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**Company: independant | 7658 General grant ct., Saint louis, Missouri**

**Verizon Wireless Customer Service Queue Program**

**(Final Release Candidate)**

Verizon Wireless Corporate Retail Store – Kirkwood, MO

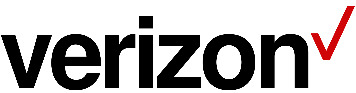
* | Max | X

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. When done, click the ‘Register’ Button to confirm.

First Name:

REGISTER

SHUT DOWN



View Queue

Area for User Input

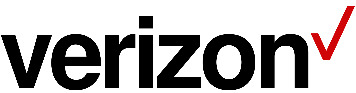
Area for User Input

Area for User Input

Mobile Phone Number:

Last Name:

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



View Queue

**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.

Registration complete! An SMS Text Message is being sent.

Area for User Input

Mobile Phone Number:

Area for User Input

Area for User Input

Last Name:

First Name:

Verizon Wireless Corporate Retail Store – Kirkwood, MO

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REGISTER

SHUT DOWN

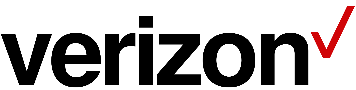
Verizon Wireless Corporate Retail Store – Kirkwood, MO

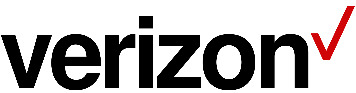
* | Max | X

To shut down the system, please enter  
the System Shut Down Code below then click the Shut Down Button

Area for User Input (Scanner)

SHUT DOWN





System Shut Down

* | Max | X

To shut down the system, please enter  
the System Shut Down Code below, then click the Shut Down Button (twice)

Shut Down

An Invalid Code was Entered

Area for User Input

SHUT DOWN

**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.

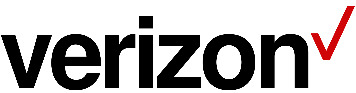
Verizon Wireless Corporate Retail Store – Kirkwood, MO

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REGISTER

SHUT DOWN



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

**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.

View Queue

First Name:

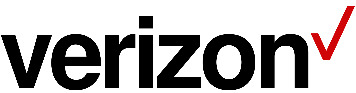
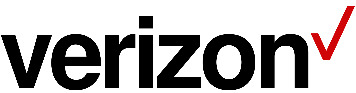
Last Name:

Mobile Phone Number:

Area for User Input

Area for User Input

Area for User Input



**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.

* | Max | X

First Name Last Name

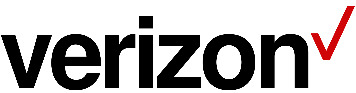
Delete

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SHUT DOWN



* | Max | X

Well this is embarrassing for me... I can't do that. Please take me back to the login screen. Thank You

OK

**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.

VIEW

REGISTER

SHUT DOWN

Verizon Wireless Corporate Retail Store – Kirkwood, MO

* | Max | X

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