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**INTERNATIONAL SCIENTIFIC  
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**"PROBLEMS OF SCIENCE AND PRACTICE, TASKS AND  
WAYS TO SOLVE THEM"**

**Warsaw, Poland  
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# **PROBLEMS OF SCIENCE AND PRACTICE, TASKS AND WAYS TO SOLVE THEM**

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## **DEVELOPMENT OF THE AUTOMATION SYSTEM COMPONENTS FOR THE PROVISION OF EXCURSION SERVICES**

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This project is devoted to the creation of a service for the provision of tourism services. The service will help customers join excursions and tours around the world. The work is focused on private travel agents and agencies that place their services on the site by creating ads. The implementation of the user account will allow customers to receive and store information about the upcoming event in the form of a ticket, as well as allow travel agents to receive information about the number of customers of the service, providing the user's personal information, which he indicated in his profile.

A conceptual project has been developed that will allow users to receive tourism services, such as tours, excursions, hotel accommodation in different cities, etc. Unlike other travel sites, this service is focused on private entrepreneurs or companies that provide travel services. This will expand the tourism business while increasing the number and relevance of excursions and tours.

The web application provides private travel agents and agencies with the opportunity to post their services on the site and receive payment after providing their services to customers.

A virtual ticket is an electronic document that confirms the execution of the service by the client. The ticket contains data about the time and place of the event, and also contains the name of the client who receives the services and the travel agent who provides the services. The ticket also carries additional information, such as cost, time of purchase, etc. A client can purchase the ticket for another client, who may not be a user of the service. In this case, it is necessary to indicate the personal information of the person to whom the services will be provided. When buying a ticket, data about it and information confirming the identity of the client is transferred to the server, after which it is sent to the travel agent. Used tickets are archived. It is possible to print the ticket to provide a physical copy.

The client receives detailed information about the upcoming event when viewing the service. All information about the event, venue, time, and price is filled in directly by the independent travel agent who provides the service. Information about the price, meeting point and time of the event is mandatory. The more useful information the travel agent provides about the event, description, photo, and video of the event location, the more likely it is to attract potential customers.

Travel agents and agencies must complete profile verification by providing their passport details and licenses to minimize the number of unscrupulous users who pursue the goal of obtaining payment by deceiving users or for other purposes. Verified travel agents are marked with a special symbol that indicates successful verification.

The implementation of the chat will allow users to contact their travel agents for assistance and answers to questions regarding the service provided. Also, the chat will allow you to contact other users to get information about their personal experiences. To avoid spam, the account privacy setting has been implemented.

The service provides a link to a consultant for assistance, as well as a directory with frequently asked questions to help users avoid problems when choosing and receiving services.

The ability to leave comments and ratings of services will allow users to learn the experience of previous customers of the service and share their experiences. The rating of a travel agent or agency does

not depend on the ratings of services, but it is possible to rate the travel agent directly, evaluating his professional qualities. This will allow the user to evaluate the competence of the travel agent and the quality of the services provided by him.

Careful design of the user interface will provide the best user experience for customers and travel agents. This aspect will lead to greater conversion of the site, as well as to the speed and convenience of its use.

Conclusion: This service will allow private travel agents and agencies to provide their services independently of corporations and private firms. Thanks to the rating system and reviews, customers get the best experience from individuals. The system of payment and verification of employees protects the client from being deceived by scammers. This system will expand the tourism business and improve the quality of services provided.

#### **References:**

1. internet-bilet.ua – Ukrainian website for buying tickets for events such as concerts, exhibits, operas, ballet, etc.
2. wegotrip.com – Service for providing audio tours around the world.
3. georgia4travel.ru – Service for the provision of tourist services by guides.

# CERTIFICATE



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