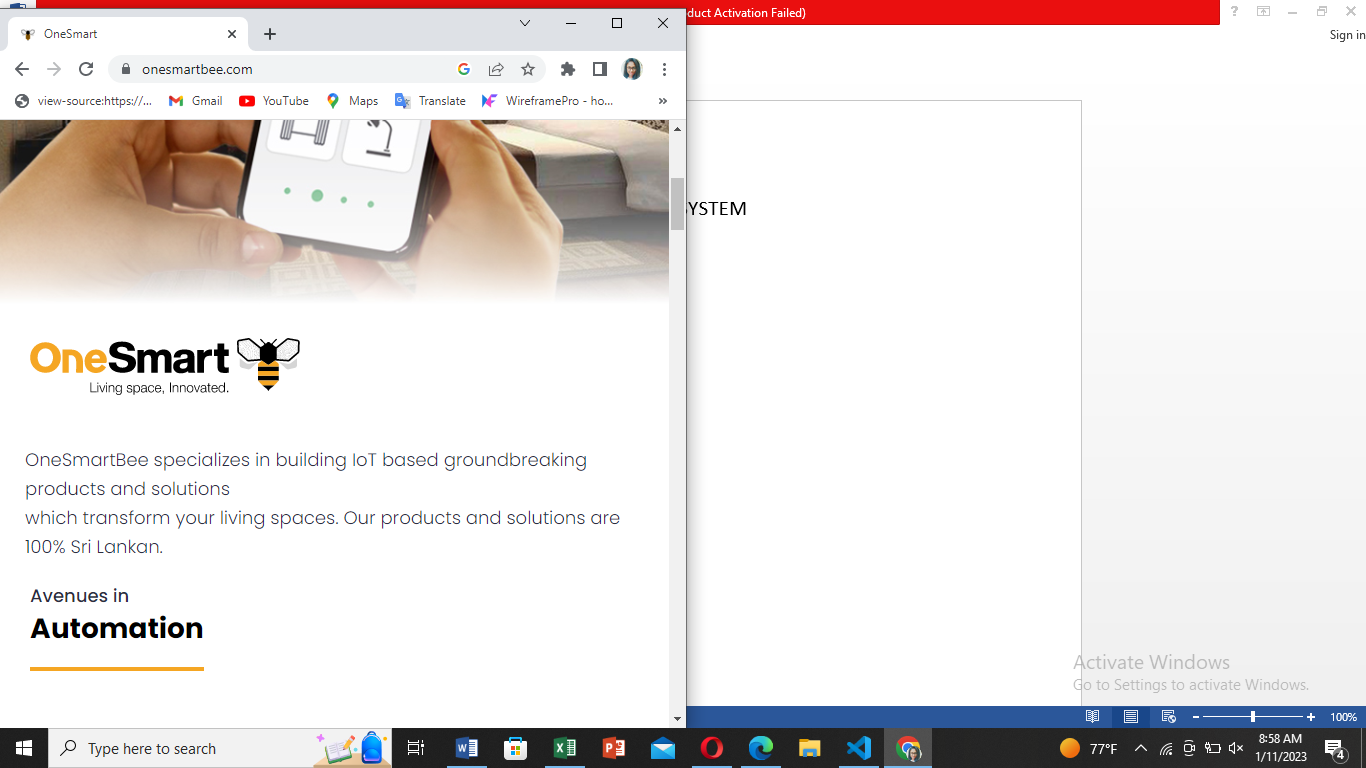
QUEUE MANAGEMENT SYSTEM



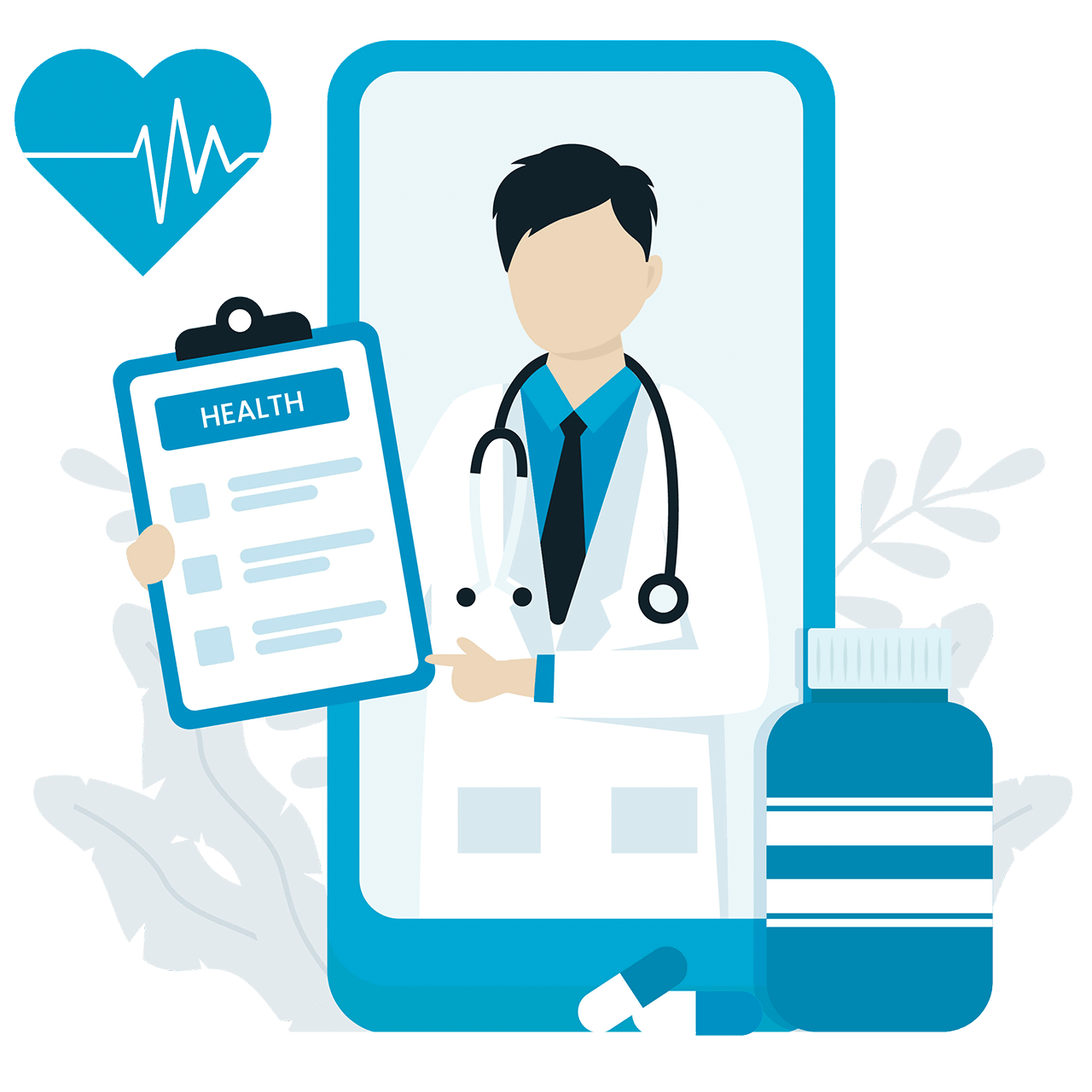
SYSTEM GUIDE FOR USERS

**Introduction**

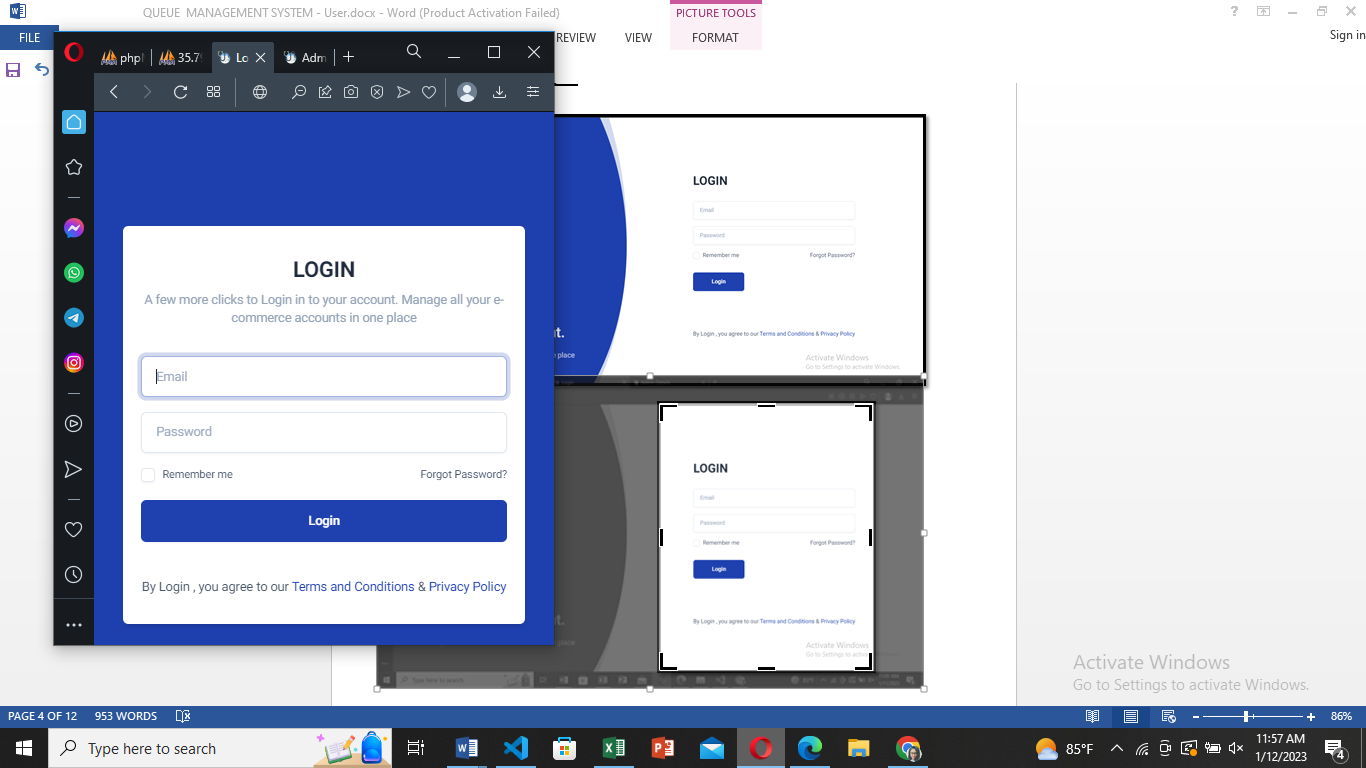
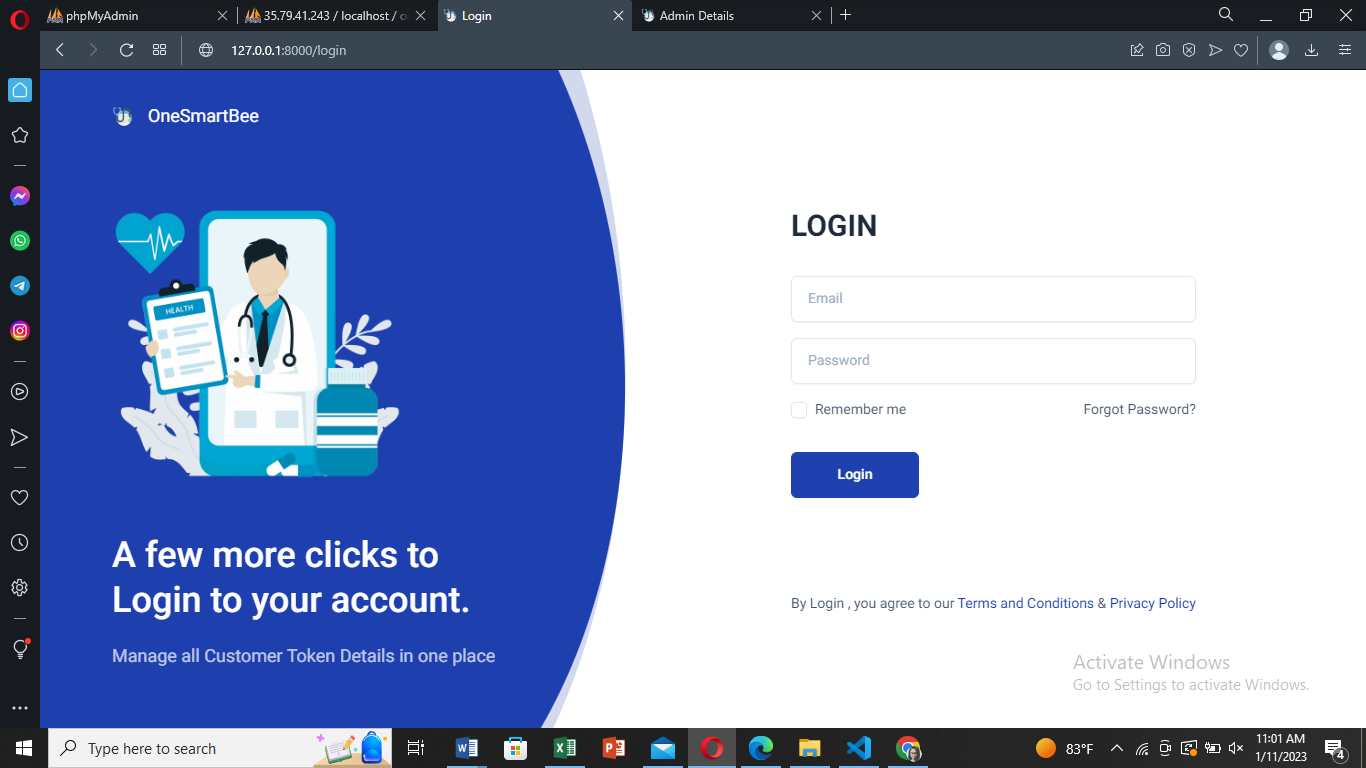
The majority of the time, Queue Management for the Heath Division industry is a manual procedure. It might also be regarded as one of the largest supply chain networks, with a variety of stakeholders like patients, Doctors, laboratory staff and etc. The suggested solution aims to centralize the process and address frequent problems with the current method. Wherever possible, the system would be automated to cut down on the steps required to complete a given activity and to make the process considerably simpler. patients, Doctors, laboratory staff and nurses would be the major stakeholders, or rather, users, of the system. The management would be in charge of the system's fundamental but crucial data and policies.

Nowadays, many people are close with WhatsApp social media, so this system mainly manages queues in hospitals by providing token number users through WhatsApp API.

The system must be web-based and simple to use due to the nature of the Medical center. Because of this, Administrators are given access to the system via a mobile application just like patients, while management and Health staff would have access via a web application with space for expansion as needed. this application is mobile responsive web site.

The system attends to challenges that are experienced in the sector in addition to fulfilling customer requirements. Because the system is intended to eliminate unnecessary intermediaries, it has made it possible for many stakeholders to interact and communicate directly with key parties using a variety of features.

**Main User Interfaces of “OneSmartBee” Queue managemat System**

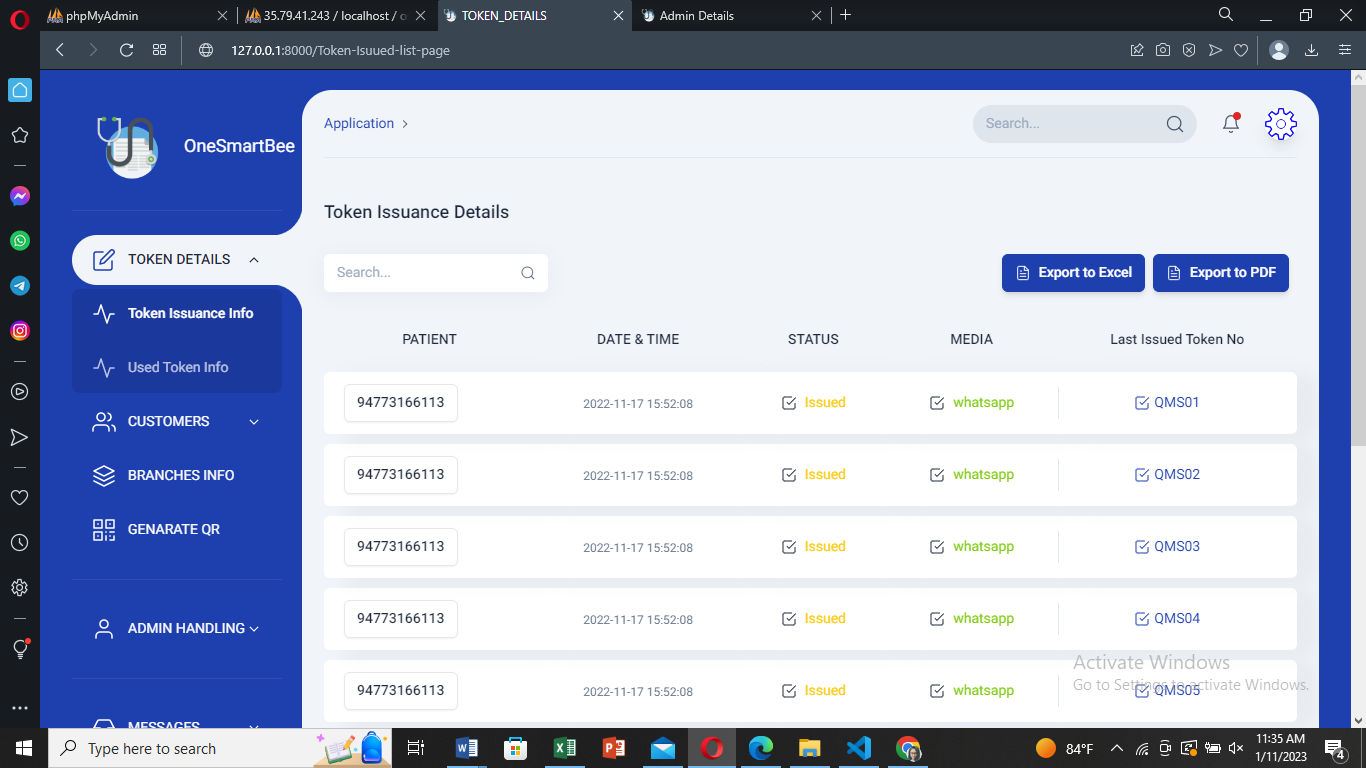
**01.System Login**

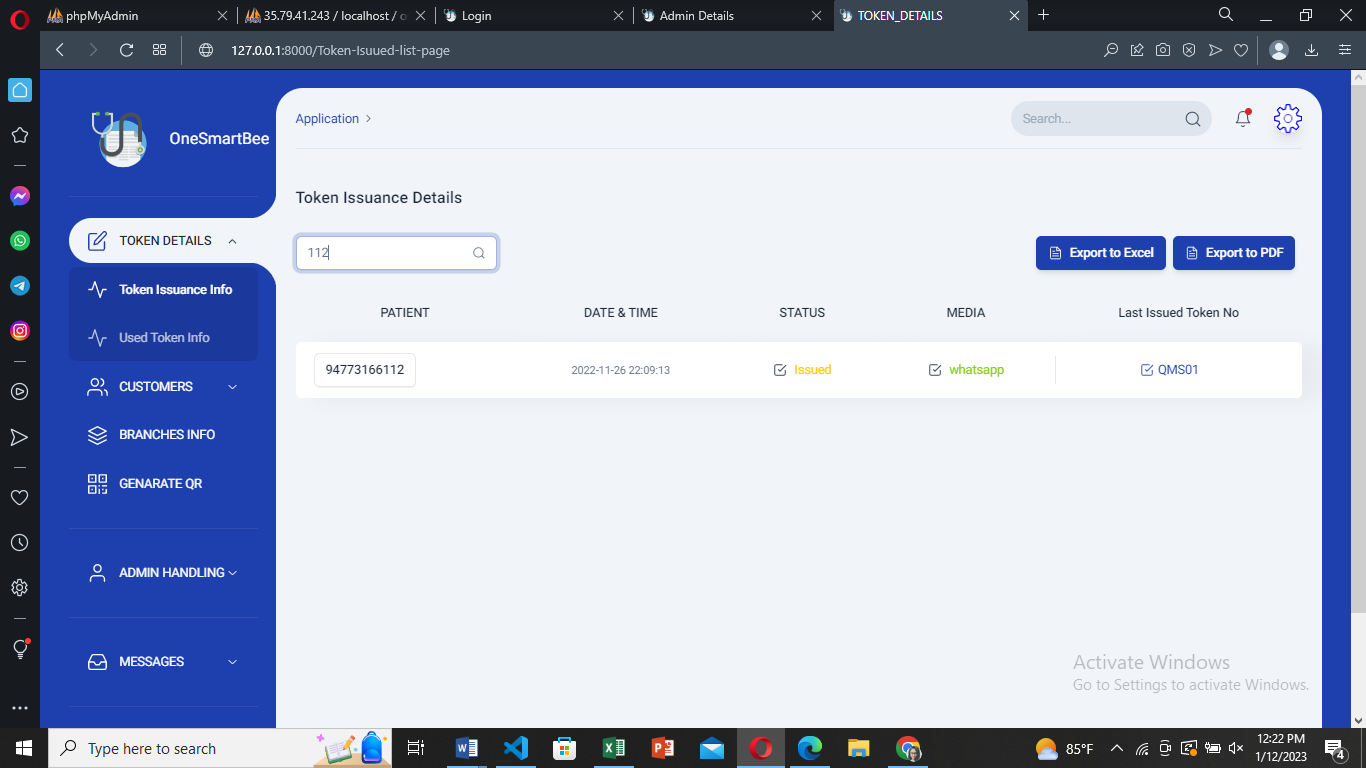
\*Users/Admins can login to the system providing this credentials

“password”

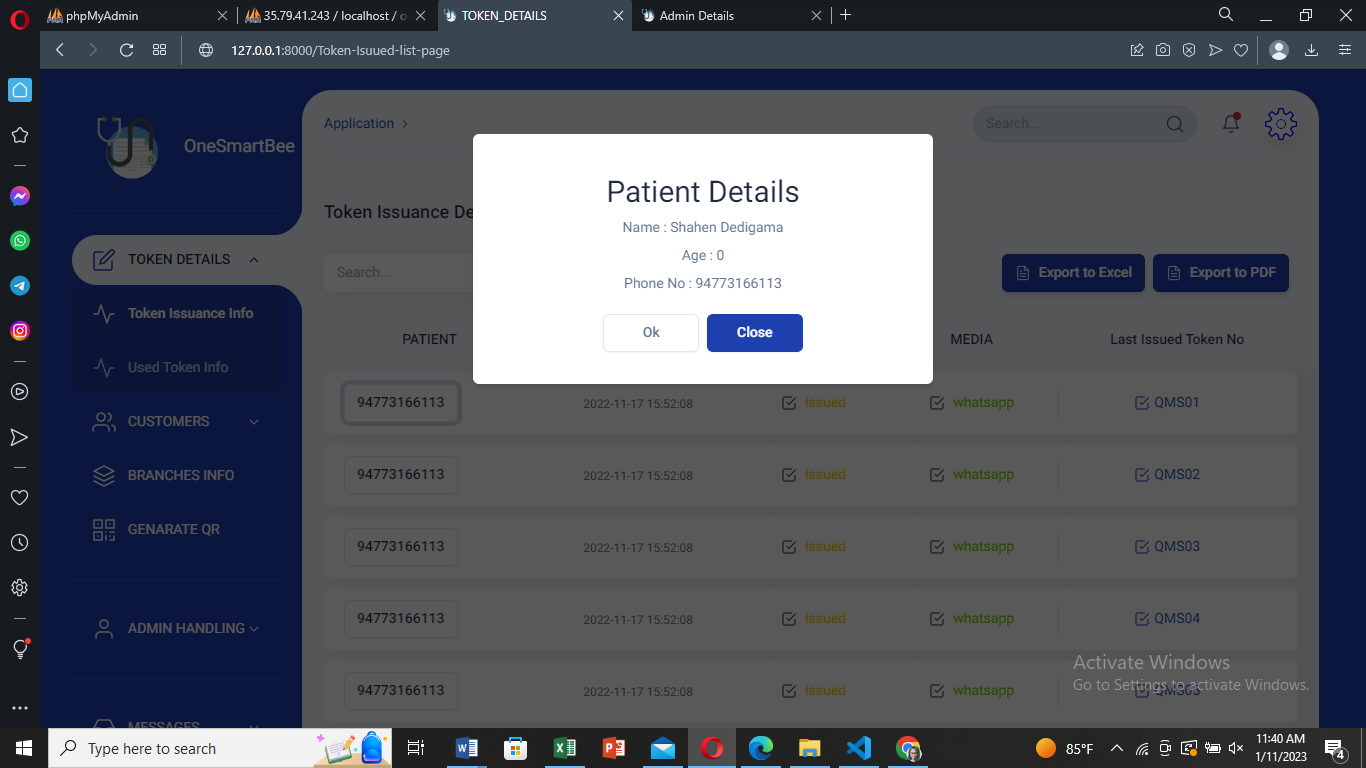
“admin@gmail.com”

**02.Token Issuance Details page**

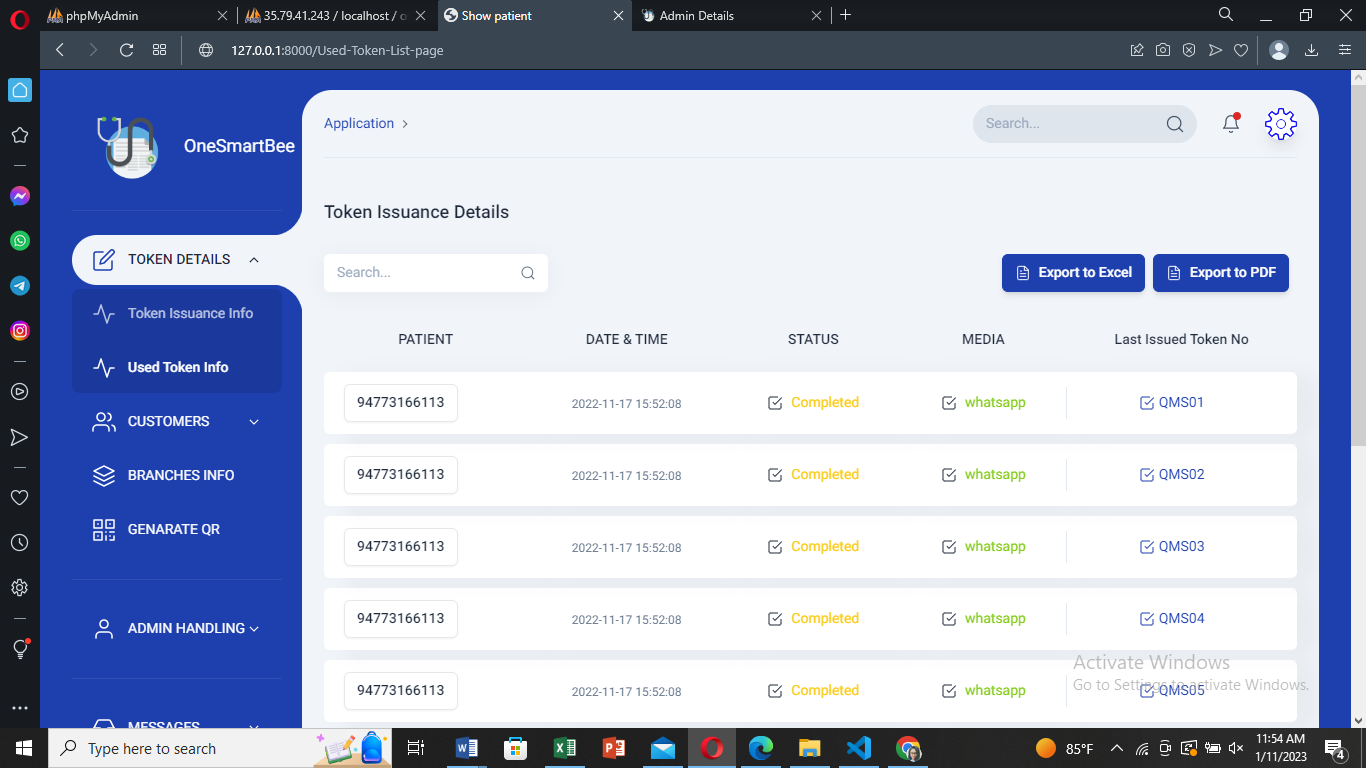
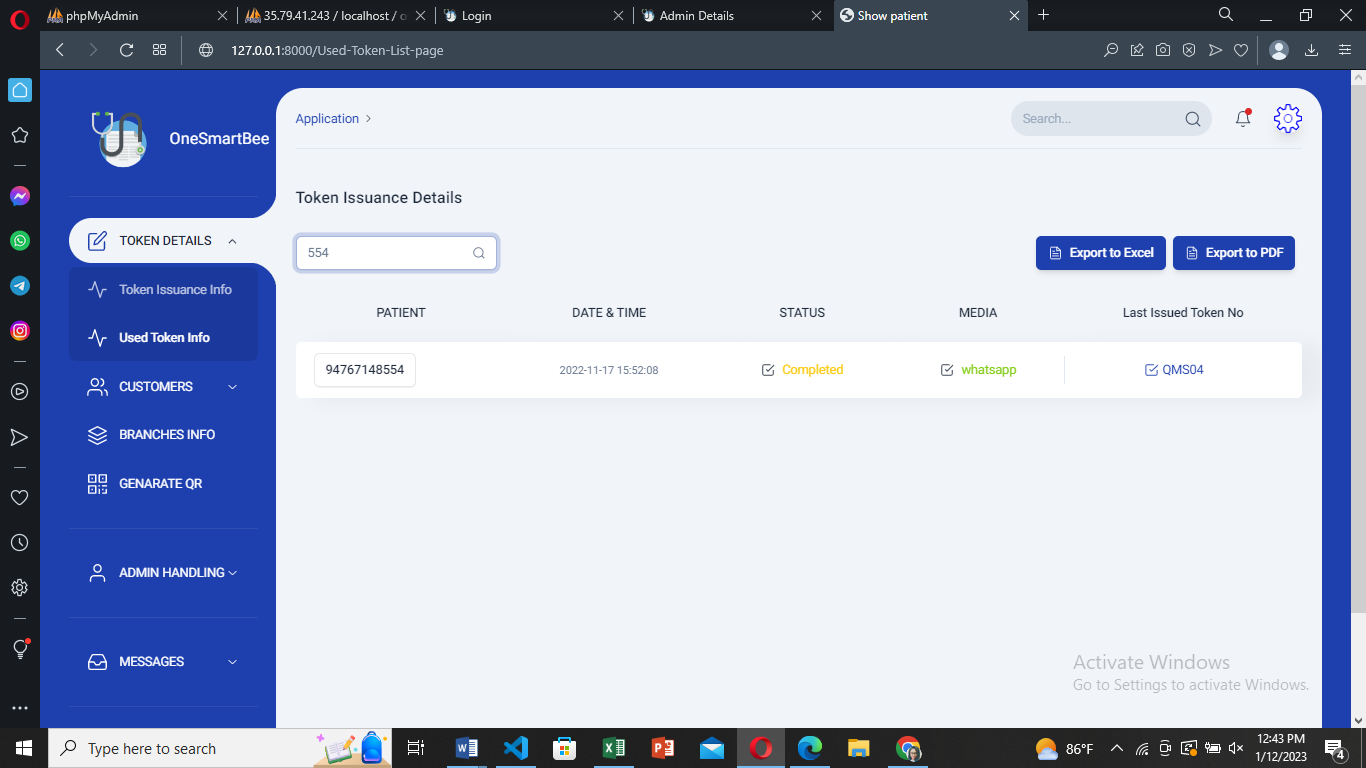
* After the login to the this system user redirect to Token issuance info page. this page can view each issued token details(Patient ,Date & Time, Status, Media ,Last Issued Token No)
* This page have access admins and users
* User can search relevant issued token details providing customer phone number.

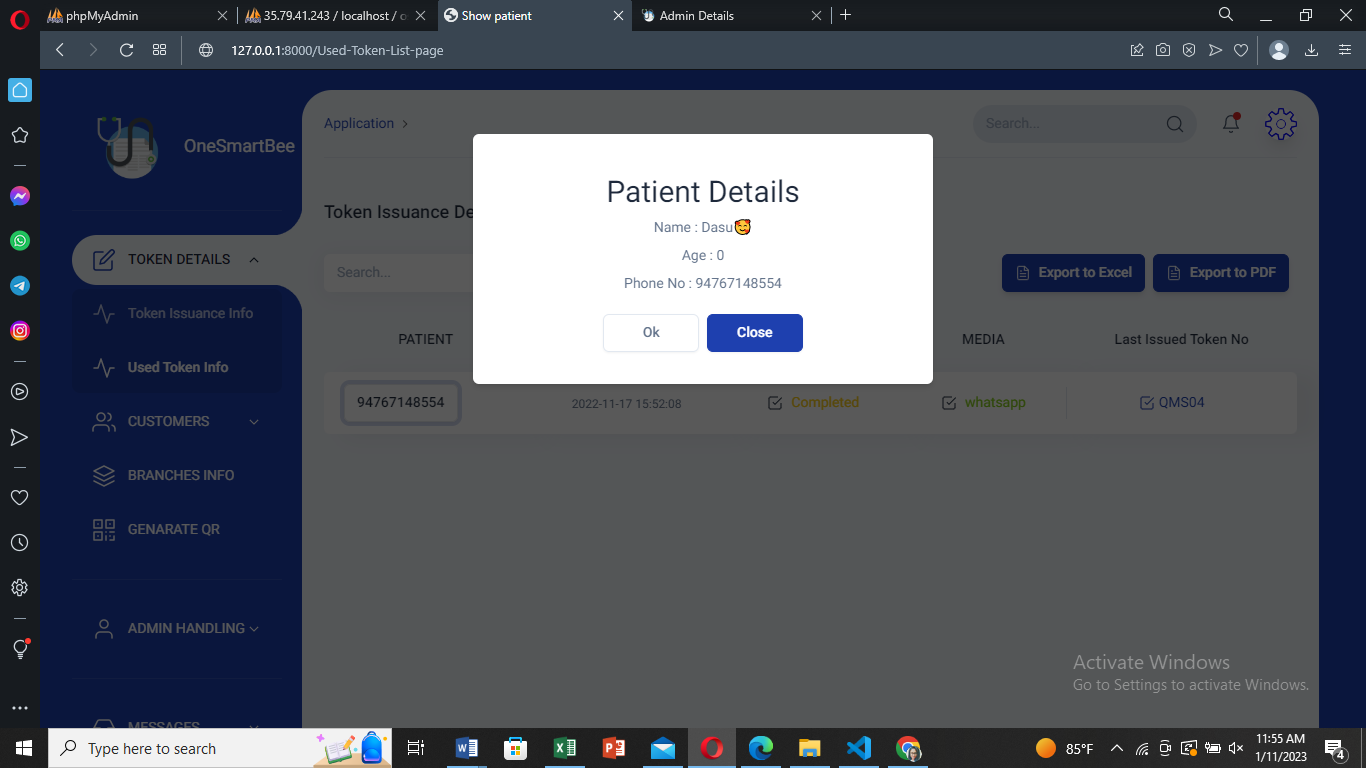


* Click on patient phone number, user can show more information of customers



**03. Used Token Details page**

* Used Token info can view each used token details(Patient ,Date & Time, Status, Media ,Last Issued Token No) search relevant used token details providing customer phone number, show more information of customers ,etc.
* This page have access admins and users
* User can search relevant issued token details providing customer phone number.
* Click on patient phone number, user can show more information of customers



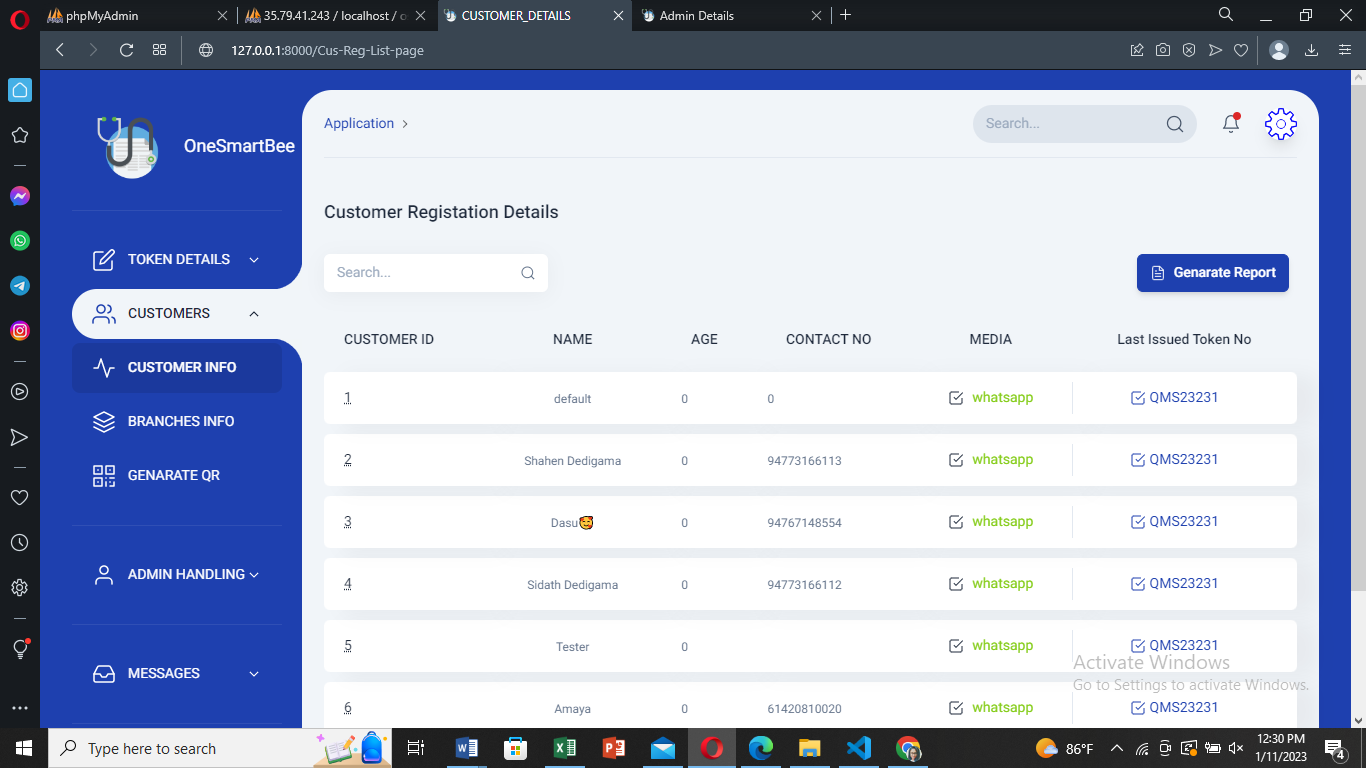
**02.Customer management**

**04. Used Token Details page**

**04. Used Token Details page**

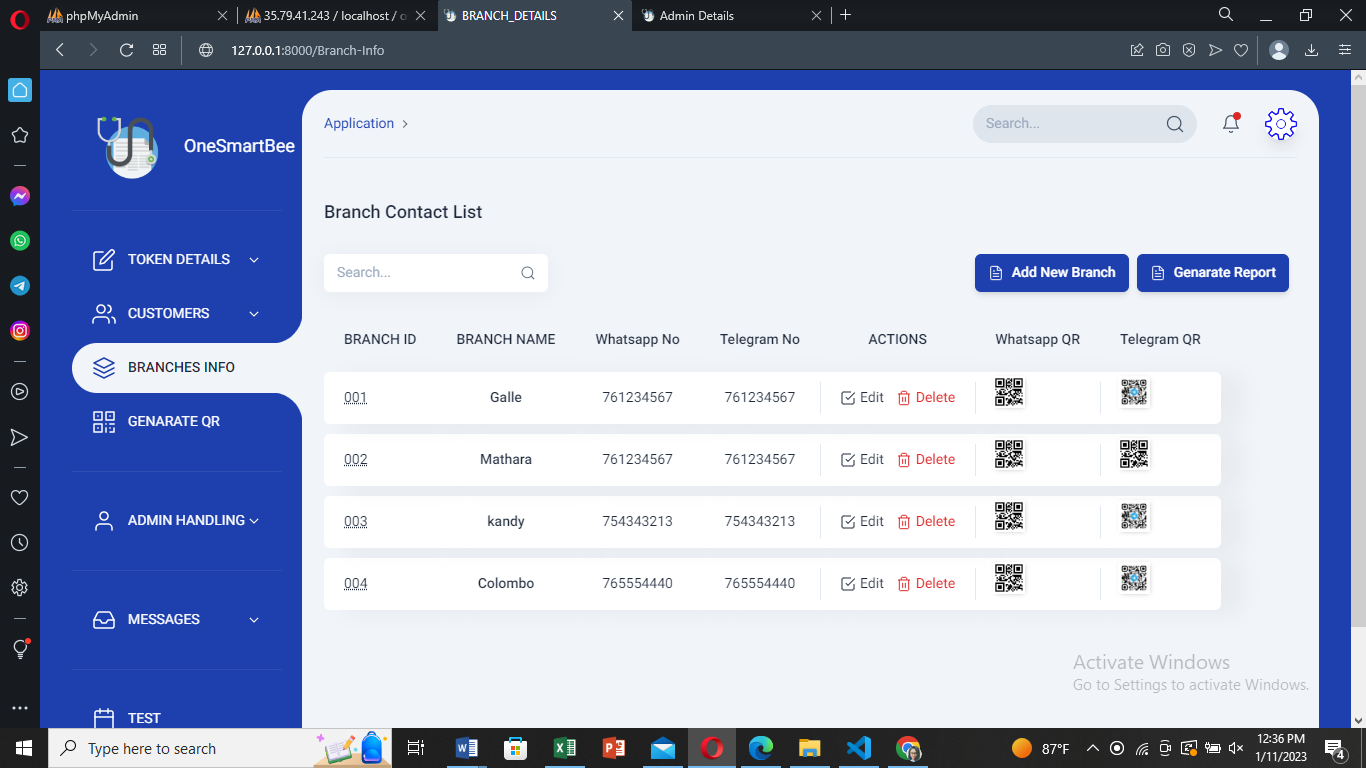
**03. Used Token Details page**

**04. Customer Details page**

* the customers information page view each WhatsApp customer details(customer id, Name, Age, contact No, Media ,Token No)
* search customer details providing customer phone number, etc..

**05.Branch Info Page**

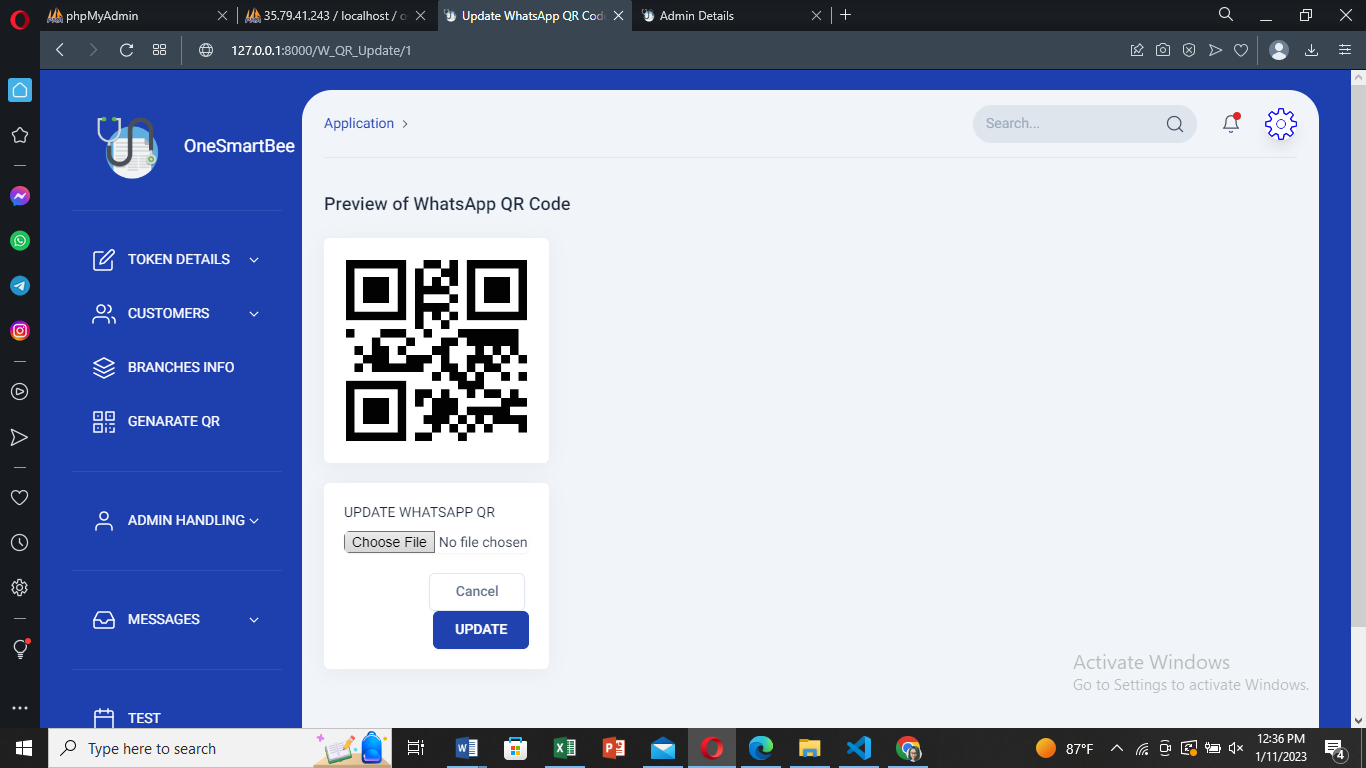
05.1.Branch Details page

This page can view each WhatsApp customer details(Branch id, Branch Name, WhatsApp No, Telegram No ,WhatsApp QR and Telegram QR) .search Branch details providing Branch name.

admin can delete update and add new branch. And also update WhatsApp and telegram QR

05.2.View /Update Whatsapp QR Code

click on the QR code in Branches info page user can reirect to this page.Branches using this system have a specific whatsapp QR code. Sometimes they need to be updated and it can be done easily from this page.



View QR code

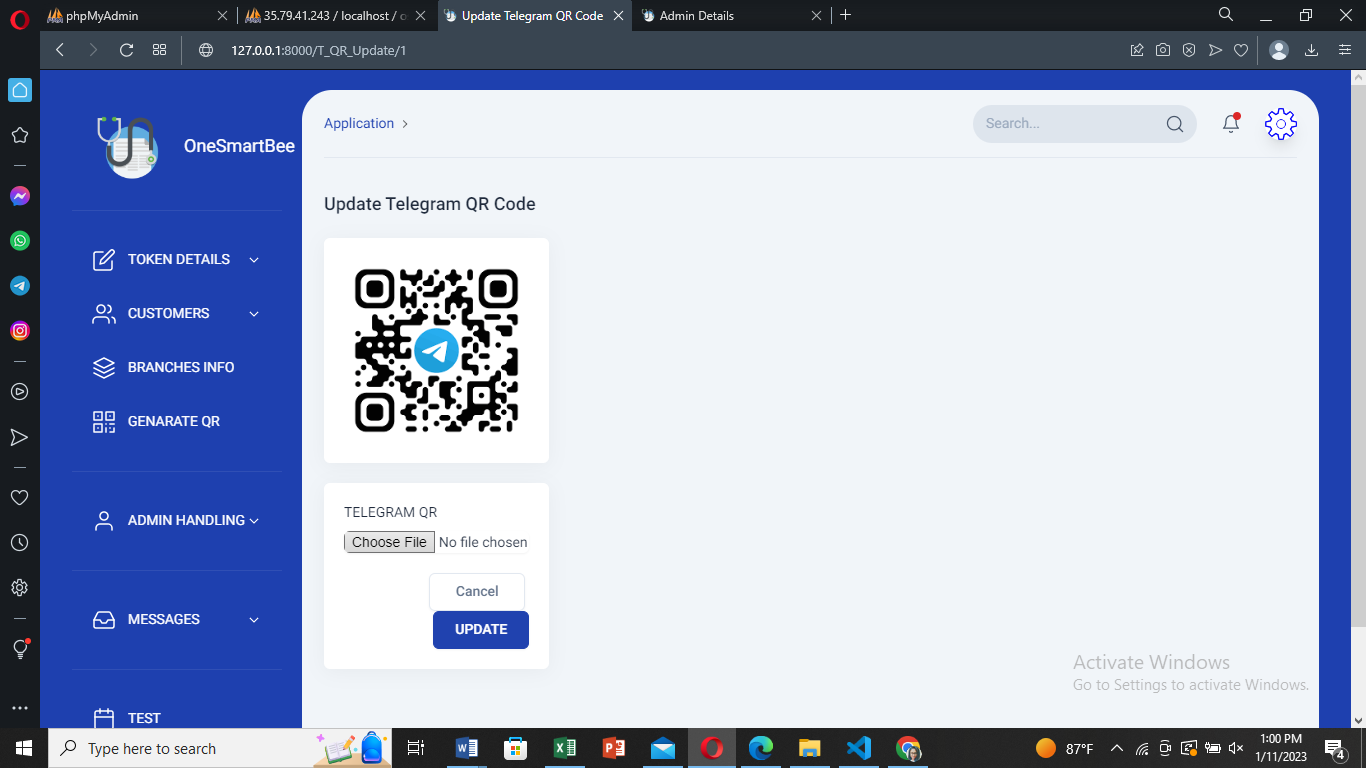
Update QR Code

05.3 View/ Update Telegram QR code

click on the QR code in Branches info page user can reirect to this page.Branches using this system have a specific telegram QR code. Sometimes they need to be updated and it can be done easily from this page.

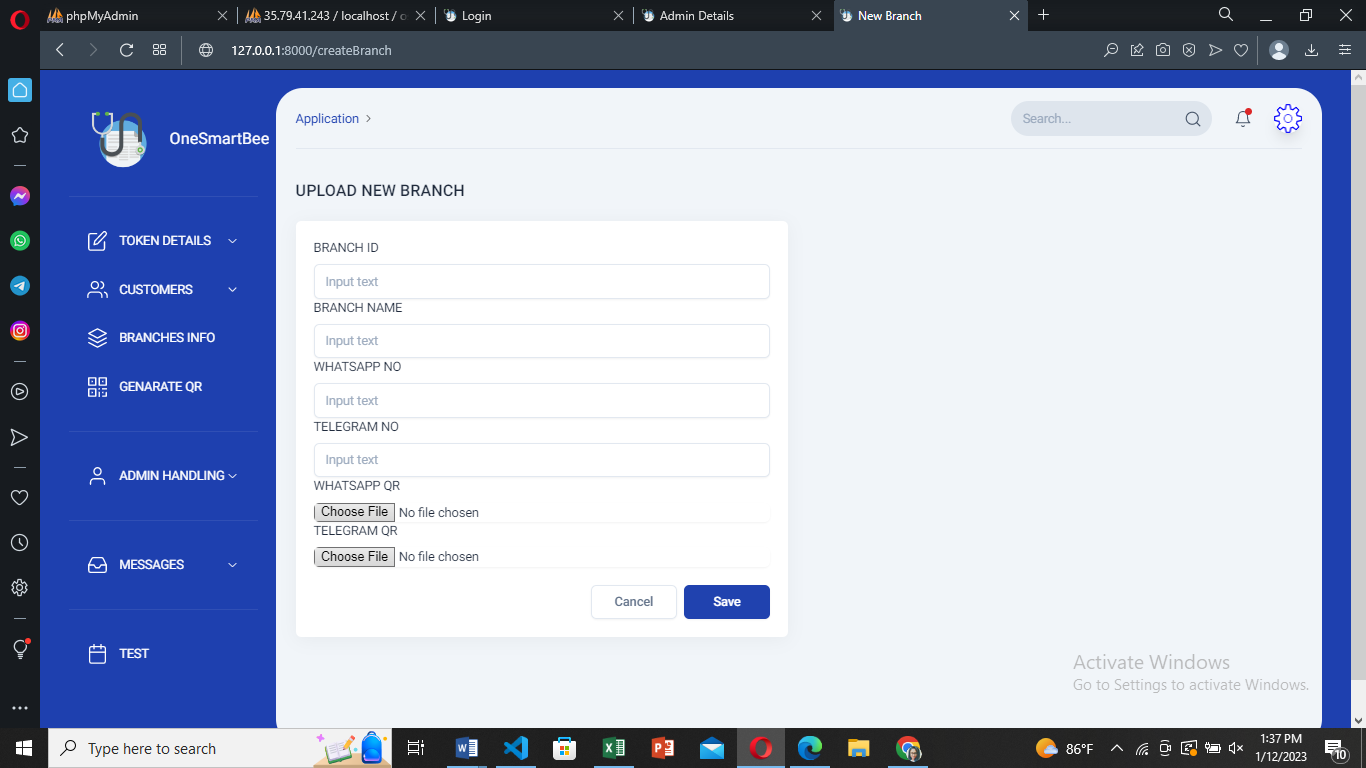
View QR code

Update QR Code

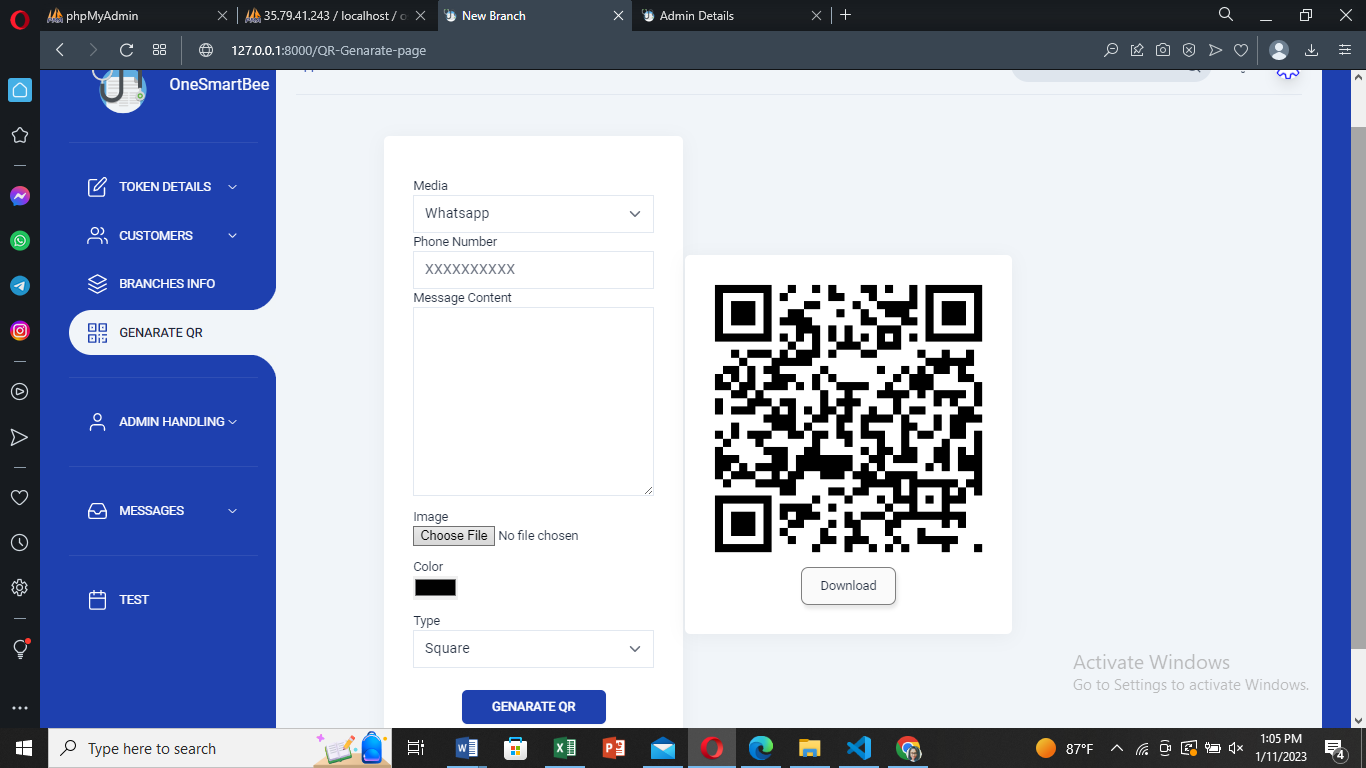


05.4 Add a new Branch page

Admins can add new Branches via this page.

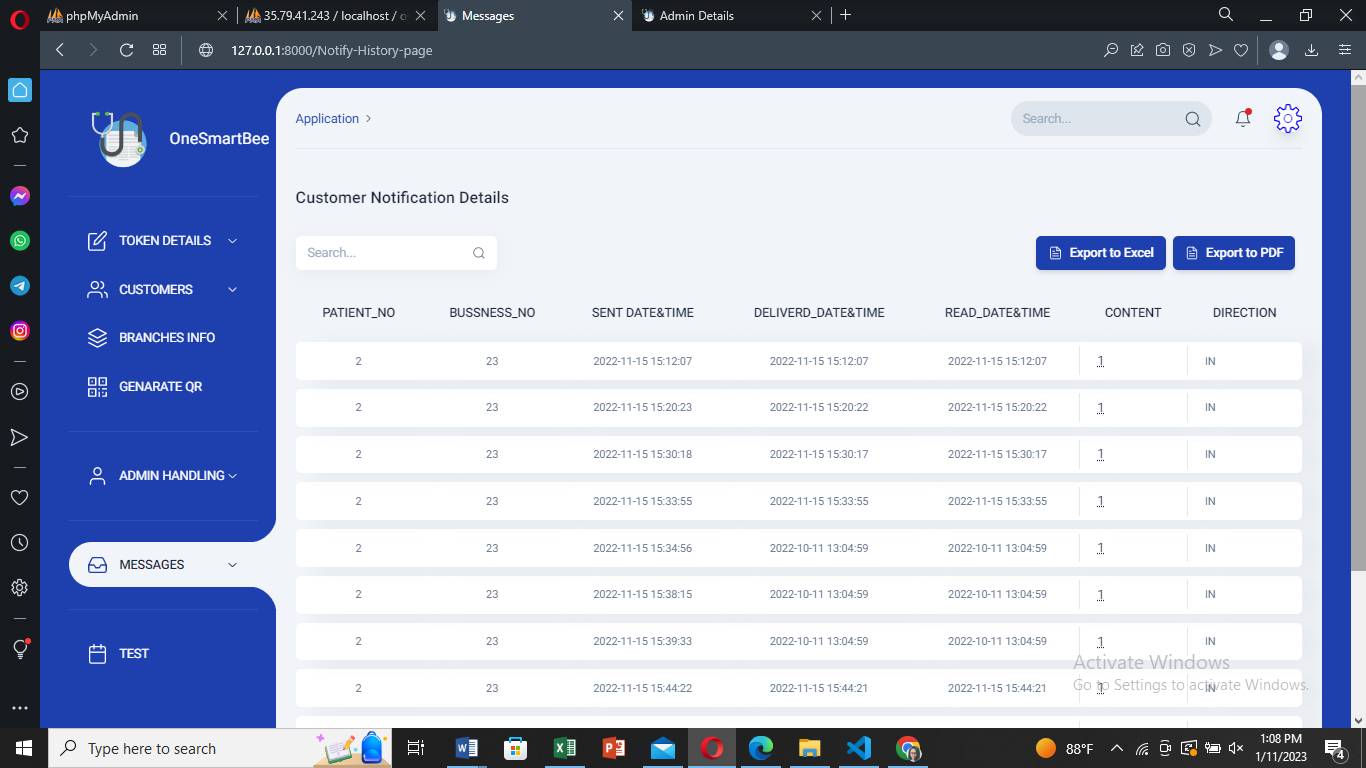


**06. Generate QR**

****The branches that use this system have their own phone numbers. The QR generated by them is used for the communication of these branches. This facility has been included to create a new QR Code within this system. It can be done easily from this page. ..Many facilities are provided here to customize the QR code according to your needs. and also user can Download QR code

**07. Message History Page**

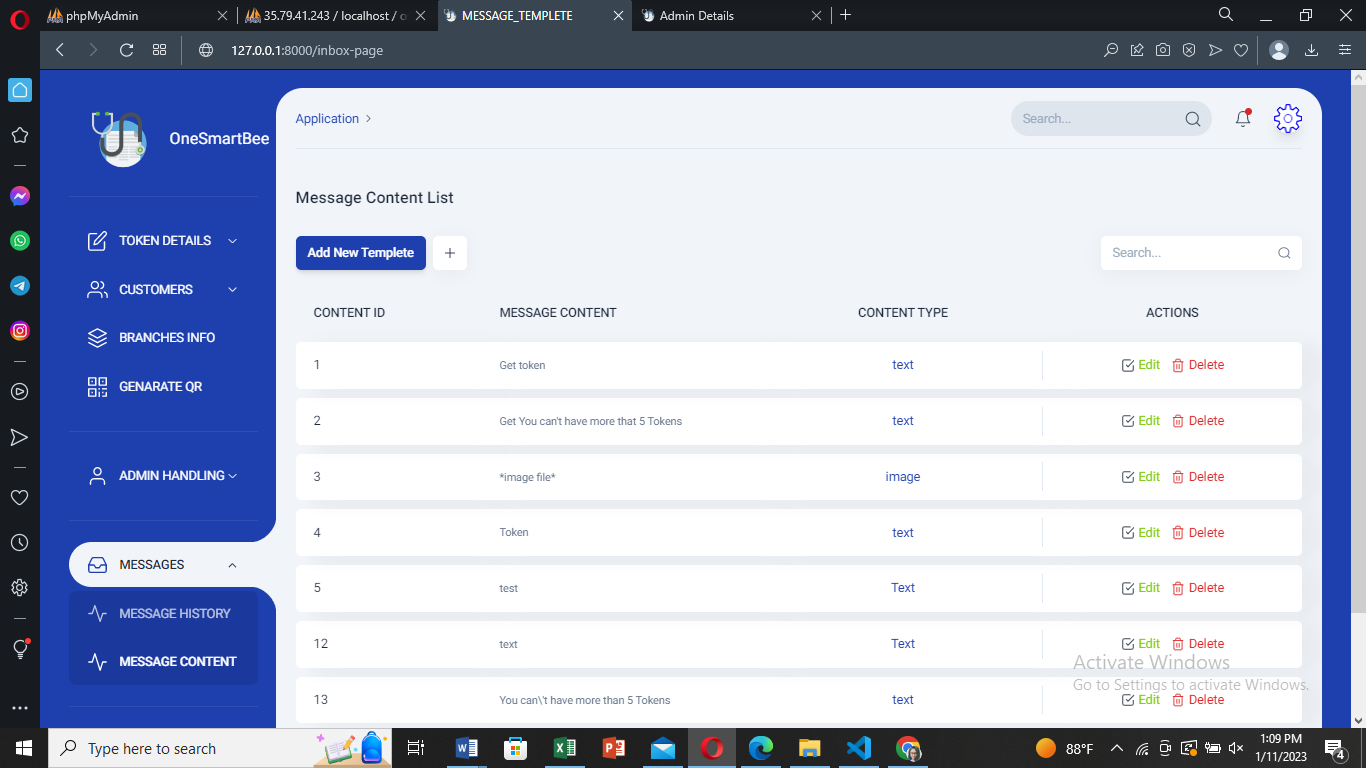
This page displays messages and notifications communicated to customers through the system.

****

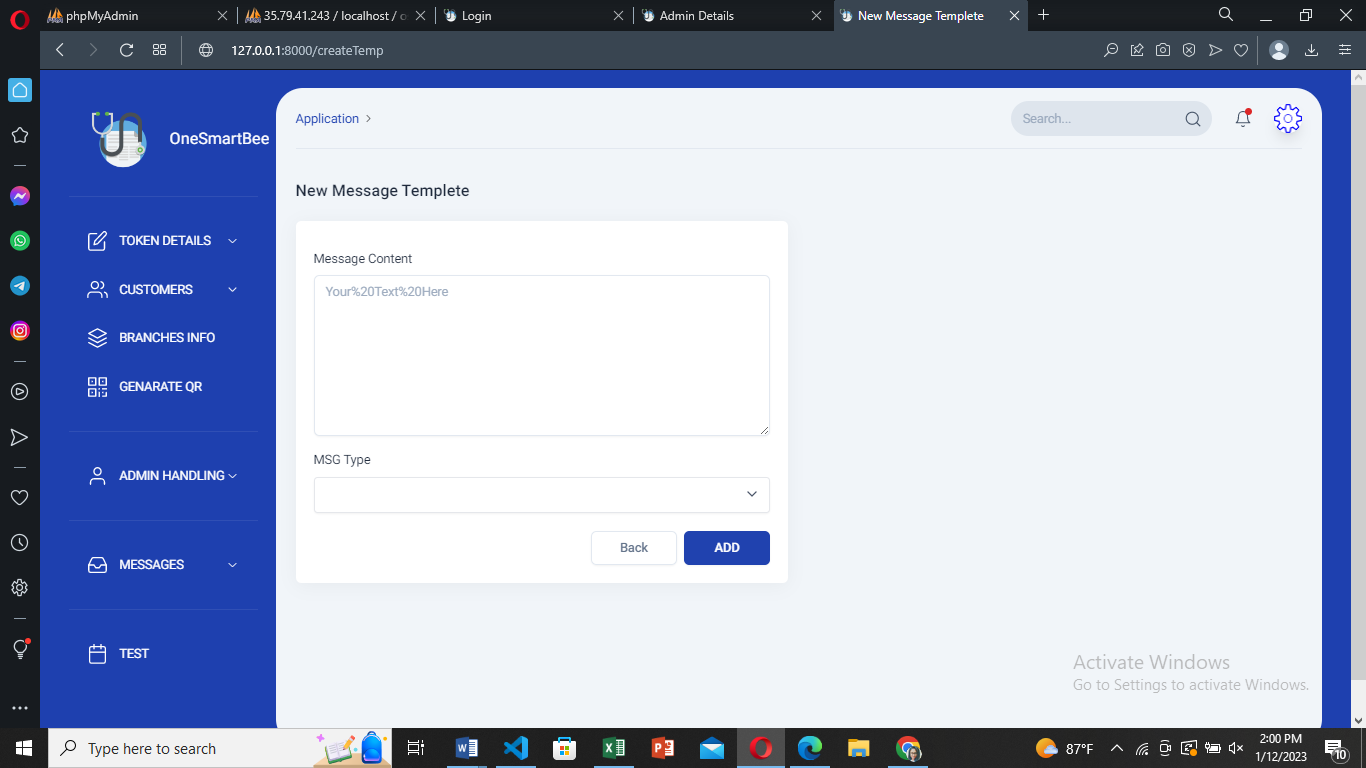
06.2.Message content

**08. Message Content Page**

This page stores a list of common messages sent to users by the system. It can be edited and deleted by the admin. New message content can be added.

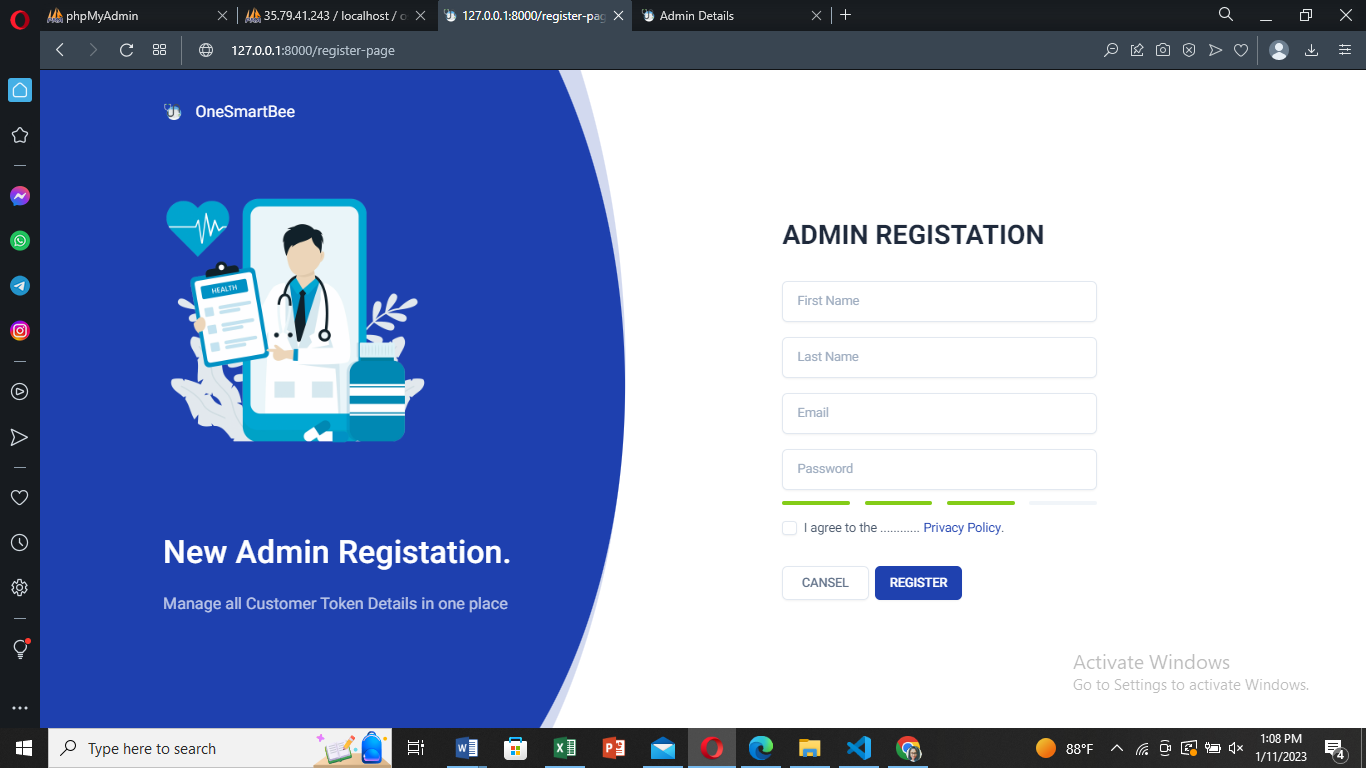
****

08.1.Add New Message Content Page.



**09. Admin Registation Page**

Creating new admins can only be done by super admins who are logged into the system. This page is used for that**.**



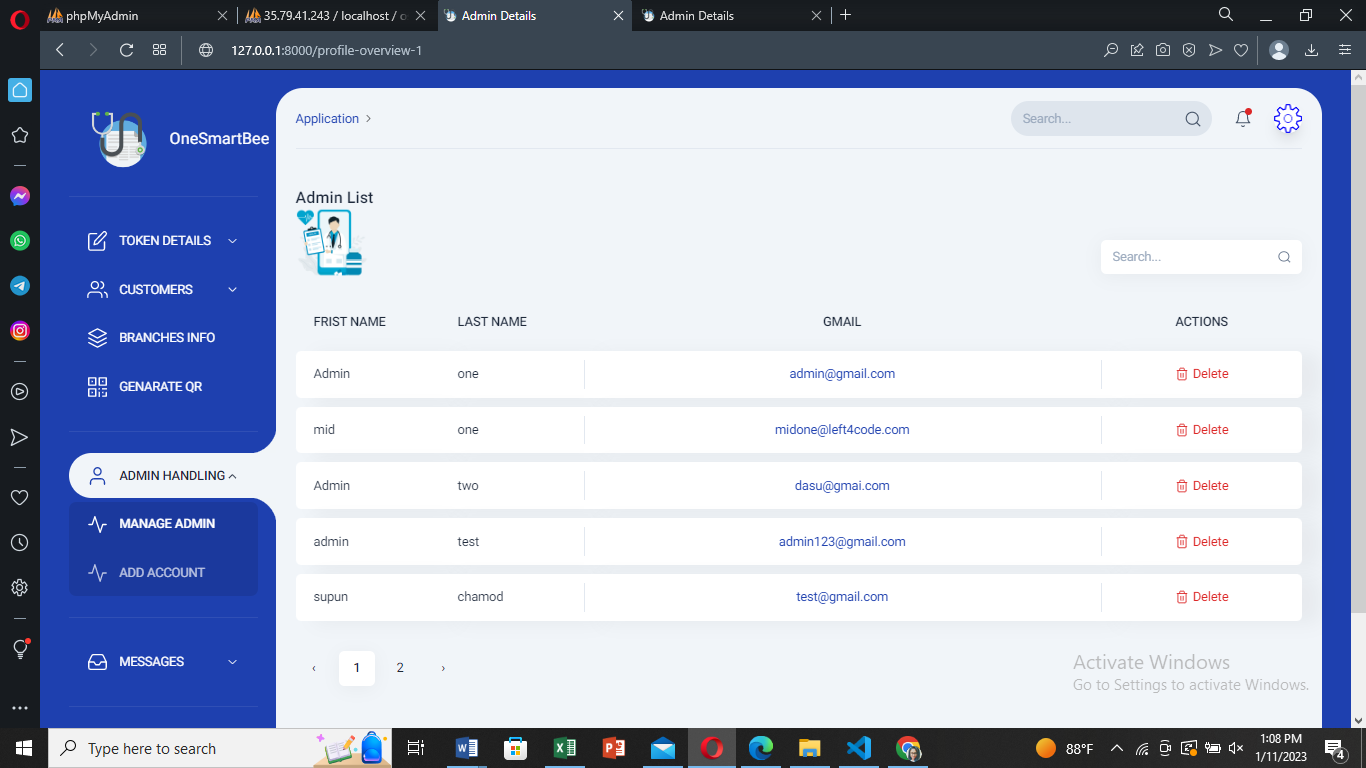
System Login

*Email: admin@gmail.com*

*Password: password*

**10.Manage Admin Page**

This page displays messages and notifications communicated to customers through the system.



05.2.Admin information

The details of the admins who currently have access to the system are mentioned here.

11.System Logout

