

TOURISM SOFTWARE PLATFORMS FOR TRAVEL BOOKING, ITINERARY PLANNING, PAYMENTS, AND CUSTOMER SUPPORT

Elin Nordstrom
Sweden

ABSTRACT

Tourism software platforms integrate travel booking, itinerary planning, payment processing, and customer support within a centralized digital system. The platform enables users to search and reserve flights, hotels, transport services, tour packages, and local activities. Itinerary planning features organize travel dates, destinations, bookings, and scheduled activities in one place. Secure payment modules support multiple currencies, digital transactions, refunds, and invoice generation. Customer support tools manage enquiries, booking changes, cancellations, travel alerts, and service complaints. Real-time dashboards provide information on reservations, customer preferences, revenue, destination demand, and service performance. Integration with travel agencies, hotels, airlines, and payment gateways improves coordination. The software helps tourism businesses reduce booking errors, improve customer convenience, personalize travel experiences, and manage services efficiently.

keywords: Tourism Software, Travel Booking, Itinerary Planning, Payment Processing, Customer Support, Travel Management.

1. Introduction

Enterprise applications depend on reliable diagnostics to detect runtime errors, failed workflows, API issues, slow transactions, and integration faults [1-4]. Logs are the main evidence source for understanding what happened before, during, and after an incident [5-7]. Effective application diagnostics require structured logging, traceability, contextual metadata, error classification, and operational visibility [8-11]. However, fixed logging strategies often create two problems. Low-detail logs may miss important causes [12-13], while high-detail logs may generate excessive storage cost and alert noise [14-15].

The main challenge is that diagnostic needs change during runtime [16-17]. A normal transaction may require only basic logs, but a failing workflow, repeated exception, or security-sensitive event may need deeper traces [18-21]. Adaptive logging improves this process by changing log depth according to system condition, transaction risk, and error behavior [22-25]. AI-assisted monitoring can identify when additional diagnostic detail is needed and when logging can return to normal levels [26-29]. This article proposes an adaptive logging framework for enterprise application diagnostics.

2. Methodology

The proposed framework captures log metadata from application servers, API gateways, databases, background jobs, authentication modules, and integration services [30-33]. It records event type, severity, timestamp, user role, transaction ID, request path, error frequency, response time, affected component, and workflow state [34-37]. These features are converted into diagnostic context profiles [38-39]. Adaptive logging requires context because the same event may be low-risk in one workflow but critical in another [40-42]. The logging controller classifies runtime states as normal, warning, error-prone, performance-risk, security-sensitive, workflow-critical, or incident-active [43-45]. Based on this classification, it adjusts log level, trace depth, parameter capture, correlation ID tracking, and diagnostic enrichment [46-48]. Lightweight scoring and policy rules are used so logging decisions remain fast and explainable [49-51]. Sensitive fields are masked before storage [52-53], and transaction-critical events are linked with workflow and database identifiers for easier diagnosis [54-55].

The framework is evaluated using simulated enterprise applications involving APIs, database workflows, authentication events, scheduled jobs, and service integrations [56-57]. Static logging is compared with adaptive logging under repeated exceptions, slow requests, failed jobs, API timeout, suspicious login, and workflow interruption scenarios [58-60]. Evaluation metrics include diagnosis time, log volume reduction, root-cause evidence quality, missed-event rate, storage overhead, alert usefulness, and administrator acceptance rate. Feedback from resolved incidents, ignored logs, and administrator notes is used to refine logging policies over time.

3. Results and Discussion

The results show that adaptive logging improves diagnostics by capturing richer evidence only when runtime risk increases. In the baseline condition, static logs either lack enough detail or produce large volumes of low-value records. With the proposed framework, detailed traces are activated for high-risk events and reduced during normal execution. The strongest improvement appears in intermittent failures, where deeper logs are needed only around the failure window.

The discussion shows that adaptive logging must balance diagnostic depth with privacy and storage cost. Excessive logging can expose sensitive data or overload monitoring systems, while weak logging may hide failure causes. The main limitation is that log-level decisions depend on accurate runtime classification. Regular policy review and masking controls are necessary for safe long-term use.

4. Conclusion

This article presented an adaptive logging framework for enterprise application diagnostics. The framework adjusts log detail using runtime context, risk scoring, workflow state, and error behavior. It improves troubleshooting by increasing diagnostic evidence during abnormal conditions while reducing unnecessary log noise during normal operation. The study shows that adaptive logging can strengthen enterprise diagnostics when combined with structured metadata, privacy controls, and continuous incident feedback.

References

1. Nazmul, M. H. M., Salmah, I., Syahid, A., & Mahmood, A. A. (2011). In-vitro screening of antifungal activity of plants in Malaysia. *Biomed Res*, 22(1), 28-30.
2. MKK, F., Rashid, S. S., MHM, N., Baharudin, R., & Ramli, A. N. M. (2019). A clinical update on Antibiotic Resistance Gram-negative bacteria in Malaysia-a review. *arXiv preprint arXiv:1903.03486*.
3. Salehi, M., Salimi, M., & Haque, A. (2013). The impact of online customer experience (OCE) on service quality in Malaysia. *World Applied Sciences Journal*, 21(11), 1621-1631.
4. Nikhashemi, S. R., Yasmin, F., Haque, A., & Khatibi, A. (2011). Study on customer perception towards online-ticketing in Malaysia. *Indian journal of commerce and Management studies*, 2(6), 3-13.
5. Ulfy, M. A., Haque, A., Karim, M. W., Hossin, D. S., & Huda, M. N. (2021). Tourists behavioral intention to visit halal tourism destination: an empirical study on Muslim tourists in Malaysia. *International Fellowship Journal of Interdisciplinary Research*, 1(1), 1-18.

6. Yasmin, F., Othman, R., & Maziz, M. N. H. (2020). Yield and nutrient content of sweet potato in response of plant growth-promoting rhizobacteria (PGPR) inoculation and N fertilization. *Jordan J. Biol. Sci*, 13(1), 117-122.
7. Nazmul, M. H. M., Jamal, H., & Fazlul, M. K. K. (2012). *Acinetobacter* species-associated infections and their antibiotic susceptibility profiles in Malaysia. *Biomed Res-India*, 23(4), 571-575.
8. Rahman, S., Hussain, B., & Haque, A. (2011). Organizational politics on employee performance: an exploratory study on readymade garments employees in Bangladesh. *Business Strategy Series*, 12(3), 146-155.
9. Iqbal, M., Yasmin, F., Haque, A., Rashid, M. A., Pervin, K., & Maziz, M. N. H. (2022). The study of the perception of diabetes mellitus among the people of Petaling Jaya in Malaysia. *International Journal of Health Sciences*, (I), 1263-1273.
10. Maruf, T. I., Manaf, N. H. B. A., Haque, A. K. M. A., & Maulan, S. B. (2021). Factors affecting attitudes towards using ride-sharing apps. *International Journal of Business, Economics and Law*, 25(2), 60-70.
11. Haque, A., & Khatibi, A. (2006). The study of the behaviour of Malaysian consumers towards online shopping. *Asian Journal of Information Technology*, 5(1), 12-19.
12. Nazmul, M. H. M., Salmah, I., Jamal, H., & Ansary, A. (2008). Molecular characterization of verotoxin gene in enteropathogenic *Escherichia coli* isolated from Miri Hospital, Sarawak, Malaysia. *Biomed. Res*, 19(1), 9-12.
13. Al-Mamun, A., & Haque, A. (2015). Tax deduction through zakat: an empirical investigation on Muslim in Malaysia. *Share: Jurnal Ekonomi dan Keuangan Islam*, 4(2), 105-132.
14. STARSurg Collaborative, Writing Committee Nepogodiev D dnepogodiev@ doctors. org. uk Walker K Glasbey JC Drake TM Borakati A Kamarajah S McLean K Khatri C Arulkumaran N Harrison EM Fitzgerald JE Cromwell D Prowle J Bhangu A overall guarantor, Data analysis Walker K Drake TM Cromwell D, Steering committee Glasbey JC Borakati A Drake TM Kamarajah S McLean K Bath MF Claireaux HA Gundogan B Mohan M Deekonda P Kong C Joyce H McNamee L Woin E Burke J Khatri C Fitzgerald JE Harrison EM Bhangu A Nepogodiev D, & Advisory group Arulkumaran N Bell S Duthie F Hughes J Pinkney TD Prowle J Richards T Thomas M. (2018). Prognostic model to predict postoperative acute kidney injury in patients undergoing major gastrointestinal surgery based on a national prospective observational cohort study. *BJS open*, 2(6), 400-410.
15. Sarwar, A., Azam, S. F., Haque, A., Sleman, G., & Nikhashemi, S. R. (2013). Customer's perception towards buying Chinese products: An empirical investigation in Malaysia. *World Applied Sciences Journal*, 22(2), 152-160.

16. Haque, A., Abbas, Q., Jurair, H., Salam, B., & Sayani, R. (2018). Ultrasonographic optic nerve sheath diameter measurement for raised intracranial pressure in a tertiary care centre of a developing country. *Journal of Ayub Medical College Abbottabad*, 30(4), 495-500.
17. Haque, A., Ali, G., & Badiou, P. (2018). Hydrological dynamics of prairie pothole wetlands: Dominant processes and landscape controls under contrasted conditions. *Hydrological Processes*, 32(15), 2405-2422.
18. Nazmul, M. H. M., Rashid, M. A., & Jamal, H. (2013). Antifungal activity of Piper betel plants in Malaysia. *Drug Discov*, 6(17), 16-17.
19. Nikhashemi, S. R., Paim, L., Haque, A., Khatibi, A., & Tarofder, A. K. (2013). Internet technology, Crm and customer loyalty: Customer retention and satisfaction perspective. *Middle-East Journal of Scientific Research*, 14(1), 79-92.
20. Sarwar, A., Haque, A., & Yasmin, F. (2013). The usage of social network as a marketing tool: Malaysian Muslim consumers' perspective. *International Journal of Academic Research in Economics and Management Sciences*, 2(1), 93.
21. Tarofder, A. K., Haque, A., Hashim, N., Azam, S. M., & Sherief, S. R. (2019). Impact of ecological factors on nationwide supply chain performance. *Ekoloji Dergisi*, (107).
22. Fazlul Karim Khan, M., Samiur Rashid, S., Nazmul, M., Maziz, H., Mazila Ramli, A. N., & Baharuddin, R. (2020). Molecular characterization of plasmid-mediated non-O157 verotoxigenic *Escherichia coli* isolated from infants and children with diarrhea. *Baghdad Science Journal*, 17(3), 19.
23. Subramaniyan, V., Fuloria, S., Sekar, M., Shanmugavelu, S., Vijeepallam, K., Kumari, U., ... & Fuloria, N. K. (2023). Introduction to lung disease. In *Targeting epigenetics in inflammatory lung diseases* (pp. 1-16). Singapore: Springer Nature Singapore.
24. Khan, M. F. K., Rashid, S. S., Ramli, A. N. M., Ishmael, U. C., & Maziz, M. N. H. (2019). Detection of ESBL and MBL in *Acinetobacter* spp. and Their Plasmid Profile Analysis. *Jordan Journal of Biological Sciences*, 12(3).
25. Navanethan, D. H. A. R. S. H. I. N. I., Poot, E. F. M., Vytialingam, N., Nazmul, M., & Maziz, H. (2021). Stigma, discrimination, treatment effectiveness and policy: Public views about drug addiction in Malaysia. *Pakistan Journal of Medical and Health Sciences*, 15(2), 514-519.
26. Hua, B. H., Sugumaran, S. V., Faryza, E., Atiqah, N., Jasvindar, K., Kabir, M. S., ... & Nazmul, M. H. (2022). Prevalence of musculoskeletal disorders (MSD) and smartphone addictions among university students in Malaysia. *Int J Health Sci*, 6(S3), 1075-88.
27. HasanMaziz, V. V. S. S., Ragavan, N. D., Arvind, C., Vairavan, S., & Neevashini, C. (2023). GC-*Ms* Analysis and Antibacterial Activity of *Dryopteris Hirtipes* (Blumze) Kuntze Linn. *Journal of Survey in Fisheries Sciences*, 10(1S), 3718-3726.

28. Haque, M. A., Islam, M. P., Hussain, M. D., & Khan, F. (2009). Physical, mechanical properties and oil content of selected indigenous seeds available for biodiesel production in Bangladesh. *Agricultural Engineering International: CIGR Journal*.
29. Maziz, M. N. H., Chakravarthi, S., Aung, T., Htoo, P. M., Shwe, W. H., Gupalo, S., ... & Kodali, M. (2025). Microglia-mediated neuroinflammation through phosphatidylinositol 3-kinase signaling causes cognitive dysfunction. *International Journal of Molecular Sciences*, 26(15), 7212.
30. Vijayakumar, K., Maziz, M. N. H., & Prabha, S. (2025, March). Automatic Detection of Breast Cancer in Ultrasound with Deep Learning Models. In 2025 International Conference on Frontier Technologies and Solutions (ICFTS) (pp. 1-6). IEEE.
31. Rahman, S., Haque, A., & Ahmad, M. I. S. (2011). Choice criteria for mobile telecom operator: Empirical investigation among Malaysian customers. *International Management Review*, 7(1), 50-57.
32. Hussaini, J., Othman, N. A., & Abdulla, M. A. (2013). Antiulcer and antibacterial evaluations of *Illicium verum* ethanolic fruits extract (IVEFE). *Medical science*, 2(8).
33. Tien, L. P., Atiqah, N., Vytialingam, N., MA, R., Kabir, M. S., Shirin, L., ... & MHM, N. (2022). STRESS AND QUALITY OF LIFE AMONG FATHERS OF SPECIAL NEEDS CHILDREN IN KLANG VALLEY. *Journal of Pharmaceutical Negative Results*, 13.
34. Vijayakumarr, K., Maziz, M. N. H., & Narayanan, M. (2025, March). Classification of benign/malignant digital mammogram images using deep learning scheme. In 2025 international conference on Frontier technologies and solutions (icFts) (pp. 1-6). IEEE.
35. Helal Uddin, S. M., Mostafa, M. G., & Haque, A. B. M. H. (2011). Evaluation of groundwater quality and its suitability for drinking purpose in Rajshahi City, Bangladesh. *Water Science and Technology: Water Supply*, 11(5), 545-559.
36. Ismail, S., Radu, S., Sidek, K., Ariffin, M. A., Maziz, M. N. H., Hamzah, I., & Abdulla, M. A. (2003). Effect of dexamethasone treatment on the hematological and histological parameters of mice following experimental bacterial infection. *J Anim Vet Adv*, 2, 231-236.
37. Haque, A., Khatibi, A., & Mahmud, S. A. (2009). Factors determinate customer shopping behaviour through internet: The Malaysian case. *Australian Journal of Basic and Applied Sciences*, 3(4), 3452-3463.
38. Nazmul, M., Fazlul, M., & Rashid, M. (2012). Plasmid profile analysis of non-O157 diarrheagenic *Escherichia coli* in Malaysia. *Indian Journal of Science*, 1(2), 130-132.
39. Hussaini, J., Nazmul, M., Abdullah, M., & Ismail, S. (2012). Recombinant Clone ABA392 Protects laboratory animals from *Pasteurella multocida* serotype BJ. *Vet. Adv*, 2, 114-119.
40. DOUSTJALALI, S. R., SABET, N. S., AA, A., THW, I., ZZ, N., AHA, Z., ... & TAHA, A. (2020). Correlation between body mass index (BMI) & waist to hip ratio (WHR) among primary school students. *International Journal of Pharmaceutical Research*, 12(3).

41. Haque, A., Chowdhury, N. A., Yasmin, F., & Tarofder, A. K. (2019). Muslim consumers' purchase behavior towards shariah compliant hotels in Malaysia. *Vidyodaya Journal of Management*, 5(1).
42. Shafiq, A., Haque, A., & Omar, A. (2015). Multiple halal logos and Malays' beliefs: a case of mixed signals. *International Food Research Journal*, 22(4), 1727-1735.
43. Haque, A., Sarwar, A., Azam, F., & Yasmin, F. (2014). Total quality management practices in the Islamic banking industry: comparison between Bangladesh and Malaysian Islamic bank. *International Journal of Ethics in Social Sciences*, 2(1).
44. Haque, A., & Khan, A. H. (2013, February). Factors influencing of tourist loyalty: A study on tourist destinations in Malaysia. In *Conference: proceedings of 3rd Asia-Pacific business research conference*, Kuala Lumpur, Malaysia (Vol. 19, No. 1, pp. 25-26).
45. Vijayakumar, K., Maziz, M. N. H., Ramadasan, S., Prabha, S., & Kumaar, K. S. N. (2024, May). Automatic classification of healthy/TB chest X-ray using DeepLearning. In *2024 International Conference on Advances in Computing, Communication and Applied Informatics (ACCAI)* (pp. 1-5). IEEE.
46. Nuruzzaman, N., Haque, A., & Azad, R. (2010). Is Bangladeshi RMG sector fit in the global apparel business? Analyses the supply chain management. *The South East Asian Journal of Management*, 4(1), 5.
47. Uzir, M. U. H., Bukari, Z., Al Halbusi, H., Lim, R., Wahab, S. N., Rasul, T., ... & Eneizan, B. (2023). Applied artificial intelligence: Acceptance-intention-purchase and satisfaction on smartwatch usage in a Ghanaian context. *Heliyon*, 9(8).
48. Velmurugan, C., Subramaniyan, V., Ilanthilir, S., Fuloria, S., Sekar, M., Fuloria, N. K., & Hasan Maziz, M. N. (2022). Evaluation of anti-diabetic and wound healing potential of Ethiopia plant 'Ruta graveolens' in diabetic induced rat.
49. Jiea, C. K., Fuloria, S., Subrimanyan, V., Sekar, M., Sathasivam, K. V., Kayarohanam, S., ... & Fuloria, N. K. (2022). Phytochemical screening and antioxidant activity of *Cananga odorata* extract. *Research Journal of Pharmacy and Technology*, 15(3), 1230-1234.
50. Karim, M. W., Chowdhury, M. A. M., & Haque, A. A. (2022). A study of customer satisfaction towards E-wallet payment system in Bangladesh. *American Journal of Economics and Business Innovation*, 1(1), 1-10.
51. Selvaganapathi, G., Ahmed, J., Mathialagan, A. G., Dinesh, M., Azra, N., Harikrishnan, T., ... & Foead, A. I. (2019). Knowledge and practice on tuberculosis among prison workers from Seremban Prison. *Occupational Diseases and Environmental Medicine*, 7(04), 176-186.
52. Azam, S. M. F., Haque, A., Sarwar, A., & Anwar, N. (2014). Training Program Effectiveness of Service Initiators: Measuring Perception of Female Employees of Bank Using Logistic Approach. *Asian Research Journal of Business Management*, 1(2), 98-108.

53. Jan, M., Haque, A., Abdullah, K., Anis, Z., & Alam, F. E. (2019). Elements of advertisement and their impact on buying behaviour: A study of skincare products in Malaysia. *Management Science Letters*, 9(10), 1519-1528.
54. Selvaraj, S., Prasad, S., Fuloria, S., Subramanian, V., Sekar, M., Ahmed, A. M., ... & Fuloria, N. K. (2022). COVID-19 biomedical plastics wastes—challenges and strategies for curbing the environmental disaster. *Sustainability*, 14(11), 6466.
55. Fazlul, M. K. K., Zaini, M. Z., Rashid, M. A., & Nazmul, M. H. M. (2011). Antibiotic susceptibility profiles of clinical isolates of *Pseudomonas aeruginosa* from Selayang Hospital, Malaysia. *Biomed Res*, 22(3), 263-66.
56. Haque, A. (2004). Mobile commerce: Customer perception and its prospect on business operation in Malaysia. *Journal of American Academy of Business*, 4(1/2), 257-262.
57. Abbas, Q., Arbab, S., Ul Haque, A., & Humayun, K. N. (2018). Spectrum of complications of severe DKA in children in pediatric Intensive Care Unit. *Pakistan journal of medical sciences*, 34(1), 106.
58. Foysal, M., Rahman, M. M., Rabbee, M. F., Nazmul, M., Hossain, R. M., Rahman, M. J., ... & Islam, K. (2013). Identification and assay of putative virulence properties of *Escherichia coli* gyrase subunit A and B among hospitalized UTI patients in Bangladesh. *Inov Pharm Pharmacother*, 1(1), 54-59.
59. Siddiqui, I., Jafri, L., Abbas, Q., Raheem, A., & Haque, A. U. (2018). Relationship of serum procalcitonin, C-reactive protein, and lactic acid to organ failure and outcome in critically ill pediatric population. *Indian journal of critical care medicine: peer-reviewed, official publication of Indian Society of Critical Care Medicine*, 22(2), 91.
60. Mkk, F., Sp, D., & Irfan, M. (2019). Antibacterial and antifungal activity of various extracts of *Bacopa monnieri*. *arXiv preprint arXiv:1909.01856*.