



# Customer Queue

GROUP MEMBERS: YURI KHECHOYAN, VIKRAM HEGDE

# Business Model

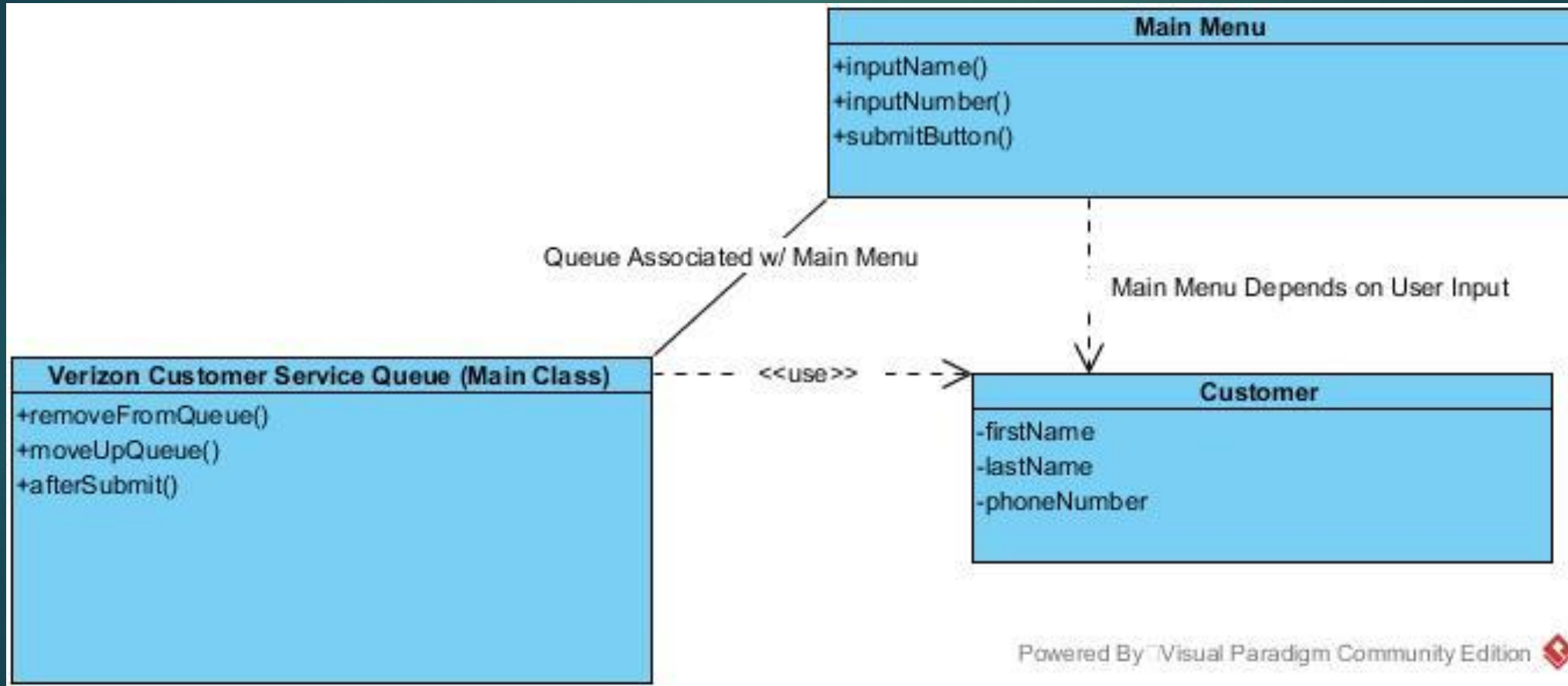
- ▶ **Customer:** Employees & Customers of different industries
- ▶ **Solution:** Design a Queue System. The customer will be able add themselves to the queue by entering their full name, mobile number [Reason for Visit/Party Size]. This will help with the efficiency of aiding customers & employees
-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

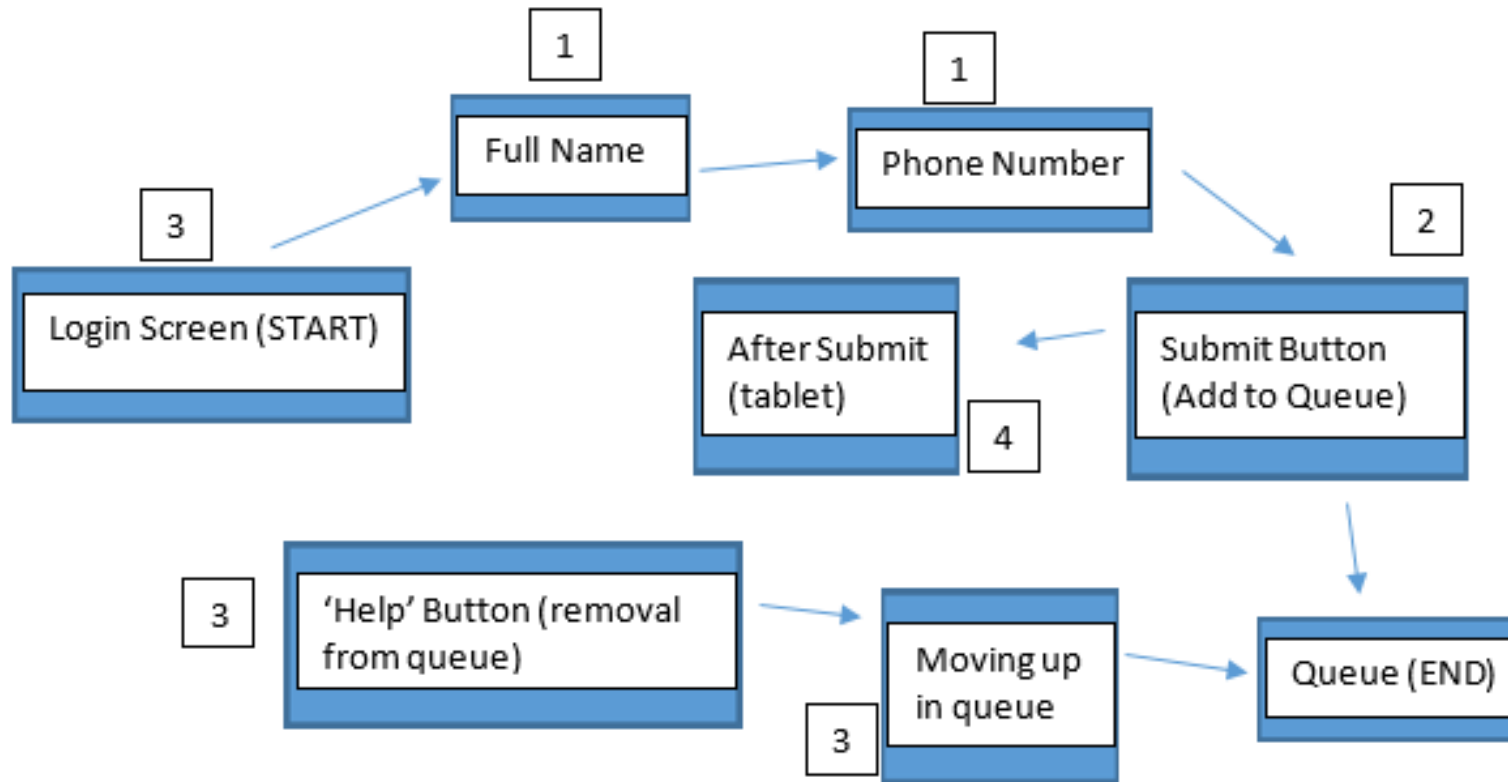
# High Level Design



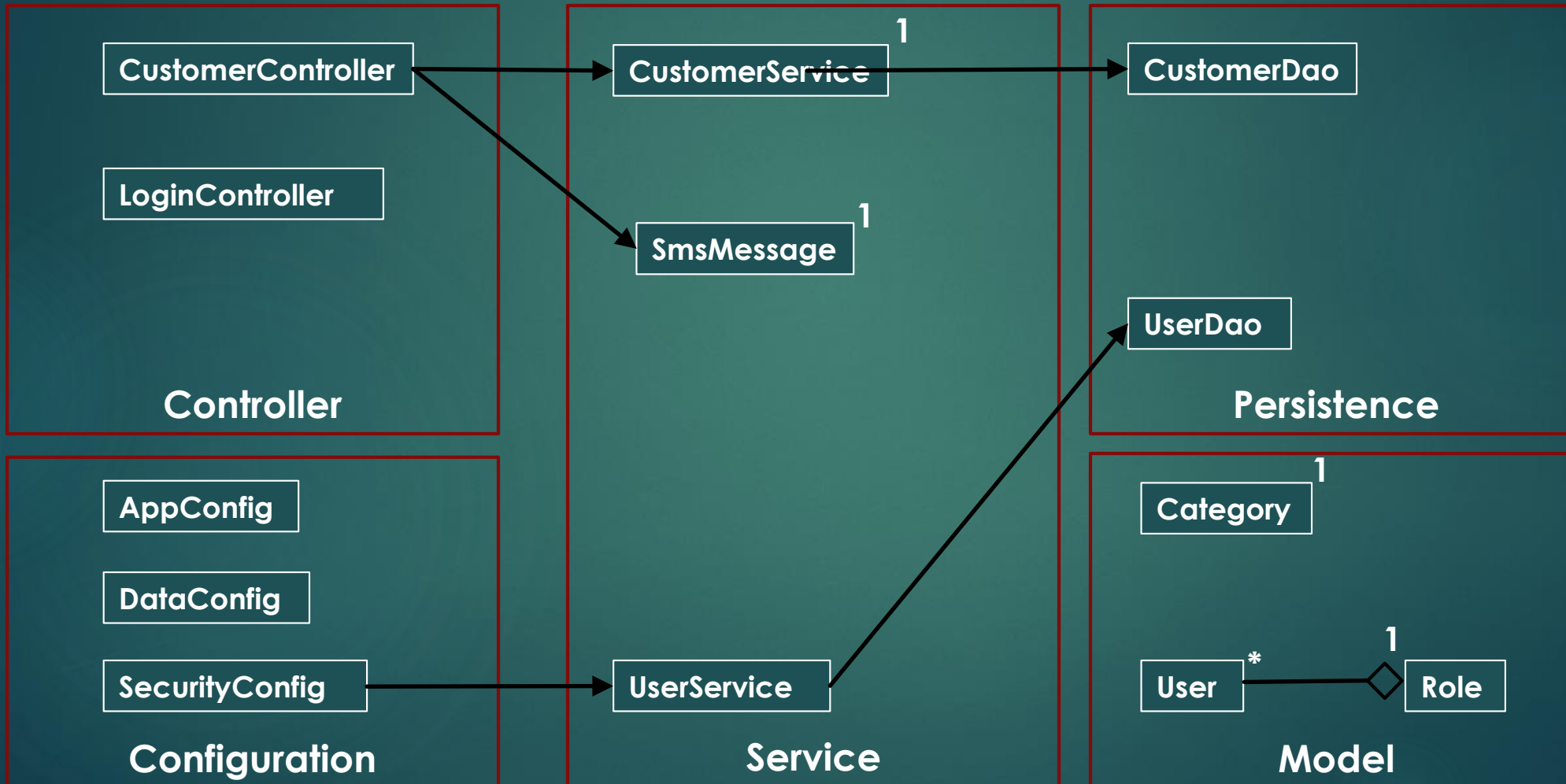
# Schedule

| 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 |

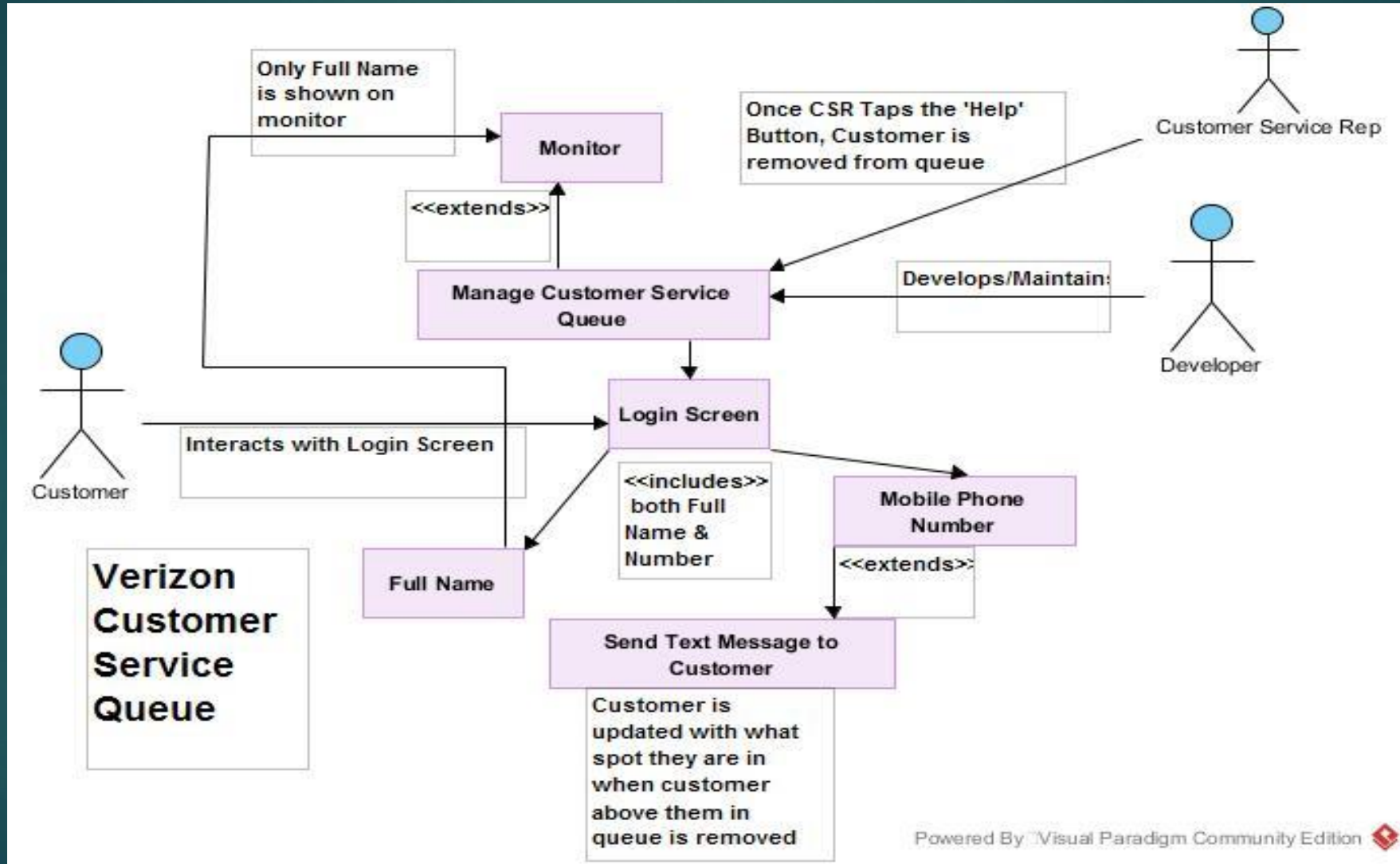
# Schedule (cont.)



# 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?