Customer Queue

GROUP MEMBERS: YURI KHECHOYAN, VIKRAM HEGDE

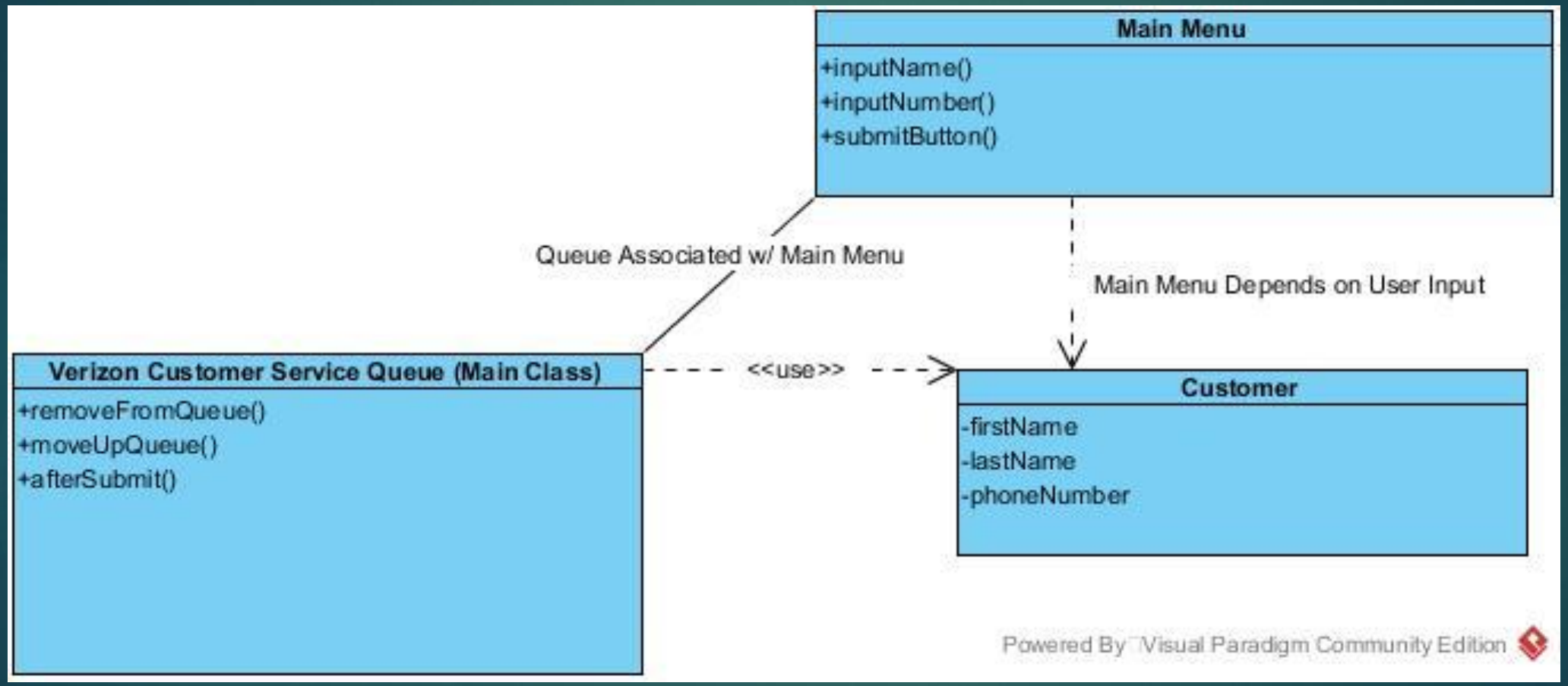
Business Model

- **Customer:** 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)

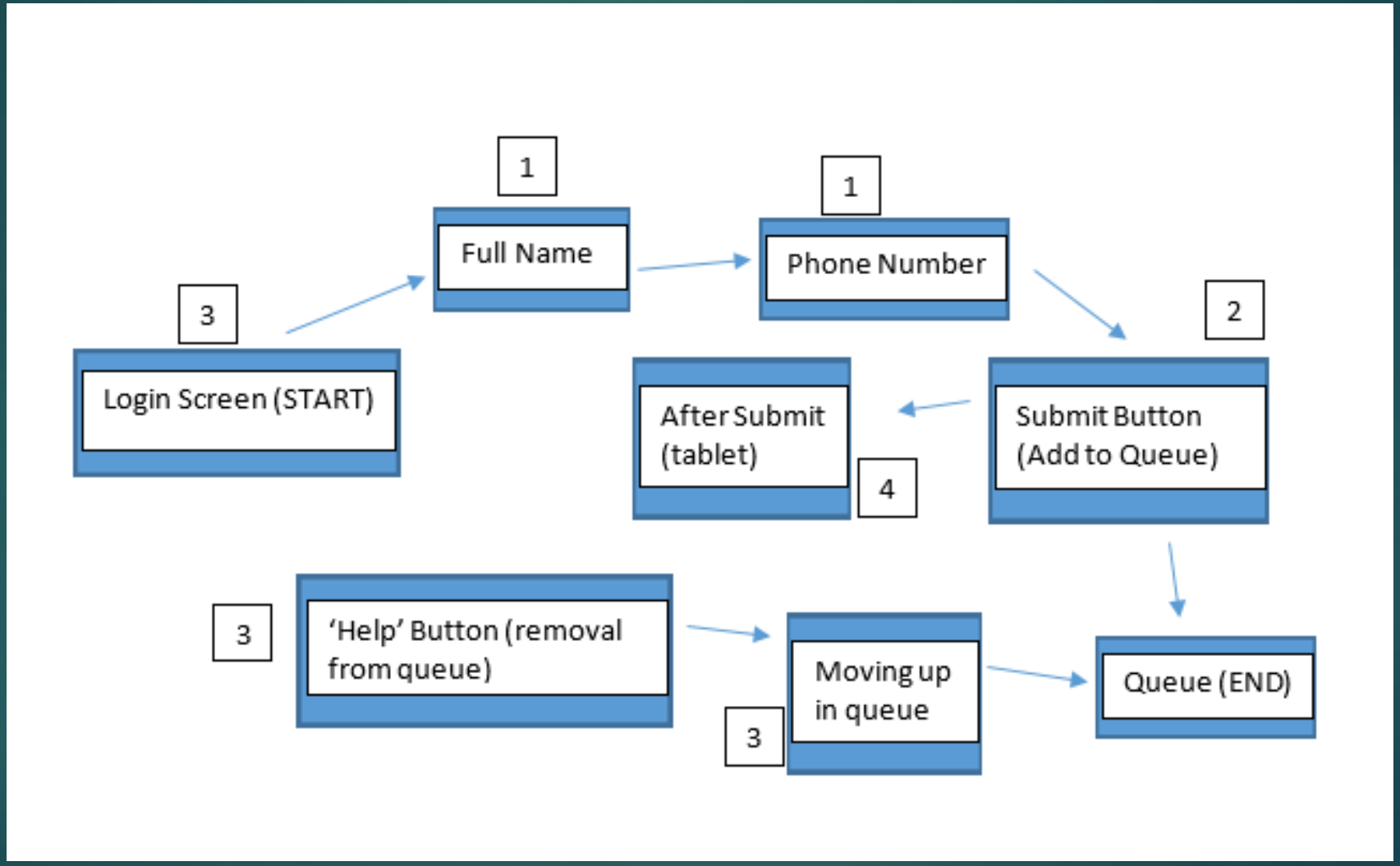
High Level Design



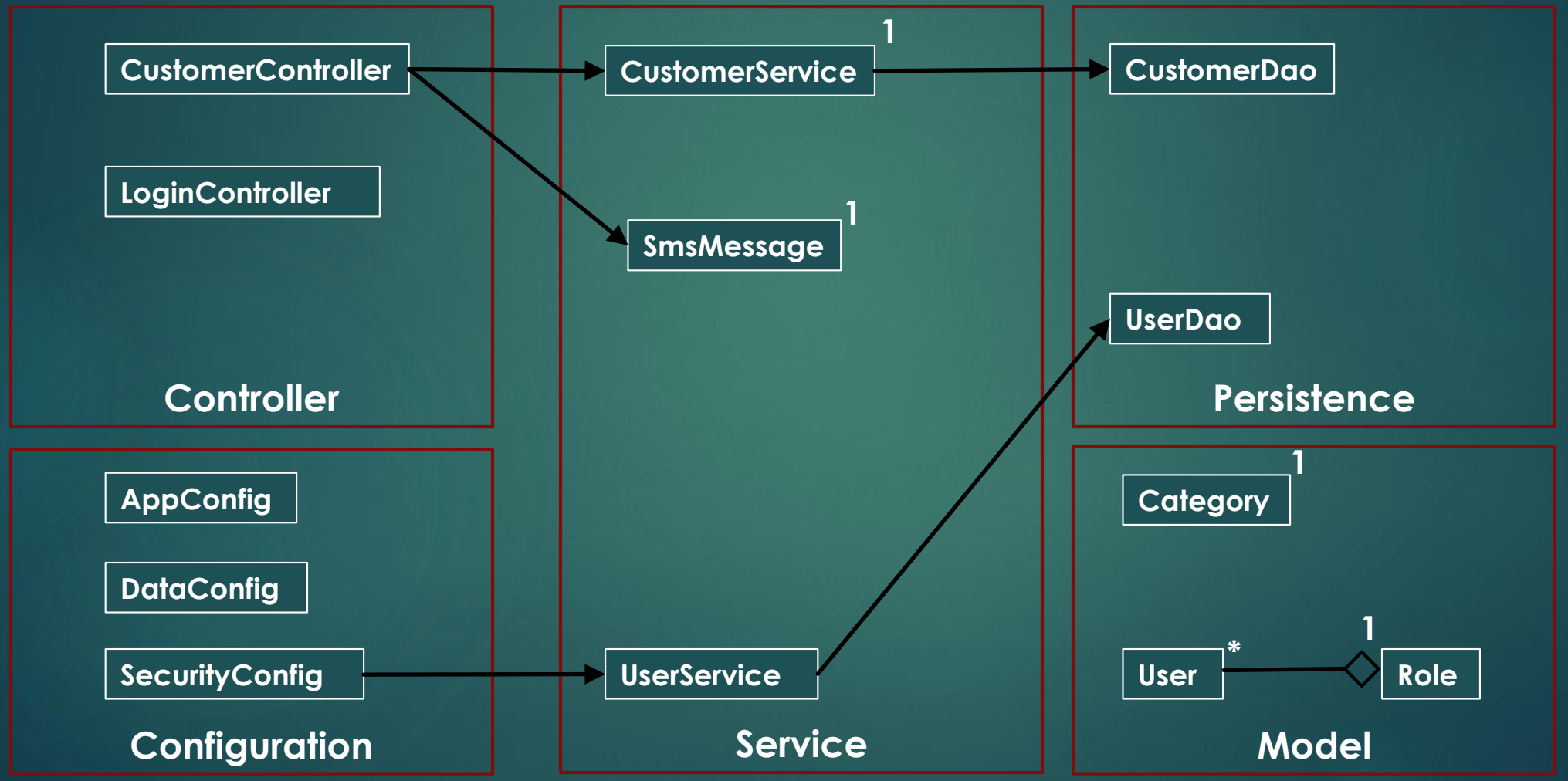
Schedule

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	1	Submit Button	2	4	Vikram & Yuri	Completed
5	1	After Submit (tablet)	4	4	Vikram & Yuri	Completed
6	1	Remove from Queue	3	5	Vikram & Yuri	Completed
7	1	Moving up in Queue	3	5	Vikram & Yuri	Completed

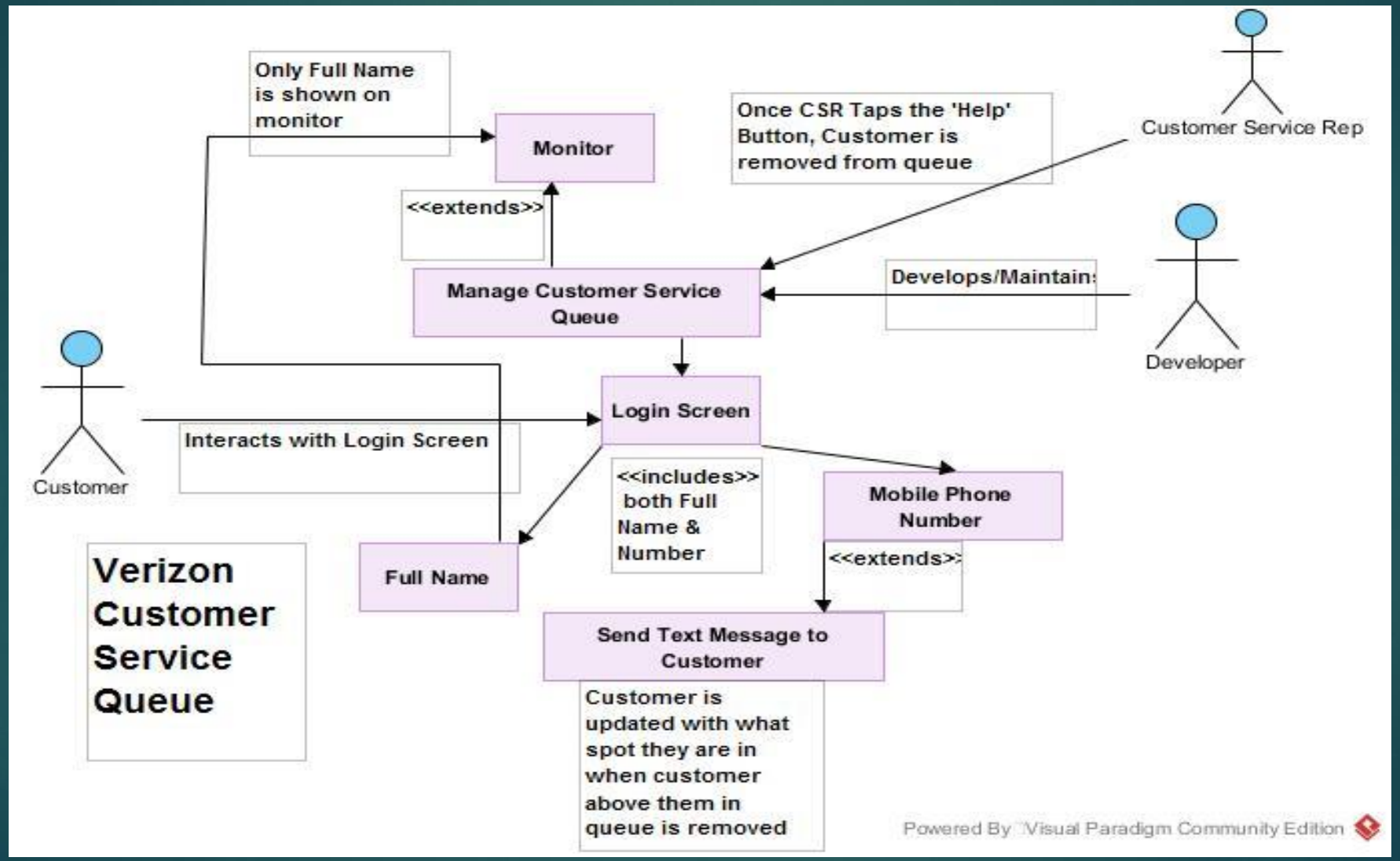
Schedule (cont.)



Design and Architecture



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

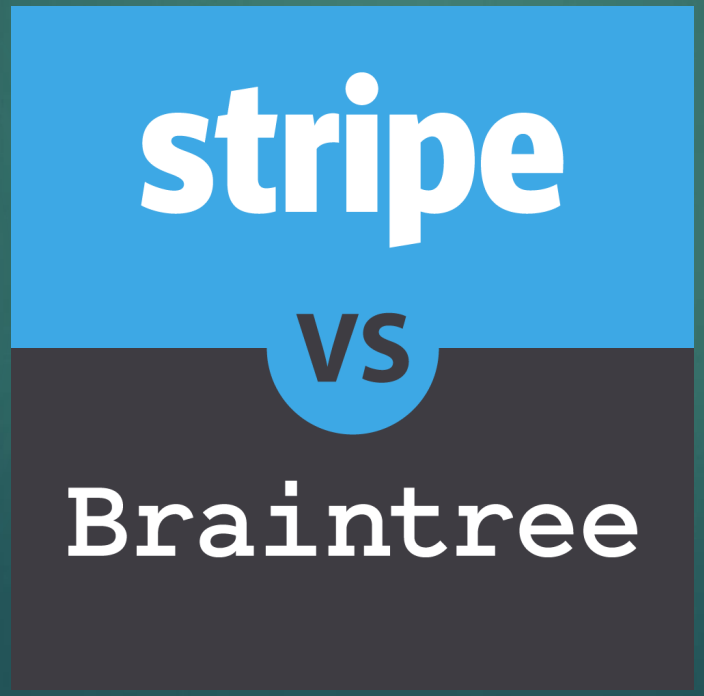
- Complete & Identical translation of program from GUI to Web Model
- Minor issue: Twilio code did not initialize when inside the same method with Spring Framework Initialization
- Gradle build longer than needed

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?