



# open destinations

**We do the tech. You do the travel.**

## INTERNSHIP REPORT

*By*

**RENISHA FURTADO**

**Rollno:2018**

**Jan 2023 - June 2023**

## **Internship Report at Open Destinations Infotech Pvt Ltd**

Completed by:  
**RENISHA FURTADO**  
2018

for the partial fulfillment of  
MCA Degree for Semester: VI  
Discipline of Computer Science and Technology,  
Goa Business School,  
Goa University

At  
Open Destinations Infotech Pvt Ltd  
6th & 7th Floor, Kamat Grand,  
Behind Caculo Mall, St Inez,  
Panjim Goa. India. 403001

Under the guidance of

**Mr. Paul Rajamani**  
(Customer Service Manager, Open Destinations Infotech Pvt Ltd)

**Ms. Soniya Naik**  
(Customer Service Manager, Open Destinations Infotech Pvt Ltd)

**Mr. Alfredo Fernandes**  
(Product Trainer, Open Destinations Infotech Pvt Ltd)

**Mr. Runal Anvekar / Mr. Alson Rodrigues**  
(Team Leader , Open Destinations Infotech Pvt Ltd)

&

**Mr. Hemant Borkar**  
(Sr. Support Consultant , Open Destinations Infotech Pvt Ltd)



**TITLE OF THE PROJECT:**  
**Travel Studio**

<<Place to append certificate from Company>>

<<preferably on Company Letterhead or having company name/logo>>

<<Format Similar to:>>

Date: ..... (on RHS)

TO WHOMSOEVER IT MAY CONCERN

This is to certify **Ms. RENISHA FURTADO**, student of Master of Computer Applications (MCA) of Goa University, Goa, is currently undergoing/has completed her final semester project (Semester VI) at our organization/company, Open Destinations Infotech Pvt Ltd from 10 January 2023 to 10 July 2023

During her tenure she has met the expectations of her team lead/mentor/guide and found to be regular and sincere.

This certificate is being issued on her request to be submitted with the project report at Goa University.

<<The final internship completion certificate will be provided on completing her internship>>

For CompanyName

<<Signing Authority>>

<<Company Name and Seal>>



Date: 13-Jun-23

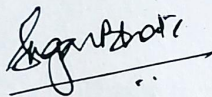
TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Ms. Renisha Furtado**, a student of the Master of Computer Applications (MCA) course at Goa University, Goa, has completed her final semester project at our company **Open Destinations** from **09-Jan-23** to **12-Jun-23**.

Renisha has successfully completed the internship and has met the expectations of her Team Leader and guide.

This certificate is being issued as requested and is to be submitted as the internship project report at Goa University.

For Open Destinations.



**Sagar Bhate**  
Program Manager



GOA UNIVERSITY



GOA BUSINESS SCHOOL

CERTIFICATE OF EVALUATION

This is to certify that Miss. RENISHA FURTADO has successfully completed her internship at Open Destinations Infotech Pvt Ltd, in partial fulfillment of the award of the degree in Master of Computer Application.

Examiner 1

Examiner 2

Place: Goa University  
Date: 14/06/2023

Dean, Goa Business School



## ACKNOWLEDGEMENT

The internship opportunity I had with open Destination Pvt.Ltd was a great chance for learning and professional development. We are grateful for having a chance to meet so many wonderful people and professionals who led us through this internship period.

I would like to express my gratitude and appreciation to all the people who helped me in the completion of my internship.

I thank **Miss. Jyoti Pawar** (Dean, Goa Business School, Goa University), **Mr. Ramdas Karmali** (Prof. and TPO, MCA, Goa Business School, Goa University), **Mr. Ramrao Wagh** (Program Director, MCA, Goa Business School, Goa University), **Mr. Hanumant Redkar** (Assistant Prof, MCA, Goa Business School, Goa University) and all the faculty of MCA, Goa University for their constant encouragement and support during the project work.

I would like to take this opportunity to acknowledge and extend my sincere gratitude to everyone who has guided and assisted me throughout the course of this Internship Period.

First and foremost, I would like to thank my Guide/Mentors **Mr.Paul Rajamani**(Customer Service Manager), **Mrs.Soniya Naik**(Customer Service Manager), **Mr.Runal Anvekar**(Team Leader) **Mr.Alson Rodrigues**(Team Leader), **Mr.Hemant Borkar**(Sr.Support Consultant), **Ms.Jisha Naik**(Sr.Support Consultant) for guiding me throughout also I wanted to express my gratitude towards **Mr. Alfredo Fernandes** (Product Trainer). My deepest gratitude to **my team** members for their precious guidance which were extremely valuable for my study & growth.

Special thanks to the **HR team** for helping me out in getting to know the workflow of the company. A Special thanks to HR **Miss. Pritoria D'mello** for giving me the opportunity to work with such an incredible and hardworking team at Open Destinations Infotech Pvt Ltd.

I am grateful to **Mr. Milind Anvekar** (Sr. Vice President India Operation) for his support.

Thank You

RENISHA FURTADO



## **INTERNSHIP REPORT**

*By*

**RENISHA FURTADO**

**Rollno:2018**

**Jan 2023 - June 2023**



# **TITLE OF THE PROJECT:**

## **Travel Studio**

## Internship Report at Open Destinations Infotech Pvt Ltd

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**Mr. Alfredo Fernandes**

(Product Trainer, Open Destinations Infotech Pvt Ltd)

**Mr.Runal Anvekar / Mr.Alson Rodrigues**

(Team Leader , Open Destinations Infotech Pvt Ltd)

&

**Mr.Hemant Borkar**

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Thank You

**RENISHA FURTADO**

## Table of Contents

SR.NO	TITLE	PAGE NO
1	INTRODUCTION	6-7
2	COMPANY PROFILE	8-10
3	PRODUCTS OF THE COMPANY	11-13
4	TRAINING:PRODUCT TRAINING	14-16
5	TRAINING: 1) INTRODUCTION TO TRAVEL INDUSTRY 2) RAIL MANAGER 3) OPERATIONS MODULE 4) REPORTS MANAGEMENT 5) TRAVEL STUDIO MESSAGING	17-22
6	TRAVEL STUDIO & TASK	23-44
7	TOOLS & TECHNOLOGIES USED	45-53
8	INTERNSHIP TIMELINE	54-57
9	WORK EXPERIENCE	58-61
10	OVERALL EXPERIENCE AT OPEN DESTINATIONS PVT LTD	62-63
11	REFERENCES	65-65



# INTRODUCTION



## INTRODUCTION

Internship is the process of on-the-job training, which is particularly beneficial for students with masters in technical courses.

MCA always emphasizes industry orientation in academic study. The six month internship program is another, possibly most effective, way of achieving industry orientation.

This internship report describes the tasks carried out during 6 months, the full-time employment period by **Miss. RENISHA FURTADO** which commenced on 10th January 2023 at Open Destinations Infotech Pvt Ltd, Panaji in accordance with the curriculum of the VI semester Industrial Training of the MCA program, Goa University, Goa.

This report gives an insight of the experience that I faced as in my workplace at Open Destinations Infotech Pvt.Ltd and the various tasks I worked on as a “**Support Consultant**”. As well as some overview on various training that was held.

This report has been prepared as a requirement of the internship program of the degree MCA. The report is intended to reflect our work experience, achievements, project involvements and professional growth during the full-time employment period.

Internship helps the students to link-up their academic experience with industry practices. We have tried our best to combine the both together.



# COMPANY PROFILE

## COMPANY PROFILE

← → ↻ 🔒 opendestinations.com



[ABOUT](#) [INDUSTRIES](#) [SOLUTIONS](#) [CASE STUDIES](#) [RESOURCES](#) [NEWS](#) [CONTACT](#)



**10,000**

Users logged into Travel  
Studio every day

**250 million**

Searches a day across our  
reservations platforms

**600+**

Travel professionals at Open  
Destinations

**25 years**

of experience delivering travel  
tech



## About Open Destinations Infotech Pvt.Ltd:

Open Destinations Infotech Pvt.Ltd was founded in 1999 with a goal to transform travel reservation management.

Open Destinations is an established travel technology player with more than **25 years'** real-world experience and **500+** travel tech experts, solving the biggest technological issues that tour and rail operators face.

Over **10,000** travel professionals login to use our technology every single day. They choose us because our technology is richer, more complete and more customer centric than any other in the marketplace. For our customers it means selling whatever they want, however they want.

Our customers don't just benefit from amazing technology. They also have the support of our dedicated team of travel industry professionals providing unrivaled **Business Support Services**. These core services enable Open Destinations customers to free their resources to focus on creating great new travel products, selling to their customers and generating revenues.

They are headquartered in London, England, United Kingdom. with offices in Panaji, Goa, India.

Open Destinations specializes in travel technology, providing travel reservation systems and e-commerce solutions for tour operators and leisure travel companies worldwide

**We do the tech. You do the travel.**



# PRODUCTS OF THE COMPANY:

## PRODUCTS OF THE COMPANY:



- 1) Travel Studio : Travel Studio from Open Destinations is an industry-leading end-to-end Reservation Management system that enables Tour Operators to look forward to a future of long-term financial growth and business sustainability

2)



Travel Builder: Travel Builder from Open Destinations is a comprehensive out-of-the-box SaaS reservations management solution that handles complex bookings in real time so that you can focus on growing your business. Specifically designed for Tour Operators and Destination Management Companies, it delivers your business with a fully responsive website, directly



connected to sales, management, and accounting for optimum visibility and efficiency.

3)



Tineri: It is a white-label mobile itinerary app for tour operators, DMCs, travel agents, and travel providers. Tineri is a user-friendly solution that makes it easy to communicate with your customers before, during, and after their trip.

# TRAINING

## **Training:**

### **Product Training:**

Since Open Destinations (ODL) is a product-based company, I was provided with "Product Training" conducted by Mr. Alfredo Fernandes. This training aimed to provide us with in-depth knowledge about how the product functions. During the training, I had to go through the training sessions and after that practical tasks were carried out based on the product.

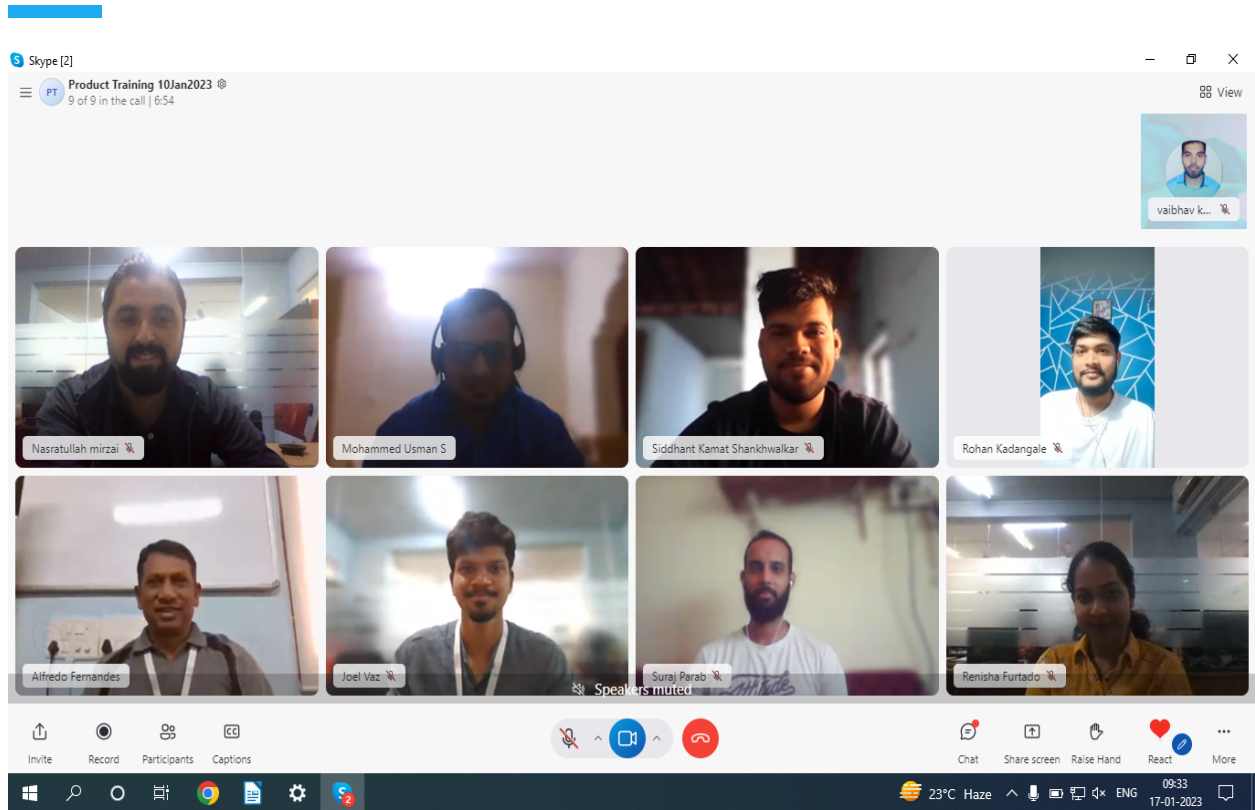
Learned about the Installation process of TravelStudio (v1 & v2)

Travel studio is about the Reservation system. Eg can be bookings, it's basically internal use of tour operators agent → DNN(website) basically framework(.Net) Passenger → DNN → online booking Supplier i.e supplierExtranet (update)

Once I had completed the daily tasks, I had to send daily reports on what I understood about the product & also presentation about any one topic.

In order to know how much I have learnt and understood the product, after 2 weeks of training completion I had an MCQ test.



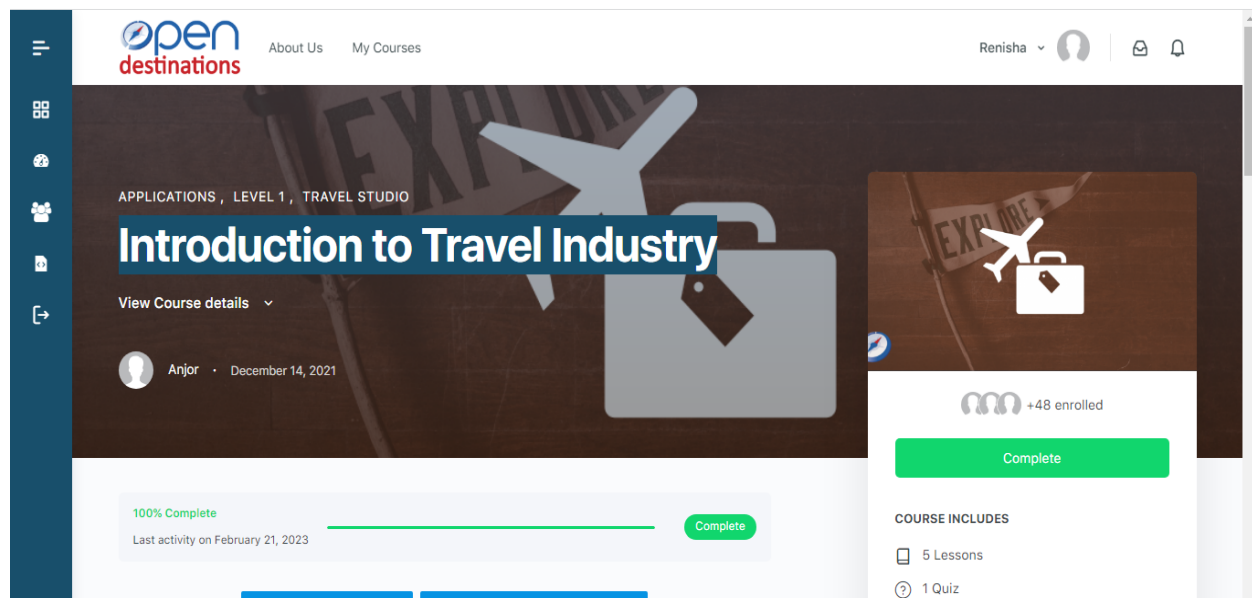


## Product training session with Mr. Alfredo Fernandes

## TRAINING:

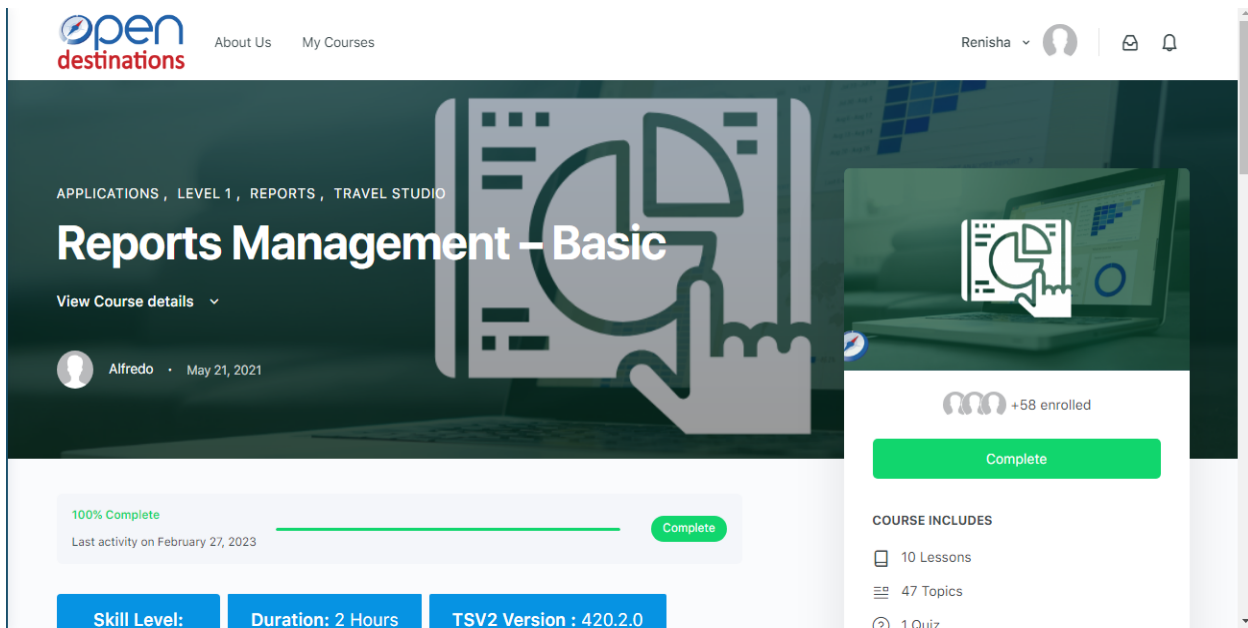
I had to go through five courses which were assigned to me by my Team leader course available on the open destinations training center website. Login and the credentials provided by the concerned authorities. The objective was to understand concepts & learn practically at the end of courses, they were assignments & quizzes to be completed & submitted.

### 1) INTRODUCTION TO TRAVEL INDUSTRY



Here I started my training with a basic Introduction to travel industry course. In this course, I had gone through all the different Line of Business available in the Travel Industry. Also, understand different types of Agents and Travelers available in the Travel Industry.

## 2) Reports Management



open destinations About Us My Courses Renisha

APPLICATIONS , LEVEL 1 , REPORTS , TRAVEL STUDIO

### Reports Management – Basic

View Course details

Alfredo • May 21, 2021

100% Complete  
Last activity on February 27, 2023

Complete

Skill Level: Duration: 2 Hours TSV2 Version : 420.2.0

+58 enrolled

Complete

COURSE INCLUDES

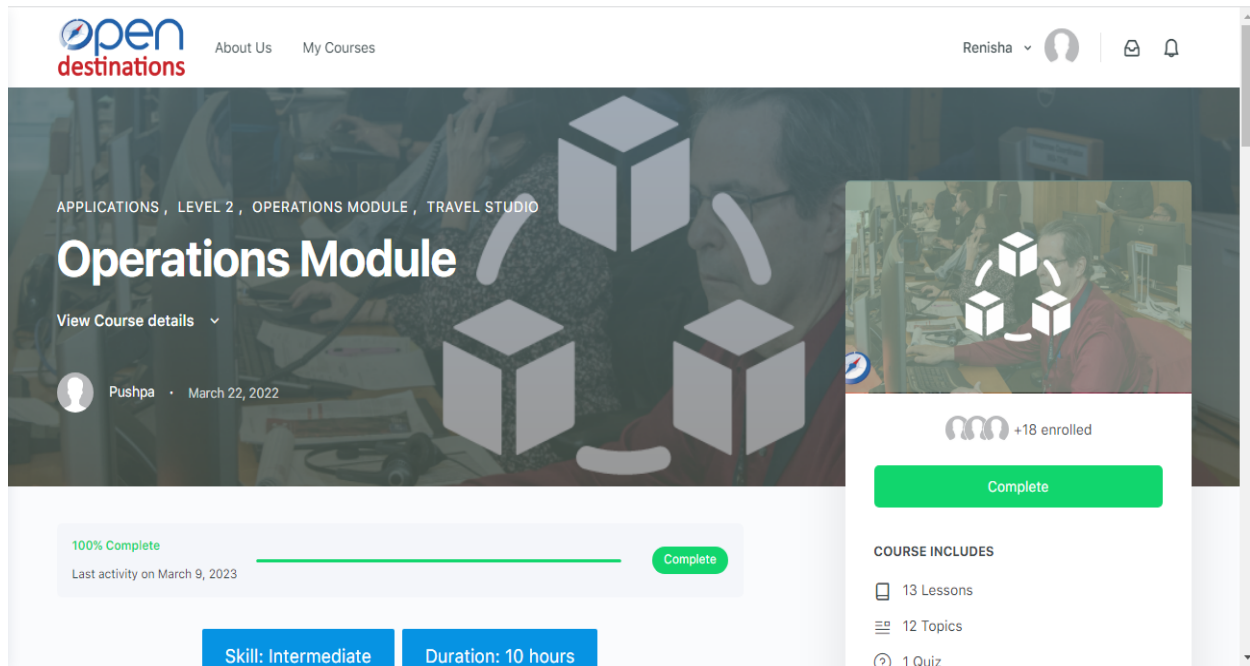
- 10 Lessons
- 47 Topics
- 1 Quiz

Here in this course, reports are the most integral part of every business. It helps the Company to keep a track on their progress and also to analyze their performance.

This Module explains the importance of some reports that are created and generated by TravelStudio and the outcome of it. This module also covers the reports registration process in TravelStudio V2 and brief details of generic reports that have already been created within the system.



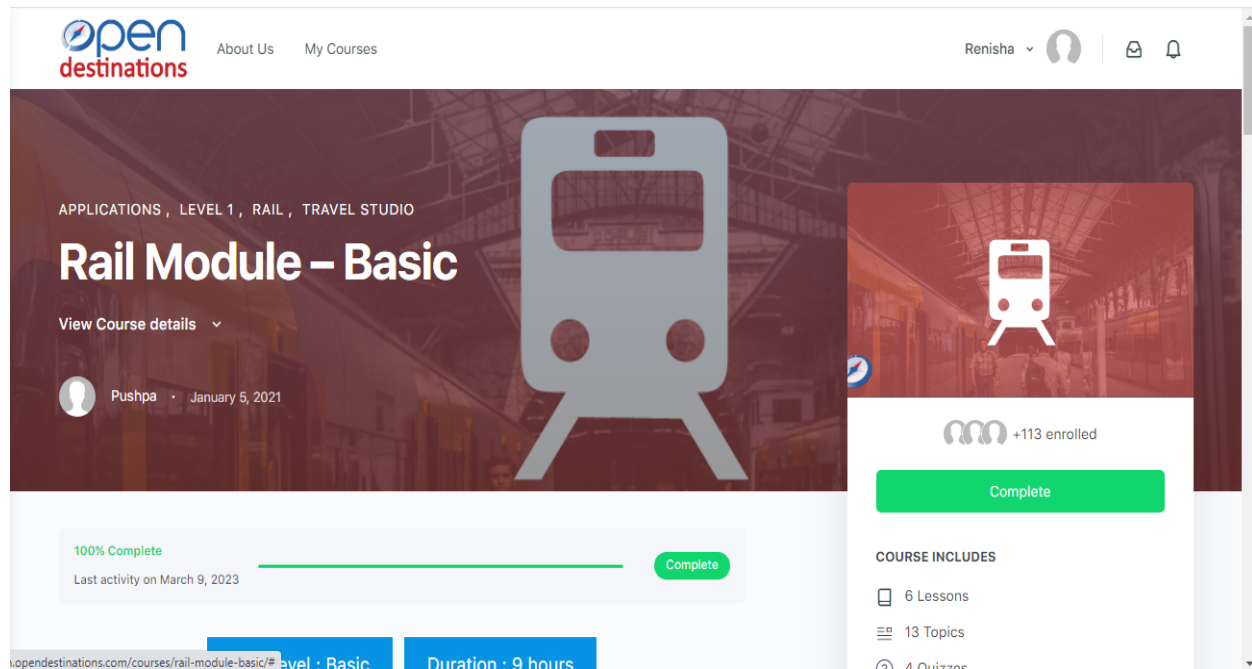
### 3) Operations Module



Operations Module Functionality. Tour Operators use Travel Studio to create multiple services like Excursion, Transfers, Attraction tickets, etc. All these individual services after being created are associated with the main booking. However, the entire process is time consuming and tedious.

Hence, Operations Module eases the process and makes it less time consuming and easy to handle. In this course I learned about how to arrange 'Operational Services' such as vehicles, guides, entrance fees etc.

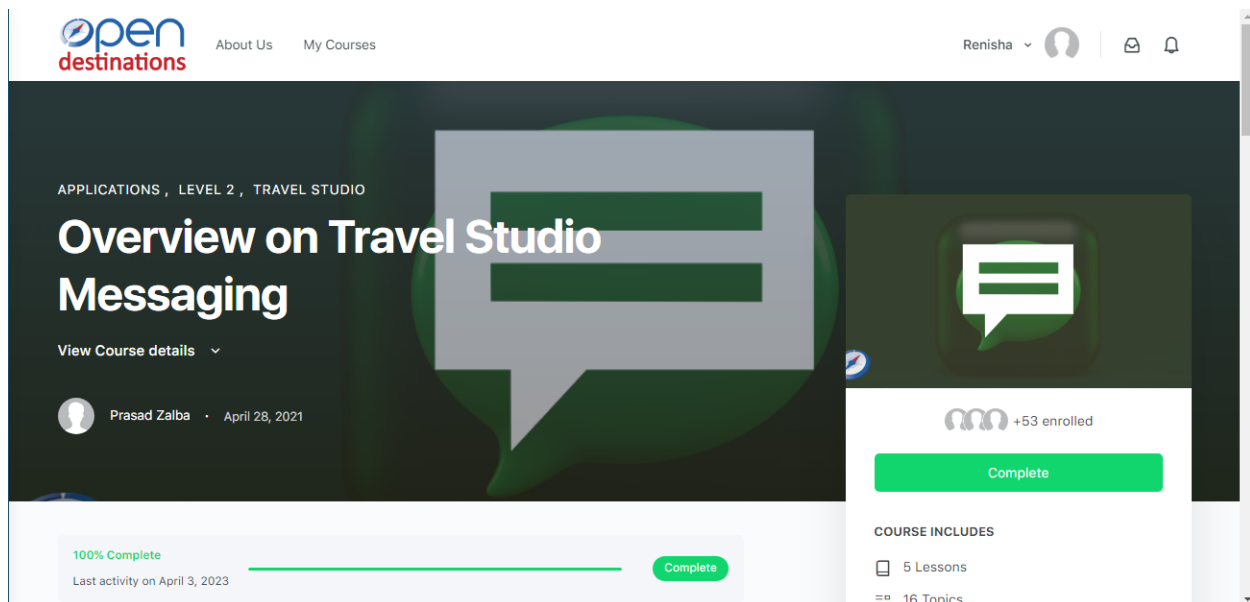
## 4) Rail Module



In this course, I learned about

- ❖ Setup Rail Module functionality,
- ❖ Create Data for Rail Service,
- ❖ Create Rail Services,
- ❖ Significance of Rail Manager including Routes and Timetable management, Allocations, Departure, Seat Assignments etc.
- ❖ Converting Rail Service into Booking

## 5) Messaging



In this course I learned how to set up Messaging, different Message Template Types available, create message templates and Send a message template from Travel Studio.

Messaging is an integral part of Travel business. It is imperative that the customers receive their Travel Documents; namely, Voucher, E-Ticket, Invoice, etc. Customers are required to show these travel documents for traveling purposes. Hence, sending all the related documents to the customers is also equally important for the Travel Companies.

Similarly, it is essential for the Travel Companies to send the documents to the Suppliers too. It is required for the Suppliers to know the bookings that have been created.

Travel Studio allows you to create templates which can either be sent as an email to clients and suppliers or printed to form documentation to be mailed to the clients.

Message Template (document) is a combination of Travel Studio Message Tags(Tag is an entity which fetches appropriate information from Travel Studio and displays it in the message template after it is generated) and MS Word features.

Document(s) can be sent in the form of an email attachment (Doc, RTF, PDF) or email body (HTML).

Emails sent from Travel Studio are recorded in the database and the record is shown in the respective screen. Emails cannot be received by Travel Studio if sent from any other applications.

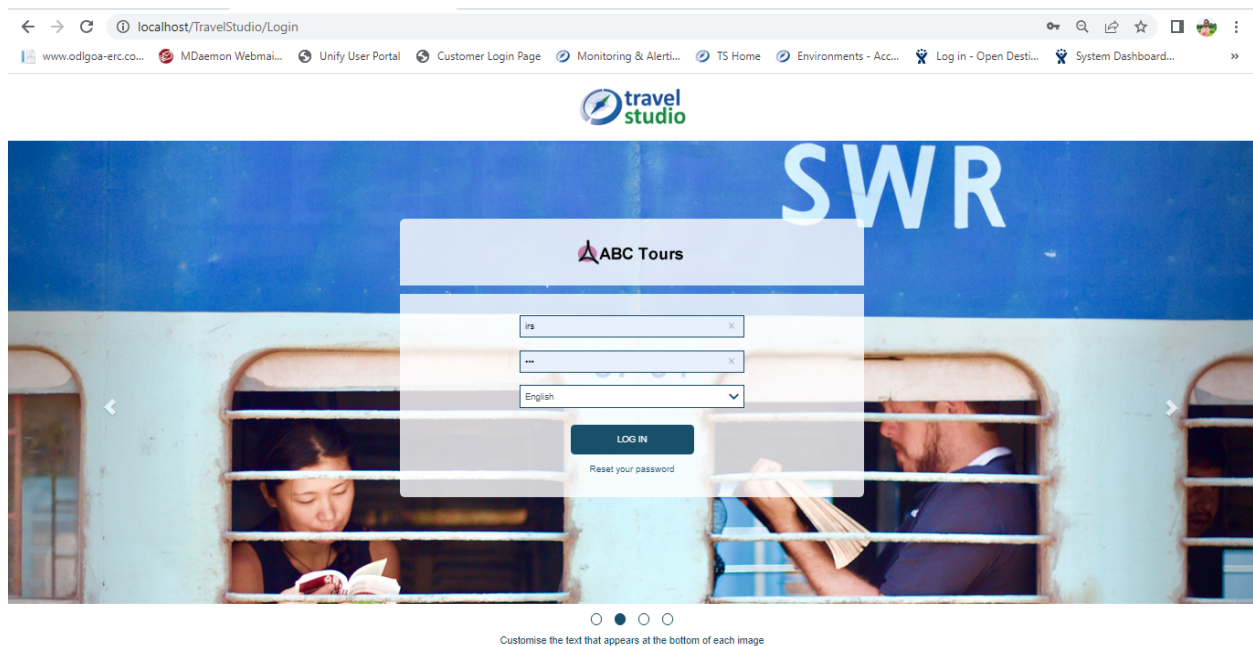




# TRAVEL STUDIO & TASK

## TRAVEL STUDIO & TASK

### Travel studio:















Travel Studio is the ERP reservation management software of choice for a vast network of B2B and B2C travel businesses worldwide. A 100% web-based system with an unrivaled features list, Travel Studio is a modular solution that can be customized to your business.

Travel Studio is a highly flexible system designed to meet the complex business demands of travel companies in both the back and front office. Travel Studio is based on two-tier architecture. The two-tier is based on Client Server architecture.

A direct communication takes place between client and server.  
There is no intermediate between client and server.

-  Supplier Integrations
-  For Any Booking Environment
-  Build Itineraries with Ease
-  Flights Integration
-  Boost Efficiency & Improve Margins
-  A Truly Dynamic Solution

## 2.4 Travel Studio Key Features

-  Supplier Connectivity
-  E-Commerce & Websites
-  Multi-Lingual
-  Yield Management
-  Contracting Module
-  On-Premise, Hosted or Cloud Based
-  Channel Manager API & Extranet
-  Application Interfaces
-  Workflow Automation
-  Market-Specific Pricing
-  Non-Stop Support
-  Process Outsourcing



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## API

API (Application Portal Interface) consists of two sets of Web Services. B2C and B2B Web Services (Business to consumer) and (Business to Business). As we know Travel Studio is a highly flexible system designed to meet the complex business demands of travel companies, Travel Studio allows today's operators to do business with trade customers and suppliers, as well as directly with the consumer. B2B API is designed for third party use, which allows the third party to book packages and services in Travel Studio.

The Travel Studio API exposes product data and functionality to the external world with self-explaining web services.

B2B Web Services – secure services designed to allow integrations of systems to Travel Studio for back office scenarios.

B2C Web Services – services designed to all integration to Travel Studio for customer-facing, or front office scenarios.

There is no difference between B2C and B2B Web Services. The only difference between these two is the web page used. Following are the web pages used.

- B2C Web Services - B2CXMLAPIWebService.asmx
- B2B Web Services - TravelStudioB2BWebService.asmx

### **B2C/B2B API**

Travel Studio is a highly flexible system designed to meet the complex business demands of travel companies in both the back and front office. Created for both business to business (B2B) and business to consumer (B2C) environments, Travel Studio allows today's operators to do business with trade customers and suppliers, as well as directly with the consumer. B2B API is designed for third party use, which allows the third party to book packages and services. The third party uses a security key to identify themselves which the system then uses to ensure that the correct pricing and availability relevant to the third party is available.

While Travel Studio is used by the staff of the Tour operators to setup data and also manages bookings, they also need a website which can connect to Travel Studio and allow online bookings to maximize sales.

In Addition to this tour operators also have a lot of agents who bring business in the form of bookings and these also need to be entered into Travel Studio.

Our API provides an easy way for the tour operators to create their website by integrating our B2C API.

It also allows the tour operator to provide the B2B API to their agents who in turn integrate the B2B API in their website to an online and instantaneous booking process rather than manually passing the booking to Tour operator staff to feed into TS.

- Webservice API which can be integrated on **Tour Operators** or **Agents** websites for **booking**, and related functionality
- Allows to
  - Search, Book, Amend, Cancel & other functions
  - For Services, Packages, Car-hire, Transfers, Flights.
- Only contains Sale related booking functionality. It does not allow setup related functionality like creating service, package etc.
- Only **verified** and **Internet Available** prices are returned from API

# TASKS

# **TASKS**

I have joined odl as a “Support Consultant”. The main task is about the issues/bugs about the product logged on the support log portal which is called as a ticket. Tickets are raised by clients. When they get some issues about certain functionality or may be a query or if they need assistance about certain product functionality.

Here are tasks which i worked on as a Support Consultant.

## **1)Product Installation**

The task performed here:-

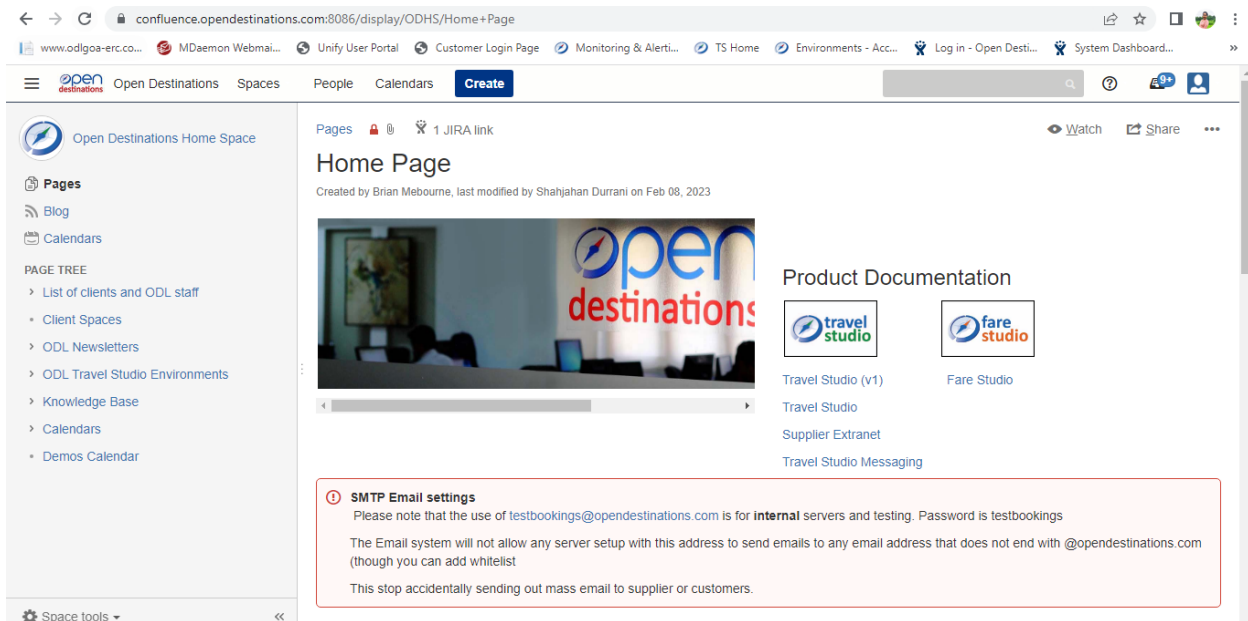
- Installation of Travel Studio v1 & v2.
- Setting up Travel Studio v1 & v2

Tools & Technologies Used:

1. Travel Studio v1
2. Travel Studio v2
3. Microsoft SQL Server Management Studio

Note: We didn't use Travel Studio version 1 more because Travel Studio version 2 is the updated and latest version of Travel Studio

## 2) Confluence for functionality research



The screenshot shows the Open Destinations Confluence Home Page. The browser address bar displays the URL: `confluence.opendestinations.com:8086/display/ODHS/Home+Page`. The page header includes navigation links: Open Destinations, Spaces, People, Calendars, and a Create button. The left sidebar shows the Open Destinations Home Space with a page tree including: List of clients and ODL staff, Client Spaces, ODL Newsletters, ODL Travel Studio Environments, Knowledge Base, Calendars, and Demos Calendar. The main content area features a banner image of the Open Destinations logo, a 'Product Documentation' section with links to Travel Studio (v1), Travel Studio, Supplier Extranet, and Travel Studio Messaging, and a red-bordered box titled 'SMTP Email settings' with the following text:

**SMTP Email settings**  
Please note that the use of `testbookings@opendestinations.com` is for **internal** servers and testing. Password is testbookings  
The Email system will not allow any server setup with this address to send emails to any email address that does not end with `@opendestinations.com` (though you can add whitelist)  
This stop accidentally sending out mass email to supplier or customers.



About Support Log:

### 3) Support Log

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 powering global  
travel solutions  
since 1999

+44 207 122 0501  
support@opendestinations.com  
Monday, June 05, 2023

HOME



**Customer Support Web Portal**

**Account Login**

User Name:

Password:

☐ Remember Login

Support Portal is the website where our customers log tickets.

A complete ticket tracking system for issues, including an integrated email system and report options for Excel.

## The Support log has 3 main portals:

- **Travel Studio, i.e. Prod section** - in this section, tickets are logged by clients for environments that host product versions that the clients have gone Live with
- **UAT Section** - in this section, tickets are logged by clients for environments where UAT, i.e. user acceptance testing, is performed on a product by the product's end users for approval in production release.
- Log issues related to your new developments that are currently in progress.
- **Implementation Section** - Internal ODL stakeholders, primarily the Implementation team, log tickets in this section to support client product demos and training clients. Customers have no access to this section.



powering global  
travel solutions  
since 1999

You are logged in as [Renisha Furtado](#) [Logout](#)

**+44 207 122 0501**  
[support@opendestinations.com](mailto:support@opendestinations.com)

Monday, June 05, 2023

[HOME](#)
[TRAVEL STUDIO](#)
[UAT](#)
[IMPLEMENTATION](#)



## Customer Support Web Portal

**Welcome to the Customer Support Web Portal**

This site provides support for users of Travel Studio, Fare Studio and Travel Builder, linking you directly with our support teams based in Goa, 24 hours a day, 7 days a week. Here you can view the status of any issue and post additional information in real time as required.

[Support Log](#)

A complete ticket tracking system for issues, including an integrated email system and report options for Excel.  
[Learn more...](#)

[User Acceptance Testing \(UAT\)](#)

**celebrating**



So once the ticket is logged by clients, it's in pending status then the status needs to be changed to under review- This status indicates that the OD support team has reviewed the ticket and is satisfied with the information that has been provided on it. This can be done by adding notes. So basically I had to work on the tickets logged on the support log.

Once the ticket was assigned to me I had to connect to a local server to try the local replication of the issue.

Then move accordingly to require status.

We have to check the client priority according to client priority we need to work on tickets:-

Urgency	Description	Response Time	Minimum Resolution Time	Target Resolution Time	Measurement Hours
<b>Critical</b>	Priority 1	95% < 15 minutes	95% < 4 hours; 100% < 6 hours	98% < 4 hours; 100% < 6 hours	24x7
<b>High</b>	Priority 2	95% < 60 mins 100% < 75 mins	95% < 8 hours ; 100% < 12 hours	98% < 8 hours; 100% < 12 hours	24x7
<b>Medium</b>	Priority 3	90% < 4 Business Hours 100% < 6 business hours	90% within 4 Business Days; 100% within 5 Business Days	98% within 3 Business Days; 100% within 4 Business Days	Business Hours
<b>Low</b>	Priority 4	90% < 8 Business Hours 100% < 12 Business Hours	90% within 5 Business Days; 100% within 6 Business Days	98% within 4 Business Days; 100% within 5 Business Days	Business Hours

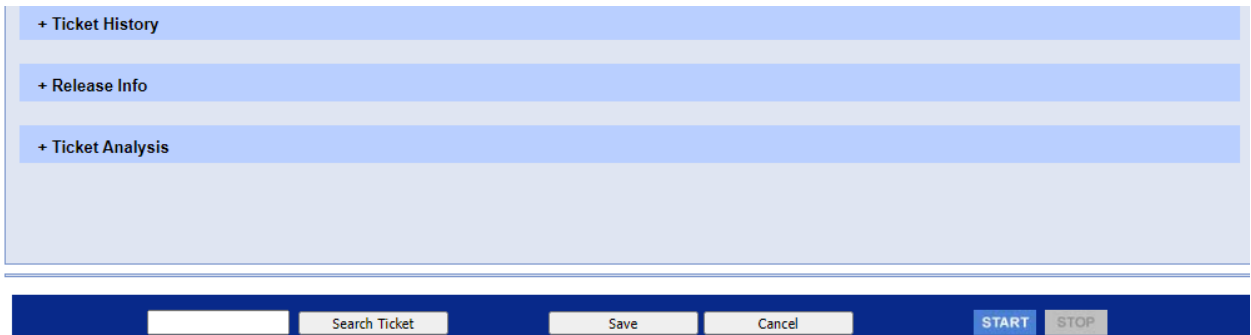
## Also need to keep track of Status

Client Priority	High Priority (2) ▼
ODL Priority	High Priority (2) ▼
Fixed Version#	Choose Version
Fix Target Version#	Choose Version
Status	Under Review ▼
Status Date	Under Review
Estimated Delivery	Requires Information from Client
Ticket Assignment	Marked for Development
Team Lead	Awaiting Client Sign off
Consultant	Pending Release
	Closed

Status	Description
Under Review	This status indicates that the OD support team has reviewed the ticket and is satisfied with the information that has been provided on it. It is then ready for preliminary investigations and if required will be escalated to the developers by moving the status to Marked For Development (MFD)
Requires Information from Client (RIFC)	As noted in the incident reporting section, this status will indicate that there is more information required from the client to progress resolution of the ticket
Marked for Development(MFD)	After investigating on a local that is needed to have local replication of a client issue if the issue replicates it is then moved to MFD for further investigations where dev provides the fixes to the issue.
InTesting	Where Developers provide fix & moved to in-testing
Testig failed	Where the testing fails wich developers had provided.
Awaiting client sign off (ASCO)	Where issue is fixed & updated to client that the issue no longer exists it is then moved ACSO
Pending Release	Where client is given approval

#### 4) **Start /Stop:**

- Every Support user has the buttons Start/Stop at the bottom of the ticket page
- These are to be diligently used to log the time spent on the ticket, as this time is further used in preparation of productivity reports



#### 5) **Updating Support Log Notes/Attachment Size**

- Had to make sure the name of the customer or stakeholder you intend to address the note to is correct, including the spelling
- There is a maximum attachment size of 5 MB per support log note. Therefore, files exceeding 5 MB should be shared via FTP with the customer



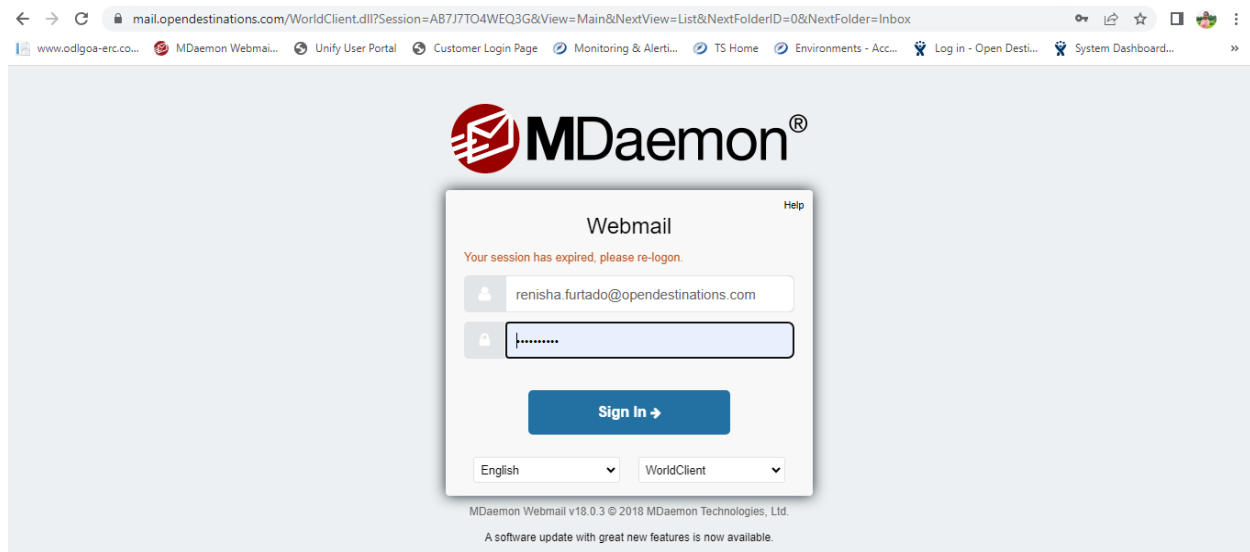
## 6) **Fix Description in tickets**

- Tickets that are moved to the customer with code changes need to have a fix description
- The fix description is a brief description of the reported problem, to be ended with a confirmation that it is fixed

## 7) **Fix Deployment and Backups**

- The consultants are required to take a backup of existing code files and save them on the support portal OR save them at a shared location and mention the location in a support log note.
- The purpose of this is to track the deployment and its backup in case of a rollback
- Deploying of the fix given by the developers as a patch or a script to run to resolve the issue. once the fix is deployed locally, had to test the reported issue again.
- Deployment is basically to resolve the issue/bug where fixes are provided such as sp(stored procedures) & DLLs (UI part) fixes of travel studio. Had to first take backup & then go ahead with deployment & then check IIS or application pools.

## 8) Webmail



Plays an important role as a support had to check on mail every sec for alerts/client new issue log etc.

Webmail refers to a type of email that is accessed exclusively online and exists primarily on the cloud rather than on your device. Rather than an installed application or software program that fetches your email, you will manage your inbox from your internet provider

## **9) Smoke Testing**

Hi Team,

Windows patching completed for below server:

TS02 - 40.90.163.73

DNN02 - 40.90.163.27

XML02 - 40.90.163.72

Please initiate the Smoke Testing.

Smoke testing which basically to test for all the errors/fixes on the requested server by the saas team where i needed to run sql queries on the requested database & test the app server, for any errors.

## **10) Build Testing**

Task to carry out build testing which is basically testing the previous scenario on the new test link and check if its replicating on the new link.

## 11) Monitor/Alerts

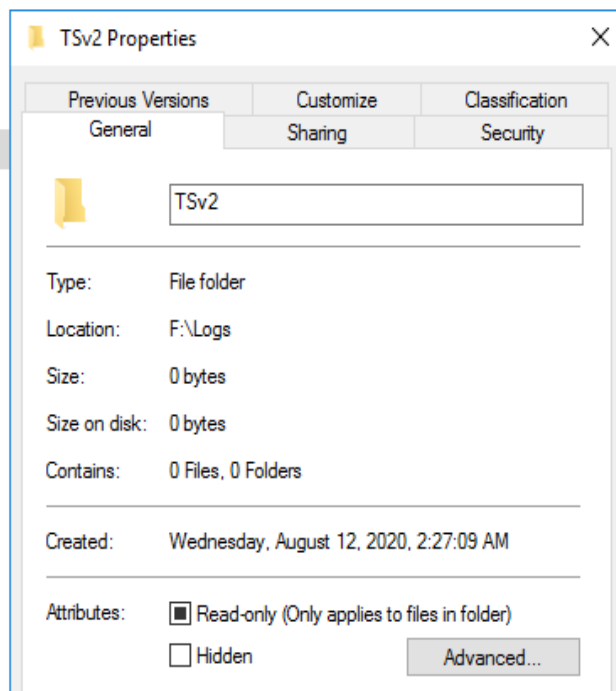
Here i had to acknowledge the mail of alert first & then resolve the alerts.

### Different types of alerts

Disk alert	Disk/drive
Quota threshold	Folders
CPU Usage alert	CPU
Memory Usage	Memory
Appsight alert	Links
Long Running query alert	SQL

## [Support1] DA-Prelive 40% quota threshold exceeded

from **Renisha Furtado** to <alerts@opendestinations.com> + 2 more



## Re: [Support1] Memory Utilization Alert for EQ!!

from Renisha Furtado to Microsoft Azure <azure-noreply@microsoft.com> + 2 more

Remote images were blocked. Click here to view them.

File Options View

Processes Performance Users Details Services

Name	Status	8% CPU	32% Memory
> SQL Server Windows NT - 64 Bit		0.2%	1,824.8 MB
IIS Worker Process		0%	474.4 MB
IIS Worker Process		0%	448.3 MB
> Antimalware Service Executable		0.7%	344.9 MB
IIS Worker Process		0%	294.4 MB
.NET Core Host		0%	250.3 MB
IIS Worker Process		0%	234.0 MB
IIS Worker Process		0%	201.4 MB

## Re: [Support1] EW-TestAppDB Long running SQL query

from Renisha Furtado to <alerts@opendestinations.com> + 1 more

06/07/2023 12:42 AM

into passport

master

Execute

Object Explorer

Connect

EW-TestAppDB (SQL Server 15.0.4280.7 - EW-TestAppDB)

Databases

System Databases

Database Snapshots

ASPState\_EW\_Test

DBAtools

EW\_Test

FS\_TEST

IndexInfo

ViewState\_EW\_Test

Security

Server Objects

Replication

RelBase

SQLQuery2.sql - EW...B\OdSupport (60))\*

sp\_whoisactive



### 1) CPU, Memory & Disk Space Usage Alerts.

We have setup alerting for all ODL Hosted machines as well as DA hosted machines.

Memory Usage threshold has been set to 95%.

CPU Usage threshold has been set to 80%

Disk space < 20%

If it breaches the threshold, Email is triggered to  
HostingSupport@opendestinations.com,

### 2) Network Alerts

We have setup alerting for network usage when it crosses a threshold of 1 GB.

### 3) Azure Alerts

Azure VM Backup Failed Notification.

Azure Virtual Machine are backed up daily on Azure Recovery Services Vault. Alerting has been setup if in case any VM Level backup fails.

Notification will be triggered and email sent to  
SaaS@opendestinations.com

## **12) Daily and Weekly Reports**

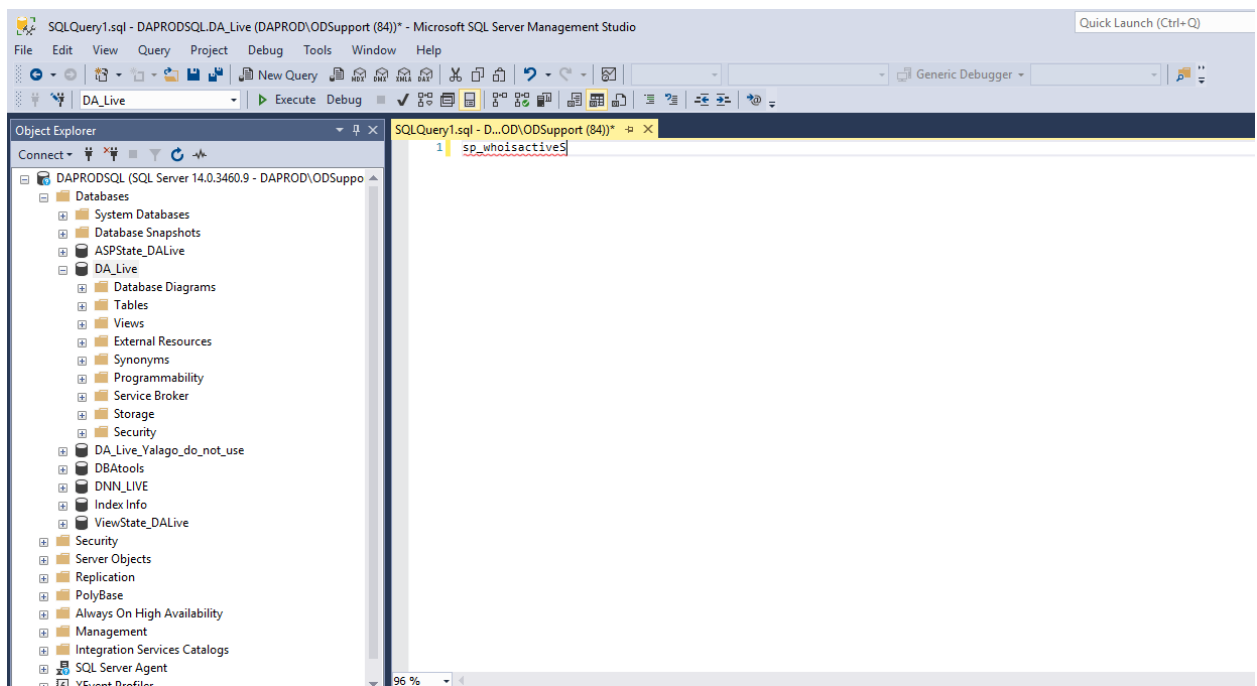
- Support consultants are required to log their daily work and send out the daily report to respective authorities.
- Weekly reports are a compilation of the daily report and should be emailed by Friday end of day or Sunday end of day if weekend shifts are scheduled.



# Tools & Technology Used:

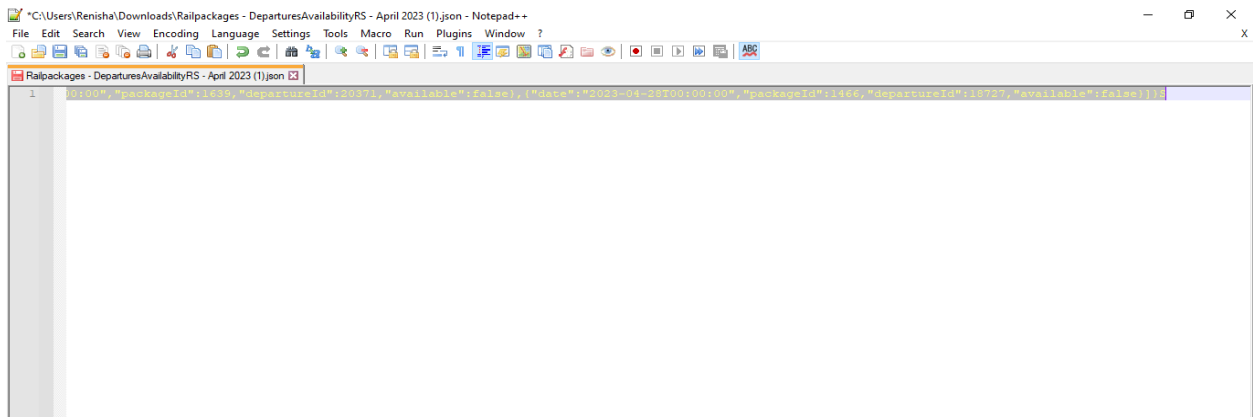
## Tools & Technology Used:

### SQL Server Management Studio



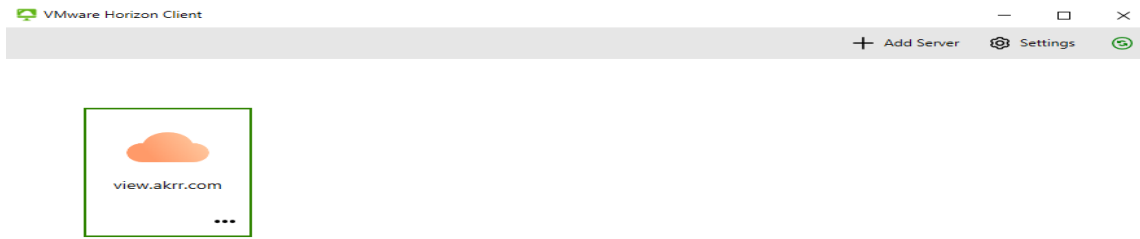
Microsoft SQL Server Management Studio (SSMS) is an integrated environment to manage a SQL Server infrastructure. It provides a user interface and a group of tools with rich script editors that interact with SQL Server. It supports most of SQL Server's administrative tasks and maintains a single, integrated environment for SQL Server Database Engine management and authoring.

## Notepad++



Notepad++ (made by [notepad-plus-plus.org](http://notepad-plus-plus.org)) is a free text and source code editor for use with Microsoft Windows. It supports tabbed editing, which allows working with multiple open files in a single window.

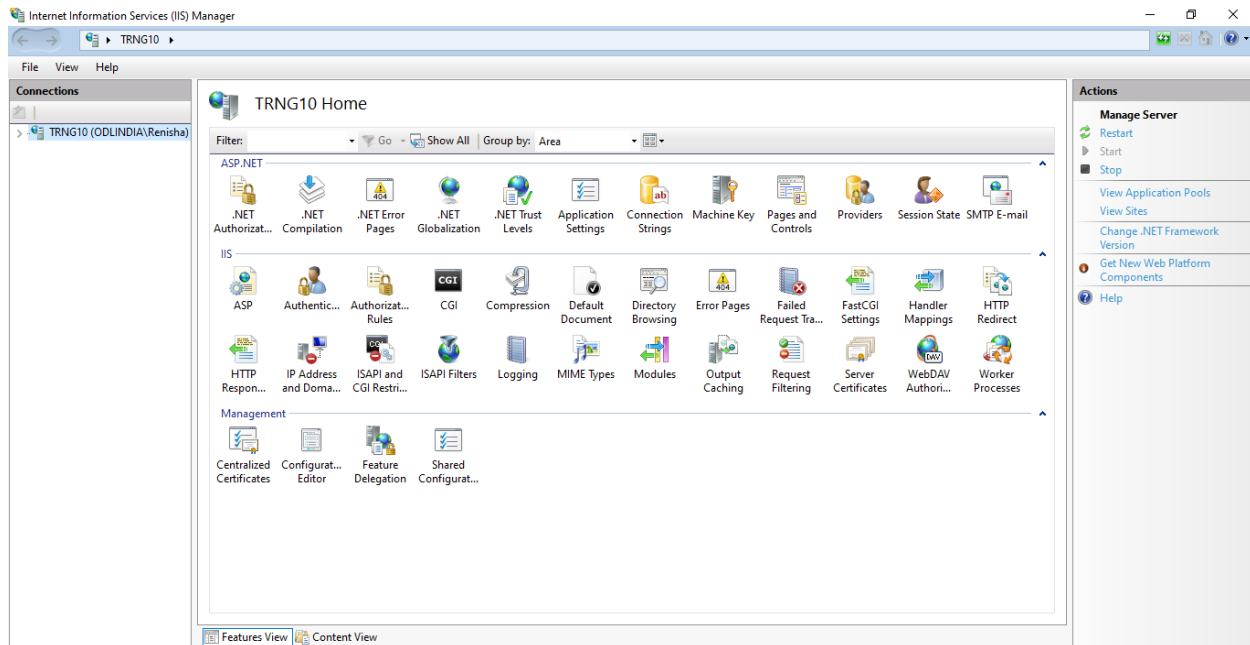
## VMware Horizon client



As its name implies, the use of VMware – or 'Virtual Machine' ware – creates a virtual machine on your computer. VMware Workstation is a line of Desktop Hypervisor products which lets users run virtual machines, containers and Kubernetes clusters.



## Internet Information Services(IIS) Manager



IIS to host travel studio.

Internet Information Services, also known as IIS, is a Microsoft web server that runs on Windows operating system and is used to exchange static and dynamic web content with internet users. IIS can be used to host, deploy, and manage web applications using technologies such as ASP.NET and PHP.

**MS word and excel for data management**

## Jira



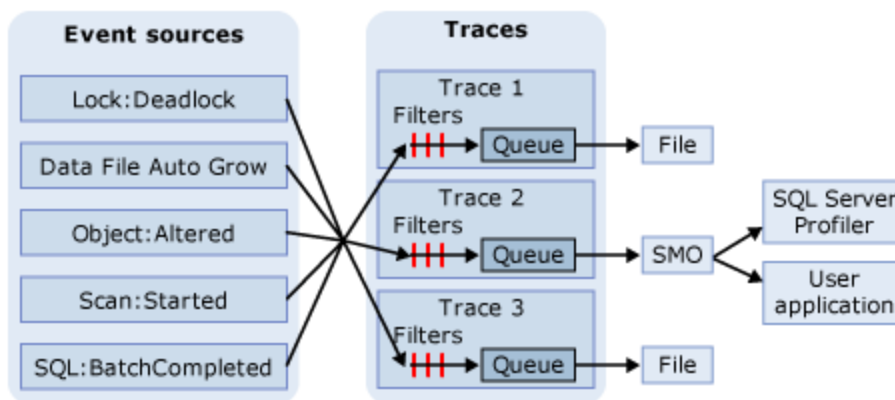
JIRA is used for bug tracking, issue tracking, and project management functions. The main features of jira for agile software development are the functionality to plan development iterations, the iteration reports and the bug tracking functionality. Jira supports the Networked Help Desk API for sharing customer support tickets with other issue tracking systems

## FTP (File Transfer Protocol)

- FTP for Customer Services is a space used to store and transfer files, primarily between the department and customers.
- Mainly database transfers are done via FTP.
- The FTP location is also used to store attachments pertaining to ticket investigation, client product installers and manuals for upgrade, etc.
- The FTP location has folders for ODL employees and clients. However, each client has their own set of credentials.FTP(File Transfer Protocol)

## SQL trace

### SQL Trace Architecture



The SQL trace collects information about all SQL statements executed on the index server (tenant database) or name sever (system database) and saves it in a trace file for further analysis. The SQL trace is inactive by default.

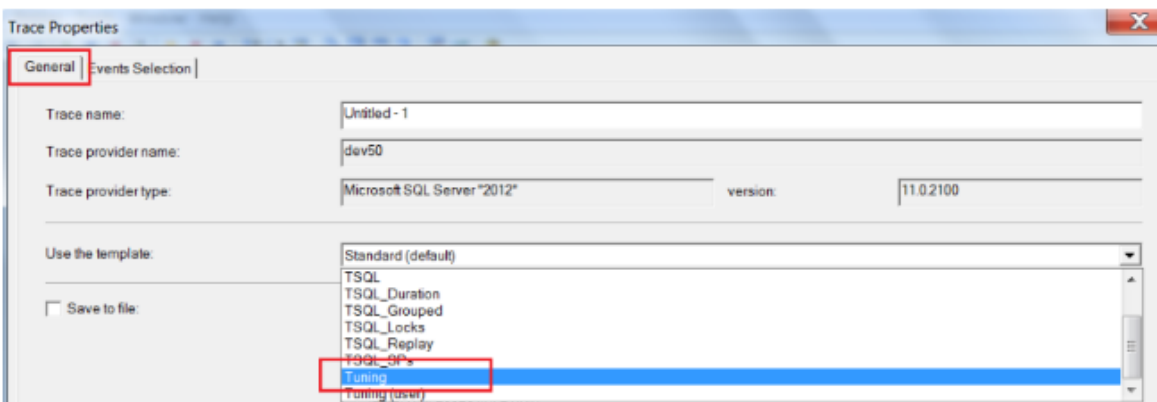
## USE SQL PROFILER

SQL Profiler is very useful to find the problem areas. You can use the profiler to get a trace of the queries which will give an indicator on the queries which are taking time.

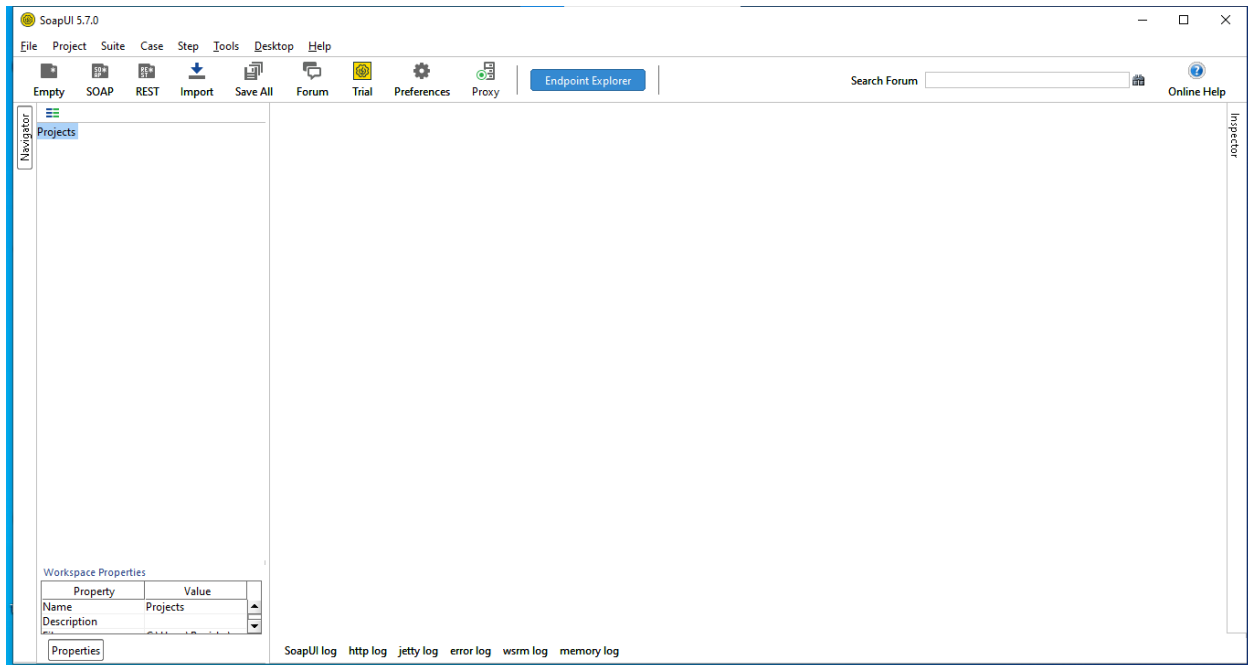
Profiler has different templates (like Standard, Tuning etc) which can be used to find the details.

The "Standard" template can be used to find queries and SP's which take time and will give you the overall timings. It will not give you the details of the queries inside SP's, but it will give indicator how long SP took.

You can then use a "**Tuning**" template to get a detailed trace. The Tuning Trace will give you detailed information of all queries even those which are inside an SP.



## SoapUI to run API queries



SoapUI is an open-source web service testing application for Simple Object Access Protocol and representational state transfers. Its functionality covers web service inspection, invoking, development, simulation and mocking, functional testing, load and compliance testing.

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# Internship Timeline:



## **Internship Timeline:**

### **1. January 2023**

#### **- 9th Jan 2023**

- - Formal Orientation Process
- -The day had finally come.Our internship started in depth introduction to the company,its products and the management.
- -We were well guided by the HR team on the policies and ethics of the company.

#### **- 10th Jan to 24th Jan**

- - Started with product training
- -Since ODI is a product based company,we were provided with “product training”.It was conducted by Mr.Alfredo Fernandes.
- -Learned About Travel studio TSV1 & TSV2 & its installation process
- -We had to go through the training sessions and after that we were given practical tasks to carry out based on the product.
- -Once we had completed the daily tasks,we had to send a daily report on what we understood about the product.
- -At the last day we had to go through a quiz based on the product.

#### **- 24th Jan**

- - Meeting with manager
- -Manager introduced me to my respective team lead
- -Meeting with team lead

#### **- 25th Jan to 31st Jan**

- - Reading Documentation & Understanding more about product functionality

## 2. February 2023

### - 1st Feb to 28th Feb

- ★ - Reading Documentation & understanding all the functionalities of a product.
- ★ - Assigned to **Team FL QRT** Manager, Soniya Naik
- ★ - Assigned Courses to learn

## 3. March 2023

### - 1st Mar to 31st mar

- ★ -Started with Introduction to travel & Industry
- ★ -Assignments/quizzes
- ★
- ★ -Started with Reports management
- ★ -Assignments/quizzes
- ★
- ★ -Started with Operations Module
- ★ -Assignments/quizzes
- ★
- ★ -Started with Rail Module
- ★ -Assignments/quizzes
- ★
- ★ -Started with Messaging
- ★ -Assignments/quizzes

#### **4. 1st Apr to 31st April**

- Assigned the task of QRT team i.e QRT monitoring
- Sessions/Training
- About support log
- About all the client environments
- Dealing with rail clients
- Learned about alerts
- Smoke testing
- IIS
- How Deployment takes place

#### **4. 1st may to 10th june**

- -Started working on tickets
- -Handling alerts/smoke testing
- -Deployments
- Soap ui
- Sql trace/profiler
- jira
- -Build testing



# WORK EXPERIENCE

## Work Experience:

As I had joined as a support consultant I had to deal with client issues related to products so I got to deal with client issues, their queries, etc. So clients have to log the issues as tickets & then I had to work on those tickets.

Also needed to keep track of mails as day to day client had to log issues and we needed to respond to them as quickly as possible & also there were alerts triggering which needed to be resolved for example Different types of alerts:-

Disk alert	Disk/drive
Quota threshold	Folders
CPU Usage alert	CPU
Memory Usage	Memory
Appsight alert	Links
Long Running query alert	SQL

Then I had to also work on some testing which basically to test for all the errors/fixes on the requested server by the SaaS team where I needed to run SQL queries on the requested database & test the app server, for any errors.

I needed to be contacted with saas team as they were Monitoring OS level (Disk Space, Memory, CPU) Process guidance "Who is responsible and outcomes)

As i was in QRT Team it was a rail client we had to monitor some of their issues related to bookings or sql server.

Also keep monitoring teams or skype for client messages related to issues. Also the support log tray for client new issues or existing issues.

I got to work on issues first. When changes are made to the existing product or new functionality is added to the existing product, these changes unknowingly give rise to issues or bugs that have to be fixed.

To find out what had caused that issue i needed to replicate the issue first on my local system i.e on local server needed to replicate by following the steps listed by the client about the issue & once the issue was replicated on local setup the next step was to move that issue to MFD i.e moved to developers. To debug and locate the cause of error. & inform the team leaders about it.

If the issue does not replicated on local setup it is then needed to check issue on test server or production i. live server of client systems & check if the issue still replicates or not accordingly inform the clients about it through support log where they had logged a ticket.

Then there were In testing tickets where the developer has provided a fix. So we need to test the issue locally. If the testing is passed we deploy the fix otherwise mark the test as testing failed.



I learnt many things while fixing the issues. Not just to replicate but then deploying of the fix given by the developers as a patch or a script to run to resolve the issue. Once the fix is deployed locally, had to test the reported issue again. Also learned the testing process.

Deployment is basically to resolve the issue/bug where fixes are provided such as sp (stored procedures) & DLLs (UI part) fixes of travel studio. Had to first take backup & then go ahead with deployment & then check IIS or application pools.

The issues are categorized based on priority levels. Priority one issues are the ones where existing functionality is affected and needed to be resolved as soon as possible.

Priority two issues are the ones where additional functionality is affected. Priority two three issues are the ones where minor things were affected.

I was also assigned tasks or the assignments which had to be completed within the given time & then give update to TL on the same.

Also learned about build testing which is basically testing the previous scenario on the new test link and check if its replicating on the new link.

so, my time at Open Destinations has been good in shaping my professional growth, providing me with extensive knowledge about my domain and experiences.

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# Overall Experience

## **Overall Experience At Open Destinations Infotech Pvt Ltd:**

I had a very good experience working in open Destinations Infotech Pvt.Ltd. I had joined the company as a fresher and my knowledge was limited to what I had learnt in academics.

The training that was given in the company was detailed and so thorough that we learnt everything in detail.

The trainers that conducted the training were really helpful and always encouraged us to approach them with our doubts and difficulties.

My team lead had assigned me one senior. I was helped a lot by the seniors.

My senior showed me how things worked, the process, how to deal with client environment details etc. The Courses/training which were provided to me was very helpful. It so happened that I had to work on different modules and my team members helped me to understand the workflow of the module\functionality i could not understand.

The work environment at Open Destinations Infotech Pvt. Ltd is friendly. As it was work from home did not got much to interact with everyone during training phase.

I got to experience how the industry actually functions and how the project cycle works in real life. The tasks which were assigned needs to be completed on time etc. Interacting with team members helped me develop strong interpersonal skills and effective communication techniques. I learned how to collaborate effectively and work harmoniously towards a common goal, a positive team dynamic.

Overall, my internship experience has been extremely Good. I am thankful for this Opportunity given to me through internship and the knowledge I have gained during my working experience it was a wonderful experience.

## References:

<https://confluence.opendestinations.com:8086/display/ODHS/Home+Page>

<https://support.opendestinations.com/supportlog/Home/tabid/89/Default.aspx>

<https://learn.opendestinations.com/my-courses/>

<https://www.opendestinations.com/>

<https://learn.microsoft.com/en-us/sql/relational-databases/sql-trace/sql-trace?view=sql-server-ver16>

*THANK YOU*