

QUEUEING THEORY

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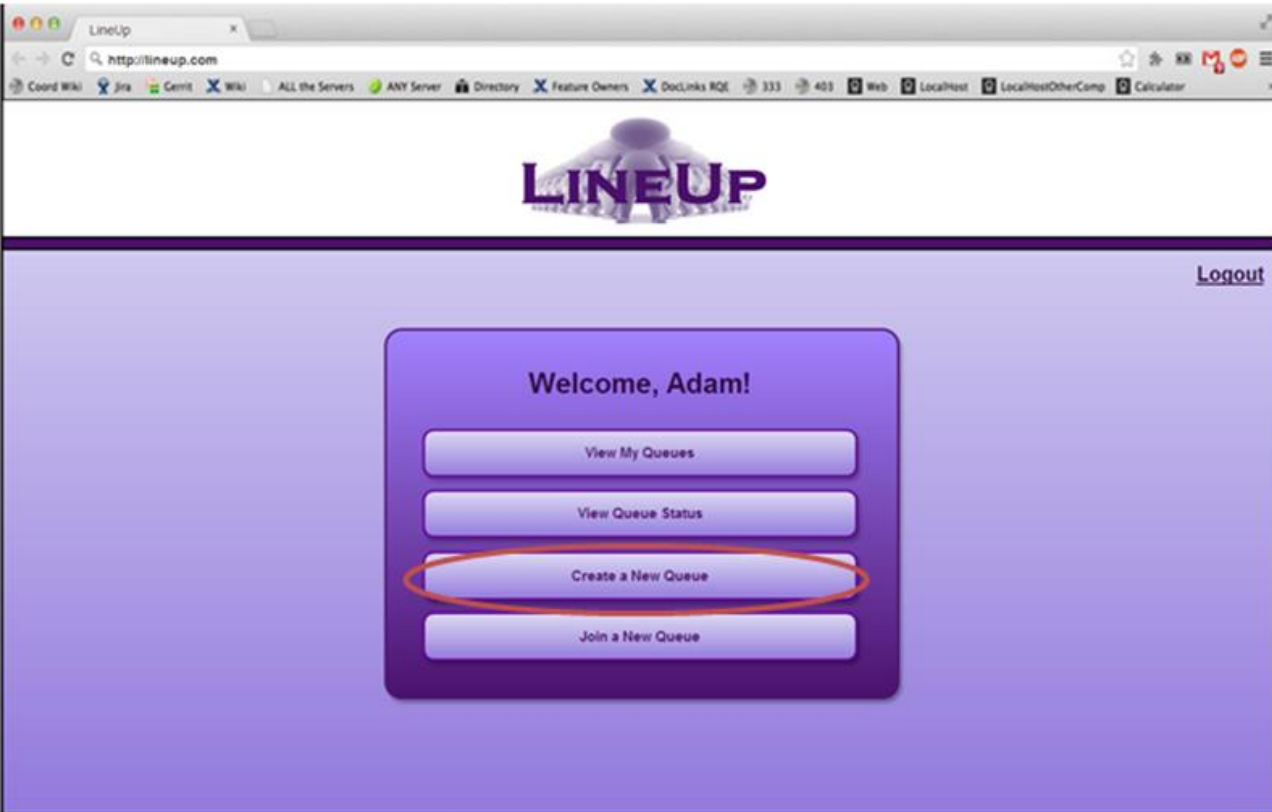
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*Requirements:
UI Diagrams*

An Admin user creates a new Queue.



1a) A user sees this screen as they enter LineUp after logging in at a previous time. Anyone is allowed to be users, employees, and administrators of any number of queues. Users view the queues they are standing in from "View Queue Status" and admins and employees view the queues they work with from "View My Queues"



2a) The first Create a Queue page.

LineUp

http://lineup.com

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LINEUP

Create a Queue

- Basic Information
- Size Information
- Personalization
- Security Options
- Advanced Features

Basic Information

Name:

Location:

Keywords:

Continue

Welcome, Adam!

Owner of 2 Queues — Standing in 1 Queue

- Home
- Account Settings
- Logout

2b) The first Create a Queue page filled in.

The admin adds information and then selects Continue to go to the second Create a Queue page or he/she can select any of the other Create a Queue pages from the left menu. After the darkened first, in order, these buttons will go to 2c, 2e, 2i, or 2k.

LineUp

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LINEUP

Create a Queue

- Basic Information
- Size Information
- Personalization
- Security Options
- Advanced Features

Size Information

Max Queue Size:

5 Minute Wait Size:

Postpone Size:

Min Wait Before Re-Enqueue:

Include Waitlist? ☐

Continue

Welcome, Adam!

Owner of 2 Queues — Standing in 1 Queue

- Home
- Account Settings
- Logout

2c) The second Create a Queue page.

LineUp

http://lineup.com

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LINEUP

Create a Queue

- Basic Information
- Size Information
- Personalization
- Security Options
- Advanced Features

Size Information

Max Queue Size

5 Minute Wait Size

Postpone Size

Min Wait Before Re-Enqueue

Include Waitlist? ☐

Continue

Welcome, Adam!

Owner of 2 Queues – Standing in 1 Queue

- Home
- Account Settings
- Logout

2d) The second Create a Queue page filled in.

The admin adds information and then selects Continue to go to the third Create a Queue page or he/she can select any of the other Create a Queue pages from the left menu. The first button will go back to 2b, still filled in. After the darkened second, in order, these buttons will go to 2e, 2i, or 2k.

LineUp

http://lineup.com

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LINEUP

Create a Queue

- Basic Information
- Size Information
- Personalization
- Security Options
- Advanced Features

Personalization

Queue Icon

Website

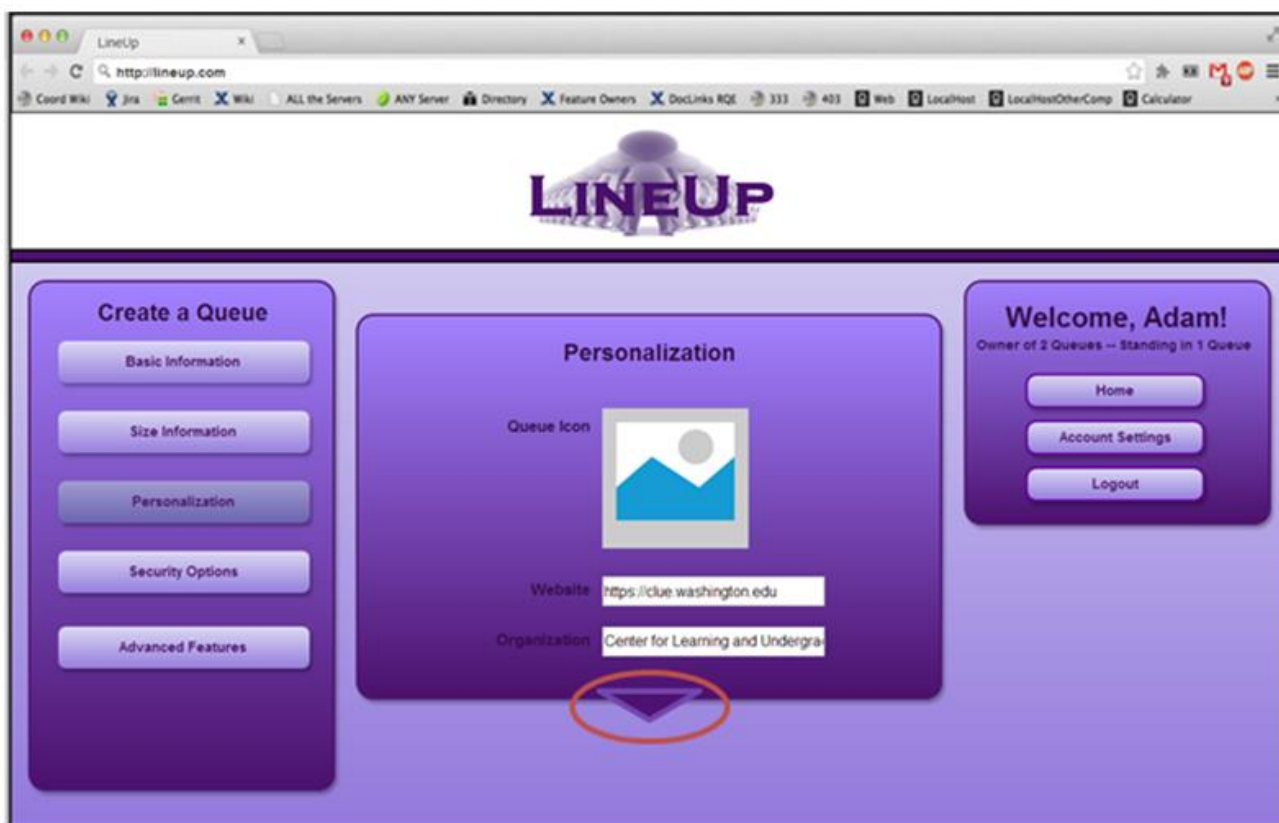
Organization

Welcome, Adam!

Owner of 2 Queues – Standing in 1 Queue

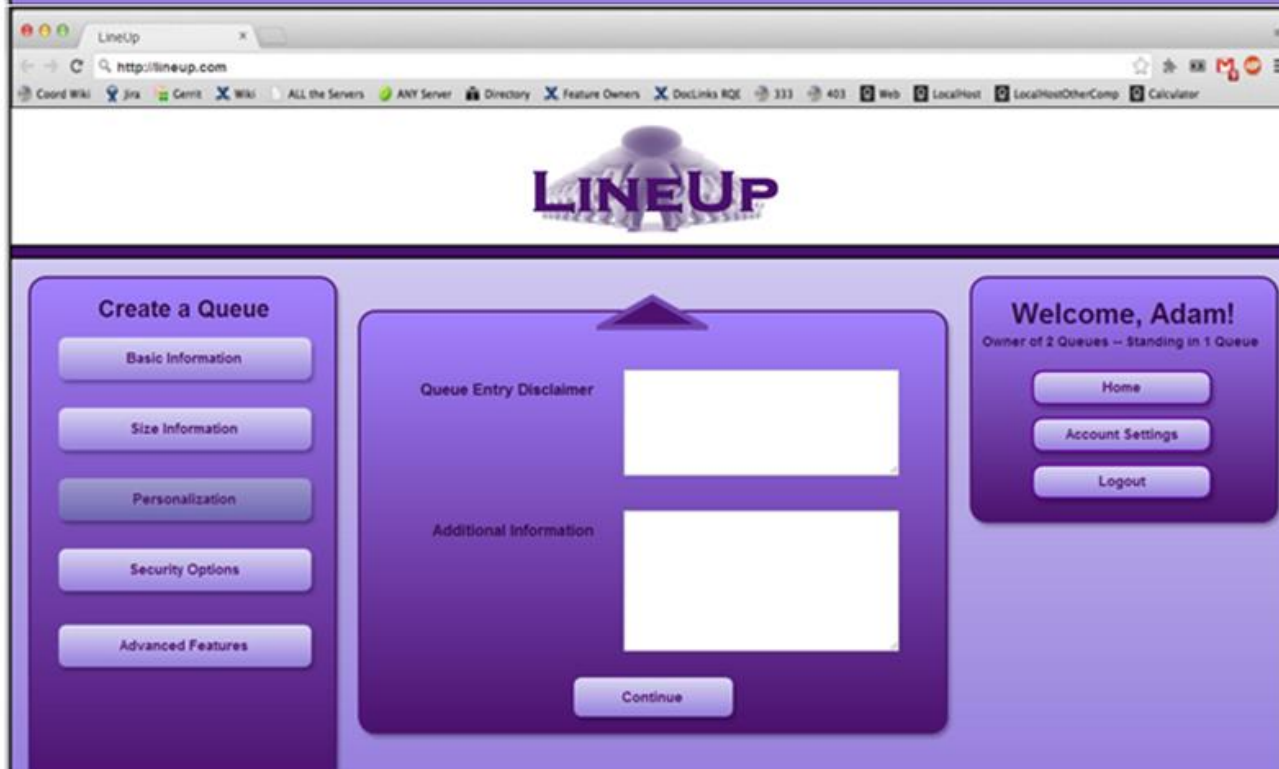
- Home
- Account Settings
- Logout

2e) The third Create a Queue page.



2f) The third Create a Queue page filled in.

The admin adds information and then selects the down arrow to go to the second half of the Personalization options or he/she can select any of the other Create a Queue pages from the left menu. The first /second buttons will go back to 2b or 2d, still filled in. After the darkened third, in order, these buttons will go to 2i, or 2k.



2g) The second half of the Personalization options.



2h) The second half of the personalization options filled in.

Here, the admin can decide what users will see when they enter the queue and what an "Additional Information" button that the users can click on while standing in the queue will display.



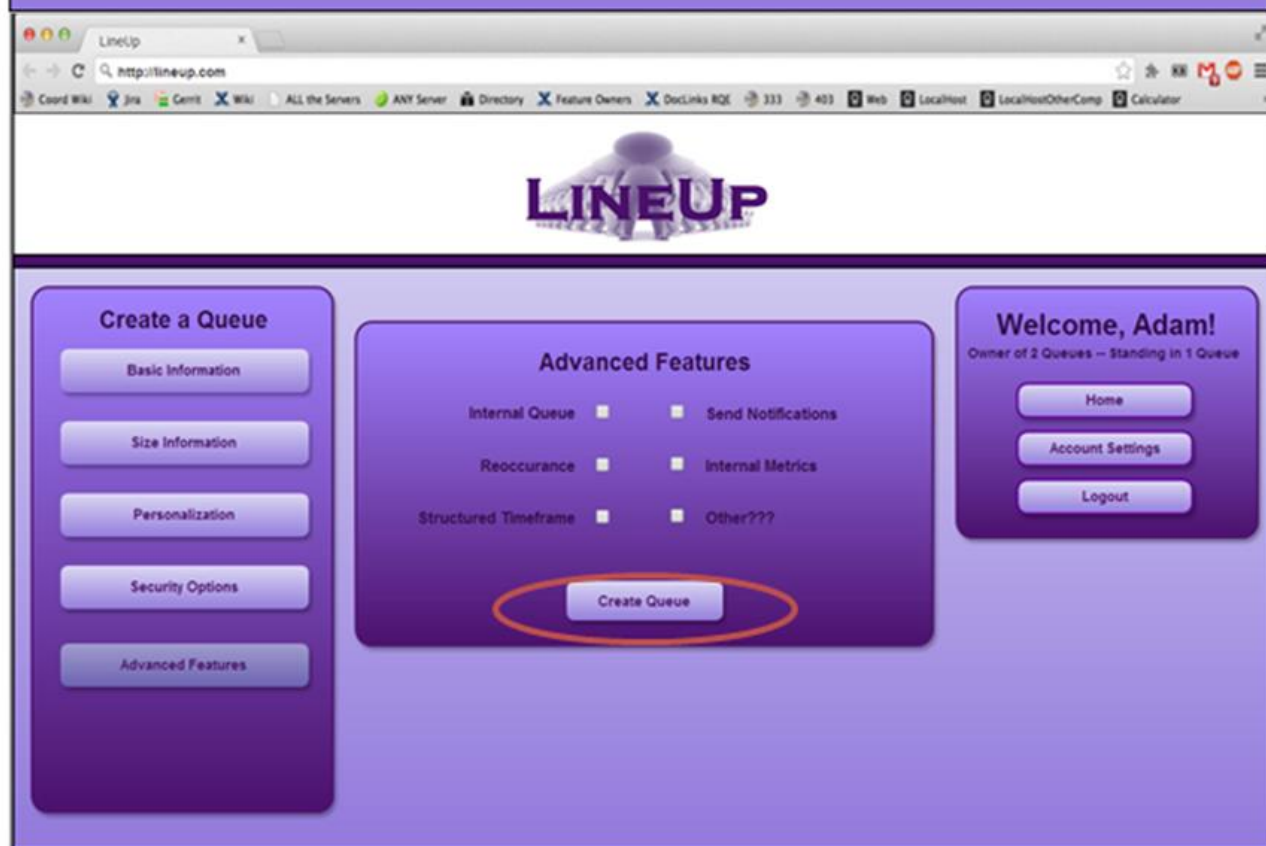
2i) The forth Create a Queue page.



2j) The forth Create a Queue page filled in.

Here, the admin can list the names of employees who should be able to dequeue users from this queue.

The admin can click on the down arrow to set more Security preferences (which has a "Continue" button like the second half of personalization preferences) or select from the left menu.



2j) The fifth and final Create a Queue page.

Here, a user can select from many advanced features, like having an internal "fast-track" queue for VIPs or creating a reoccurring or time-dependent queue (for business hours, CLUE tutoring hours, etc). If a user selects any of these, a pop-up window will appear with questions related to the added feature.



3a) When an admin finishes creating a queue, he/she is directed to a page displaying all of his/her current queues, including the new one. To make changes, the admin clicks on "Go To" next to the queue he/she wishes to modify or otherwise view.

A User (person standing in a Queue) adds himself/herself to a Queue.



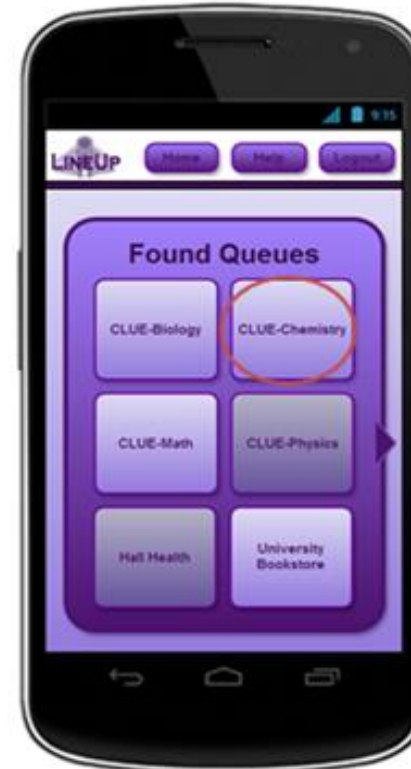
1a) A user sees this screen as they enter LineUp after logging in at a previous time. On a mobile device, users can only view the queues they are in and join new queues (currently).



2a) This is the first screen users see when looking to join a new queue. They can search from a database of all known queues or select from the most popular queues. In future releases, a user will be able to type a queue's ID code or url to get directly to a queue that they know of (applicable to CLUE, restaurants, UBookstore, Hall Health, etc).



2b) After filling in information to search for queues, the user selects "Find Queues" to search the database.



2c) The user is then taken to a page that contains the search results. Queues the user is currently standing in display slightly darkened. The user selects the queue that he/she wants to join or presses the right arrow to search through more options. If the user cannot find the queue he/she was thinking of, he/she can use the phone's back button to return to the search page.



3a) Before entering a queue, the user can see some real-time statistics about the queue he/she is considering entering. These include the number of other users currently in the queue, the estimated wait time, and the QTracks (see extra features, below).



3b) After entering a queue, the user is directed to his/her View Queue Page, where he/she can see the current queues he/she is standing in and which queues he/she was recently standing in.

Extra Features



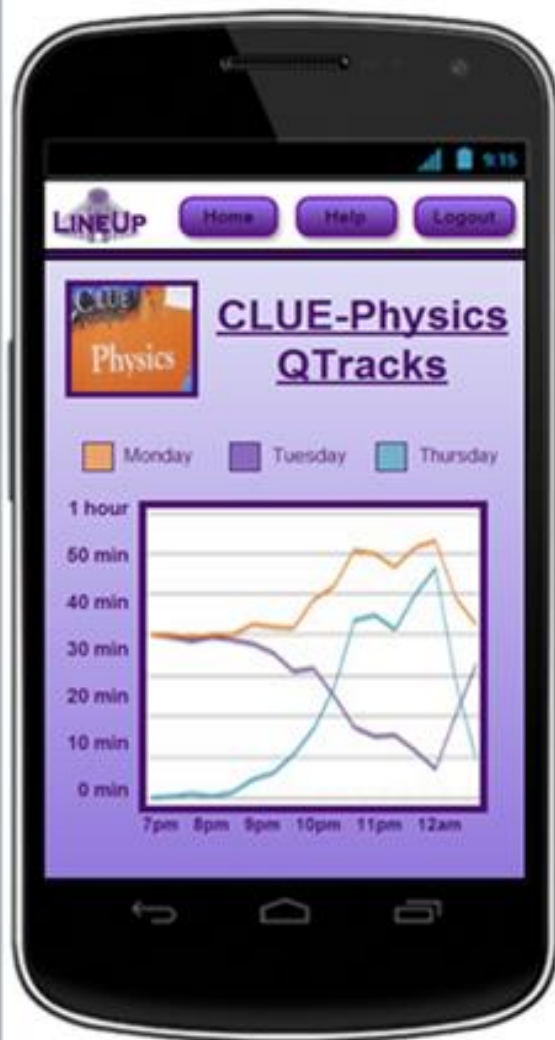
1a) Users, employees, and admins must log into LineUp to use it. This provides a small amount of security and encourages responsible LineUp usage.



1b) The Create an Account page.



2a) Admins can see their queue creation history to expedite their queue-creation process if they are looking to make a similar queue to a previous queue.



3a) Users can see the “QTracks” for each queue they are in or are considering entering. QTracks provide information about the wait length for members in the queue over the course of the queue’s history. This information can help users decide if they should join the queue immediately or wait a while before joining and helps admins staff their queues appropriately and more-accurately.



4a) Employees and admins have the ability to dequeue and postpone users standing in their queues. To help employees see how the queue is doing time-wise (maybe they have wait time goals), they can view the QTracks and estimated wait time for their queue.