



Customer Queue

GROUP MEMBERS: YURI KHECHOYAN, VIKRAM HEGDE

Business Model

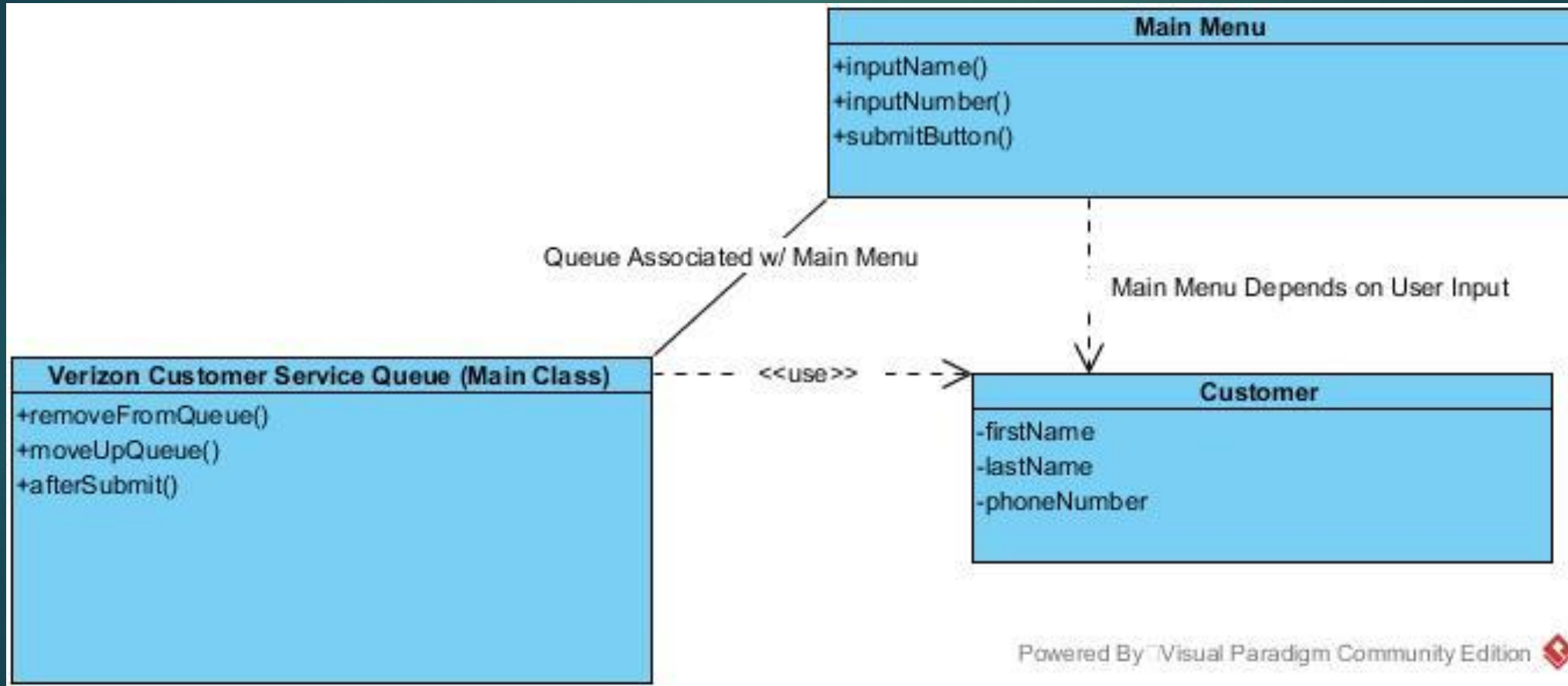
- ▶ **Customer:** Customers, Employees & customers of different industries
- ▶ **Solution:** Design a Queue System. The customer will be able add themselves to the queue by entering their full name, mobile number [Reason for Visit/Party Size]. This will help with the efficiency of aiding customers & employees
- ▶ **Benefits:** Customer Queue will:
 - ▶ *Improve efficiency with aiding customers*
 - ▶ *Let Employees & customers know who is next in line for assistance*
 - ▶ *Give customers a more interactive experience*



System Requirements

- ▶ Make sure ALL REQUIRED credentials are entered
- ▶ When customer is removed from queue, everyone after them moves up in the queue (x-1)

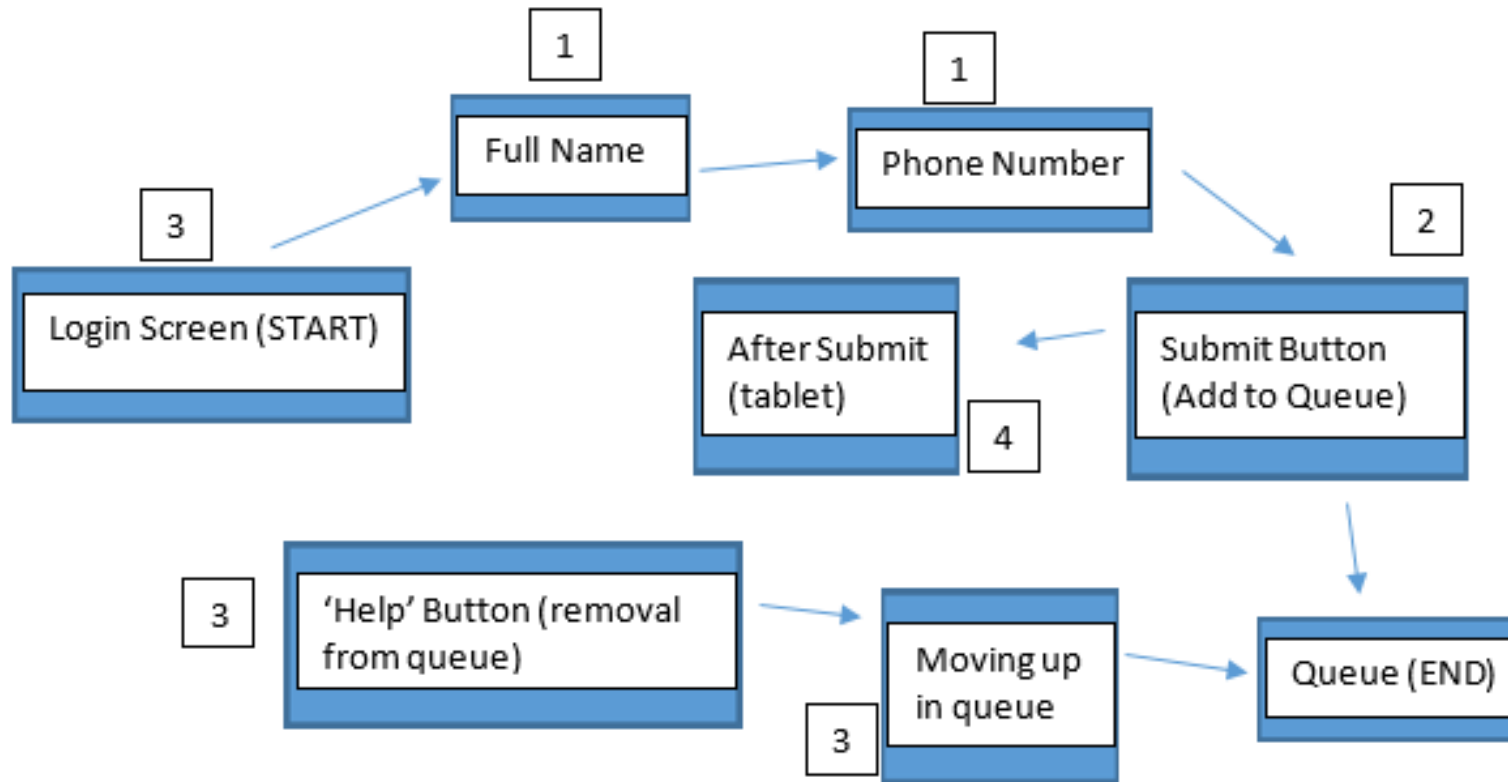
High Level Design



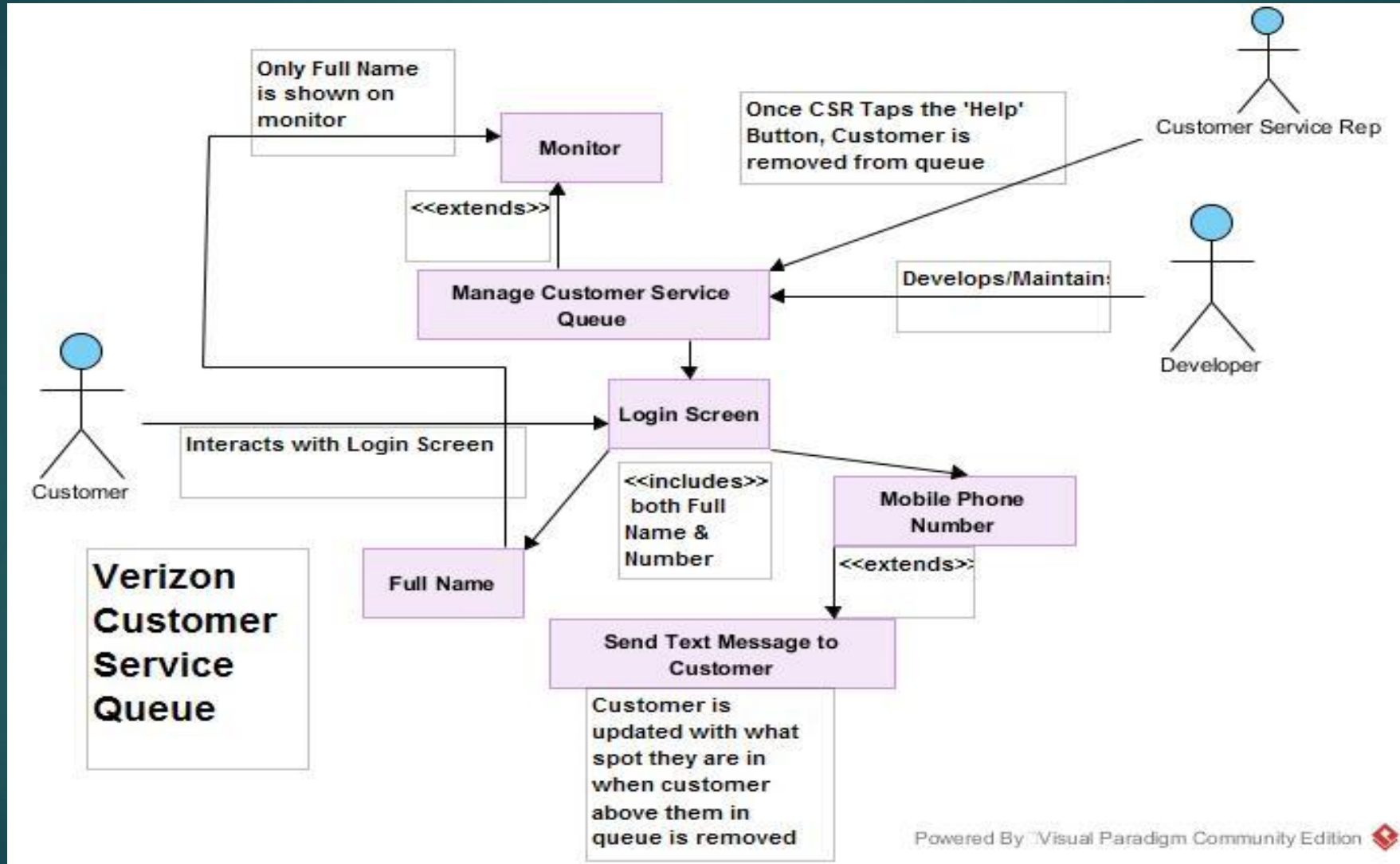
Schedule

| Serial # | Priority | Story Title | Est. Story Pts. | Actual Story Pts. | Implemented by | Status |
|----------|----------|-----------------------|-----------------|-------------------|----------------|-----------|
| 1 | 1 | Login Screen | 3 | 4 | Yuri & Vikram | Completed |
| 2 | 1 | Name Input | 1 | 1 | Yuri & Vikram | Completed |
| 3 | 1 | Phone # Input | 1 | 1 | Yuri & Vikram | Completed |
| 4 | 2 | Submit Button | 2 | 4 | Vikram & Yuri | Completed |
| 5 | 2 | After Submit (tablet) | 4 | 4 | Vikram & Yuri | Completed |
| 6 | 2 | Remove from Queue | 3 | 5 | Vikram & Yuri | Completed |
| 7 | 2 | Moving up in Queue | 3 | 5 | Vikram & Yuri | Completed |

Schedule (cont.)



User Requirements



DEMO ILLUSTRATION

▶ **Programming Environment:** IntelliJ IDEA

▶ **Steps:**

- ▶ Add Full Name
- ▶ Add Phone Number
- ▶ Receive SMS Text Message
- ▶ Add Customer to Queue
- ▶ Remove User from Queue

Challenges Faced

- ▶ **Complete & Identical translation of program from GUI to Web Model**
- ▶ **Minor issue: Twilio code did not initialize when inside the same method with Spring Framework Initialization**
- ▶ **Gradle build longer than needed**



Known Issues

- ▶ Program will only work if establishment has Internet connection



Future Work

- ▶ Implementing Payment System for every customer registered through system
 - ▶ Establishment will pay Developers or Company ~ \$2-\$4 for every customer registered
 - ▶ Ex. 1: 300 visitors/customers @ \$2 = \$600/day from 1 establishment
 - ▶ Ex. 2: 300 visitors/customers @ \$4 = \$1,200/day from 1 establishment





Questions?