



# Verizon Wireless Customer Service Queue Program

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**(FINAL RELEASE CANDIDATE)**

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**COMPANY: INDEPENDANT | 7658 GENERAL GRANT CT., SAINT LOUIS, MISSOURI**

Welcome to the Verizon Wireless Corporate Store in Kirkwood, MO! To be assisted by a Customer Service Representative, please register. Enter your first name, last name, and your (10) ten-digit mobile phone number. The phone number will be used to send you SMS Text Messages. When done, click the 'Register' Button to confirm.

First Name:

Area for User Input

Last Name:

Area for User Input

View Queue

Mobile Phone Number:

Area for User Input

REGISTER

SHUT DOWN

verizon✓

**Figure 1** – General Outline of the Main Menu (Registration Screen)

Welcome to the Verizon Wireless Corporate Store in Kirkwood, MO! To be assisted by a Customer Service Representative, please register. Enter your first name, last name, and your (10) ten-digit mobile phone number. The phone number will be used to send you SMS Text Messages. When done, click the 'Register' Button to confirm.

First Name:

Area for User Input

Last Name:

Area for User Input

View Queue

Mobile Phone Number:

Area for User Input

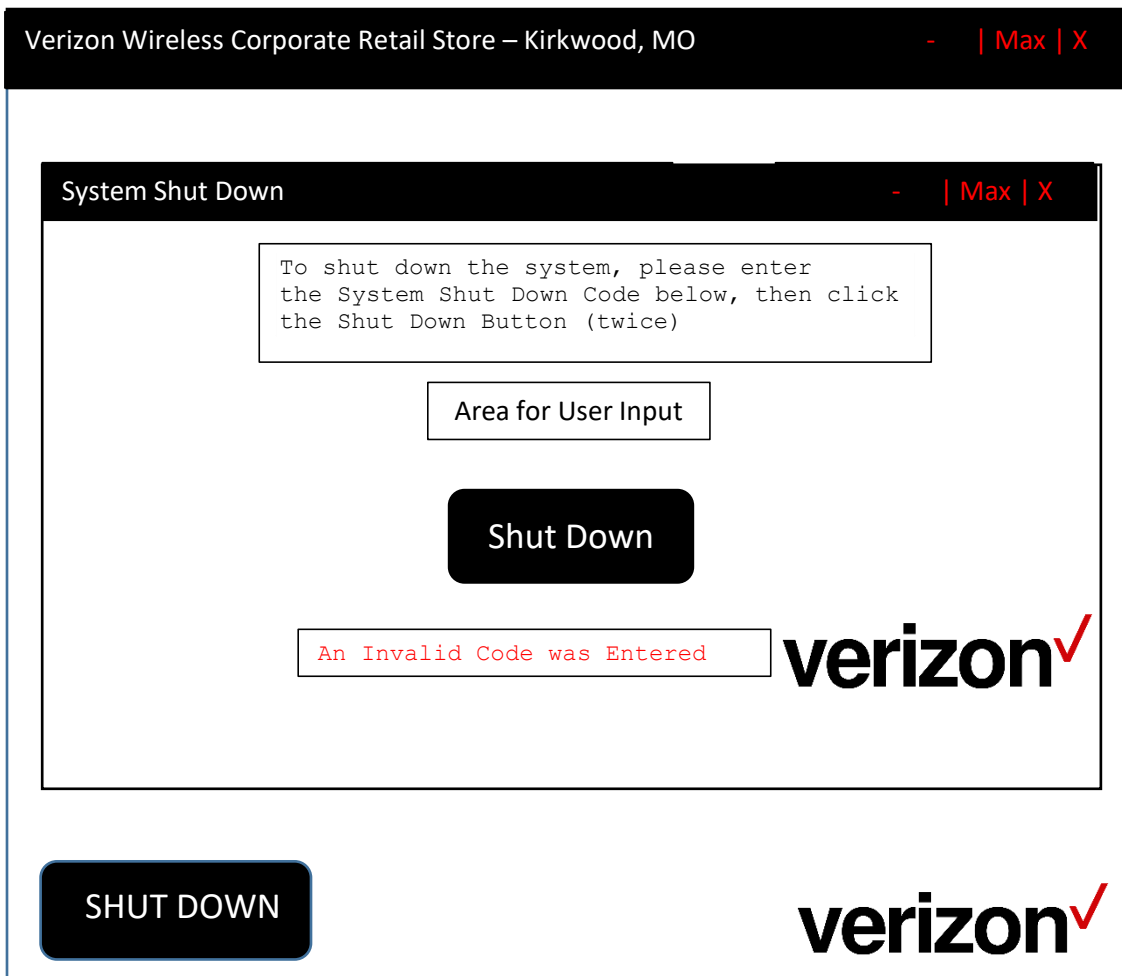
REGISTER

Registration complete! An SMS Text Message is being sent.

SHUT DOWN

verizon✓

**Figure 2** – Thank you message appears after customer has filled out all input fields and submitted their registration (if done correctly). They will also receive an SMS Text Message as a confirmation. The program stays on **Figure 1**. In **Figure 2**, only confirmation message appears.



**Figure 3** – Shut Down window shown when the Shut Down button is pressed. This section of the program is for the Verizon Wireless Employees Only!

**Note:** If Shut Down button (**Figure 1**) pressed, program will prompt this message in order to start the Shut Down procedure. Only Verizon Wireless Employees & the Product Developer will know the System Shut Down Code. Customers will not have access to this code. An Error Message will also appear if code is not entered nor a valid code.

Welcome to the Verizon Wireless Corporate Store in Kirkwood, MO! To be assisted by a Customer Service Representative, please register. Enter your first name, last name, and your (10) ten-digit mobile phone number. The phone number will be used to send you SMS Text Messages. When done, click the 'Register' Button to confirm.

First Name:

Area for User Input

Last Name:

Area for User Input

View Queue

Mobile Phone Number:

Area for User Input

REGISTER

Registration has failed.  
Please re-enter your  
credential(s)

SHUT DOWN

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**Figure 4** – If the 'Register' Button is pressed while a text field is left blank, program will produce an Alert Message that states: registration error has occurred.

**Note:** Alert Message will appear only if a text Field is missing input.

Verizon Wireless Corporate Retail Store – Kirkwood, MO
- | Max | X

Welcome to the Verizon Wireless Corporate Store in Kirkwood, MO! To be assisted by a Customer Service Representative, please register. Enter your first name, last name, and your (10) ten-digit mobile phone number. The phone number will be used to send you SMS Text messages with the latest offers, updates, and more.

First Name

Last Name

Delete

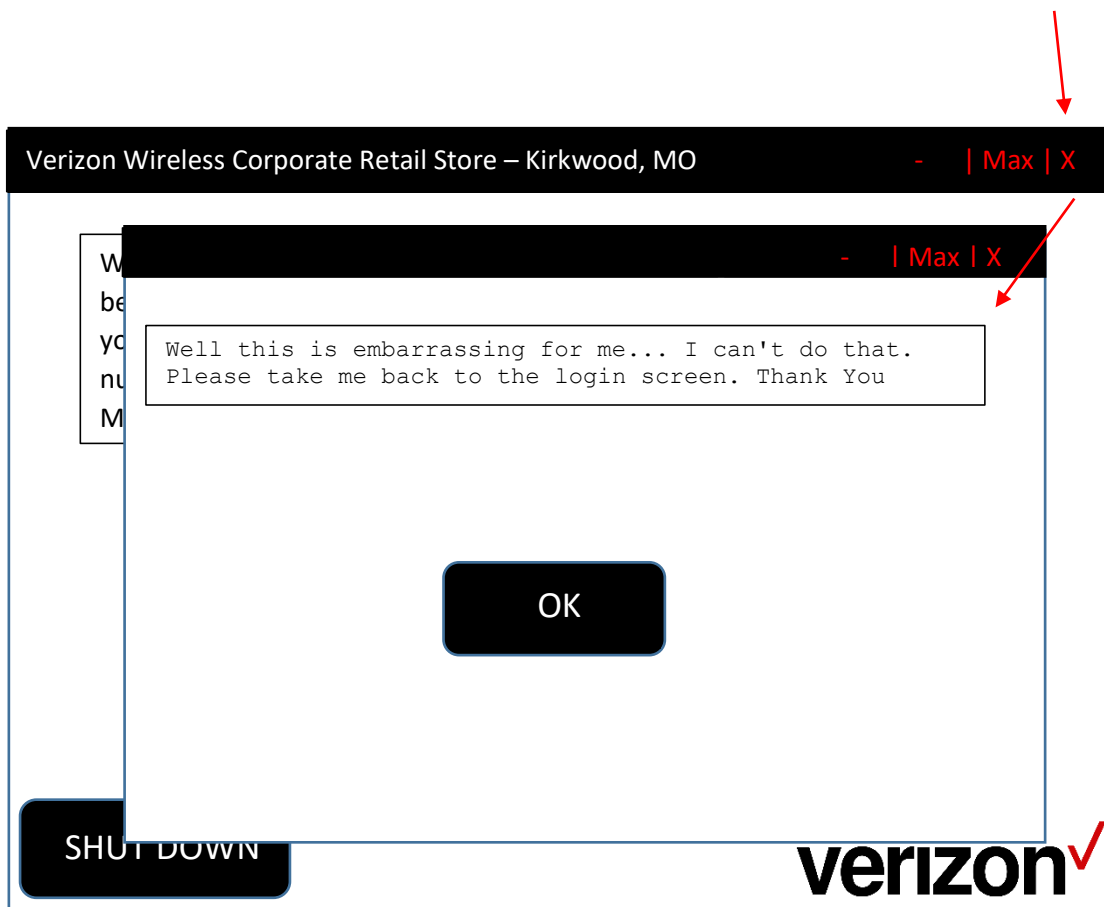
verizon

SHUT DOWN

verizon

**Figure 5** – If ‘View Queue’ is pressed (**Figure 1**), a queue window appears to show the employee who is next in line for assistance. When employee calls out the registered customers name and finds that customer, they will click the ‘Delete’ button. When delete button is pressed, Deletion Window requiring a Deletion Code (similar to (**Figure 3**) will appear). When deletion is confirmed, the customer that is assigned an employee is removed from the queue, everyone else in the queue moves up (1) one spot on the list.

And whichever customer that are in spots (after ‘Delete’ button is pressed): 1, 2, 3, 4, 5 & 10: receive an SMS Text message notifying them that they are in a new position in line.



**Figure 6** – If the Red 'X' close button is accidentally (or intentionally) pressed by a customer or an employee (at main login screen), an alert window will pop up stating that this cannot be executed. Then requests to go back to the main login screen. When 'OK' or the subsequent red 'X' is clicked, alert window disappears but entire program doesn't terminate.

**Note:** To fully shut down the program, see **Figure 3**. Reason why entire program should not terminate until the end of the work day: customers that have registered are in the queue. When entire program terminates, those registered customers are removed.