

ITAS – IJAZAH TRAVEL AGENT SYSTEM

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Abstract

The Sri Lankan travel agent Ijazah Tours PVT LTD plays a role in the Sri Lankan tourism industry, focusing on the Middle East travellers who have been an increasing tourism segment in Sri Lanka. ME travellers who mostly travel with large families (5 or more people) and long vacations periods, selecting the accommodations is one of the most complex parts of the journey, change the accommodations according to the requirements and budget, and they negotiate by comparing the travel agents' rates with modern booking engines to ensure a better rate and boards with the travel agent who provides a faster, reliable and efficient service.

And the Sri Lankan Travel agent Ijazah Tours Pvt Ltd is not equipped with technology to identify the accommodations with special types of requirements in all touring cities and provide faster service by automating the Quotation, Vouchers, Costing Processes, and the ability to compare the travel agent's accommodation rates with multiple booking engines to prove a better rate is being provided, there is no such solution available in the market for the travel agents even in the global market.

The project aims to identify and analyse factors contributing to the inconvenience of the Sri Lankan travel agent Ijazah Tours to on board Middle eastern tourists. This project also aims to analyse and Evaluate requirements, design, and develop a Web Application using web technologies, making the steps of customer inquiry to customer on boarding process extremely convenient and quick for the travel agent to satisfy the guest's requirements without any hesitations.

The implemented prototype was tested and evaluated by the stakeholders of Ijazah Tours Pvt LTD in order to evaluate and provide feedback for the project, by addressing the success of implementation and practical usage.

Keywords: Sri Lankan Travel Agent, Sri Lankan Tourism, Travel agents' system, Middle Eastern Travellers, Ijazah Tours,