



PES UNIVERSITY, BANGALORE

Department of Computer Science and Engineering

Software Engineering Project Report
Crowd Management at POS

Prepared by: **TEAM 09**

Brainiacs

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Software Engineering Project

Crowd Management at POS

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1a) SE concepts/principles/methods used (as explained below) to complete the project along with relevant artifacts created

Software Life Cycle Model: **Iterative**

We followed the Iterative model approach to implement/ develop our product.

Initial implementation starts from a skeleton of the product by simulating a prototype of our product using Arduino board and IR sensors.

We came up with the prototype for one terminal working independently, and later created more terminals and integrated them to work in cohesion and effectively manage the crowd at POS terminals. This makes use of successive refinements over the iterations. Using the Iterative SDLC model helped us identify requirements and visualize the solution. This also provided support for risk mitigation, incremental investment, reduced rework and feature creeps and lastly, increased customer engagement. Despite the above advantages, each phase was rigid with overlaps in implementation.

Agile methodology: **SCRUM**

Scrum is a framework of rules, roles, events, and artifacts used to implement Agile projects. We developed our product using an iterative approach, consisting of sprints that typically lasted one to four weeks. This approach ensured that our team delivered a version of the product regularly. We prepared a burndown chart that shows the amount of work that has been completed in an epic or sprint, and the total work remaining. We used it to predict our team's likelihood of completing their work in the time available and being aware of any scope creep that occurs.

1b)SRS document preparation

i)Proposal of project

Retailers who are unable to mitigate challenges that come in the way to provide a seamless billing experience to their customers are more likely to suffer. They can lose customers and thus sales. The intended audience includes the customer waiting in line for their turn at the billing counters and also the retail store management to detect overcrowding and to simply fast track the billing processes so that the customer need not wait for long. Crowd monitoring systems (CMSs) provide a state-of-the-art solution to manage large crowds objectively. In recent years, researchers have discovered the potential of CMSs for crowd behavior research and have started to leverage CMSs to derive new insights regarding crowd movement behavior. The crowd state (i.e., walking velocity, density, and flow rate) at a retail outlet can be effectively determined using a comprehensive CMS.

ii)Feasibility

Economical Feasibility

This study is carried out to check the economic impact that the system will have on the retail domain as a whole. The developed system will be well within the budget and this can be achieved by using technologies that are freely available. Only some customized products such as Arduino UNO, IR sensor, jumper wires, LCD display(optional) may be purchased.

Technical Feasibility

This study is carried out to check the technical feasibility, that is, the technical requirements of the system. The developed system has a modest requirement of Arduino UNO, IR sensors, jumper wires, LCD display(optional), as only minimal or null changes are required for implementing this system.

Social Feasibility

The aspect of study is to check the level of acceptance of the system by the customers and the management. The customer must not feel threatened by the system, instead must accept it as a necessity and be redirected to another counter/queue if the current counter is running on it's maximum capacity .

Functional Requirements

Desktop.App	The retail management should have a desktop app to supervise the crowd at the counters.
Crowd.counting	There will be an IR sensor to count the number of people lining up for billing and exiting the billing area.
Crowd.management	This feature should provide for steps to be taken by the customer and management to

	resolve overcrowding and long waiting time. Steps can include(opening or closing some billing counters as crowd increases and decreases respectively)
Overcrowding.alert	To alert the management of overcrowding at the billing counters. This should be displayed for at least 10 seconds.
Crowd.Density.Analysis	Crowd density is usually characterized by the number of persons accommodated per unit area. The greater crowd density usually means the higher degree of population aggregation and also the larger security risk of the throng.
Traffic.congestion	This analyzes if there is a manageable crowd at every counter or not. The count of customers should be within a threshold.
Crowd.counter.flow.dictation	This dictates how to allocate customers to different counters to equally distribute the crowd. There should be a maximum of 5 people assigned in a queue per billing counter.

iv)External interface Requirements

● User Interface

The software must display the following data to the user/retailer.

- Number of customers waiting for billing outside the queue.
- Number of customers who are present in the queue.
- Threshold of maximum number of customers allowed .
- Estimated waiting time for customers outside.
- Stop or Go signal for customers outside.
- Similar to the one shown below:



- **Hardware Interface**

Works with any of the following operating systems:

- Windows 32/64 bit.
- MacOS
- Linux

Additional IoT based sensors:

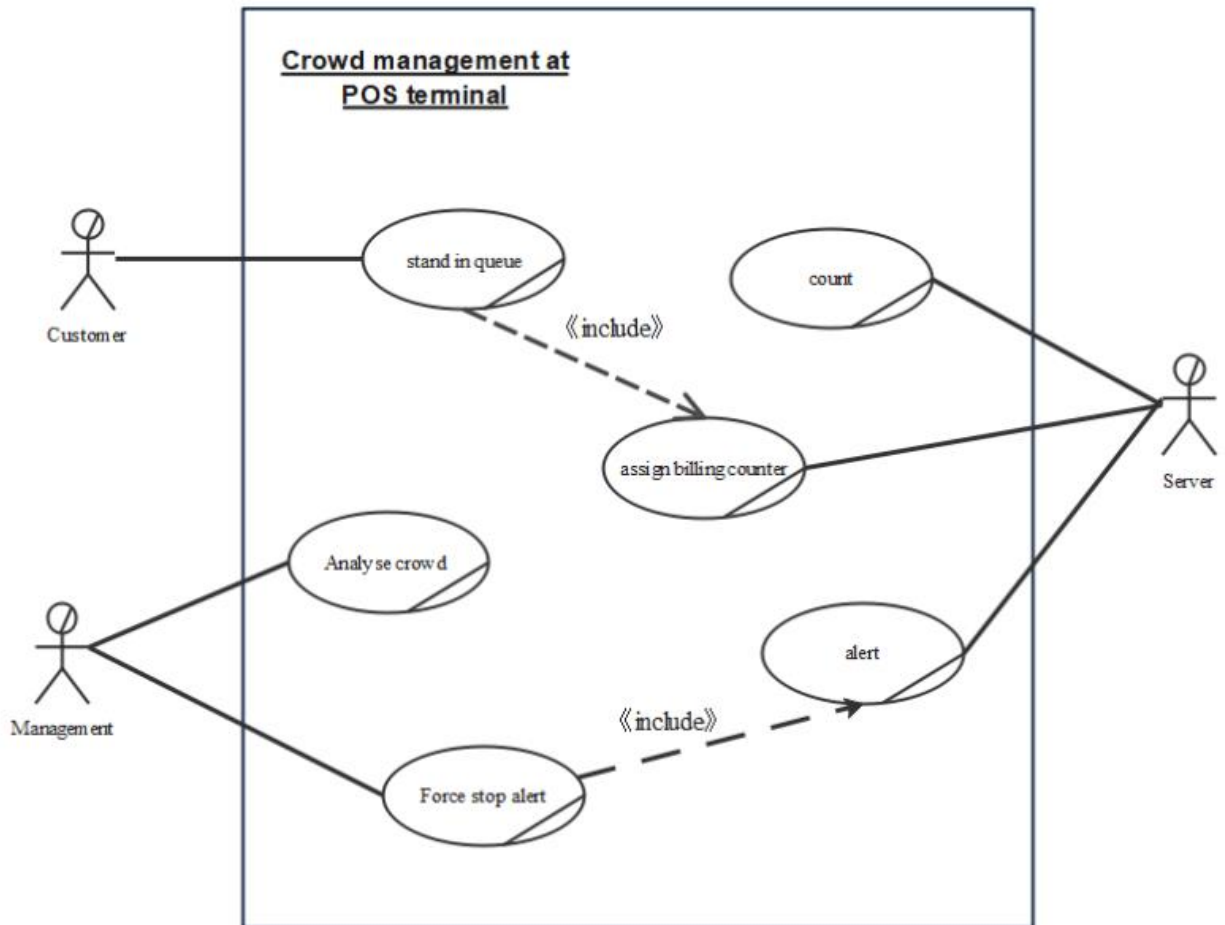
Depending upon the type of solution which is feasible to implement, we can use the following sensors to detect the presence of a crowd/customers.

Heat sensor:

Pressure/Force Sensor:

IC chips attached to shopping carts:

v)Analysis models



vi)Non-functional requirements

- **Performance requirements**

PE-1:Application Response Time

PE-2:Database Response Time

PE-3:Scalability

- **Security requirements**

SE-1:The users/store managers shall be required to log in to the Crowd Management System to perform any operations of a given store.

SE-2:All network transactions that involve personally identifiable information shall be encrypted.

vii)Change management System

Changes to this system can be made only under the following conditions:

- Bugs reported
- Loophole is detected
- System fails new test cases

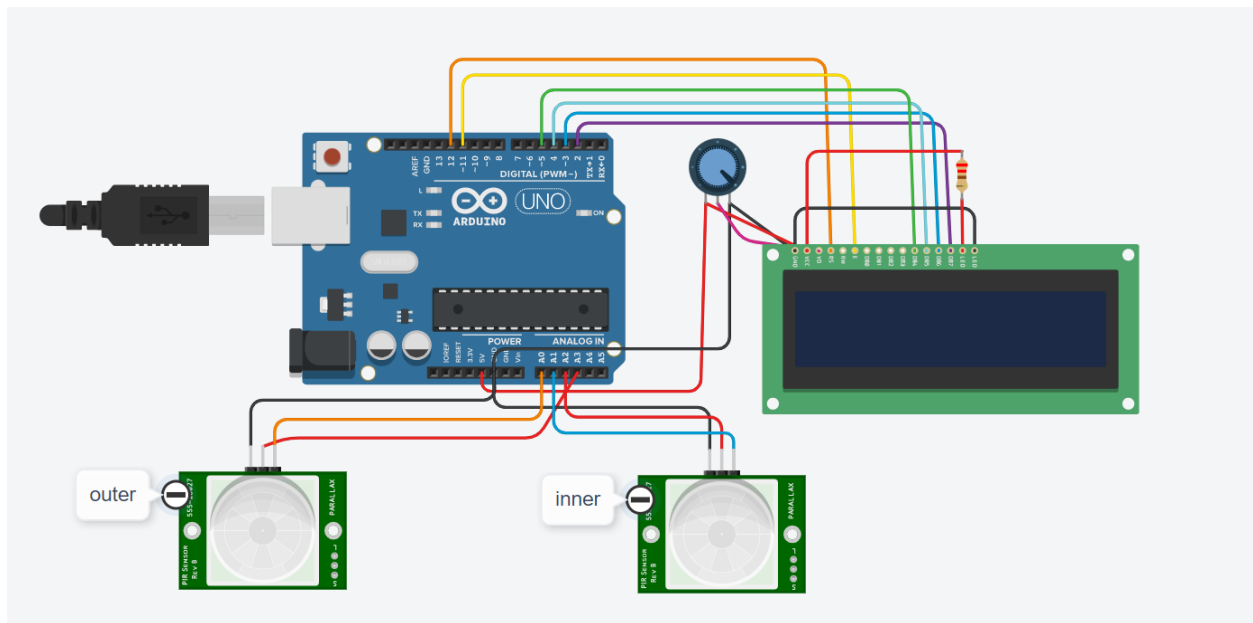
The sequential steps for the change control and management of the system is as follows:

- Creating a request for change
- Reviewing and assessing a request for change
- Planning the change
- Testing the change
- Creating a change proposal
- Implementing changes
- Reviewing change performance
- Closing the process

1b) User Story

I was invited to a birthday party, so I thought I'd buy something nice for her 20th birthday. I went to Walmart to buy my friend a birthday gift. After spending some time selecting the gift, I was finally able to pick a good gift that my friend would like. I then proceeded to the POS to pay for the gift. Unfortunately the store was very crowded on that day as it was a weekend. I had to wait in the queue for an unreasonable amount of time, which made me miss the birthday party.**Only if the crowd at the POS was efficiently handled** i would have made it on time for the cake cutting.

1c) Prototype built



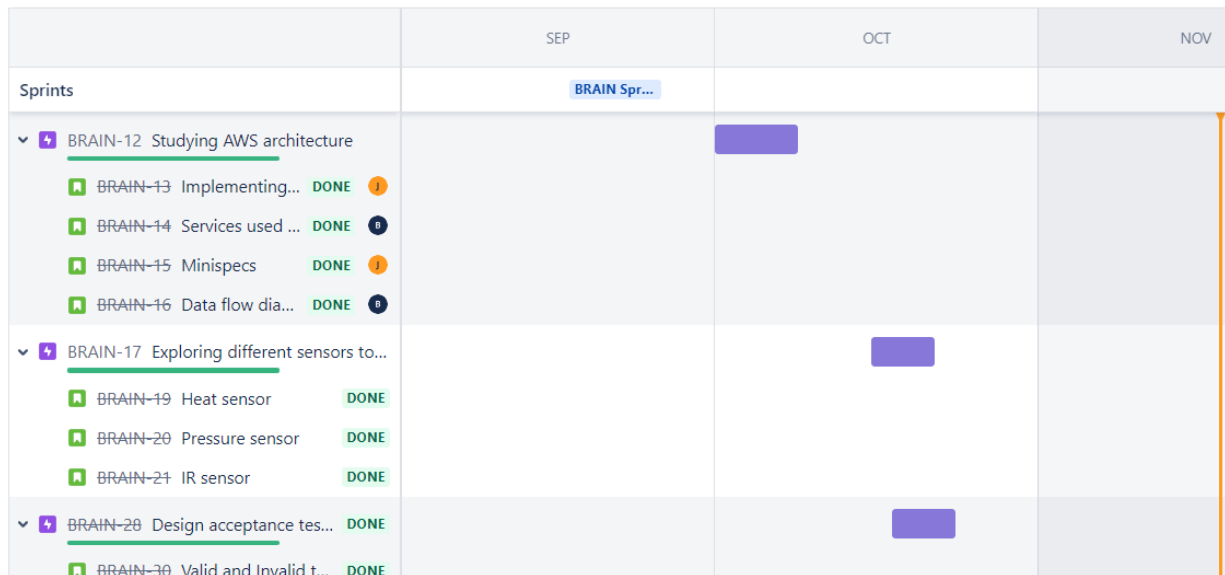
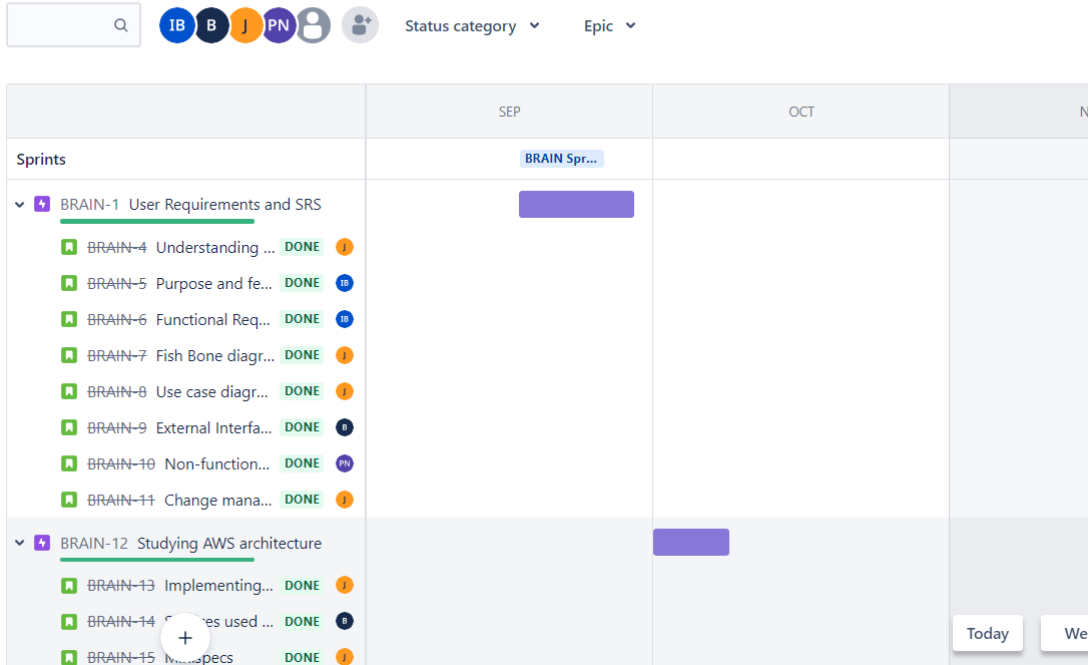
We built a prototype simulation consisting of an Arduino board, 2 IR sensors, an LCD display and connecting wires. There were 3 wires arising from each IR sensor - a power, a signal and a ground wire which were connected to the D ports(D0- D19) on the arduino board.




An LCD display was used for displaying the count of persons at one terminal at any given point of time. The outer IR sensor was used to keep track of customers entering the terminal and the inner IR sensor was used for tracking customers exiting the terminal. A delay of 500-1000 microseconds was given for proper updation of the counter value.


1d) Work Breakdown Structure (WBS) using JIRA

Projects / Brainiacs

Roadmap

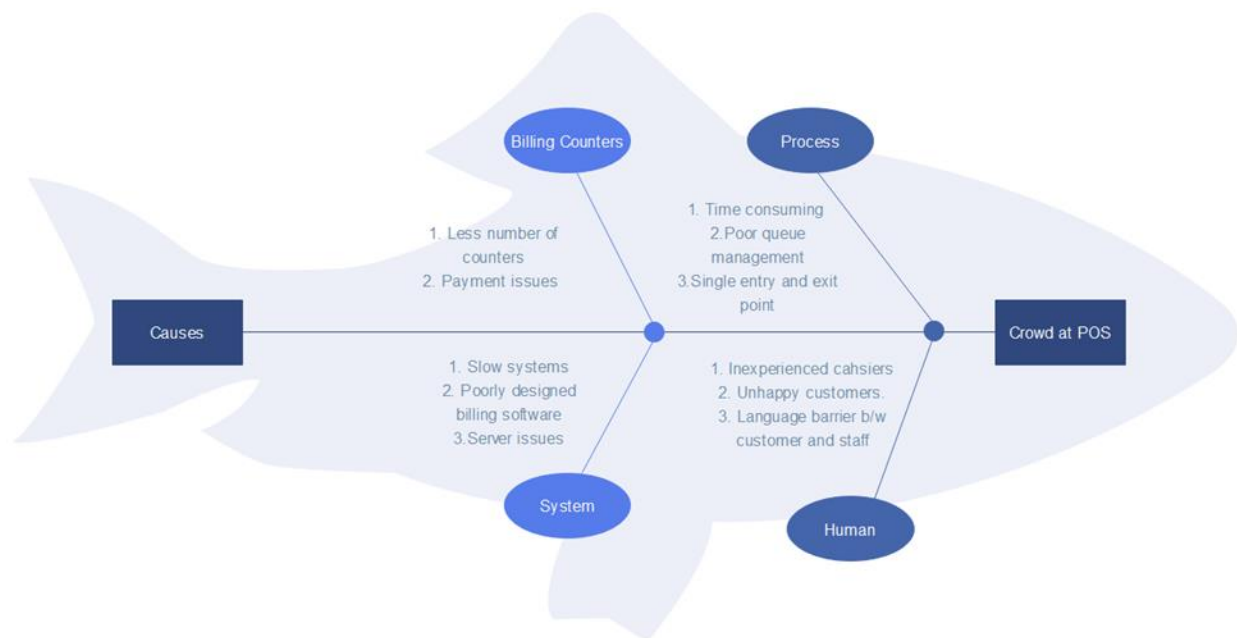


	SEP	OCT	NOV
Sprints	BRAIN Spr...		
▼ BRAIN-28 Design acceptance tes... DONE			
BRAIN-30 Valid and Invalid t... DONE			
BRAIN-31 Improve product f... DONE			
▼ BRAIN-22 Exploring simulators			
BRAIN-23 Wokwi Simulator DONE			
BRAIN-24 AutoDesk DONE			
BRAIN-25 Virtual breadboar... DONE			
BRAIN-26 SimulIDE DONE			
BRAIN-27 Tinkercad DONE			
BRAIN-42 Designing coding stan... DONE			

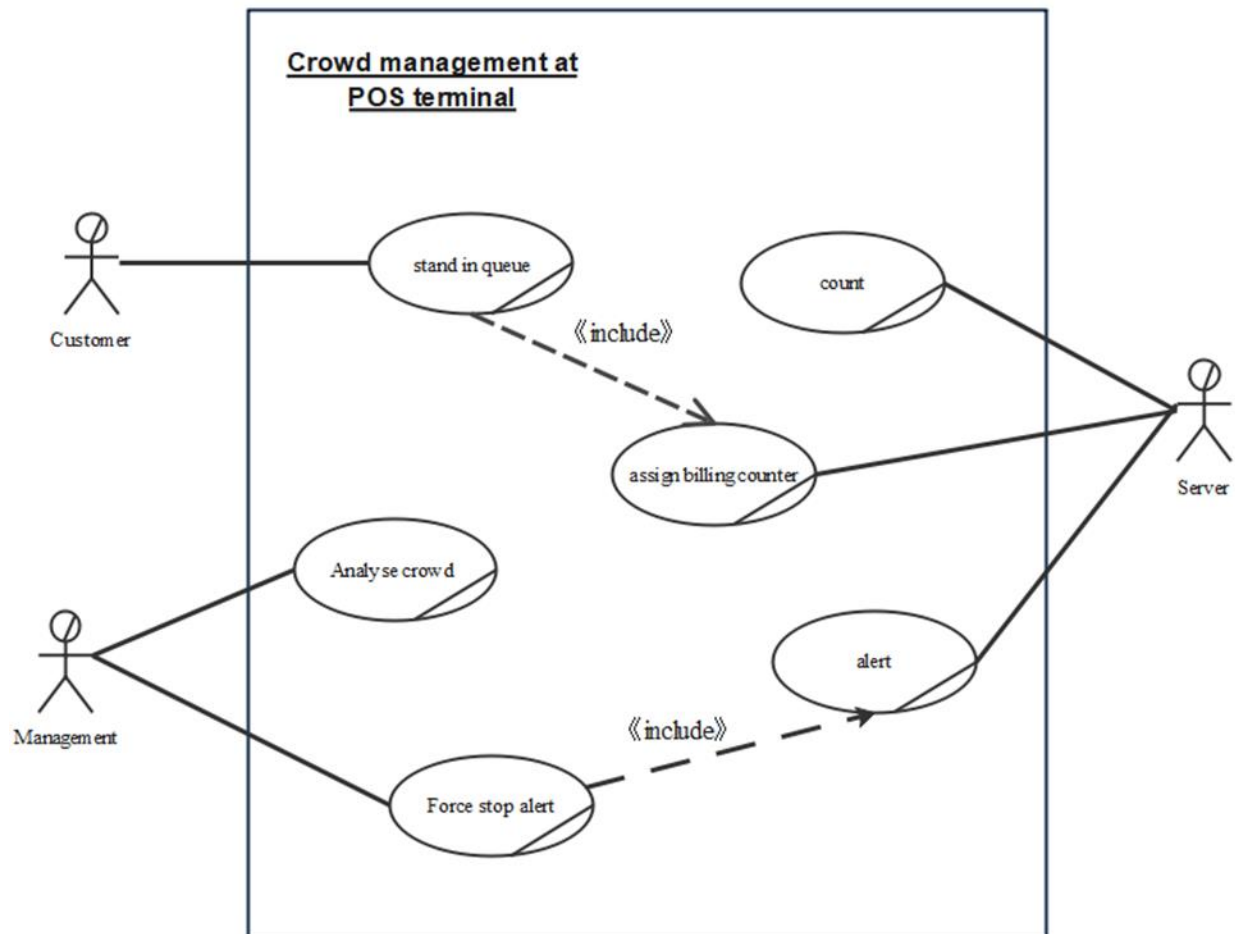
	SEP	OCT	NOV
Sprints	BRAIN Spr...		
▼ BRAIN-29 IR Sensor coding			
BRAIN-33 Arduino port unde... DONE			
BRAIN-32 Design counter DONE			
BRAIN-34 Adding terminals TO DO			
BRAIN-35 Synchronizing cou... TO DO			
▼ BRAIN-36 Testing			
BRAIN-37 Unit testing TO DO			
BRAIN-38 Intergration testing TO DO			
BRAIN-39 Static testing TO DO			
BRAIN-40 Dynamic testing TO DO			
BRAIN-41 Acceptance testing TO DO			
▼ BRAIN-36 Testing			
BRAIN-37 Unit testing TO DO			
BRAIN-38 Intergration testing TO DO			
BRAIN-39 Static testing TO DO			
BRAIN-40 Dynamic testing TO DO			
BRAIN-41 Acceptance testing TO DO			
BRAIN-43 Maintenance plan			
BRAIN-44 Product Delivery			

1e) Design for the project selected – Show Architectural diagram, Design Diagram, UML diagrams, DFD, etc

Fish Bone Diagram:



Use Case Diagram:

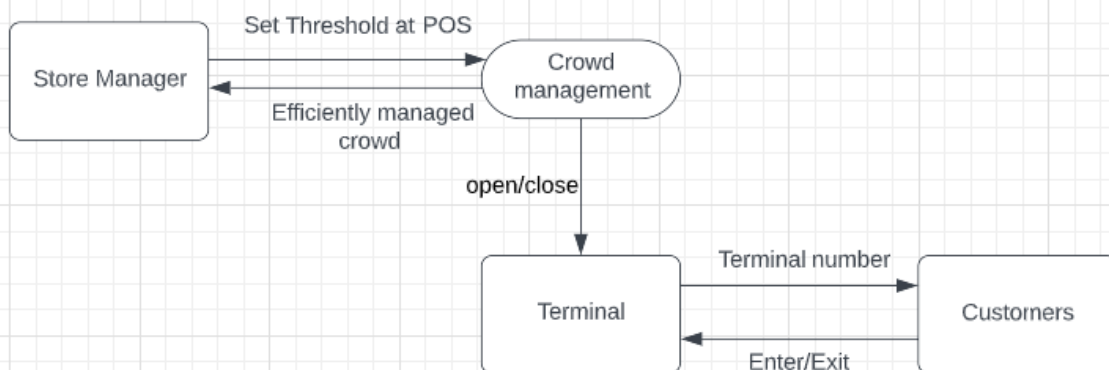


Data Flow Diagram:

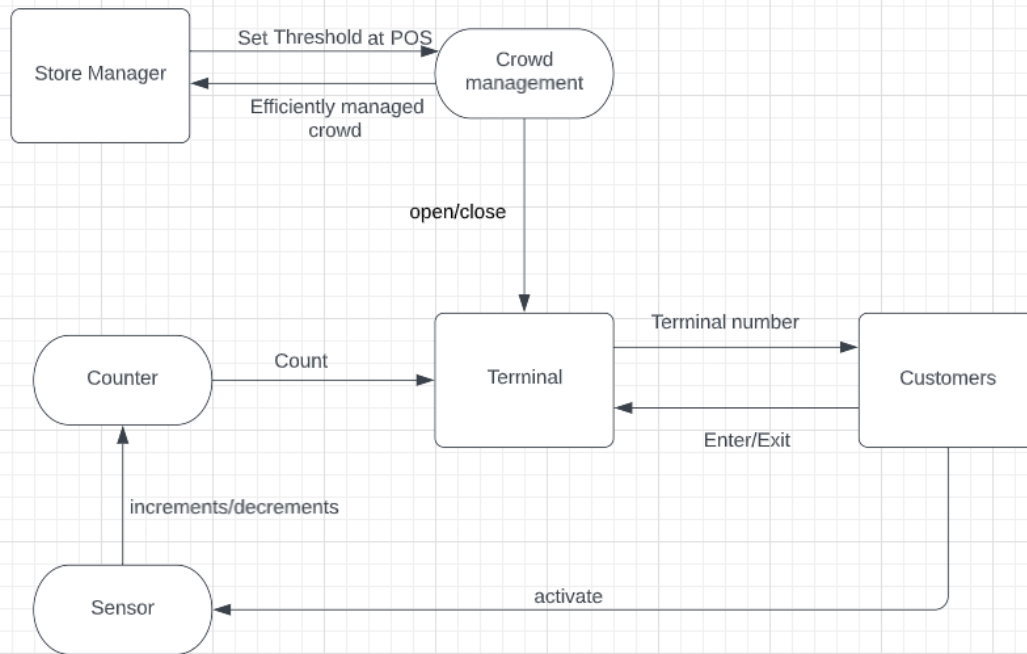
DFD: LEVEL 0



DFD:LEVEL 1



DFD: LEVEL 2



1f) Explain Coding practices/standards used

- Focus on code readability and maintainability.
 - Write as few lines as possible
 - Use appropriate naming conventions
 - Segments blocks
- Reduce complexity as much as possible
- Divide the code into components to maximize reusability
- Documentation is maintained and codes are well commented
- Don't use a single identifier for multiple purposes.
- Turn daily backup's into an instinct
- Formalize Exception handling
 - Use try - catch

1g) SCM environment used like GitHub and any SCM concepts such as Branch Management and Versioning used for the project.

Software Configuration Management (SCM) is a software engineering discipline consisting of standard processes and techniques often used by organizations to manage the changes introduced into its software products. SCM helps in identifying individual elements and configurations, tracking changes, and version selection, control, and baselining.

SCM is a Process to systematically organize, manage and control changes in documents, code and other entities that constitute a software product.

Github- We decided to use Github for managing, organizing our project for the following reasons:

- Git is free and open source software for distributed version control.
- Tracking changes in any set of files, usually used for coordinating work among programmers collaboratively developing source code during software development.
- Access control
- Bug tracking
- Software feature requests
- Task management

Using Github- The following pictures show how we leveraged the features of github to create versions for our project.

Github Link to Project:

[Link to github project](#)

IshitaBharadwaj / SE-Crowd-Management Private

Unwatch 1

Code Issues Pull requests Actions Projects Security Insights Settings

main 3 branches 0 tags

Go to file Add file Code

About

SE project for crowd management at POS terminals

Readme 0 stars 1 watching 0 forks

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Languages

C++ 100.0%

jsv1604 Initial commit 9d87352 15 hours ago 1 commit

Readme.md Initial commit 15 hours ago

copy_of_project_visitor_counter1.ino Initial commit 15 hours ago

Readme.md

SE Crowd management at PES

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This branch is 3 commits ahead, 1 commit behind main.

Contribute

pavan-kumar-nuthi Fully documented code 31bc97 42 minutes ago 3 commits

crowd_management_pos_1.1.ino Synchronizing the terminal counters 7 days ago

crowd_management_pos_fully_comm... Fully documented code 42 minutes ago

pin_connections.txt connections 8 days ago

Help people interested in this repository understand your project by adding a README.

Add a README

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prabhu1652002 first commit ee65cc0 2 hours ago 1 commit

crowd_management_pos.ino first commit 2 hours ago

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IshitaBharadwaj corrected basic code2 c91812e 13 hours ago 6 commits

crowd_management_pos.ino corrected basic code2 13 hours ago

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master SE-Crowd-Management / crowd_management_pos.ino

Go to file ...

IshitaBharadwaj corrected basic code2 Latest commit c91812e 13 hours ago History

3 contributors

254 lines (246 sloc) 7.89 KB Raw Blame

```
1 #include <LiquidCrystal.h>
2
3
4 int in_a = 15;
5 int inpr_a = 16;
6 int out_a = 14;
7 int outpr_a = 17;
8 int in_b = 18;
9 int inpr_b = 13;
10 int out_b = 19;
11 int outpr_b = 18;
12 int in_c = 9;
13 int inpr_c = 8;
14 int out_c = 7;
15 int outpr_c = 6;
16 int ppl_a = 0;
17 int ppl_b = 0;
```

IshitaBharadwaj / SE-Crowd-Management Private

Unwatch 1 Fork 0 Star 0

Code Issues Pull requests Actions Projects Security Insights Settings

testing 4 branches 0 tags

Go to file Add file Code

This branch is 1 commit ahead, 1 commit behind main. Contribute

prabhu1652002 first testing 7c783ca 11 hours ago 1 commit

alltestcases.txt first testing 11 hours ago

se_testing.cpp first testing 11 hours ago

Help people interested in this repository understand your project by adding a README. Add a README

About

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0 stars 1 watching 0 forks

Releases

No releases published Create a new release

Packages

No packages published Publish your first package

Languages

C++ 100.0%

Switch branches/tags ×

Find or create a branch...

Branches

Tags

✓ main default

master

testing

version1

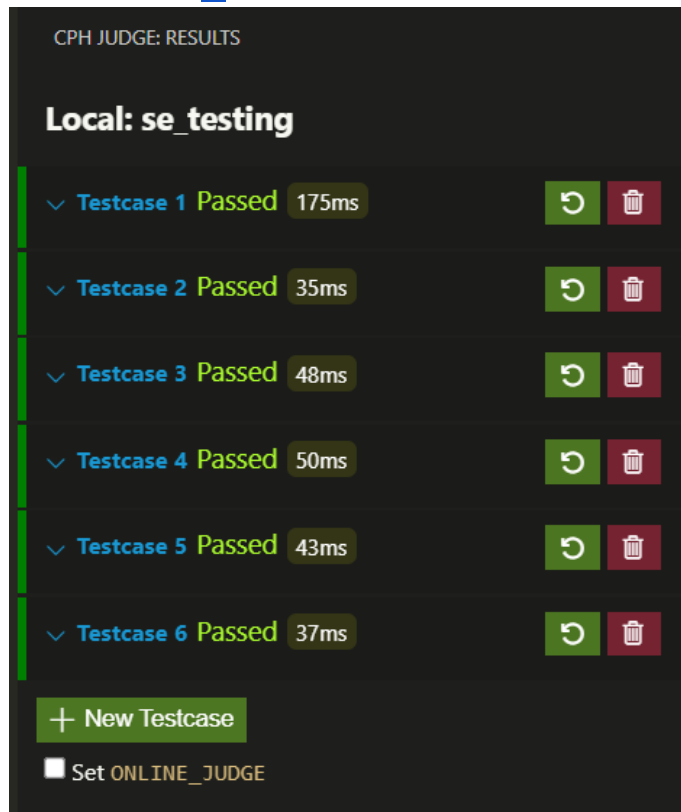
[View all branches](#)

1h) Test strategy, test plan, test suite, test cases created

Test strategy:

- Unit testing:
 - Each counter was tested individually as and when they were created
- Integration testing
 - Once all components i.e. counters were implemented- synchronization among the counters were tested
- System testing
 - All boundary conditions were tested
 - Tested the entire system to check if all requirements are met
 - The test cases are shown below.
- Acceptance testing

- Final system was tested in a similar environment as our development site did not have the exact hardware environment in which the project has to be deployed at the customer's site. Acceptance testing was done on Tinker CAD simulating environment.
- Link for the same is given below
- https://www.tinkercad.com/things/0TPcagZJzr9-copy-of-project-visitor-counter/editel?sharecode=wpiWYT0ti3PIG66k9L30L5GLEihvwDnKIHxDk9_mxQM



^ Testcase 1 Passed 175ms

Input:

Copy

A 1
A 0
A 0

Expected Output:

Copy

Enter terminal A
Current count for terminal A: 1
Current count for terminal B: 0
Exiting terminal A
Current count for terminal A: 0
Current count for terminal B: 0
No customers in A

Received Output:

Copy

Enter terminal A
Current count for terminal A: 1
Current count for terminal B: 0
Exiting terminal A
Current count for terminal A: 0
Current count for terminal B: 0
No customers in A

^ Testcase 2 Passed 35ms



Input:

Copy

```
A 1
A 1
B 1
B 1
A 0
B 1
A 1
```

Expected Output:

Copy

```
Current count for terminal A: 1
Current count for terminal B: 1
Enter terminal B
Current count for terminal A: 1
Current count for terminal B: 2
Enter terminal A
Current count for terminal A: 2
Current count for terminal B: 2
Exiting terminal A
Current count for terminal A: 1
Current count for terminal B: 2
Enter terminal A
Current count for terminal A: 2
Current count for terminal B: 2
Enter terminal A
Current count for terminal A: 3
Current count for terminal B: 2
```

Received Output:

Copy

```
Enter terminal A
Current count for terminal A: 1
Current count for terminal B: 0
Enter terminal B
Current count for terminal A: 1
Current count for terminal B: 1
Enter terminal B
Current count for terminal A: 1
Current count for terminal B: 2
Enter terminal A
Current count for terminal A: 2
Current count for terminal B: 2
```

^ Testcase 3 Passed 48ms



Input:

Copy

```
A 1
B 1
B 1
B 1
```

Expected Output:

Copy

```
Enter terminal A
Current count for terminal A: 1
Current count for terminal B: 0
Enter terminal B
Current count for terminal A: 1
Current count for terminal B: 1
Enter terminal B
Current count for terminal A: 1
Current count for terminal B: 2
Enter terminal A
Current count for terminal A: 2
Current count for terminal B: 2
```

Received Output:

Copy

```
Enter terminal A
Current count for terminal A: 1
Current count for terminal B: 0
Enter terminal B
Current count for terminal A: 1
Current count for terminal B: 1
Enter terminal B
Current count for terminal A: 1
Current count for terminal B: 2
Enter terminal A
Current count for terminal A: 2
Current count for terminal B: 2
```


^ Testcase 4 Passed 50ms



Input:

Copy

```
A 1
A 1
A 1
A 1
A 1
A 1
A 1
A 1
A 1
A 1
B 1
B 1
B 1
B 1
B 1
B 1
~ ~
```

Expected Output:

Copy

```
Enter terminal A
Current count for terminal A: 1
Current count for terminal B: 0
Enter terminal B
Current count for terminal A: 1
Current count for terminal B: 1
Enter terminal A
Current count for terminal A: 2
Current count for terminal B: 1
Enter terminal B
Current count for terminal A: 2
Current count for terminal B: 2
Enter terminal A
Current count for terminal A: 3
Current count for terminal B: 2
Enter terminal B
~ ~ ~ ~ ~
```

Received Output:

Copy

```
Enter terminal A
Current count for terminal A: 1
Current count for terminal B: 0
Enter terminal B
```

^ Testcase 5 Passed 43ms

Source Control (Ctrl+Shift+G) - 187 pending changes

Copy

A 1
A 1
A 1
A 1
A 1
A 1
A 1
A 1
A 1
A 1
A 1
B 1
B 1
B 1
B 1
B 1
B 1
~ -

Expected Output:

Copy

Enter terminal A
Current count for terminal A: 1
Current count for terminal B: 0
Enter terminal B
Current count for terminal A: 1
Current count for terminal B: 1
Enter terminal A
Current count for terminal A: 2
Current count for terminal B: 1
Enter terminal B
Current count for terminal A: 2
Current count for terminal B: 2
Enter terminal A
Current count for terminal A: 3
Current count for terminal B: 2
Enter terminal B
Current count for terminal A: 3
Current count for terminal B: 3

Received Output:

Copy

Enter terminal A
Current count for terminal A: 1
Current count for terminal B: 0
Enter terminal B

^ Testcase 6 Passed 37ms

Source Control (Ctrl+Shift+G) - 187 pending changes

Copy

```
A 1
A 1
A 1
A 1
A 1
A 1
A 1
A 1
A 1
A 1
B 1
B 1
B 1
B 1
B 1
B 1
~ -
```

Expected Output: Copy

```
Enter terminal A
Current count for terminal A: 1
Current count for terminal B: 0
Enter terminal B
Current count for terminal A: 1
Current count for terminal B: 1
Enter terminal A
Current count for terminal A: 2
Current count for terminal B: 1
Enter terminal B
Current count for terminal A: 2
Current count for terminal B: 2
Enter terminal A
Current count for terminal A: 3
Current count for terminal B: 2
Enter terminal B
~ -
```

Received Output: Copy

```
Enter terminal A
Current count for terminal A: 1
Current count for terminal B: 0
```

1i) Burndown Chart

Projects / Brainiacs / Reports

Sprint burndown chart

[How to read this report](#)

Sprint

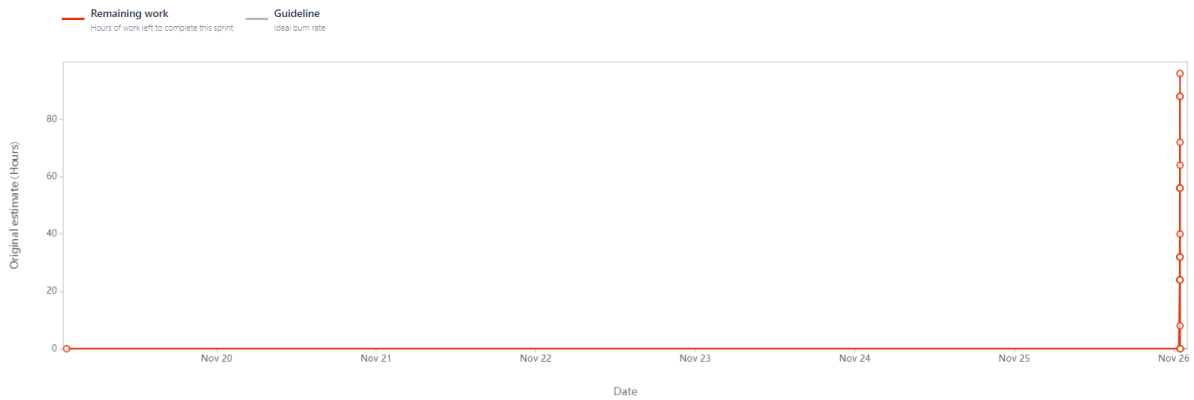
BRAIN Sprint 7

Estimation field

Time

...

Date - 19 November 2022 - 26 November 2022

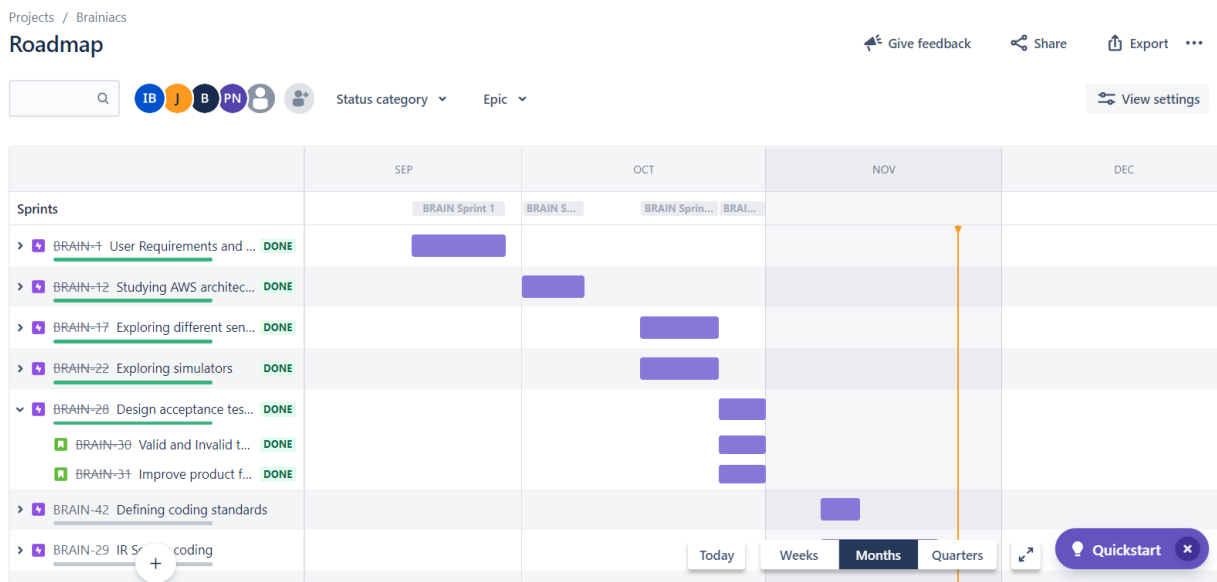


1j) JIRA/GanttPRO report showing all the tasks created, tracked, updated, monitored and closed

List of all Issues

The screenshot shows the JIRA Backlog for the 'BRAIN Sprint 3' project. The left sidebar displays the project hierarchy: 'User Requirements and SRS', 'Studying AWS architecture', 'Exploring different sensors to estimate crowd', 'Design acceptance test cases', and 'Exploring simulators'. The main area lists 28 issues, including 'BRAIN-13 Implementing AWS in IRL', 'BRAIN-14 Services used in AWS', 'BRAIN-15 Minispecs', 'BRAIN-16 Data flow diagrams', 'BRAIN-19 Heat sensor', 'BRAIN-20 Pressure sensor', 'BRAIN-21 IR sensor', 'BRAIN-23 Wokwi Simulator', 'BRAIN-24 AutoDesk', 'BRAIN-25 Virtual breadboard and avatar hardware', 'BRAIN-26 SimulIDE', 'BRAIN-27 Tinkercad', 'BRAIN-30 Valid and Invalid test cases', 'BRAIN-31 Improve product functionality', 'BRAIN-45 IR simulation', and 'BRAIN-33 Arduino port understanding and connection'. Each issue has a status icon, a title, and a '10 00 W' time estimate.

Issues completed by 4th sprint (done designing acceptance test cases)



Completed 5th sprint (Defined coding standards and started IR sensor coding)

Roadmap

Give feedback Share Export ...

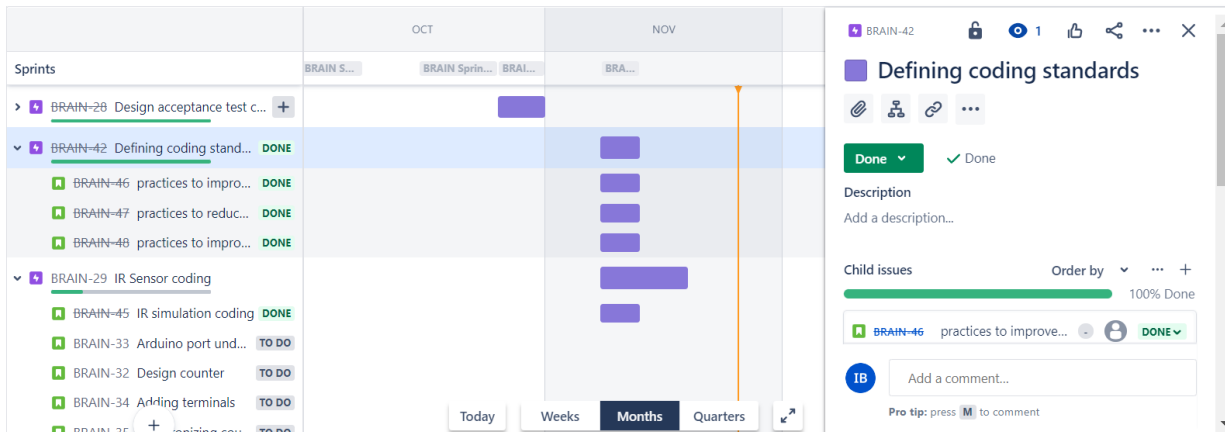
Q

IB J B PN

Status category

Epic

View settings



Completed 6th sprint (IR sensor coding and synchronizing terminals)

Roadmap

Give feedback Share Export ...

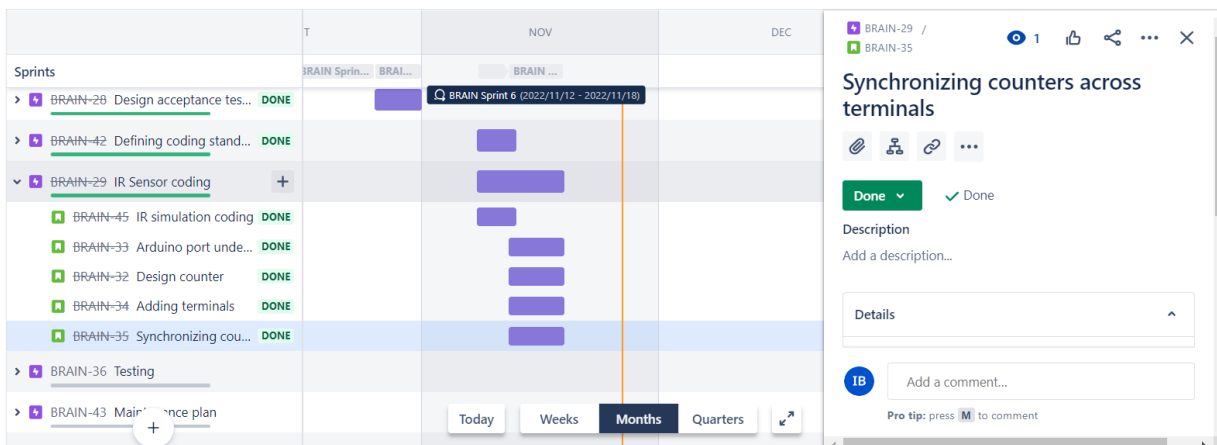
Q

IB J B PN

Status category

Epic

View settings


Sprint 7 - testing
During sprint


Projects / Brainiacs


BRAIN Sprint 7

IB  Epic ▾

TO DO 3 ISSUES


Static testing
TESTING
 BRAIN-39


Dynamic testing
TESTING
 BRAIN-40

Acceptance testing
TESTING
 BRAIN-41

IN PROGRESS

DONE 2 ISSUES ✓

Unit testing
TESTING
 BRAIN-37 ✓

Intergration testing
TESTING
 BRAIN-38 ✓

+

After Completion of sprint 7

Projects / Brainiacs


BRAIN Sprint 7


IB  Epic ▾


TO DO


IN PROGRESS


DONE 5 ISSUES ✓

Unit testing
TESTING
 BRAIN-37 ✓

Intergration testing
TESTING
 BRAIN-38 ✓

Static testing
TESTING
 BRAIN-39 ✓

Dynamic testing
TESTING
 BRAIN-40 ✓

Acceptance testing
TESTING
 BRAIN-41 ✓

+



Complete BRAIN Sprint 7

This sprint contains 5 completed issues.

That's all of them - well done!

Complete sprint

Cancel

Projects / Brainiacs

Roadmap

Give feedback

Share

Export



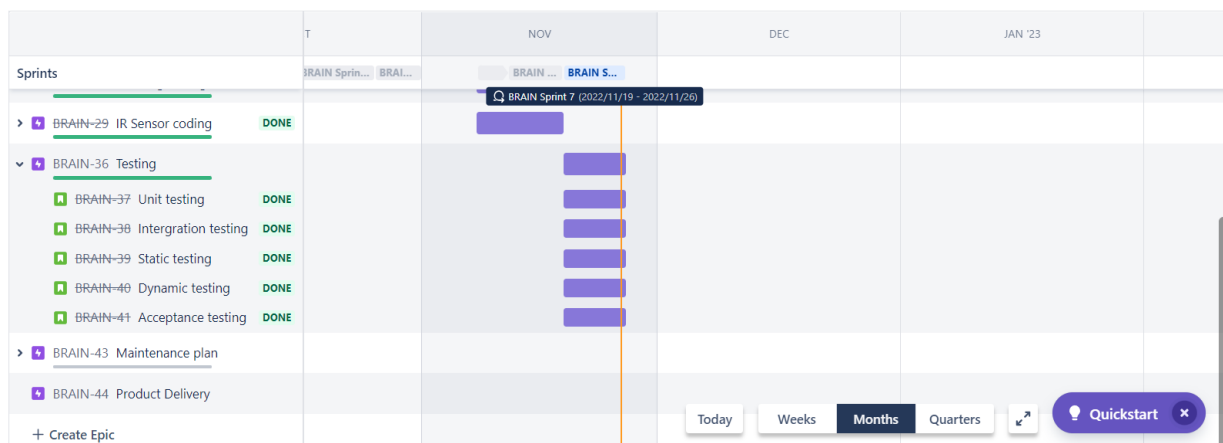
Q



Status category

Epic

View settings



Backlog after testing

Projects / Brainiacs

Backlog

IB [Avatar] Epic ▾

Insights

Epic

Issues without epic

- Testing
- Maintenance plan
- Product Delivery

+ Create Epic

▼ BRAIN Sprint 8 Add dates (0 issues)

Plan your sprint

Drag issues from the **Backlog** section, or create new issues, to plan the work for this sprint. Select **Start sprint** when you're ready.

+ Create issue

▼ Backlog (2 issues)

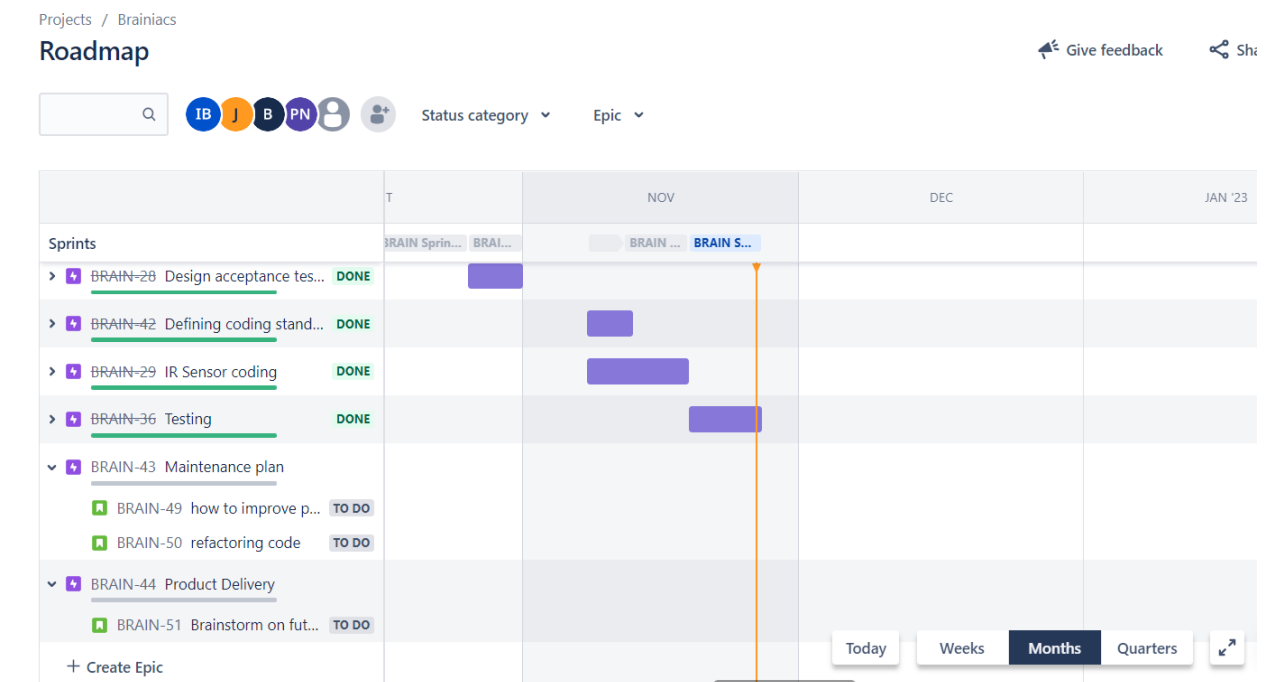
- BRAIN-49 how to improve performance MAINTENANCE PLAN TO DO
- BRAIN-50 refactoring code MAINTENANCE PLAN TO DO

+ Create issue

Quickstart

Future work -

How to maintain and improve our product by refactoring code and optimizing our solution.



2. Github Link to Project:

[Link to github project](#)