Introduction:

Success Tour and Travel is a company specializing in providing guided tours to exotic destinations such as Zanzibar, Paris, and Greece. To enhance its operational efficiency, customer satisfaction, and overall management, the company has decided to develop a comprehensive Tour and Travel Management System.

Current System:

Currently, the company relies on a manual system for handling tour bookings, customer information, and trip planning. The process involves a lot of paperwork, manual data entry, and communication gaps. This inefficiency has led to challenges in maintaining accurate customer records, managing tour schedules, and providing timely information to clients.

Proposed System:

The proposed Tour and Travel Management System aims to automate and streamline various processes within the company. This system will provide a centralized platform for managing bookings, customer information, tour itineraries, and communication with clients. The goal is to improve efficiency, reduce errors, and enhance the overall customer experience.

Functional Requirements:

1. **User Authentication:**
    - Login and registration for both customers and staff members.
2. **Tour Booking:**
    - Customers can browse available tours.
    - Booking and payment processing for selected tours.
3. **Customer Management:**
    - Maintain customer profiles with contact information, booking history, and preferences.
4. **Tour Itinerary:**
    - Create and manage detailed tour itineraries including destinations, activities, and accommodations.
5. **Communication Module:**
    - Automated email confirmations and notifications for customers.
    - Internal messaging system for staff communication.
6. **Reporting:**
    - Generate reports on bookings, revenue, and customer feedback.

Non-Functional Requirements:

1. **Performance:**

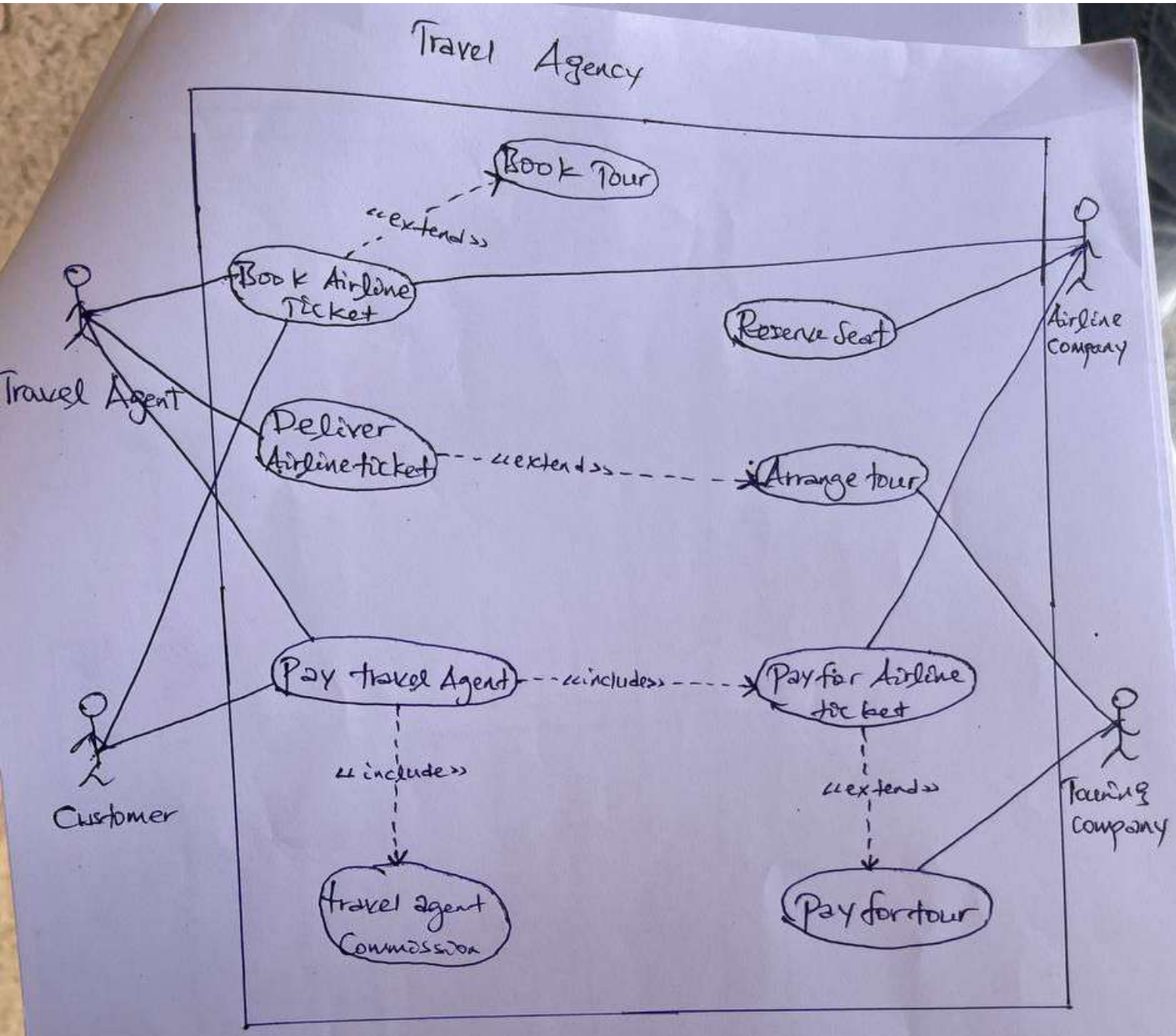
- The system should handle a high volume of concurrent users.
- Response time for user interactions should be minimal.

2. **Security:**

- User data, especially sensitive information, should be encrypted.
- Access controls to restrict unauthorized access to certain functionalities.

3. **Reliability:**

- The system should be available 24/7 with minimal downtime.


Travel Agency
Book Tour
«extend»
Book Airline Ticket
Reserve Seat
Airline Company
Travel Agent
Deliver Airline ticket
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Arrange tour
Pay travel Agent
«include»
Pay for Airline ticket
Customer
«include»
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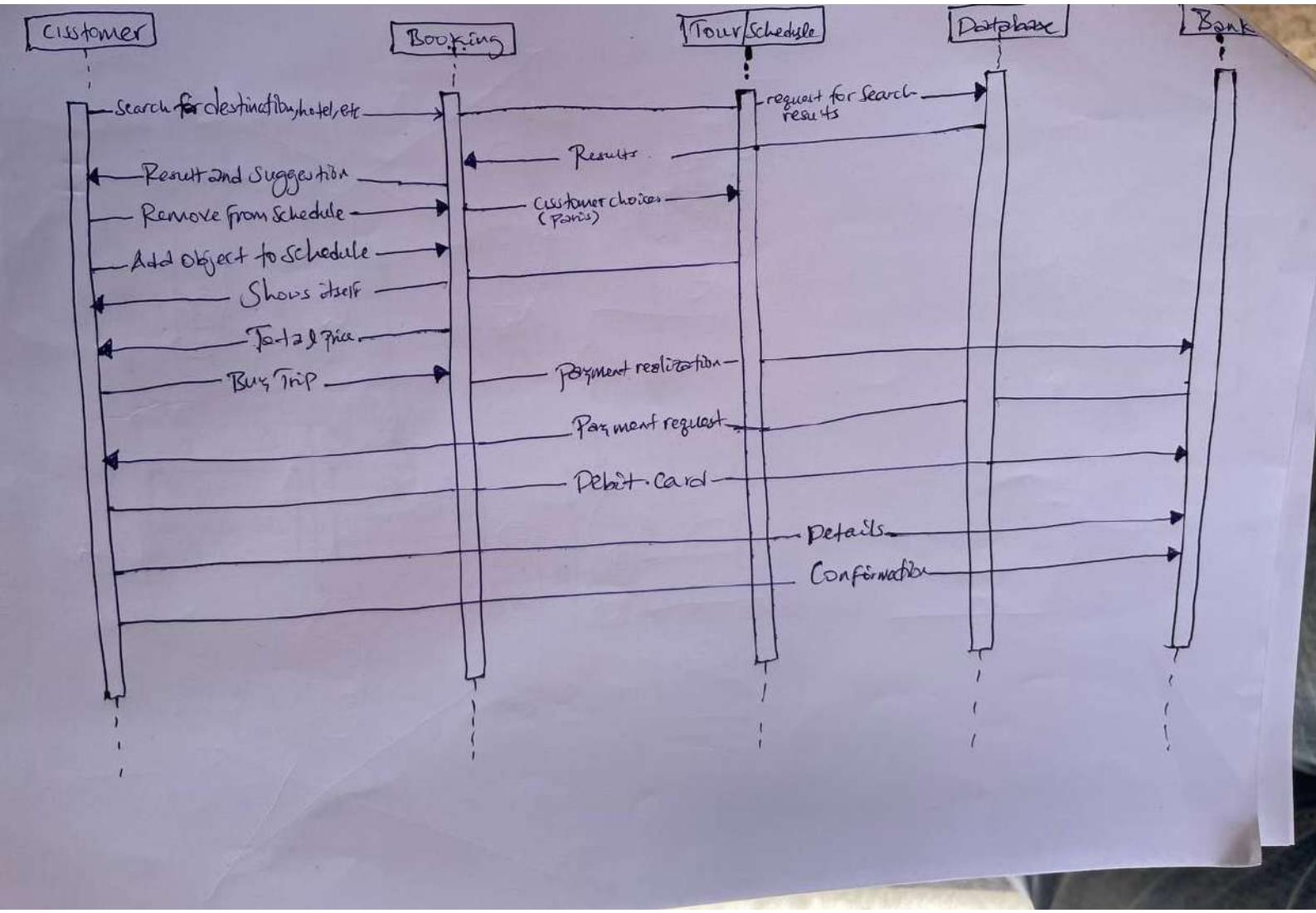
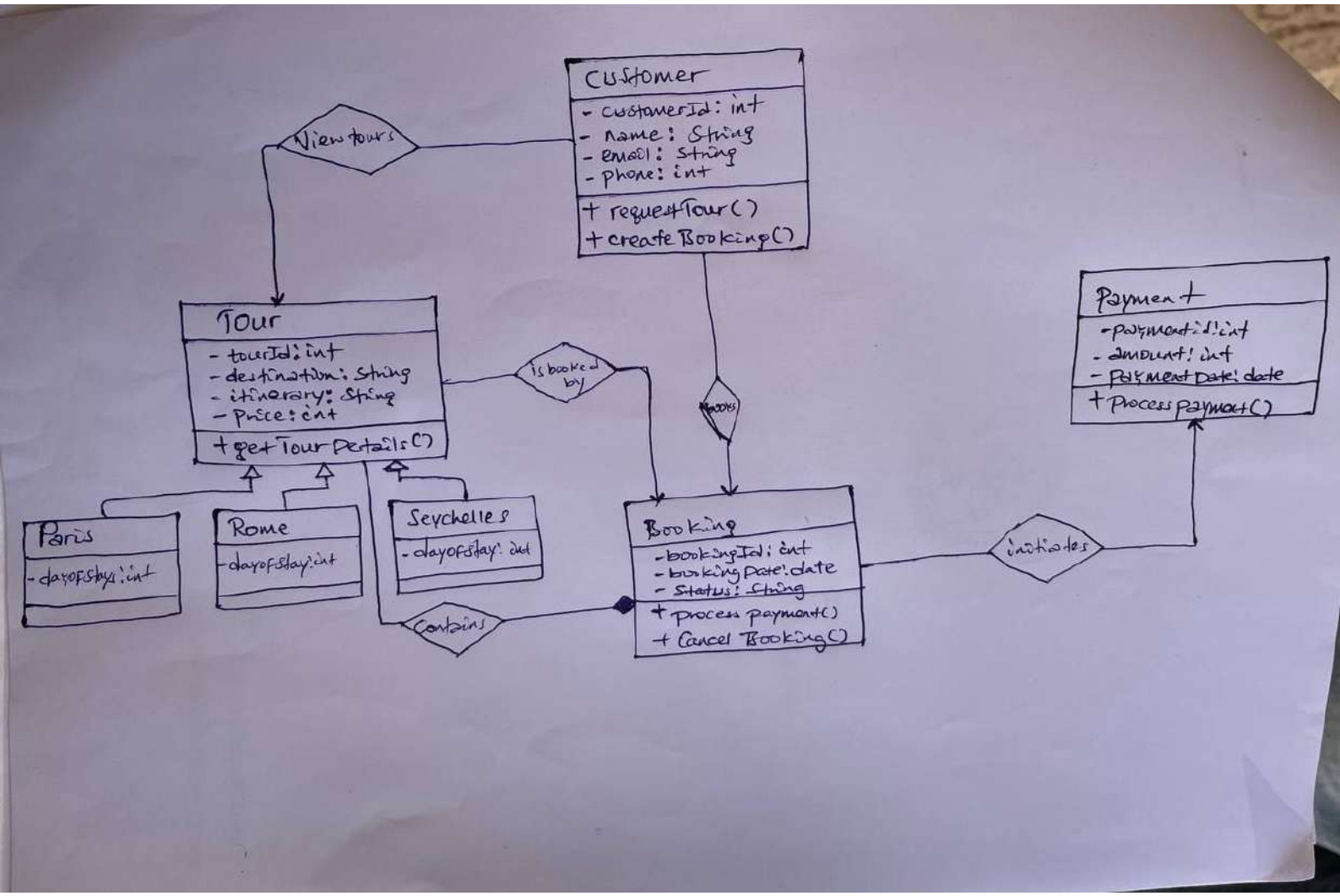
Touring Company
Travel agent Commission
Pay for tour


Customer
Booking
Tour Schedule
Database
Bank
Search for destination, hotel, etc
request for search results
Results
Result and Suggestion
Remove from Schedule
Customer choices (Paris)
Add object to schedule
Shows itself
Total Price
Buy Trip
Payment realization
Payment request
Debit card
Details
Confirmation


Customer
- customerId: int
- name: String
- email: String
- phone: int
+ requestTour()
+ createBooking()
View tours
Tour
- tourId: int
- destination: String
- itinerary: String
- price: int
+ getTourDetails()
is booked by
books
Payment
- paymentId: int
- amount: int
- PaymentDate: date
+ ProcessPayment()
Paris
- dayofstay: int
Rome
- dayofstay: int
Seychelles
- dayofstay: int
Contains
Booking
- bookingId: int
- bookingDate: date
- Status: String
+ process payment()
+ Cancel Booking()
initiates