**Customer Queue Management System**

**--Project Name--**

**“Automated Hardware Repair Shop”**

**Abstract**

‘Customer queue management system’ will help the users to report their problem and once they have reported. Instead of waiting, they can leave and utilize their time.Once the work is done they will be notified that their problem has been solved/repaired and that they can collect their item. Throug this application we can help our customers by reducing the wastage of their time as much as possible and reducing the load of stress both on customers and service providers by optimizing a queue system.

**Members**

* Syed Hasib Ali
* Shazaib Aslam
* Anas Asif
* Sufyan Hamid

**Introduction**

Queues of people form in various situations and locations such as at supermarket checkouts, banks, airport security, and etc. A queuing management system is a great need to control queues for better service and customer satisfaction. The process of queue formation and propagation is defined as queuing theory, a mathematical study of waiting queues. There are several queuing scenarios based on the queuing model and market requirements. Queuing management system has to be implemented as a distributed system with different nodes interacting with each other consisting of several processes such as ticketing, calling customer, notifications, server management, etc.

**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#