



# Customer Queue

GROUP MEMBERS: YURI KHECHOYAN, VIKRAM HEGDE

# Business Model

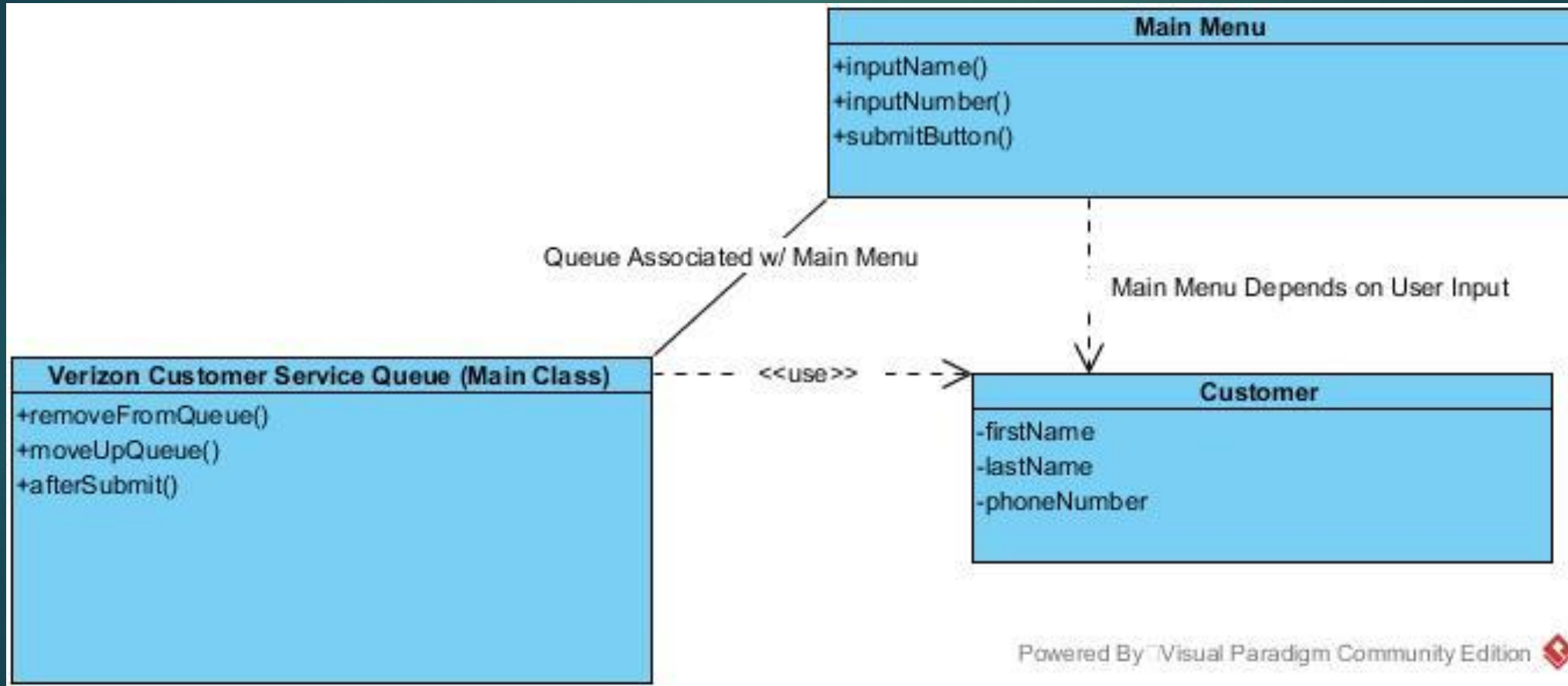
- ▶ **Customer:** Customers & Employees & customers of different industries
- ▶ **Solution:** Design a Queue System. The customer will be able add themselves to the queue by entering their full name, mobile number [Reason for Visit/Party Size]. This will help with the efficiency of aiding customers & 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)

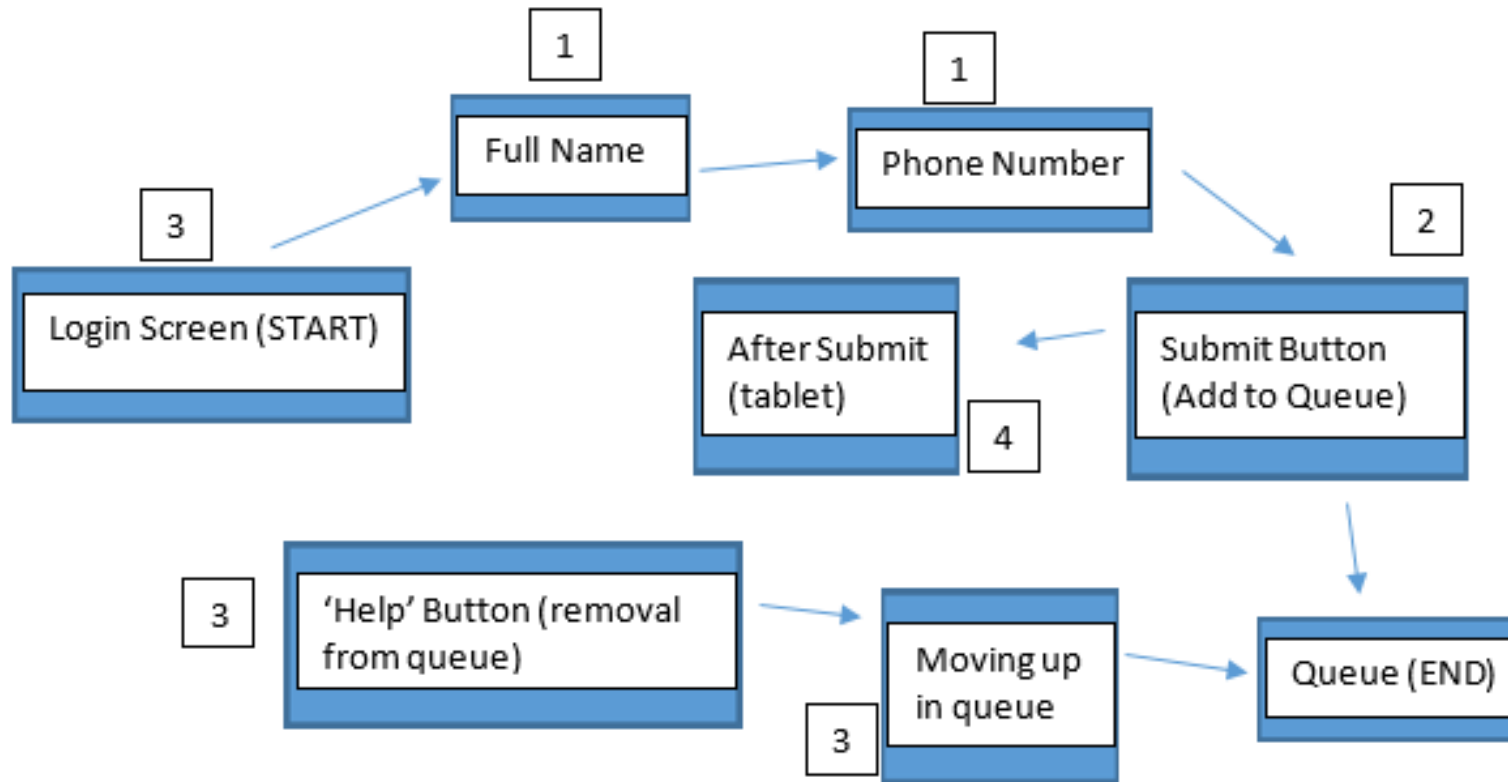
# High Level Design



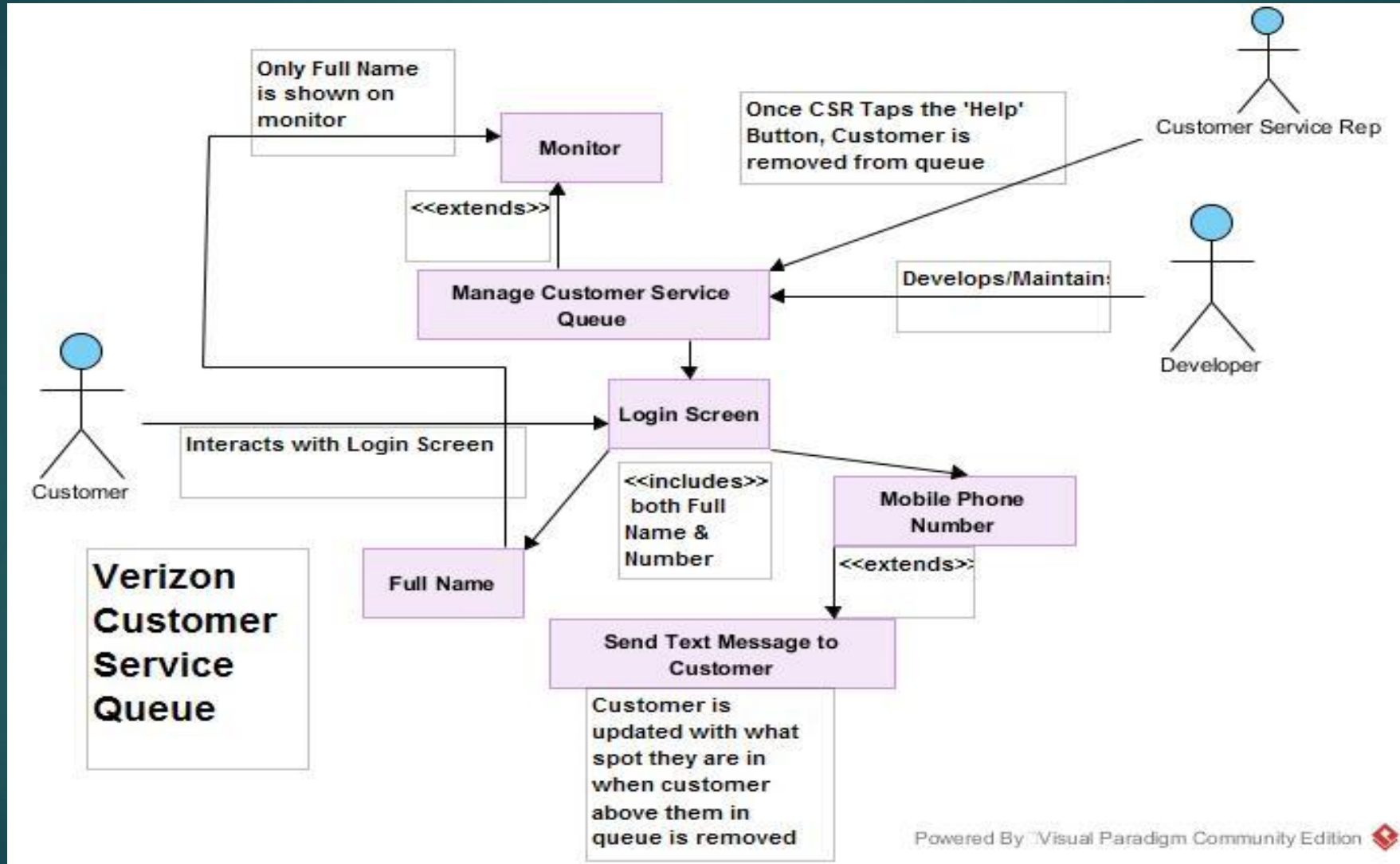
# Schedule

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?