**Customer Queue Management System**

**--Project Name--**

**“Automated Hardware Repair Shop”**

**Abstract**

Automated queue management system is a system that helps service provider to manage customer in efficient way. The system can ease the customer flow management which is useful for manager of the service provider. The purpose of this project is to develop an Automated Queue Management System for organizing queuing system that can analyze the queue status and take decision which customer to be served first.

**Members**

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**Introduction**

A queue management system (QMS) is a set of tools developed to manage and analyze the flow of visitors. Joining a queue is one of the first parts of a customer’s interaction with the business. By taking care of this interaction, queue management steps into the realm of customer service.

**Phases**

* Customer will report his problem
* Service provider will insert his (Name, Problem type, Problem description)
* On insertion customer will be provided with a unique id
* Once the problem has been fixed, the customer will be notified

**Tools**

* (Visual Studio) C#