natural leader and team player, with excellent communication and interpersonal skills.

Goals

- Organize and manage safari trips efficiently.
- Introduce new safari packages and promotions to attract more customers.
- Maintain accurate records of safari bookings and Financial records.
- Analyze financial data and recommend improvements.
- Maximize revenue and profit for the safari business.

Frustrations

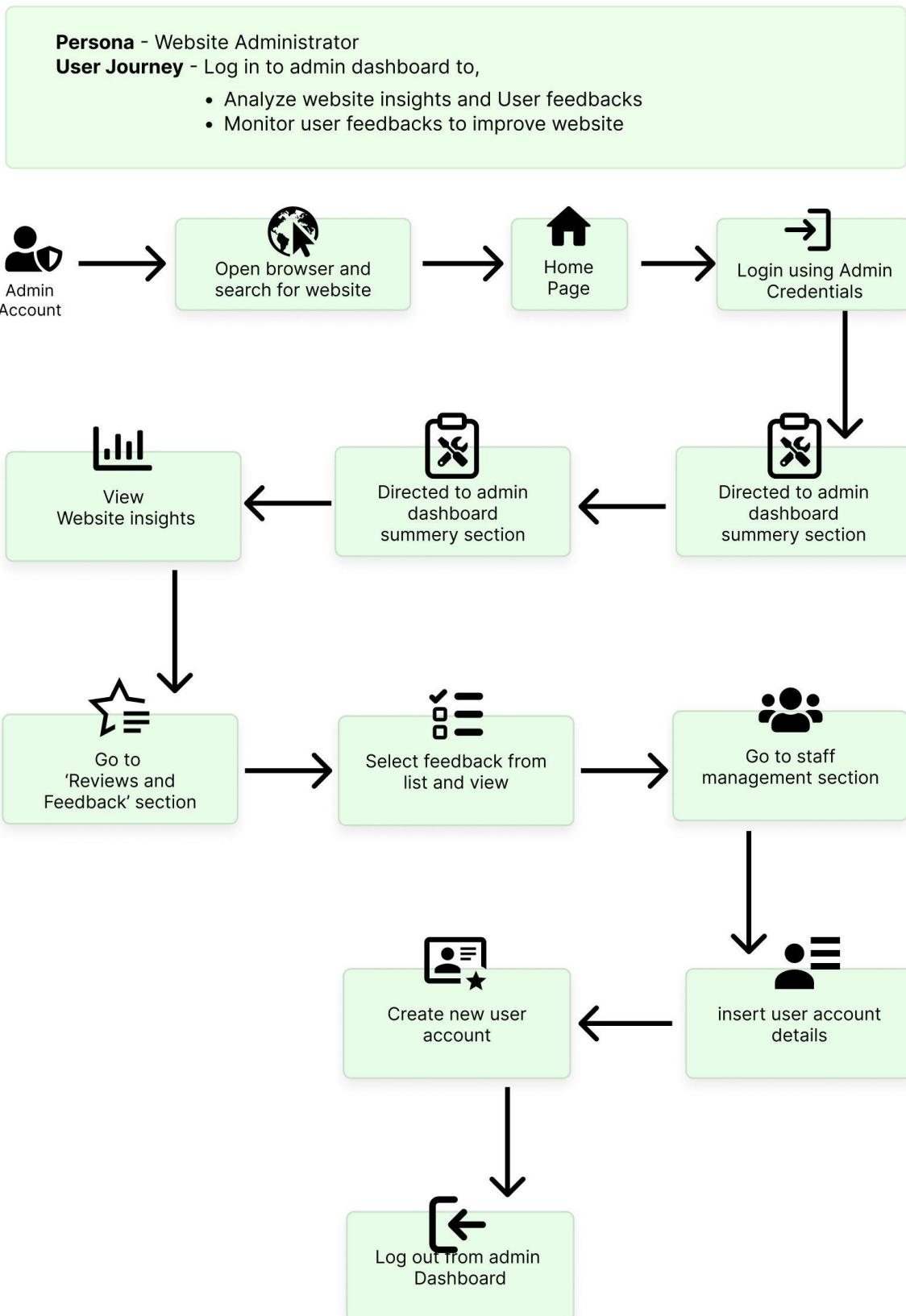
- Inaccurate information on safari bookings and availability.
- Dissatisfied customers who give negative feedbacks.
- Unresponsive safari guides and hotel owners.

Occupation

Assistant Manager at mastersafari.com

User Journeys

1.

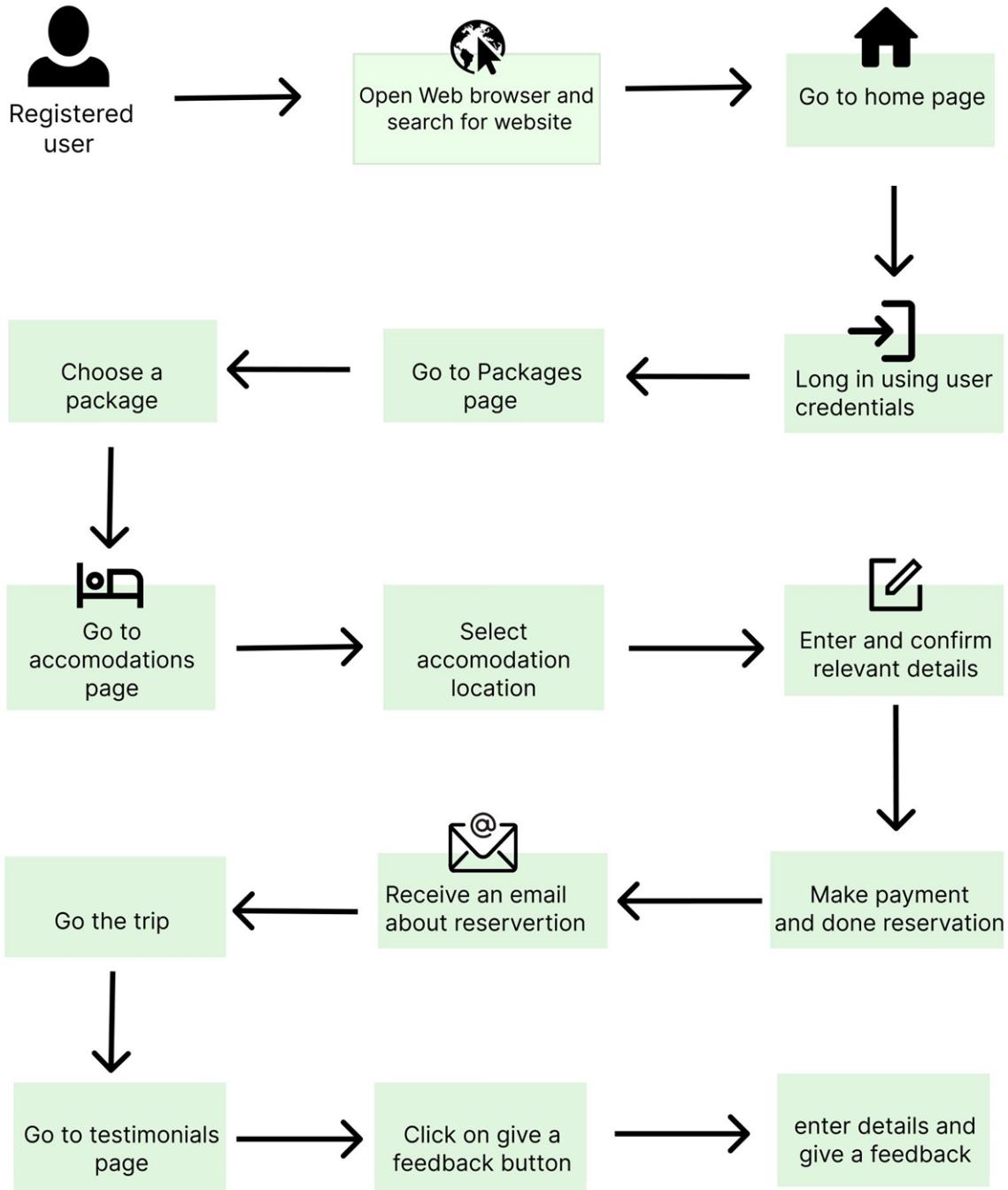


2.

Persona - Registered User 1 (travelling couple)

User Journey - Log in to admin dashboard to,

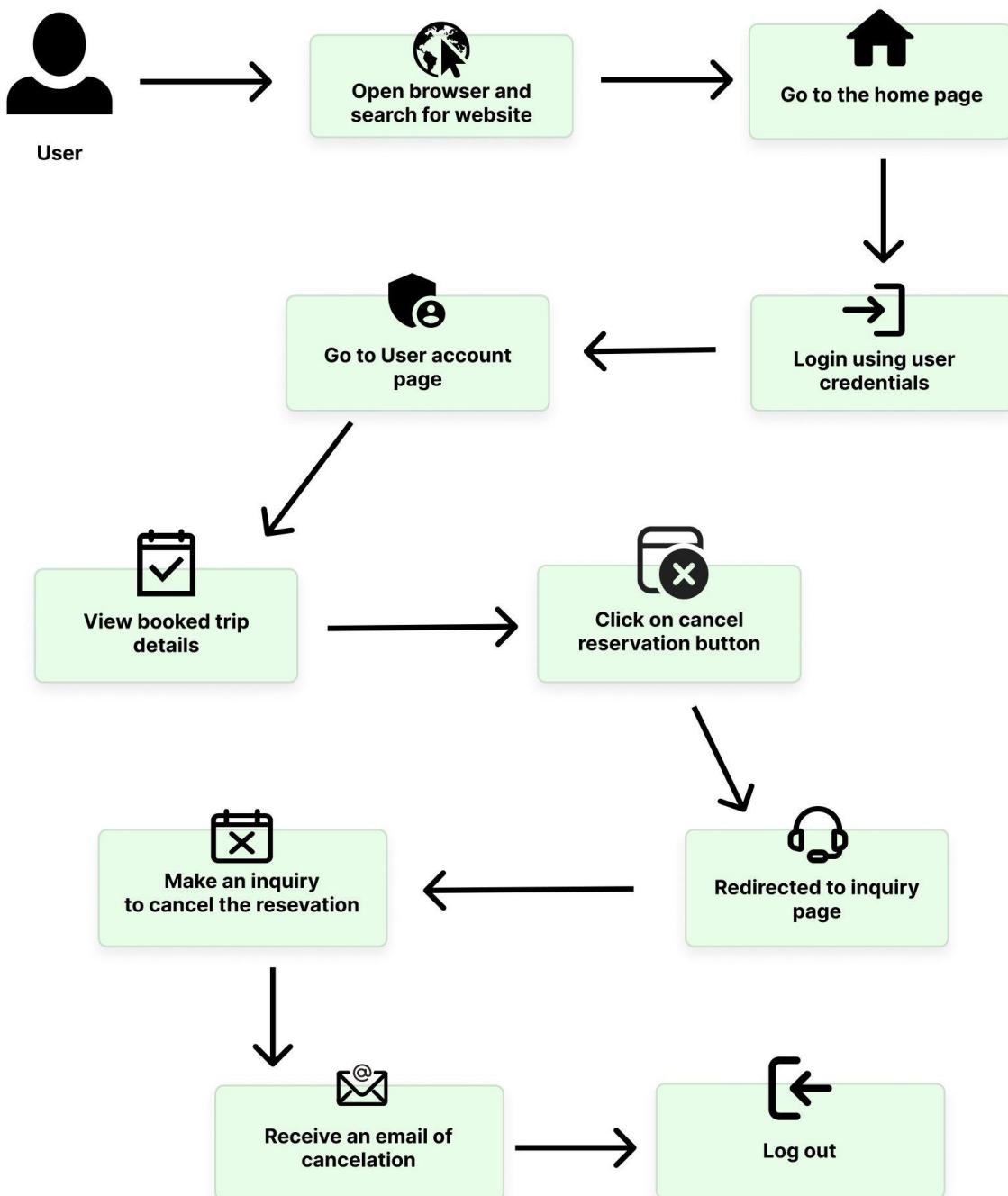
- Analyze website insights and User feedbacks
- Monitor user feedbacks to improve website



3.

Persona - Registered user 2

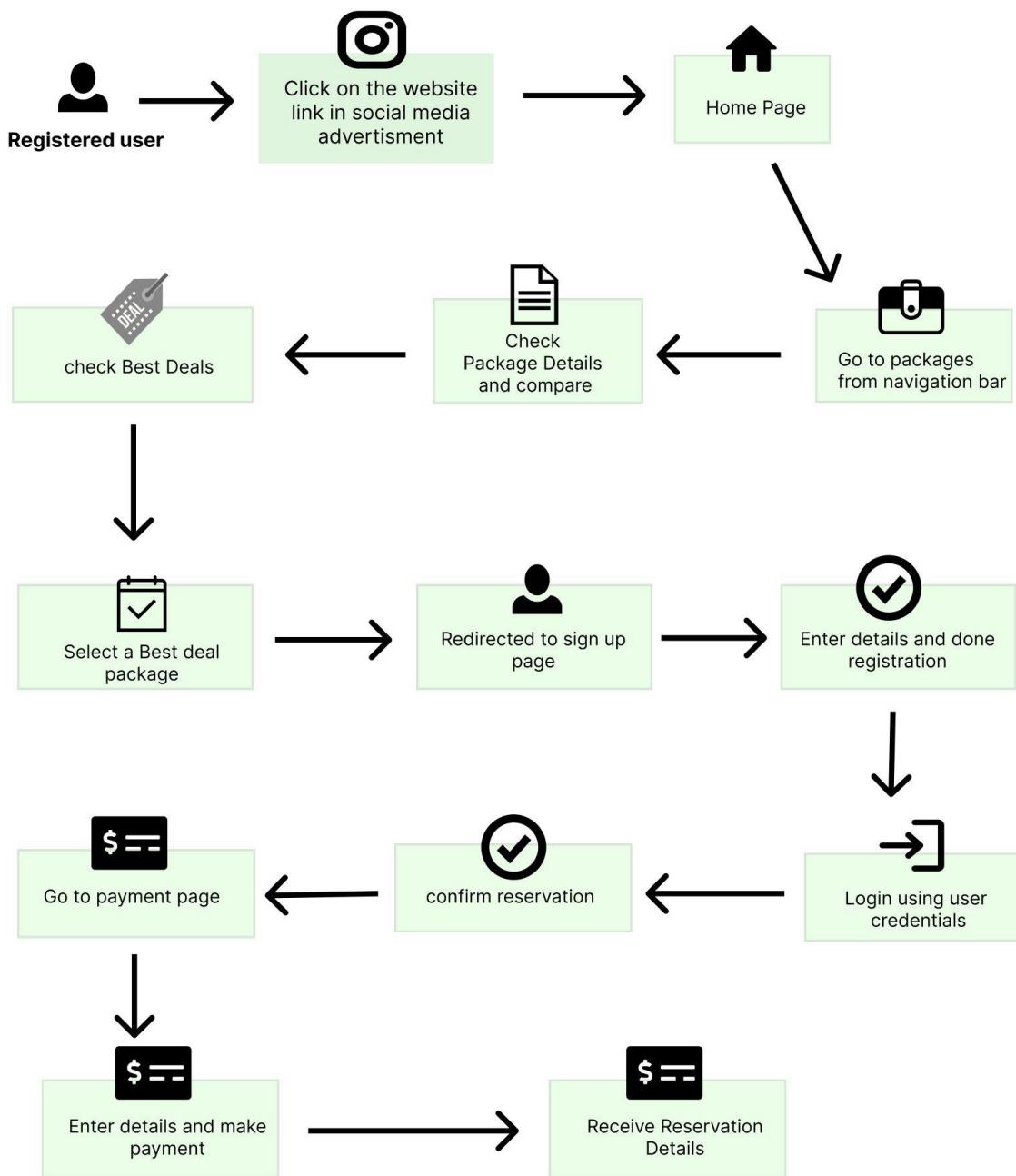
User Journey - Log in to the website to cancel the safari reservation



4.

Persona - User (Undergraduate Student)

- User Journey** -
- Register
 - Compare for an affordable package
 - Reserve a best deal package

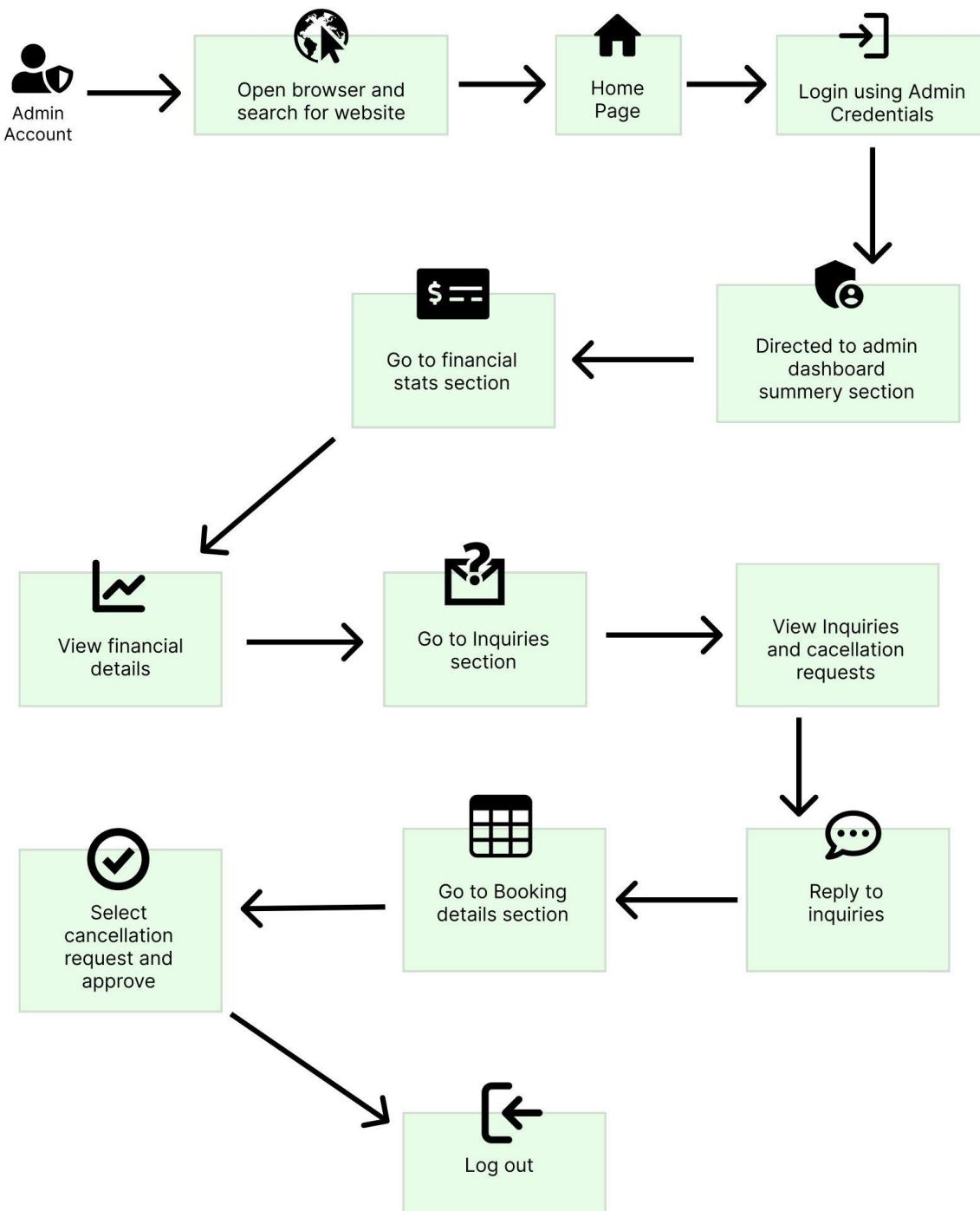


5.

Persona - Assistant Manager

User Journey - Log in to admin dashboard to,

- View financial stats
- Approve trip cancellation requests.



Wire Frames

- Home Page – part 1

home Page -part 2

Accommodation

Accommodation

Accommodation

Accommodation

Our Services

Service 1

Service 2

Service 3

Testimonials

Testimonials

Testimonials

Testimonials

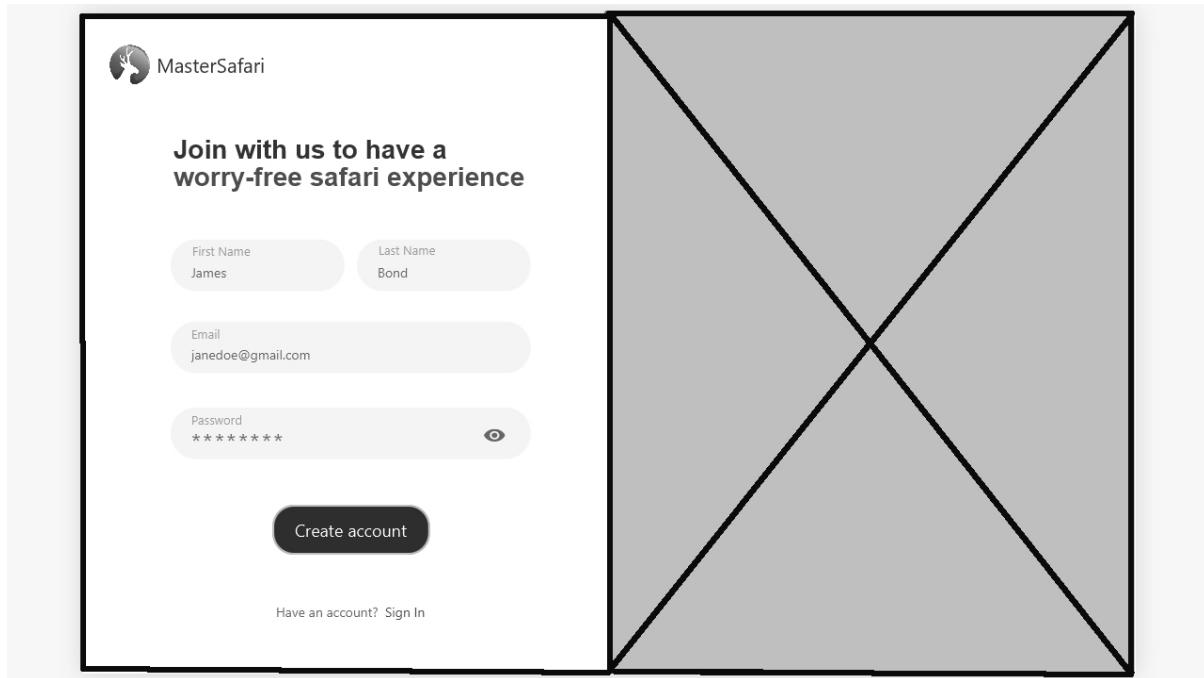
FAQ

FAQ

FAQ

FAQ

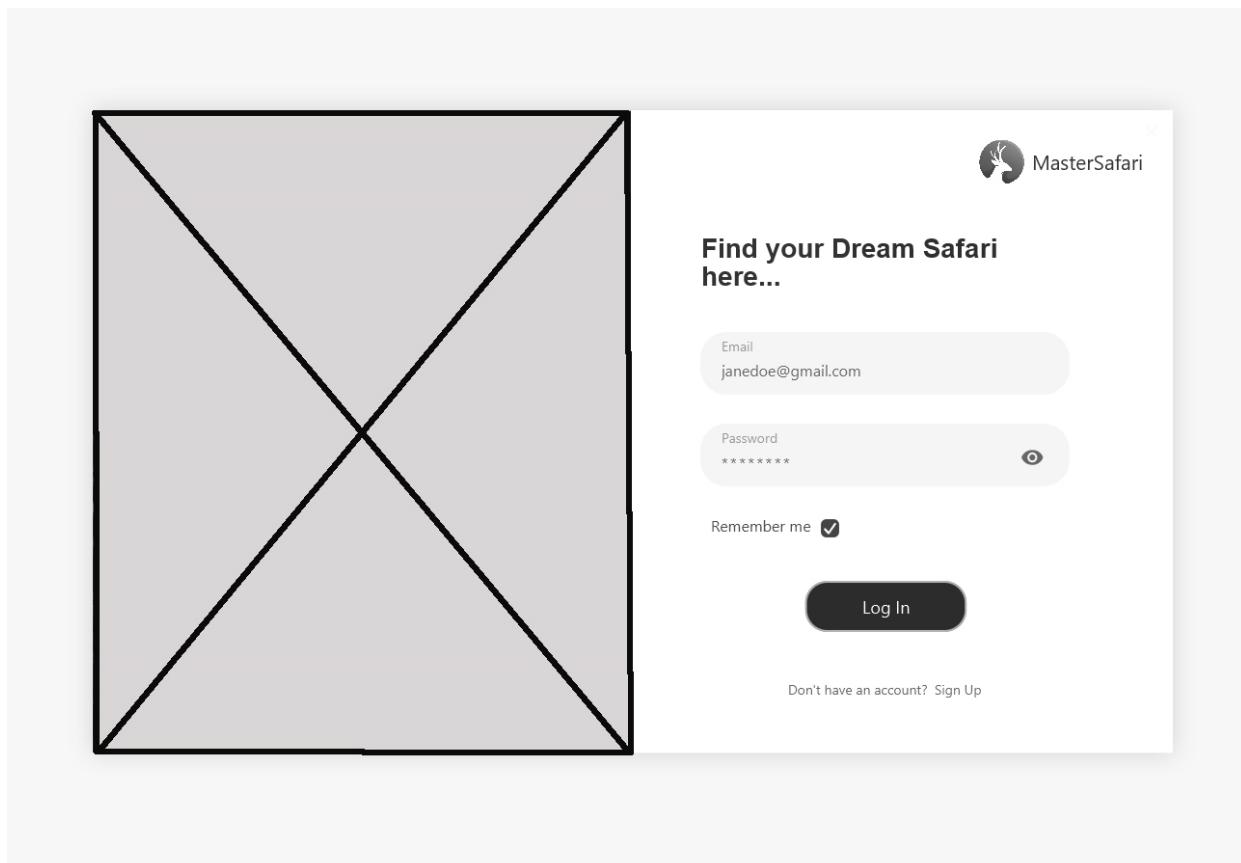
- **Registration Page**



The registration page wireframe shows a light gray background with a large black 'X' drawn through it. On the left side, there is a white rectangular form area containing the following fields:

- MasterSafari logo and text: "Join with us to have a worry-free safari experience"
- First Name: "James"
- Last Name: "Bond"
- Email: "janedoe@gmail.com"
- Password: "*****" with an eye icon to the right.
- A "Create account" button.
- Text at the bottom: "Have an account? Sign In"

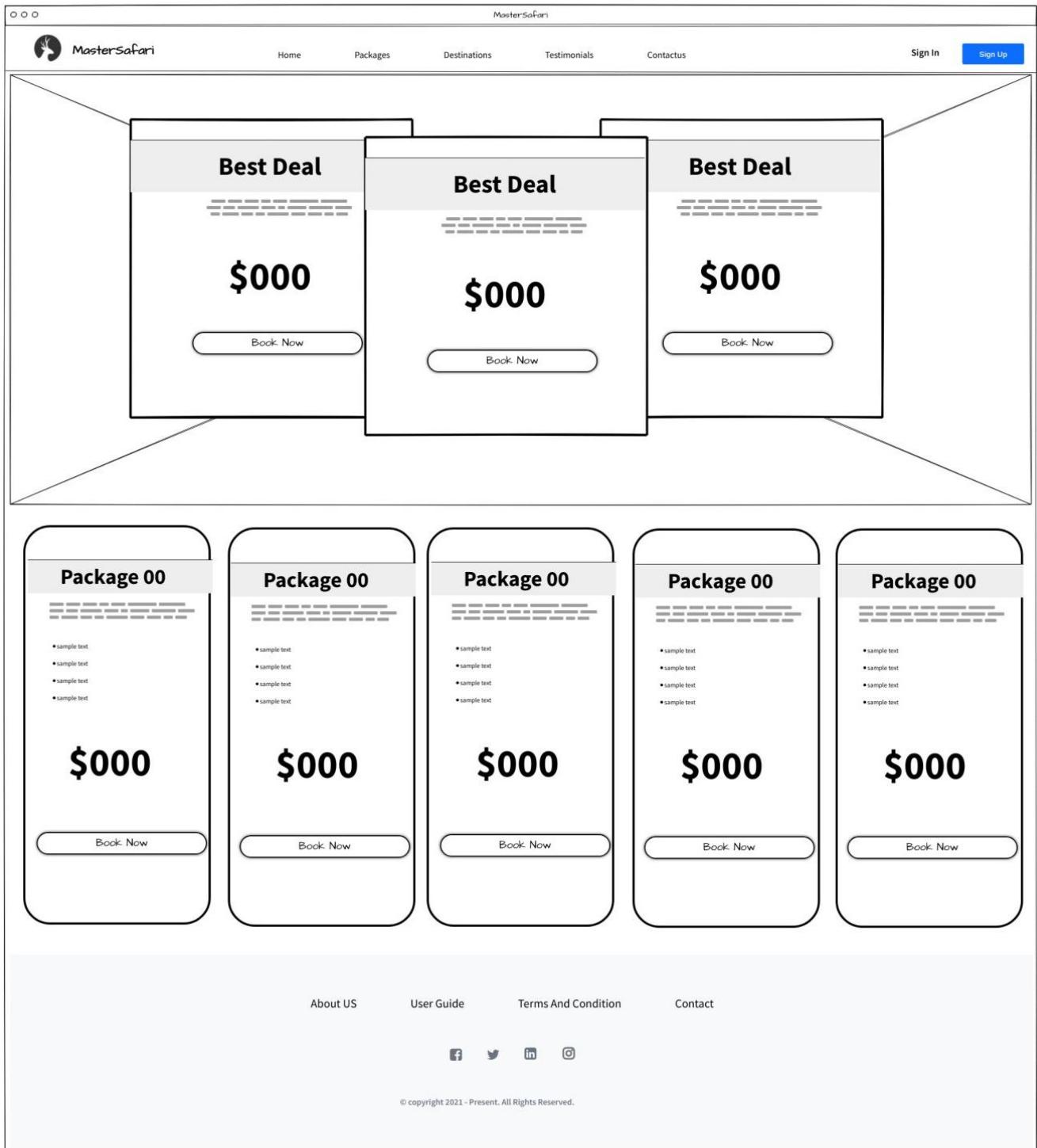
- **Login Page**



The login page wireframe shows a light gray background with a large black 'X' drawn through it. On the right side, there is a white rectangular form area containing the following fields:

- MasterSafari logo and text: "Find your Dream Safari here..."
- Email: "janedoe@gmail.com"
- Password: "*****" with an eye icon to the right.
- A "Remember me" checkbox with a checked status.
- A "Log In" button.
- Text at the bottom: "Don't have an account? Sign Up"

- Packages page



- **Safari Destinations page**

The wireframe illustrates the layout of the Safari Destinations page. At the top, there's a header with the Mastersafari logo, navigation links for Home, Packages, Destinations, Testimonials, and Contact Us, and Sign In/Sign Up buttons. Below the header, a large dark rectangular area contains the word "Image". To its right, a white box titled "Safari Trips" lists five destinations with bullet points: Yala, Udawalawe, Kanneliya, Minneriya, and Wilpaththu. The main content area is divided into two sections. The first section, titled "Yala", features a placeholder image of a landscape with a sun and mountains, followed by a horizontal ellipsis, a price of "100\$", and a "Book Now" button. The second section, titled "Udawalawe", also features a placeholder image of a landscape with a sun and mountains, followed by a horizontal ellipsis, a price of "100\$", and a "Book Now" button. At the bottom, a footer contains links for About Us, User Guide, Terms and Conditions, and Contact Us, along with social media icons for Facebook, Twitter, LinkedIn, and Instagram. A copyright notice at the very bottom states: "© copyright 2021 - Present. All Rights Reserved."

- Accommodation selection page

The wireframe illustrates the layout of the accommodation selection page. At the top, there is a header with the MasterSafari logo, navigation links for Home, Packages, Destinations, Testimonials, and Contact Us, and buttons for Sign In and Sign Up. Below the header is a search bar with filters for Price / night (a slider), Check In (a date input set to 12 May 2016), No of Guests (a numeric input set to 5 with increment/decrement buttons), No of Rooms (a numeric input set to 5 with increment/decrement buttons), and a Search button. The main content area is titled "Accommodation Locations" and displays two hotel cards. Each card features a placeholder image labeled "Image cap", a section for "Hotel name" and "rating" (with placeholder text about a lorem ipsum paragraph), and three collapsed sections labeled "Details...", "A second item", and "A third item". Below these sections is a price of "100 \$" and a "Reserve" button. Navigation arrows on the left and right sides allow users to view more hotel cards. At the bottom, there is a footer with links for About Us, User Guide, Terms and Conditions, and Contact Us, along with social media icons for Facebook, Twitter, LinkedIn, and Instagram. A copyright notice at the bottom states: "© copyright 2021 - Present. All Rights Reserved."

- Confirm reservation details frame

Conform your reservation details

Package	<input type="text" value="www www www"/>
Date	<input type="text" value="12 May 2016"/> <input type="button" value=""/>
No of people	<input type="text" value="www"/>
Accommodation Location	<input type="text" value="www www www"/>
No of rooms	<input type="text" value="www"/>
Total Payment	<input type="text" value="www"/>

- **Payment page**

The screenshot shows a payment page for 'Book Wildlife Tours in Sri Lanka' on the Mastersafari website. The page includes fields for Salutation, First Name, Last Name, Phone, E-Mail, and Country. It also features sections for selecting a payment method (VISA AND MASTER and American Express) and a summary section with a PAY button.

Salutation

First Name

Last Name

Phone

E-Mail

Country

Select payment method

VISA AND MASTER Visa/Master Card

American Express American Express Card

Total Amount USD 500

About Us User Guide Terms and Conditions Contact Us

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- Testimonials page

The wireframe shows a web page layout for a testimonials section. At the top, there's a header with the 'MasterSafari' logo, navigation links for Home, Packages, Destinations, Testimonials, Contactus, and two buttons for Sign In and Sign Up. Below the header is a large main title 'Tell us, How was your visit?' with a speech bubble icon. The main content area contains eight testimonial cards arranged in two columns of four. Each card has a double quotes icon at the top, followed by a short testimonial text block, and then a user profile section with 'User Name' and 'Position' fields, each accompanied by a five-star rating icon. At the bottom of the page is a footer with links for About US, User Guide, Terms And Condition, and Contact, along with social media icons for Facebook, Twitter, LinkedIn, and Instagram. A copyright notice at the very bottom states '© copyright 2021 - Present. All Rights Reserved.'

- Write review frame.

Review system demo

 Name

Email

Booking ID

★ ★ ★ ★ ★

It was a great experience and ...

 Submit

- User profile page

The wireframe illustrates the User Profile page for the MasterSafari platform. At the top, there's a navigation bar with the logo 'MasterSafari' and links for Home, Packages, Destinations, Testimonials, and Contact Us. A user icon is also present in the top right corner.

The main content area starts with a user profile section featuring a placeholder profile picture, the name 'Adeluna Mary', and the email 'Adelunamary96@gamil.com'. Below this are two buttons: 'Details' (with a circular icon) and 'Edit'.

On the left side, there's a sidebar with 'Account Details' showing 'Adeluna Mary' and 'Adelunamary96@gamil.com'. It also lists 'Billing Emails' with 'Adelunamary96@gamil.com' and a 'Show more' link.

The right side contains several sections:

- Booking Details**: A section with four input fields, each containing a placeholder icon (cross or lines) and a red 'X' button.
- Payment Method**: A section with a placeholder icon and a red 'X' button.
- Inquiry**: A section with a large input field, a 'Show More' link, and icons for phone and email.

At the bottom of the page, there are links for About US, User Guide, Terms and Conditions, and Contact Us. Social media icons for Facebook, Twitter, LinkedIn, and Instagram are also present. A copyright notice at the very bottom states: "© copyright 2021 - Present. All Rights Reserved."

- Contact us page.

MasterSafari

Contact Us

Let our experts help you to plan your perfect trip!

Full Name

Email Address

Phone number

Country

Subject

Message

Submit

Talk to us.

Chat with our team to discover how our service useful to you.
Hotline - 0XXXXXXX

g+.

Mail to us and give us your feedback.
mastersafari@gmail.com.

HEADQUARTERS

COLOMBO, SRI LANKA
L-2 90 Seylan Towers,
Galle Road
011-2589842

Lorem
Dolor simet, constecg
[View larger map](#)

About US User Guide Terms and Conditions Contact Us

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- **About us page**

The screenshot shows the 'About us' page of the MasterSafari website. At the top, there is a navigation bar with the logo 'MasterSafari' featuring a deer head icon, followed by links for Home, Packages, Destinations, Testimonials, and Contact Us. Below the navigation bar, there is a horizontal menu with three items: 'About us', 'User Guide', and 'Terms & Conditions'. A large, empty rectangular area is positioned below the menu, likely a placeholder for content or an image. In the bottom right corner of this area, there is a link labeled 'Make an inquiry >>'. Below this area, there are five small circular dots, with the first one being solid black and the others being hollow. To the right of the fifth dot, there is a link labeled 'learn More'. At the very bottom of the page, there is a footer section containing links for About US, User Guide, Terms and Conditions, and Contact Us. Below these links are icons for Facebook, Twitter, LinkedIn, and Instagram. A small copyright notice at the bottom states '© copyright 2021 - Present. All Rights Reserved.'

- **User guide page**

The wireframe shows a top navigation bar with the 'MasterSafari' logo, Home, Packages, Destinations, Testimonials, Contact Us, and a search icon. Below the navigation is a horizontal menu with About us, User Guide (highlighted in blue), and Terms & Conditions. The main content area contains sections for Description, Rules of the tour, What you should not do, and What you should do in an emergency? Each section has a large text input field. A 'Cover page' placeholder is centered above the sections. A 'Show more' button is located at the bottom left of the content area. At the bottom, there's a footer with links to About US, User Guide, Terms and Conditions, Contact Us, and social media icons for Facebook, Twitter, LinkedIn, and Instagram. A copyright notice is also present.

MasterSafari

MasterSafari Home Packages Destinations Testimonials Contact Us

About us | **User Guide** | Terms & Conditions

Cover page

Description

Rules of the tour

What you should not do

What you should do in an emergency?

Show more

About US User Guide Terms and Conditions Contact Us

f t in i

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- Terms and conditions page

The screenshot shows the MasterSafari website's Terms & Conditions page. At the top, there is a navigation bar with links for Home, Packages, Destinations, Testimonials, Contact Us, and a user icon. Below the navigation bar, there are three sections of placeholder text (Lorem ipsum) under the heading "Terms & Condition". A "learn More" button is located at the bottom of the main content area. At the very bottom of the page, there is a footer with links for About US, User Guide, Terms and Conditions, and Contact Us, along with social media icons for Facebook, Twitter, LinkedIn, and Instagram.

MasterSafari

MasterSafari Home Packages Destinations Testimonials Contact Us

About us | User Guide | Terms & Conditions

Terms & Condition

####

####

####

learn More

About US User Guide Terms and Conditions Contact Us

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• Admin Dashboard – 1

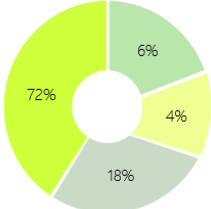


MasterSafari

- Website
- Home
- Reviews and Inquiries
- Financial Stats
- Booking Details

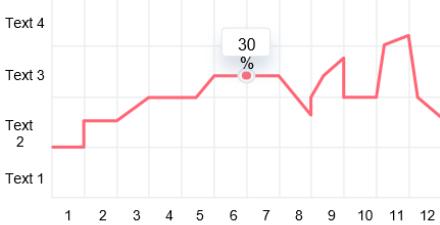
LOG OUT

Summary



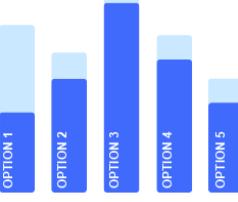
Variant 1	72%
Variant 2	18%
Variant 3	4%
Variant 4	6%

Monthly Revenue



Text 1	1
Text 2	2
Text 3	3
Text 4	4
30 %	6
Text 3	7
Text 2	8
Text 1	9
Text 4	10
Text 3	11
Text 2	12

Website Review



OPTION 1	10
OPTION 2	8
OPTION 3	12
OPTION 4	9
OPTION 5	5

Recent Feedbacks

Review 1
 Aenean consectetur odio in condimentum tristique. Nam hendrerit urnaex.

Review 2
 Aenean consectetur odio in condimentum tristique. Nam hendrerit urnaex.

• Admin Dashboard – 2



MasterSafari

- Home
- Reviews and Inquiries
- Financial Stats
- Booking Details

LOG OUT

Sort by

Select one to view

- name1
- name2
- name3
- name4
- name5
- name6

User@134

H. Karen

Aenean consectetur odio in condimentum tristique. Nam hendrerit urnaex. Aenean consectetur odio in condimentum tristique. Nam hendrerit urnaex. Aenean consectetur odio in condimentum tristique. Nam hendrerit urnaex. Aenean consectetur odio in condimentum tristique. Nam hendrerit urnaex. Aenean consectetur odio in condimentum tristique. Nam hendrerit urnaex.

Enter text here.....

Delete
Send reply

• Admin Dashboard – 3



MasterSafari

[Home](#)

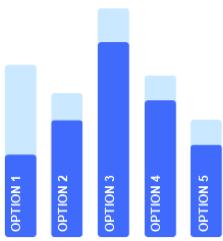
[Reviews and Inquiries](#)

[Financial Stats](#)

[Booking Details](#)

[LOG OUT](#)

Package selection



OPTION	Value
OPTION 1	10
OPTION 2	15
OPTION 3	25
OPTION 4	20
OPTION 5	10

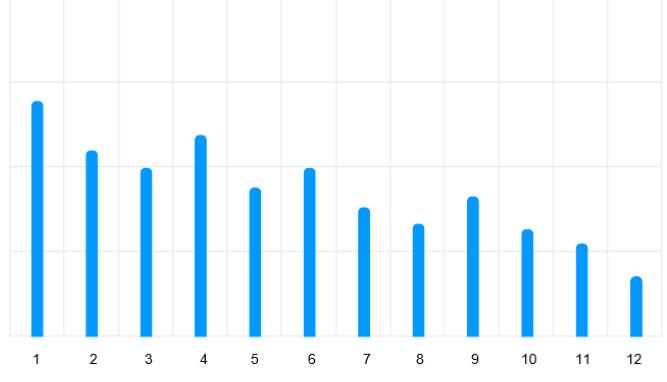
Top Accommodation locations



Location	Value
Option 1	100
Option 2	95
Option 3	90
Option 4	85
Option 5	80
Option 6	75
Option 7	70
Option 8	65

Select one to view

Name	Text 1	Text 2	Text 3	Text 4
name1				
name2				
name3				
name4				
name5				
name6				



Category	name1	name2	name3	name4	name5	name6
Text 1	100	90	80	70	60	50
Text 2	90	85	80	75	70	65
Text 3	80	75	70	65	60	55
Text 4	70	65	60	55	50	45

• Admin Dashboard – 4



MasterSafari

[Home](#)

[Reviews and Inquiries](#)

[Financial Stats](#)

[Booking Details](#)

[User Management](#)

[LOG OUT](#)

Recent Booking Details

sample text	sample text	sample text	Cancel reservation
sample text	sample text	sample text	<button>Cancel</button>
sample text	sample text	sample text	<button>Cancel</button>
sample text	sample text	sample text	<button>Cancel</button>
sample text	sample text	sample text	<button>Cancel</button>
sample text	sample text	sample text	<button>Cancel</button>
sample text	sample text	sample text	<button>Cancel</button>
sample text	sample text	sample text	<button>Cancel</button>
sample text	sample text	sample text	<button>Cancel</button>

- Admin Dashboard – 5

The screenshot shows the Admin Dashboard interface for MasterSafari. On the left is a dark green sidebar menu with the following items:

- Home
- Reviews and Inquiries
- Financial Stats
- Booking Details
- User Management
- LOG OUT

The main content area is titled "Add user account". It contains two input fields: "Username" and "User role". The "User role" field is a dropdown menu set to "Customer care agent". To the right of these fields is a "Add Account" button.

Below this section is another titled "Delete user account", which also includes a "Username" input field and a "Delete account" button.

2 Individual Contribution

	Student ID	Student Name	Individual Contribution
1	IT22362858	SENARATHNA GSRUR	<ul style="list-style-type: none"> • Persona: Website administrator • User Journey: view financial stats, approve ‘cancel reservation’ • Wireframe: Home page, login page, admin dashboard
2	IT22306036	ALOKA KTEC	<ul style="list-style-type: none"> • Persona: Assistant manager • User Journey: view financial stats, approve ‘cancel reservation’ <p>Wireframe: Payment page, confirm reservation details frame, user account management page(admin dashboard)</p>
3	IT22346940	SAMARAKOON NKRK	<ul style="list-style-type: none"> • Persona: user (undergraduate student) • User Journey: Register, compare packages, Reserve best deals package. <p>Wireframe: Testimonials page, write review frame, packages page</p>
4	IT22364838	UPENDRA MMS	<ul style="list-style-type: none"> • Persona: Registered user 2 • User Journey: Request cancellation of a reservation. <p>Wireframe: Safari destinations page, accommodation selection page, sign up page</p>
5	IT22308252	PERERA AKIR	<ul style="list-style-type: none"> • Persona: Registered user 1(travelling couple) • User Journey: book a safari and give feedback. <p>Wireframe: User profile page, About us page, Contact us page, User guide page, Terms and conditions page</p>