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## User Document

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# 1 Introduction

Our website Tabibito offers travellers a whole new travel experience. On our website, you can easily find and book the tour of your dreams, whether at home or abroad. We offer a wide range of tours with detailed itinerary planning and cost information on all aspects of your tour. You can view detailed information, pictures and panoramic maps of the tours on the website to help you better plan your itinerary and destinations.

In addition to booking tours, you are also welcome to post reviews, travelogues and ratings on our website to share your feelings about our program with others.

At the same time, we offer a smart chat feature to provide users with live help. with our chatbots and personalized service on hand to help you.

Our goal is to provide our users with quality, affordable tours at reasonable prices. We prioritize quality and safety by carefully screening and evaluating all our tours to provide the best user experience.

We are committed to making travel easier, more comfortable and more enjoyable. On Tabibito, you can enjoy a one-stop travel service that will make your trip more memorable.

## 2 How to access the project

Users can access our website via either computers or mobiles using the server domain

<http://csi420-01-vm1.ucd.ie>

See the following table for sample accounts.

	Username	Password
Staff	2280463079@qq.com	123456
Customer	2334201198@qq.com	123456

## 3 Customer Portal

### 3.1 Account System

#### 3.1.1 Login and register

You can choose to log in using an account or a Google account. Before login, you need to register for a Tabibito website account. Processes are shown in Figure 1.

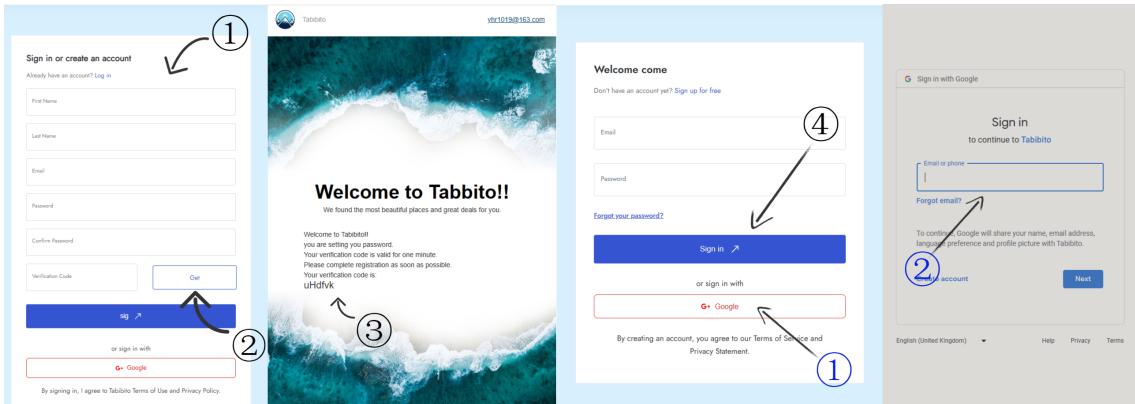


Figure 1: Login and register

- ① Register your account and fill in the registration information.
- ② Obtain email verification code.
- ③ Receive the verification code by email and enter it into the registration form.
- ④ Register successfully, log in and enter your username and the corresponding password.

### 3.1.2 Forget Password

Retrieve and change the password via the forgot password function. (Figure 2)

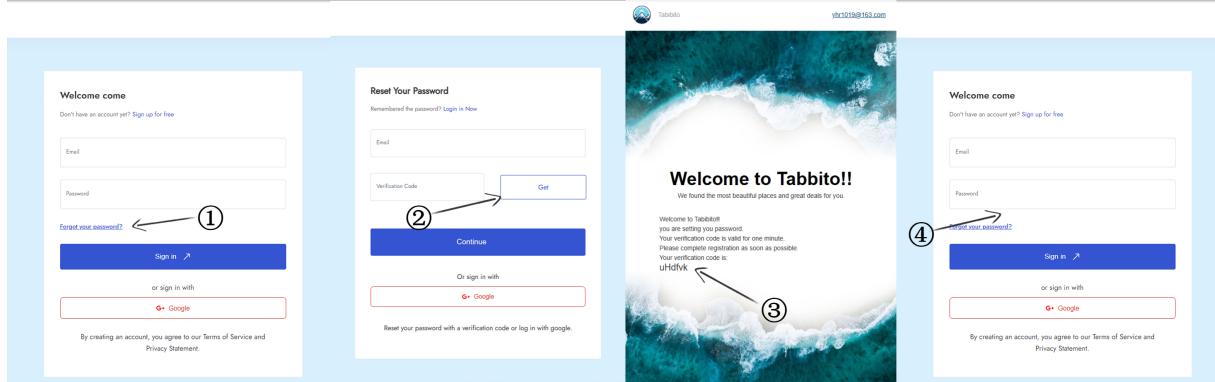


Figure 2: Forget Password

- ① Click the forgot password button.
- ② Enter the email of your account and click the get button to get the email verification code.
- ③ Enter the email verification code into the input box on the forgot password page.
- ④ Change your password successfully and log in to your account with your new password.

### 3.2 Home Page

See Figure 3.

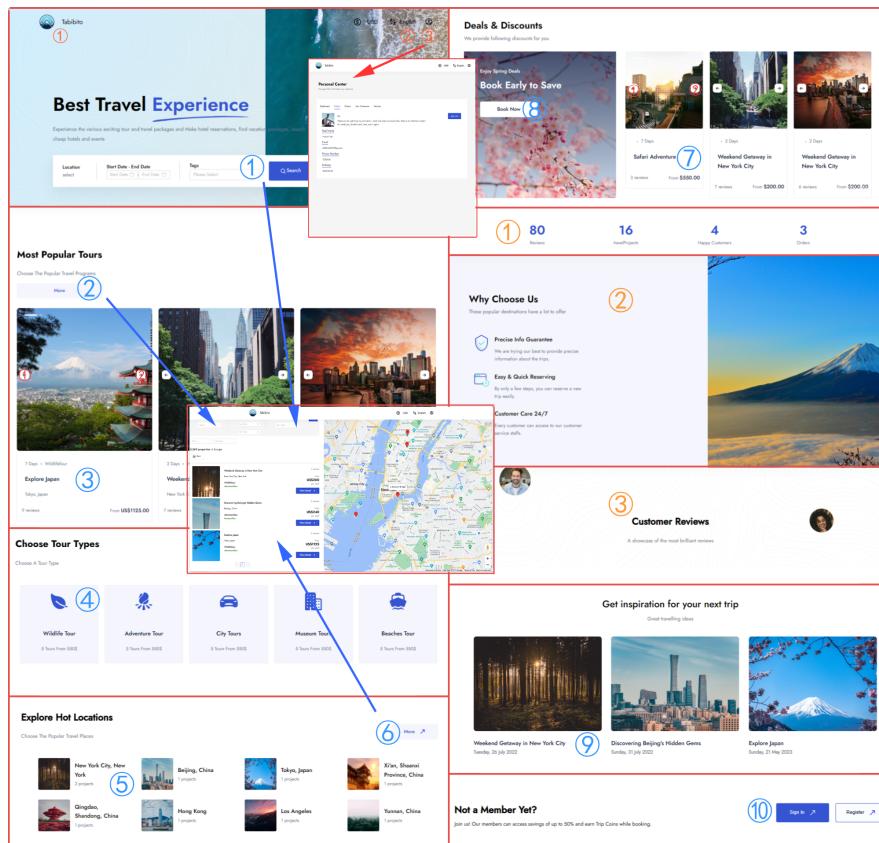


Figure 3: Home page instruction

### **3.2.1 Navigation Bar(Orange Instructions)**

- ① Customers can click the website icon to go back to the homepage or refresh the webpage.
- ② Customers can click the language button to change the language between Chinese and English.
- ③ Customers can click the profile icon to log in, register and go to the profile page.

### **3.2.2 Interactive Home Page Featured (Blue Instructions)**

- ① Customers can choose the date, tags and locations to search the travel programs.
- ② Customers can choose destinations, dates, and tour types to search the travel programs in the travel list.
- ③ Customers can click their interested travel program on the homepage to view the details.
- ④ Customers can click the types to view the travel programs of this type on the travel programs list page.
- ⑤ Customers can view hot locations and click to view the travel programs in this location.
- ⑥ Customers can click the More button to see more hot locations on the travel programs list page.
- ⑦ Customers view the discount travel programs and the program details.
- ⑧ Customers can click the book now button to see more discount programs on the travel programs list page.
- ⑨ Customers can get some personalized recommendations, which are based on their previous travel experience.
- ⑩ Customers can sign in and log in here by clicking the buttons.

### **3.2.3 Descriptive Home Page Features (Yellow Instructions)**

- ① Customers can view the number of reviews, projects, happy customers, and orders on the website.
- ② Customers can view the advantages of the online travel agency website.
- ③ Customers can see some of the customer reviews.

## **3.3 User Center**

See Figure 4.

1 Customers can go to the dashboard page by clicking the "Dashboard" button on the menu.

- 1-1 Customers can click the "Order" button on the dashboard page to see recent orders
  - 1-1-1 Customers can view the current and tomorrow's weather condition of the place they will go.
  - 1-1-2 Customers can view the flight information of recent orders which can remind them.
  - 1-1-3 Customers can go to the travel program details page by clicking the "more" button
- 1-2 **Customers can click the "Footprint Wall" button to see the footprint wall of their visited countries.**

2 Customers can go to the profile page by clicking the "Profile" button on the menu.

- 2-1 Customers can show their information to other customers.
- 2-2 Customers can go to profile edit page to edit their profile by clicking the "edit info" button.
  - 2-2-1 Customers can upload the profile avatar. The photo should follow the requirements below.
  - 2-2-2 Customers can edit their information in the form.
  - 2-2-3 Customers can save the change of the profile.

3 Customers can go to the Orders page by clicking the "Orders" button on the menu.

- 3-1 Customers can click the "In Progress", "Completed" and "Cancelled" buttons to group orders by status.
  - 3-1-1 Customers can see orders they placed in the status they selected.
    - 3-1-1-1 Customers can sort the orders by Date and price.
    - 3-1-1-2 Customers can cancel this order.
    - 3-1-1-3 Customers can go to the order detail page by clicking the "view detail" button.
    - 3-1-1-4 Customers can see the travel program detail by clicking the "Go to Travel Detail" button.

4 Customers can go to the Comments page by clicking the "Your Comments" button on the menu.

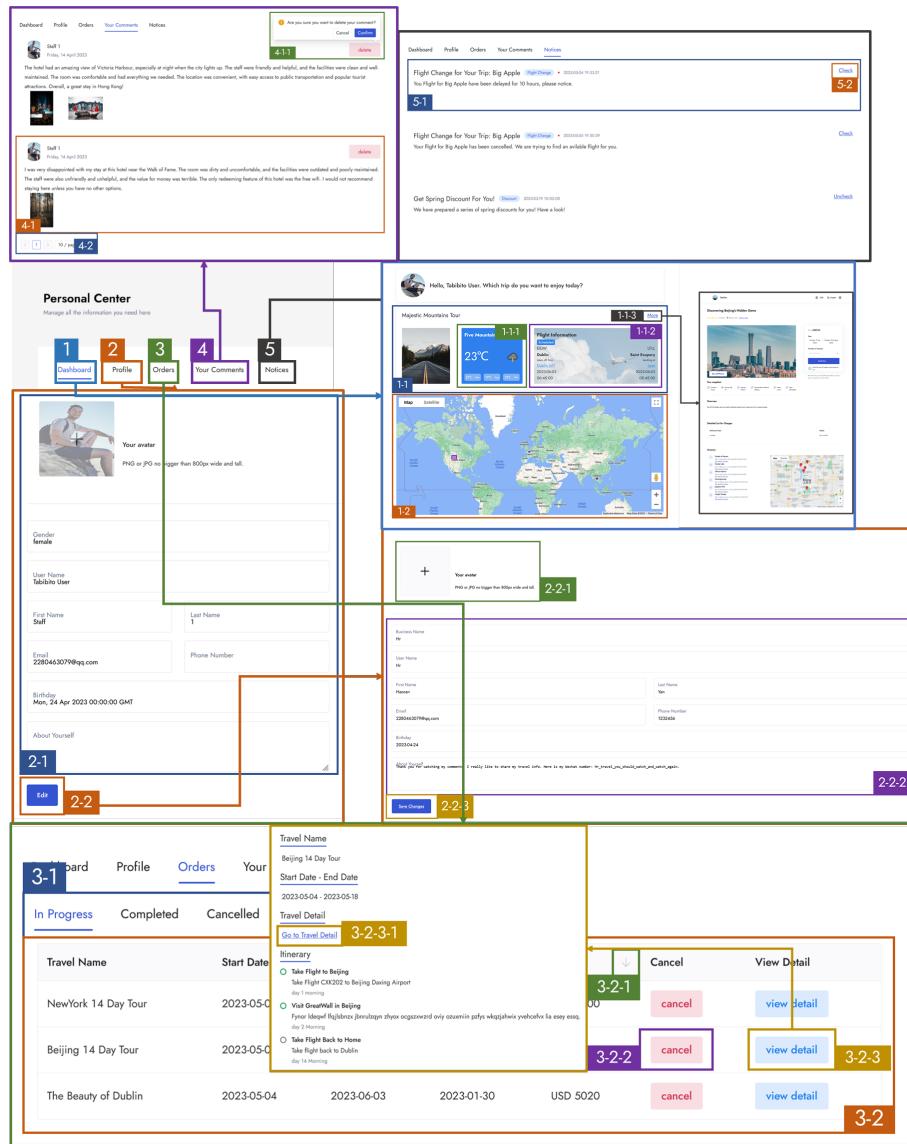


Figure 4: User Center Instruction

4-1 Customers can see all the comments they made.

4-1-1 Customers can delete the comments they made by clicking the "delete" button.

4-2 Customers can see more comments by clicking the "page number" button.

5 Customers can go to the dashboard page by clicking the "Notices" button on the menu.

5-1 Customers can see notices they received.

5-2 Customers can change the status of notices to checked/unchecked.

### 3.4 Search & View Travel Programs

See figure 5.

- ① Customers can use the search box in the header of the search engine page to filter destinations (by country/region), select dates (using the drop-down calendar), and choose a travel type (including pre-defined options such as Wildlife Tour, Adventure Tour).
  - ② Customers can use the additional options to refine their search by selecting a price range and duration.
  - ③ Customers can view the recommended travel packages that meet their search criteria in the display area. They can

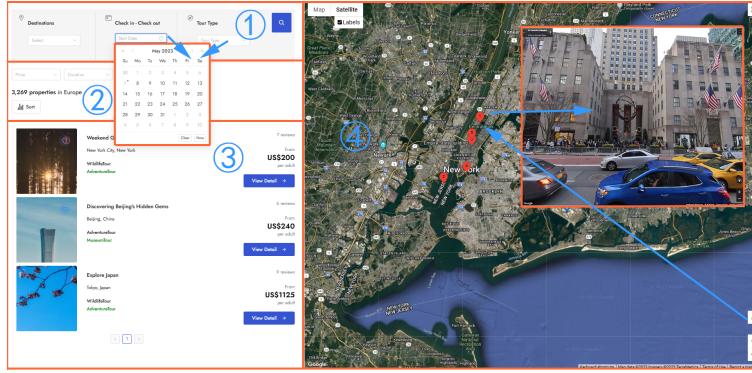


Figure 5: Search page instruction

click on "View Detail" to access the detailed page, which includes brief information, cover images, and relevant fees.  
 ④ Customers can view the Google Map display integrated into the website, which allows them to switch between satellite view and view details of the markers by clicking on them. They can also use the Street View feature by dragging the little person icon.

### 3.5 Program Details

See Figure.6

① By clicking on show on map, you can view the project location through Google Maps.

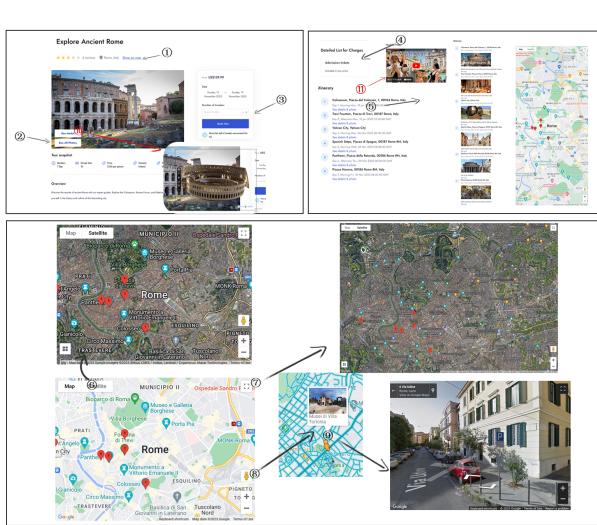


Figure 6: Product detail

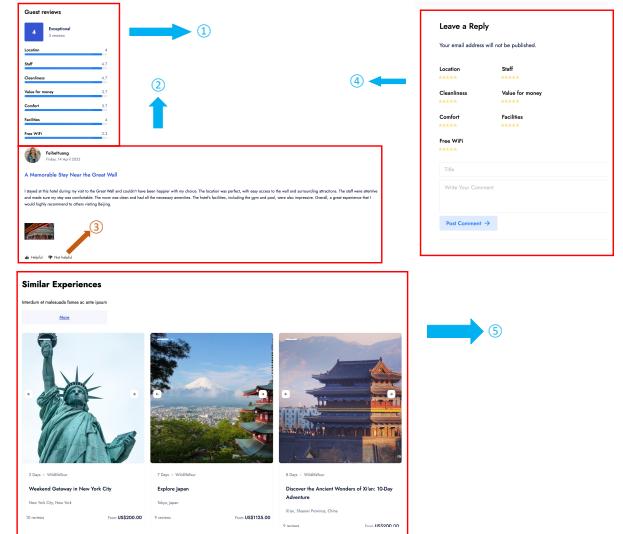


Figure 7: program detail part 2

- ② Clicking See All Photos will display all the landscape pictures of the project.
- ③ Input the number of participants in the member's field, then click on book now to generate a booking order.
- ④ Listed in the Detail List Charges section are the project elements that require payment.
- ⑤ To expand and view the trip's description and location photos, click on "See details photo" below the itinerary.
- ⑥ Selecting the satellite option will switch the map to a live satellite perspective.
- ⑦ Expanding the map by pressing this button lets you easily identify the exact locations of different attractions.
- ⑧ Viewing destinations is easy; just drag the figurine to the preferred destination, and an image of it will be exhibited.
- ⑨ To see a panoramic map of that destination, simply release the left button.
- ⑩ Clicking on see model will show you a 3d model of the project, which you can rotate to zoom in on the 3d model of the attraction.
- ⑪ YouTube videos about the project can be viewed here.

See Figure.7

① Customer rating of this tour (overall rating and scores for the 7 sub-categories).

- ② One review from a user who has used this tour product.
- ③ Customers can click on the upward and downward-facing buttons to like and dislike the review.
- ④ Customers can leave a reply on this program by filling out the form and clicking the Post Comment button.
- ⑤ **Customers can view some similar recommended programs based on the customers' interests and experience.**

### 3.6 Online Chat

See Figure 8:

- ① Customers can choose to chat with the AI or the human customer service.

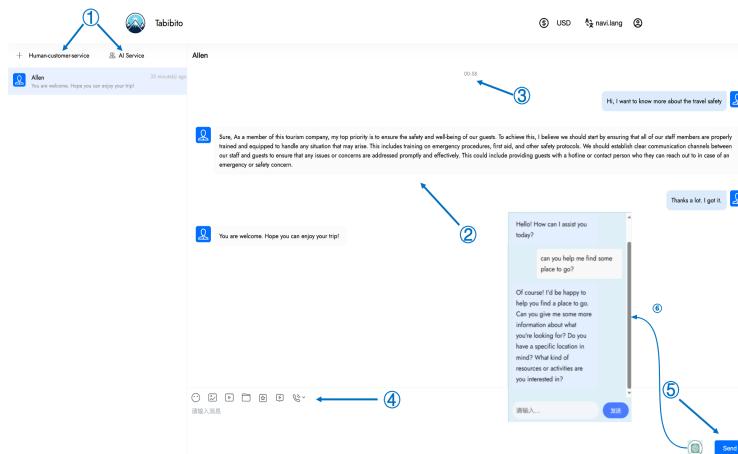


Figure 8: Chat View Instruction

- ② Customers can view all the chat history to review the conversation.
- ③ Customers can know the date and time of the previous chat.
- ④ Customers can choose to send texts, images and emojis to communicate.
- ⑤ Customers can click the send button to send the message once they finish typing.
- ⑥ **Customers can click the icon to use the AI customer service to solve their problems.**

### 3.7 Understand travel agency

See Figure 9:

- ① Customers can see the advantages of Tabibito travel agency.
- ② Customers can read the brief introduction of Tabibito travel agency.
- ③ Customers can some data to understand the excellence of Tabibito.
- ④ Customers can see the team Tabibito.
- ⑤ Customers can see more members in Tabibito by clicking arrows.
- ⑥ Customers can see some feedback from other customers of Tabibito.

## 4 Staff Portal

See Figure 10:

### 4.1 Dashboard

- ① Staff can use the sidebar to go to the Travel Program page and Reservation page.
- ② Staff can retract the sidebar by clicking the arrow button
- ③ Staff can see the financial condition of the company.

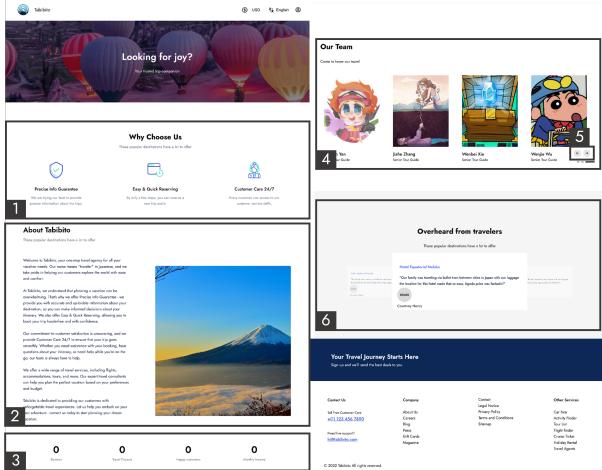


Figure 9: About Us Page Introduction

- ④ Staff can see the line chart that shows the trends of visitors.
- ⑤ Staff can go to see more charts by clicking the "more" button and selecting the chart they want to see.
- ⑥ Staff can see the recently placed order.
- ⑦ Staff can go to the reservation page to see more booking data by clicking the "View All" button
- ⑧ Staff can log out of the account by clicking the "Logout" button.

## 4.2 Travel Programs List

See Figure 11:

- ① Staff can go back to the portal homepage by clicking the back to the dashboard.

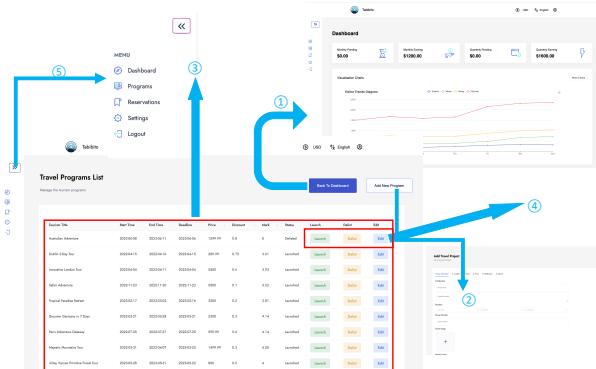


Figure 11: Travel Programs List

- ② Staff can go to the add program page by clicking the add new program button.
- ③ The program list body.
- ④ Staff can click the buttons to change the program status and edit the program detail.
- ⑤ Staff can click the button to expand the sidebar.

## 4.3 Reservation List

See Figure 12:

- ① Staff can see all the reservations.
- ② Staff can use sort tools.
- ③ Staff can change the status of reservations to Complete by clicking the "Complete" button.
- ④ Staff can change the status of reservations to cancel by clicking the "Cancel" button.

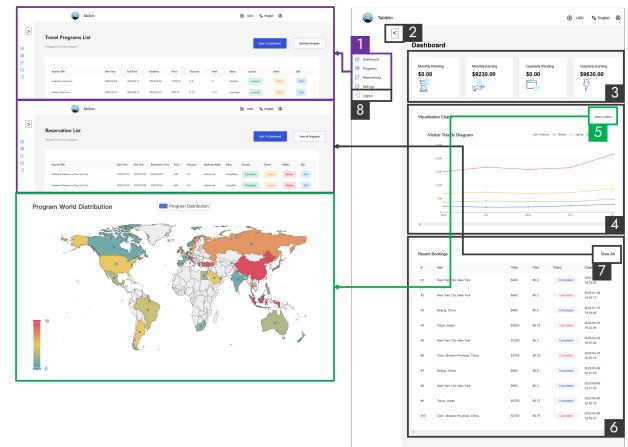


Figure 10: Staff Portal Dashboard Introduction

Figure 12: Reservation List



- ⑤ Staff can delete the reservations from the database by clicking the "Delete" button.
- ⑥ Staff can edit the Travel Project by clicking the "Edit" button.
- ⑦ Staff can click the "page numbers" button to see more reservation data.

## 5 User Support

### 5.1 Contact us

1. Customer service phone number: +86 19833535651
2. Website customer service enquiries: jiahe.zhang@ucdconnect.ie

### 5.2 Frequently Asked Questions

1. Why is it that sometimes I cannot see the YouTube video links, Google Maps, or the AI chatbot in the chat functionality when accessing the website?

A: Make sure to use a VPN, especially if you are in mainland China, as the external APIs for the mentioned features may not be accessible. Additionally, I recommend using Chrome or Edge browser..

2. How do I book a tour?

A: Select the tour you are interested in on the tour details page, click on the "Book" button and follow the instructions on the page to complete your booking.

3. What are the payment methods?

A: We currently support credit cards, Alipay and WeChat Pay.

4. How do I cancel a booking?

A: Log in to your account, find the item you have booked, select "Cancel Booking" and follow the instructions on the page to complete the process.

5. How do I contact customer service?

A: You can contact us through the customer service phone number or online chat function provided on the website.

6. How can I view my booking history?

A: You can view your booking history and current booking status by logging into your account and going to the "My Orders" page.