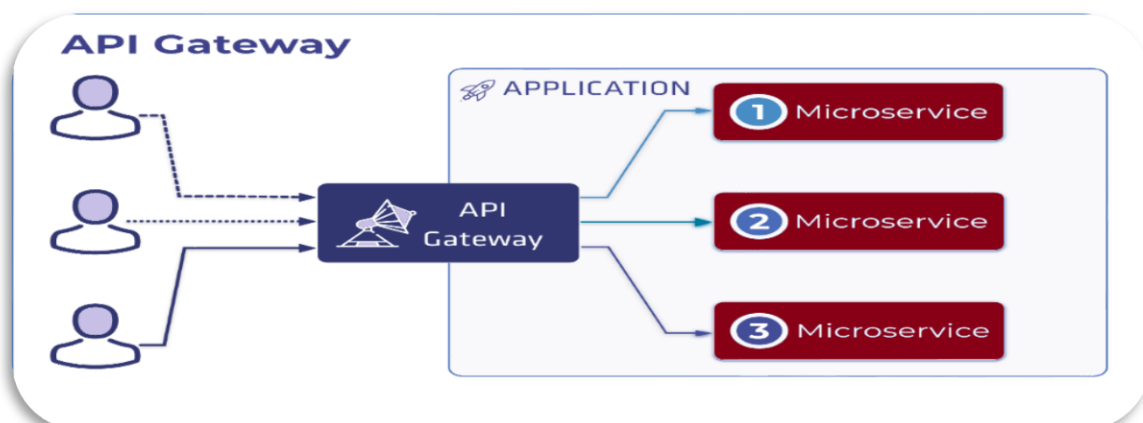# Proposal for New Unlocking Central America
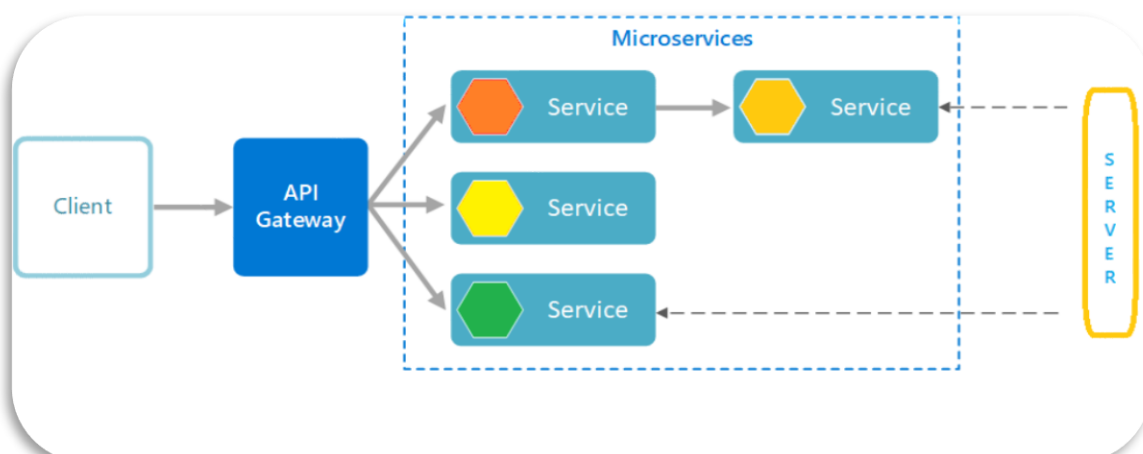
Here We starts from API Management and Microservices Portion,

API Manager:

- **API Gateway:** We offer API management tool that driven communication between client-Vendor and super-admin with a collection of backend services
- **API Repository:** A repository is a data access layer that defines a generic representation of a data store.
- **API Key Exchange/Validation Management:** API keys are used to authenticate users and identify what account is being accessed by the automated program. Here we add extra block of security to make data in more secure way.
- **Optimal Communication Pathway on Delivery of Data**
- **API Secure Block for Multi-channel Communication:** Here we need to implement TLS with Data Encryption on Client-Vendor-SuperAdmin.
- **API Analytics Portal**: Enable applications to perform a systematic analysis of data and provides insights into the meaning of the data to help in decision making.
- **API Queue Management**: We need to Implement a Queue Management System with virtual queue options. Be transparent and keep customers informed includes data creation, management, monitoring, and sunsetting.
- **Multichannel will be Constructed in this site for Managing Globe wise**

We Need to add Microservices in Website to make lighter Website Application,

Hotel Management

- **Analyze Customer Interaction and Overview Panel**

- **Block-Chain** integration on Data Communication both side

- **Offer/News Updates Panel** includes general new update from vendor/Super-admin daily basis if they found something new to tell to the customers. Beneficial/Lightning Deal

- **Coupon Code Management**

- **360 Tour in Hotel module that engage more customer**

- **Knowledge Section to Customer about how hotels are different from each other and with their specification, new offerings,**

- **AI Based Analytics panel to Track Customer behavior denotes where customer get most of the deal and where he/she gets bounce back from the site.**

- **Featured/Premium/Popular Choice Hotel Facility which makes customer to visible in prior rank.**

- **Many Filters are there to get customer more satisfied in our services.**

- **Customers recent activity showing on website after each time they visit with date/place wise.**

- **AI & Human Chat Boat Support with Queue Management Services**

- **Feedback Panel**

- **Wallet Option for Customer if they want to add balance to book anything.**

- **CRM - Customer Insights Capturing key Customer Data, Create Marketing Campaigns, Track the usage and Return on Investment**

- **Independent Module Approach: Using this kind of approach main site will not be <u>Crashed at Single Point of Failure</u>.**

- **AWS Services Management by Our Team**

- **News/Plans/Images with Content Direct Push to Social Media Plugin**

- **Rating Management/Feed Back Form**

- **Payment Management/Auto Cancellation Payment Management Facility**

- **Map Price Suggestion**

- **Hotels reward section/Subscriptions/plans**

- **Unlocking Belize feature like below will be also added in new.**

  - -Vendor
    - Add Hotel
    - Edit Hotel
    - Delete Hotel
  - - Super Admin
    - Add Hotel
    - Edit Hotel
    - Delete Hotel
    - Approve Hotel
  - - User Side
    - Display Hotels
    - Hotel Details
    - Hotel Booking

Car and shuttle services

- **Car section will be consisted different spot of location, customer can easily navigate for what they want.**
- **Analyze Customer Interaction and Overview Panel**
- **Block-Chain** integration on Data Communication both side
- **Offer/News Updates Panel** includes general new update from vendor/Super-admin daily basis if they found something new to tell to the customers. Beneficial/Lightning Deal
- **Car analytics panel for customer that how they perform their interaction on site and what kind of car service they are looking for.**
- **Driver Panel consisting of driver details, recent track record of driver provided by vendor/reviews by customer. which kind of driver customer want during trip.**
- **Subscribe panel for business approach when anyone sign in customer get some amount of discount with details for business plans.**
- **News/Plans/Images with Content Direct Push to Social Media Plugin**
- **Popular car hire brands and destination section.**
- **AI & Human Chat Boat Support with Queue Management Services**
- **FAQ Sections**
- **Top Rental corner according to customer interaction**
- **Wallet option for recurrent customer like amazon pay with reward and coupon management.**
- **Payment module/Cancellation Policies/Guideline Management**
- **Miscellaneous Conflict Resolution Section when driver/customer found anything which harms the policies/terms of services.**
- **Map Price Suggestion**
- **CRM - Customer Insights Capturing key customer data, Create Marketing Campaigns, Track the usage and Return on Investment**
- **Independent Module Approach: Using this kind of approach main site will not be <u>Crashed at Single Point of Failure</u>.**
- **Unlocking Belize feature like below will be also added in new.**
  <u>Car</u>
  - Vendor
    - Add Car
    - Edit Car
    - Delete Car
  - Super Admin
    - Add Car
    - Edit Car
    - Delete Car
    - Approve Car

- User Side
  - Display Car
  - Car Details
  - Car Booking

Shuttle:

- Vendor
  - Add Shuttle
  - Edit Shuttle
  - Delete Shuttle
- Super Admin
  - Add Shuttle
  - Edit Shuttle
  - Delete Shuttle
  - Approve Shuttle
- User Side
  - Display Shuttle
  - Shuttle Details
  - Shuttle Booking

Events Management

- **Event Marketing Analysis Campaign Panel**
- **Filter by rating/reviews/Price/Interest/Duration with interaction panel that shows how customers are responding to the services. Price/Health Safety/ Travel Sustainable properties/Fun Things to do/Deals/Meals/Entire Places/Property types/Landmarks/Bed Preference/Review Score/ Room, Hotel and other**.
- **Image/Video Panel for promotions/Description/Event Type/FAQs/MAPS/Recent Event Overview.**
- **360 Tour in Event module that engage more customer**
- **Interaction Panel**
- **Virtual Event Management Panel (i.e., those who don't want to attend physically will be invited virtually with Specific Management Tools, Live Streaming Platform.)**
- **Engaging Event Pages Panel**
- **News/Plans/Images with Content Direct Push to Social Media Plugin**
- **AI & Human Chat Boat Support with Queue Management Services**
- **Feedback Panel**
- **Wallet Option for Customer if they want to add balance to book anything.**
- **Marketing Automation**
- **Sell Tickets/Discount Management/Blockchain Embedded/Networking**
- **Recording/Live Streaming**
- **Engagement Metrics Track your event engagement metrics like visitors, ticket sales, etc. from your dashboard.**
- **CRM - Customer Insights Capturing key customer data, Create Marketing Campaigns, Track the usage and Return on Investment**
- **Security in data by Blockchain in Payment Module**
- **Reports & Analytics Get useful reports and insights to boost your sales and marketing activities.**
- **Unlocking Belize feature like below will be also added in new.**
  - Vendor
    - Add Event
    - Edit Event
    - Delete Event
  - Super Admin
    - Add Event
    - Edit Event
    - Delete Event
    - Approve Event
  - User Side
    - Display Event
    - Event Details
    - Event Booking

Tour Management

- **Filter by rating/reviews/Price/Interest/Duration with interaction panel that shows how customers are responding to the services. Price/Health Safety/ Travel Sustainable properties/Fun Things to do/Deals/Meals/Entire Places/Property types/Landmarks/Bed Preference/Review Score/ Room, Hotel and other Facilities/Brands/ Property and room accessibility**

- **360 Tour in Tour module that engage more customer**

- **Booking/Inquiry section based on vendor/admin data**

- **Facilities/Overview /Interests /Cancellation Policy /Feedback section**

- **Reviews are based on Authenticate customers. Authenticity Check Section for Customer**

- **News/Plans/Images with Content Direct Push to Social Media Plugin**

- **Images Panel for Customer that what kind of places they will be visited and how places can be.**

- **Reasons panel for Customer provided by Vendor (i.e., By using this Feature customer will know how tour will be going on and what kind of best deal will be waiting for them in particular tour)**

- **CRM - Customer Insights Capturing key customer data, Create Marketing Campaigns, Track the usage and Return on Investment**

- **AI & Human Chat Boat Support with Queue Management Services**

- **Feedback Panel**

- **Wallet Option for Customer if they want to add balance to book anything.**

- **Member Panel: It will demonstrate customers journey in our site/Profile Management/Best deal for Premium Customer/Extra Add-on Services campaign.**

- **Unlocking Belize feature like below will be also added in new.**
   - Vendor
      - Add Tour
      - Edit Tour
      - Delete Tour
   - Super Admin
      - Add Tour
      - Edit Tour
      - Delete Tour
      - Approve Tour
   - User Side
      - Display Tour
      - Tour Details
      - Tour Booking

Vacation & Cruise

- **Customer can filter rating/reviews/Price/Interest/Duration with interaction panel that shows how customers are responding to the services. Price/Health Safety/ Travel Sustainable properties/Fun Things to do/Deals/Meals/Entire Places/Property types/Landmarks/Bed Preference/Review Score/ Room, Hotel, cruise and other**
- **360 Tour in Vacation and Cruise module that engage more customer**
- **AI & Human Chat Boat Support with Queue Management Services**
- **Feedback Panel**
- **Wallet Option for Customer if they want to add balance to book anything.**
- **Cruise Destination/Cruise Ships**
- **Check In/Out Panel for Customers in Vacation/Cruise**
- **Onboard Packages/Travel Protection/Future Cruise or Vacation Credits**
- **Vacation/Cruise Journey Preparation Guide (This panel will be added by vendor from admin panel)**
- **AI Analytics panel in vendor site shows on which kind of customers are more engaged with Cruise and Vacations based on multiple live going analysis.**
- **Single/Couple/Group/Family wise module will be added which will be add best results using Interaction Artificial Intelligence for deals/meal/low guest price/Interaction wise offering and many more.**
- **CRM - Customer Insights Capturing key customer data, Create Marketing Campaigns, Track the usage and Return on Investment**
- **News/Plans/Images with Content Direct Push to Social Media Plugin**
- **Unlocking Belize feature like below will be also added in new**

    ### *Vacation*

    - Vendor
        - Add Vacation
        - Edit Vacation
        - Delete Vacation
    - Super Admin
        - Add Vacation
        - Edit Vacation
        - Delete Vacation
        - Approve Vacation
    - User Side
        - Display Vacation
        - Vacation Details
        - Vacation Booking

Cruise

- Vendor
    - Add Cruise
    - Edit Cruise
    - Delete Cruise
- Super Admin
    - Add Cruise
    - Edit Cruise
    - Delete Cruise
    - Approve Cruise

- User Side
    - Display Cruise
    - Cruise Details
    - Cruise Booking

Restaurant

- **Restaurant module consisting of Menus/Reviews/Customer Interaction Panel**
- **Order Management with Online Payment Option**
- **AI & Human Chat Boat Support with Queue Management Services**
- **Feedback Panel**
- **Reviews Panel consisting of Customer feedback/Images/Emoticons/**
- **Customer can Direct Post Content to social media using this site (i.e., Instagram, Facebook.)**
- **Reports & AI Insights Product Insights such as Item-wise, Backoffice Reports such as Local Purchase, Dumps and Damages**
- **Restaurant AI based Analytics with customer panel**
- **Marketing Automation**
- **Menu Management Manage the multi-store Menus, Add/modify menu items, Item Categories, Sub-categories, Add-on**
- **CRM - Customer Insights Capturing key customer data, Create Marketing Campaigns, Track the usage and Return on Investment**
- **Coupon Management**
- **Campaign Generation for Marketing**
- **Table Management Configure Tables based on different zones within a Restaurant, Create and Manage KOTs for each Table**
- **POS (Point-of-Sale Section available for vendor)**
- **Live food-cost reporting**
- **Online Ordering**
- **User Future Order Analytics based on their Previous Analysis Pattern.**
- **Unlocking Belize feature like below will be also added in new**
  - Vendor
    - Add Restaurant
    - Edit Restaurant
    - Delete Restaurant
  - Super Admin
    - Add Restaurant
    - Edit Restaurant
    - Delete Restaurant
    - Approve Restaurant
  - User Side
    - Display Restaurant
    - Restaurant Details

Coupon

- **Coupon Generation by Alphabet/Numerical**
- **Date wise/Manual Expiry Management**
- **Scheduled Coupon Module that will redirect or publish coupon at particular date**
- **Feedback Panel**
- **AI & Human Chat Boat Support with Queue Management Services**
- **Coupon Image Generator and Direct Push to Social Media Plugin**
- **Customer Analytics wise Coupon Generation Module Integration (That give vendor to publish what kind of customers are eligible for special price binding)**
- **Unlocking Belize feature like below will be also added in new**
  - Vendor
    - Add Coupon
    - Edit Coupon
    - Draft Coupon
  - Super Admin
    - Display Coupon List
  - User Side
    - Display Coupon
    - Apply Coupon
    - Remove Coupon

Chat

- **AI & Human Chat Boat Support with Queue Management Services**
- **Message/Pictures will be Shared Privately option is there for any confidential information sharing for query resolution.**
- **Emoticons Updates/Newly added gesture control/Voice command Control/Voice typing**
- **Scheduled call back if chat is not available.**
- **Unlocking Belize feature like below will be also added in new**
  - Super Admin
    - List Of vendors
    - Chat transcripts with users
  - Vendor
    - Chat with user
    - Chat Transcripts
  - User Side
    - Chat with Vendor
    - Download Transcript

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News:

      Super Admin
- Add New Post
- Search
- Delete
- Edit
- Bulk Action
- Post SEO Settings
- AI Based News Analytics Panel
- Comment manager
- News Category manager
      - Add category
      - Delete category
      - Edit category
      - Search category
- News tag manager
      - Add tag
      - Delete tag
      - Edit tag
      - Search tag

      User Side
- Read News
- Share News
- Like News
- Comment

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Location

      Super Admin
- Add new Location
- Edit Location
- SEO settings
- Location Description & Image

      User Side
- Location Information Page

      Vendor Side
- Select Location For all service

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Dashboard

Super Admin

- Revenue & Earning information
- Booking & Service information
- Earning statistics graph
- Recent booking information

Vendor

- Earning information
- Booking & Service information
- Earning statistics graph
- Profile Management

User

- Booking Information
- Payment logs
- Booking logs
- Profile Management

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User Module
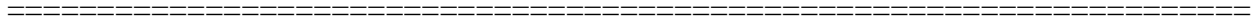
- Super Admin
  - List Users
  - Edit Users
  - User Role Management
  - Vendor Request
  - Module Verification
  - AI Dashboard
- Vendor
  - Login
  - Registration
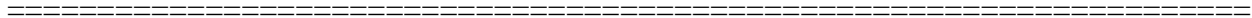 - Vendor & User Management Dashboard
- User Side
  - Login
  - Registration

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Report Module

- Super Admin
    - Enquiry Report
    - Booking Report
    - Booking Statistics
    - AI Based Analytics Panel
    - Contact Submission

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Technologies that we will use in Proposed Project

1) Machine Learning & Artificial Intelligence Framework:
2) Computer Vision
3) Neural Networks
4) Transfer Learning
5) Reinforcement learning

Frontend

1. React JS
2. Angular
3. Vue JS
4. Next JS
5. React native
6. Ionic
7. Bootstrap
8. Tailwind
9. Material UI

Backend

1. Node JS
2. PHP
3. Python/C++
4. WebSocket
5. Express JS
6. Django
7. Flask
8. Fast API
9. Rest API
10. Typescript
11. Graph QL
12. Laravel
13. Kotlin
14. Java

Databases: MYSQL and MongoDB