



## **INTERNSHIP REPORT**

*By*

**NASRATULLAH  
MIRZAI  
2023**

**Jan 2023 - June 2023**

Internship Report at Open Destinations Infotech Pvt Ltd

Completed by:  
Nasratullah Mirzai  
2018

for the partial fulfillment of the  
MCA Degree for Semester: 4  
The 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)

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

**Mr. Rahul Nagvekar / Mr. Sarvesh kenny**  
(Team Leader , Open Destinations Infotech Pvt Ltd)

Date: 11.06.2023

TO WHOMSOEVER IT MAY CONCERN

This is to certify MR. NASRATULLAH MIRZAI, the student of Master of Computer Applications (MCA) of Goa University, Goa, is currently undergoing/has completed her final semester project (Semester IV) 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.

**GOA UNIVERSITY**



**GOA BUSINESS SCHOOL**

**CERTIFICATE OF EVALUATION**

This is to certify that Ms. NASRATULLAH MIRZAI has completed her internship at Open Destinations Infotech Pvt Ltd, in partial fulfillment of the degree award in Master of Computer Application.

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Examiner 1

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Examiner 2

Place: Goa University  
Date:14/06/2023

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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, **Mr.Rahul Nagvekar**(Team Leader),**Mr. Sarvesh Keeny**(Team Leader) 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 is extremely valuable for my study & growth.

Special thanks to the **HR team** for helping me get to know the workflow of the company.

A Special thanks to HR **Miss. Pritoria Dmello** for allowing me to work with such an incredible and hardworking team at Open Destinations Infotech Pvt Ltd.

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

Thank You

NASRATULLAH MIRZAI

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## INTRODUCTION

The internship is the process of on-the-job training, which is particularly beneficial for students with master's 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 the 6 months, the full-time employment period, by Mr. NASRATULLAH MIRZAI, which commenced on 10th January 2023 at Open Destinations Infotech Pvt Ltd, Panaji, following the curriculum of the IV semester Industrial Training of the MCA program, Goa University, Goa.

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

This report has been prepared as a requirement of the internship program of the MCA degree. 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.

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## COMPANY PROFILE

About Open Destinations Infotech Pvt.Ltd:

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

Open Destinations is an established travel technology player with more than **25 years of** 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 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 unrivalled **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.**





**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

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## PRODUCTS OF THE COMPANY:



**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



**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.



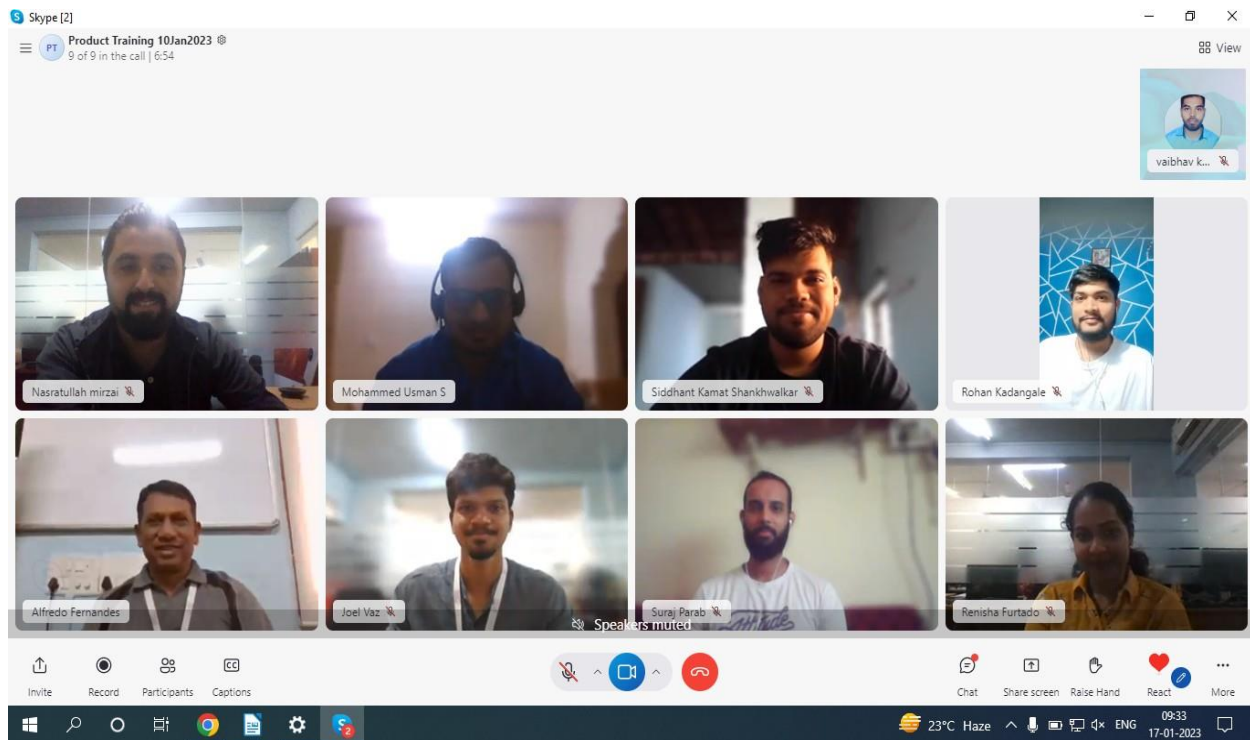
**Tineri:** It is a white-label mobile itinerary app for tour operators, DMCs, travel agents, and travel providers. Tineri is a user-friendly solution that makes it easy to communicate with your customers before, during, and after their trip.

Training:

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

To know how much I have learned and learned stood the product, after 2 weeks of training completion I had an MCQ test.

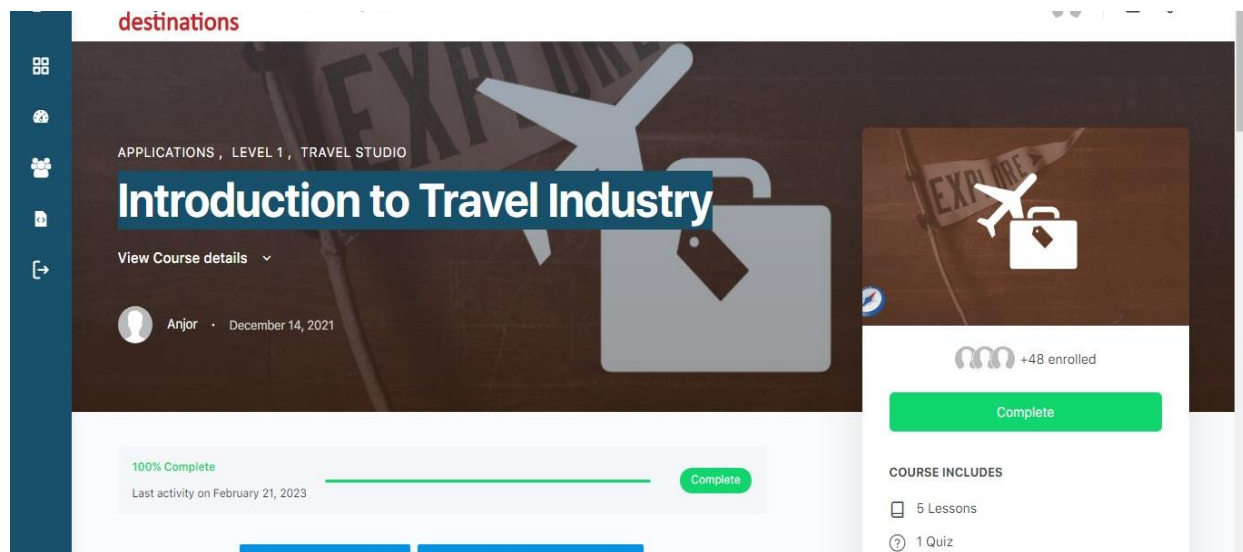


Product training session with Mr. Alfredo Fernandes

## TRAINING:

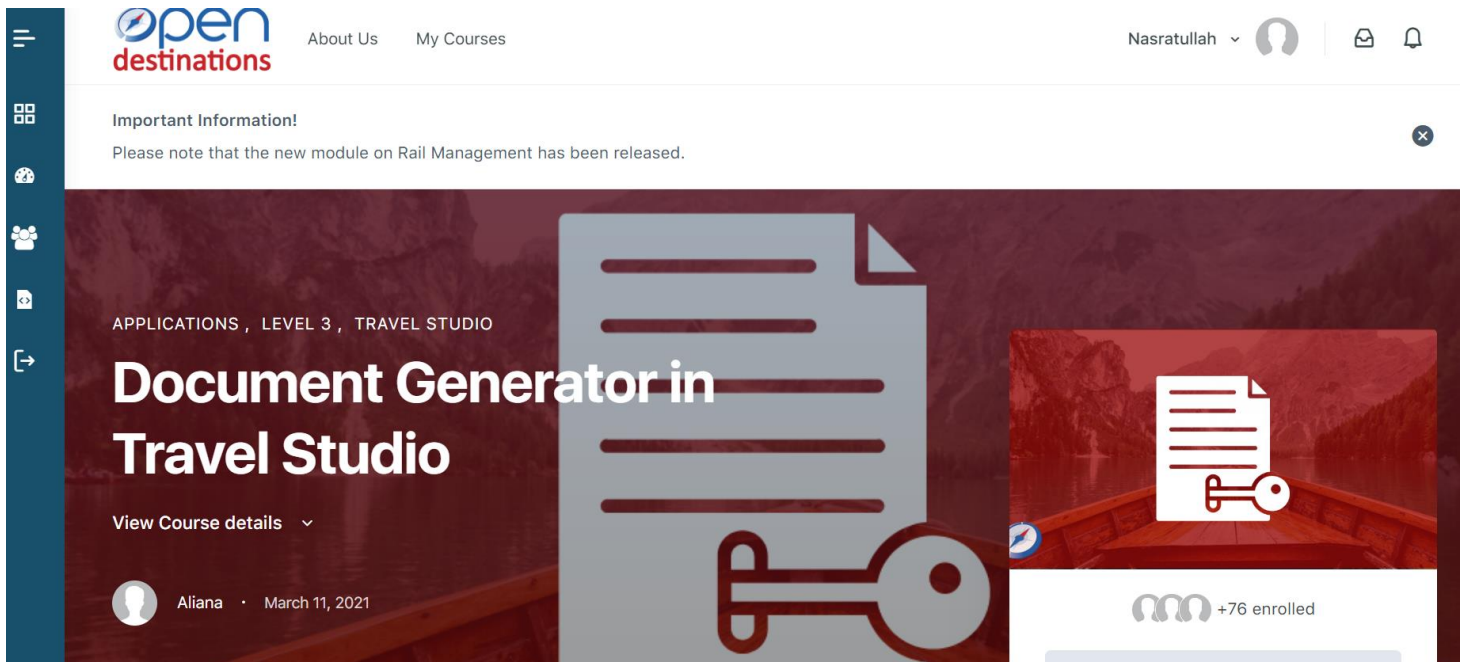
I had to go through five courses that were assigned to me by my Team leader course available on the open destinations training center website. Login and the credentials provided by the concerned authorities. The objective was to understand concepts & learn practically at the end of courses; they were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

### 1) INTRODUCTION TO THE 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) Document Generator in travel studio



The Document Generator functionality allows you to create and save a proposal in a word or a PDF format, Word an itinerary previously created using the FIT Proposal Module, Group Enquiry Module and Booking Module.

Before being able to generate a document, you must set up sections in the **Document Component Section Library** which will populate the different proposal templates in the **Document Template Library**. You are free to choose the information that will appear in each section. However, there are certain rules to follow.

### 3) Package Basics

The screenshot shows the Open Destinations website interface. At the top, the logo 'open destinations' is on the left, and 'About Us' and 'My Courses' are on the right. A user profile 'Nasratullah' is visible. The main header area has a dark background with travel icons (airplane, car, bed) and a large 'Package Basics' title. Below the title, it says 'APPLICATIONS, LEVEL 1, TRAVEL STUDIO'. A 'View Course details' link is present. The course is by 'Prasad Zalba' and was created on 'February 2, 2021'. On the right, a green 'Complete' button is shown, along with a note '+42 enrolled'. Below this, a section titled 'COURSE INCLUDES' is partially visible. A vertical sidebar on the left contains various navigation icons.

In this course, we will be covering the basic functionality of packages and; the equisetum up to get you started through creating a package booking and operating your package. We will also discuss package-related functionalities to help you decide which is best for your business. So, let's get started!



#### 4) Group Enquiry Module

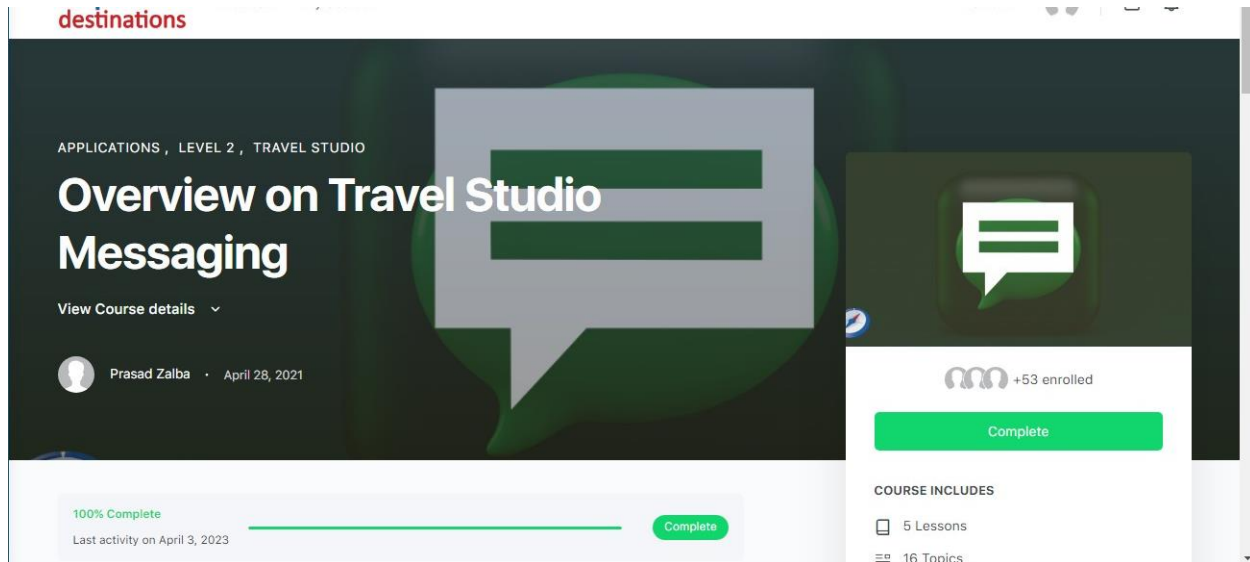


In this course, we will focus on setting up Group Enquiry functionality to create quotations, Group Enquiry proposals that you can offer your customers and how to convert your go-ahead proposals into bookings.

#### What are the advantages of the Group Enquiry module?

- Quick compilation and editing of an itinerary that forms the basis of your quotation
- In-built messaging functionality to quickly and easily send quotations out to your customers
- Ability to copy inquiries for multiple uses with other agents
- Ability to create different versions of an itinerary

## 5) Messaging



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

Messaging is an integral part of the Travel business customers must receive their Travel Documents, namely, Vouchers, E-Ticket, invoices, etc. Customers are required to show these travel documents for traveling purposes. Hence, sending all the related documents to the customers is equally important for the Travel Companies. Similarly, the Travel Companies must also send the documents to the Suppliers. It is required for the Suppliers to know the bookings that have been created.

Travel Studio allows you to create templates that can 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 that fetches appropriate information from Travel Studio and displays it in the message template after it is generated) and MS Word features.

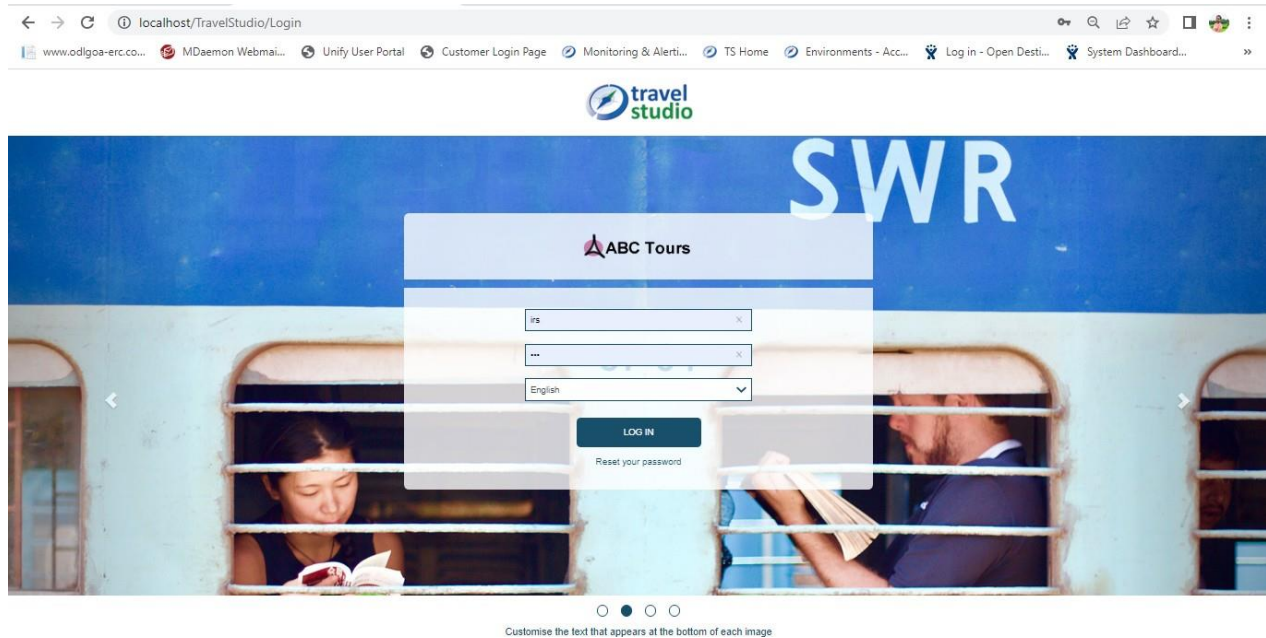
Document(s) can be sent in the form of an email attachment (Doc, RTF, PDF) or email body (HTML).

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:



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.

-  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

### Installation of Travel Studio (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. supplier Extranet (update)

## 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.

About Support Log:

### 1) Support Log

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 **open destinations** | 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

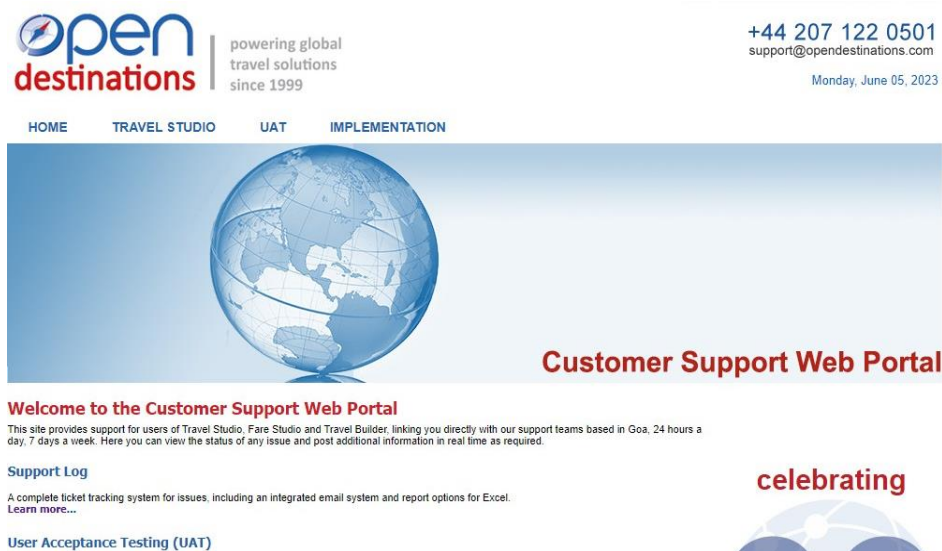
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Support Portal is the website where our customers log tickets.

**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.**



So once clients log the ticket, 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 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 the client priority. We need to work on the 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

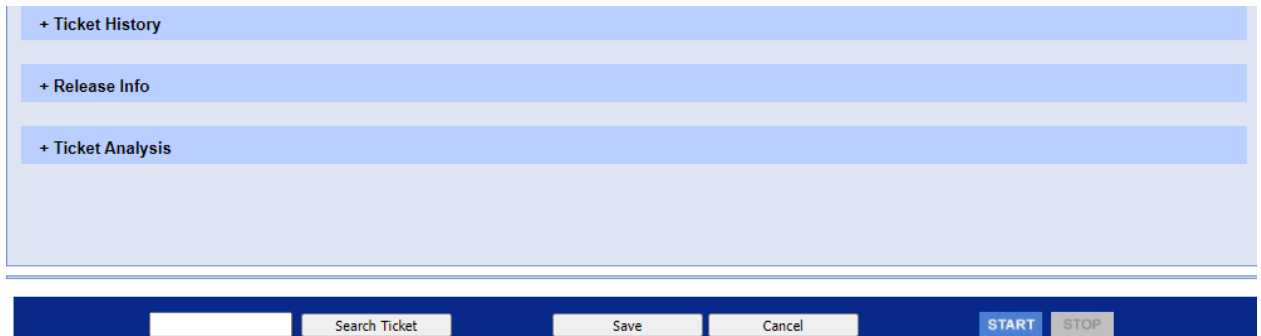
Also, need to keep track of Status.

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 provided. 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 the resolution of the tickets
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.
Awaiting client sign off (ASCO)	Where issue is fixed & updated to client that the issue no longer exists it is then moved ASCO
Pending Release	Where client is given approval

## 2) Start / Stop:

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



## 3) 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

#### 4) **Fix the Description the 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

#### 5) **Fix Deployment and Backups**

- The consultants must 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

#### 6) **Daily and Weekly Reports**

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



## 7) 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

## 8) Monitoring & Alerting

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

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

We have set up alerts for all ODL Hosted machines as well as DA-hosted machines. The memory usage threshold has been set to 95%.

CPU Usage threshold has been set to 80%.

Disk space < 20%

If it breaches the threshold, an Email is triggered to [HostingSupport@opendestinations.com](mailto:HostingSupport@opendestinations.com),



## 2) Network Alerts

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

## 3) Azure Alerts

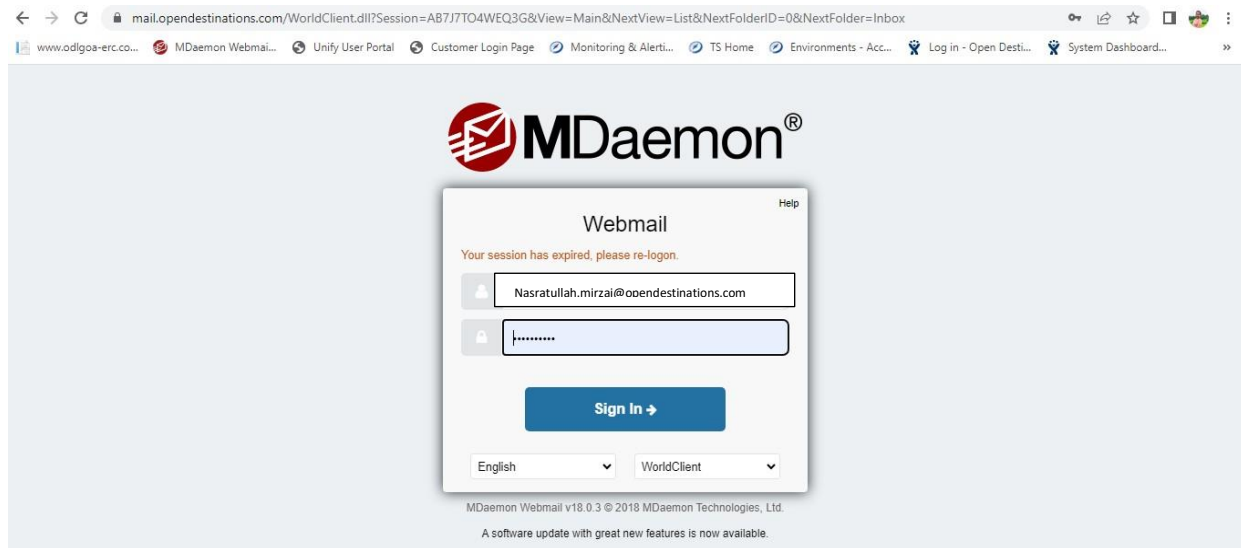
Azure VM Backup Failed Notification.

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

o

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

## 9) Webmail



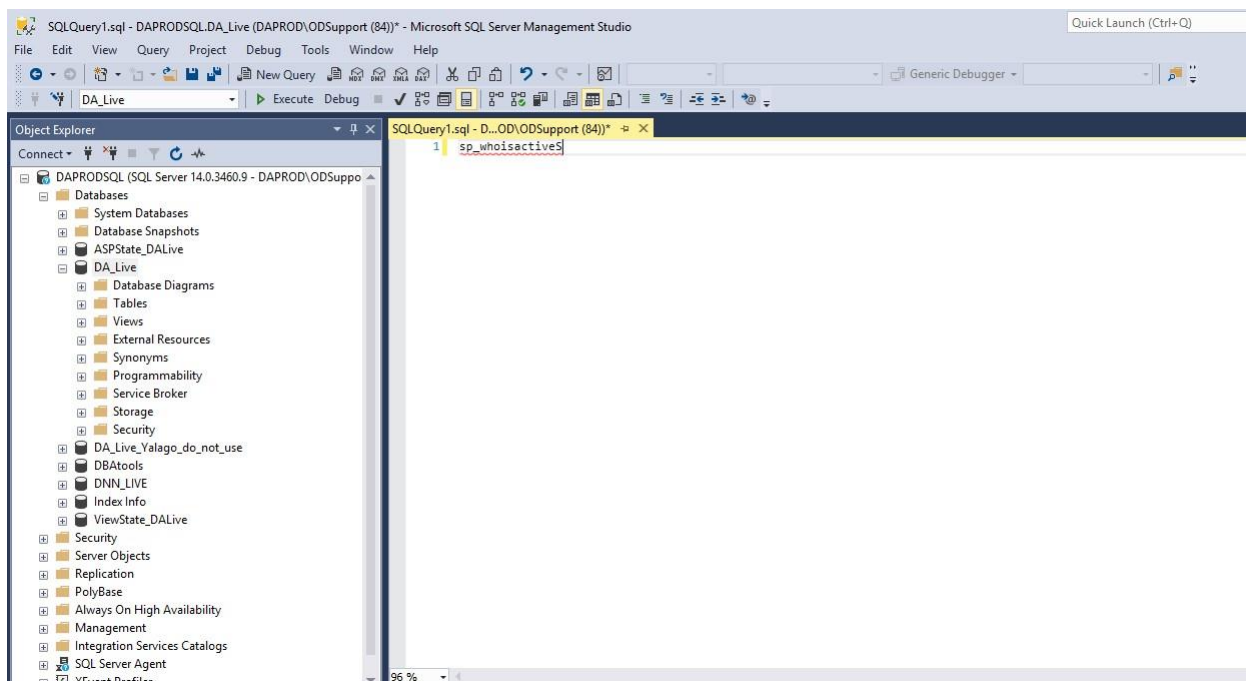
Plays an important role as a support had to check on mail every sec for alerts/client new issue log etc.

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

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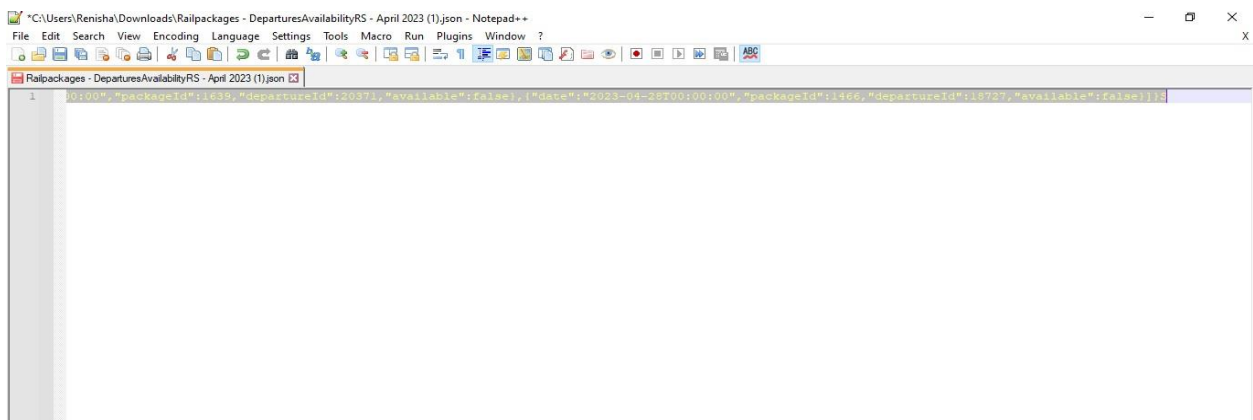
## Tools & Technology Used:

### 9) SQL Server Management Studio



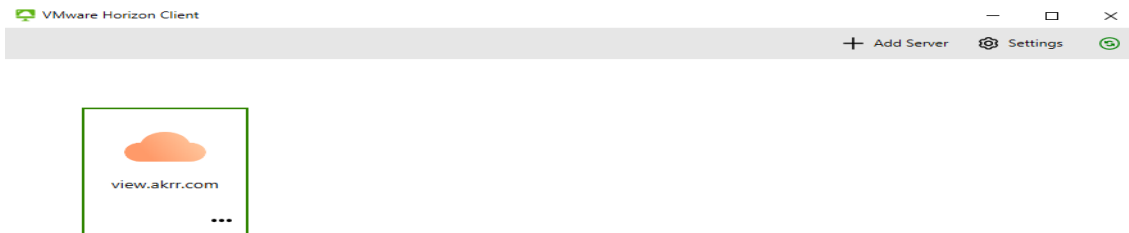
Microsoft SQL Server Management Studio (SSMS) is an integrated environment to manage a SQL Server infrastructure. It provides a user interface and a group of tools with rich script editors that interact with SQL Server. It supports most of SQL Server's administrative tasks and maintains a single, integrated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

## 10) Notepad++



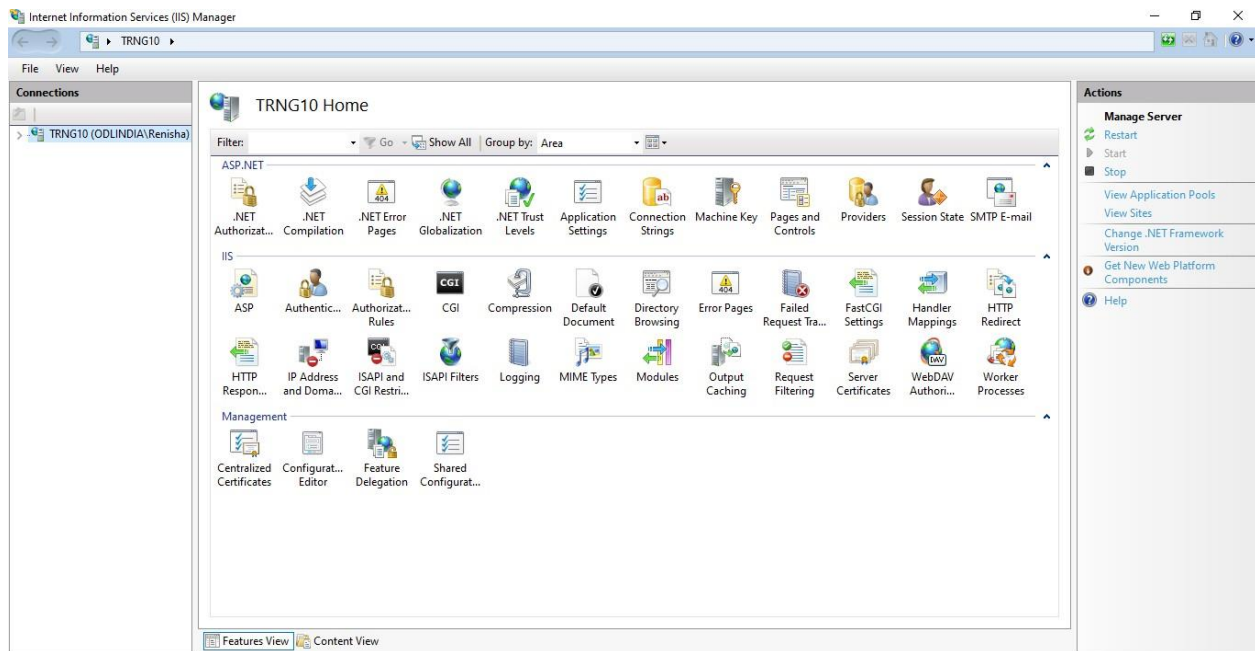
Notepad++ (made by [notepad-plus-plus.org](http://notepad-plus-plus.org)) is a free text and source code editor for use with Microsoft Windows. It supports tabbed editing, which allows working with multiple open files in a single window.

## 11) 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.

## 12) Internet Information Services(IIS) Manager



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.



### 13) 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

### 14) 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' (File Transfer Protocol)

Internship Timeline:

1. January 2023

- 9th Jan 2023

- Formal Orientation Process

- 10th Jan to 24th Jan

- Started with product training

- 24th Jan

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Overall Experience At Open Destinations Infotech Pvt Ltd:

I had a very good experience working at Open Destinations Infotech Pvt. Ltd. I joined the company as a fresher and my knowledge was limited to what I had learned in academics and practical's. The training that was given in the company was compact, detailed and so thorough that we learned everything in detail.

It would have taken me a lot of time to learn these things on my own. So in a short amount of time, I learned a lot of things. The trainers that conducted the training were really helpful and always encouraged us to approach them with our doubts and difficulties. I was helped a lot by the guides that were assigned to me.

My guide patiently showed me how things worked, right from properly setting up

work-related software on my system to giving me advice and tips to increase my efficiency

and utilize my time wisely.

The rail training given 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.

The work environment at Open Destinations Infotech Pvt. Ltd is friendly. I got to experience how the industry actually functions and how the project cycle works in real life.

Overall, my internship experience has been extremely enriching. I am thankful for this opportunity to gain valuable working experience.

## References:

### References

Open Destinations Travel Software Company website:

- Internal company documentation and training materials references

1. Open Destinations Travel Software Company. (2023). Retrieved from <https://www.opendestinations.com/>
2. Goa University. (2023). Retrieved from <https://www.unigoa.ac.in/>

Note: The references provided in this report are for informational purposes only. The accuracy and reliability of the sources mentioned are the responsibility of the respective authors and organizations.