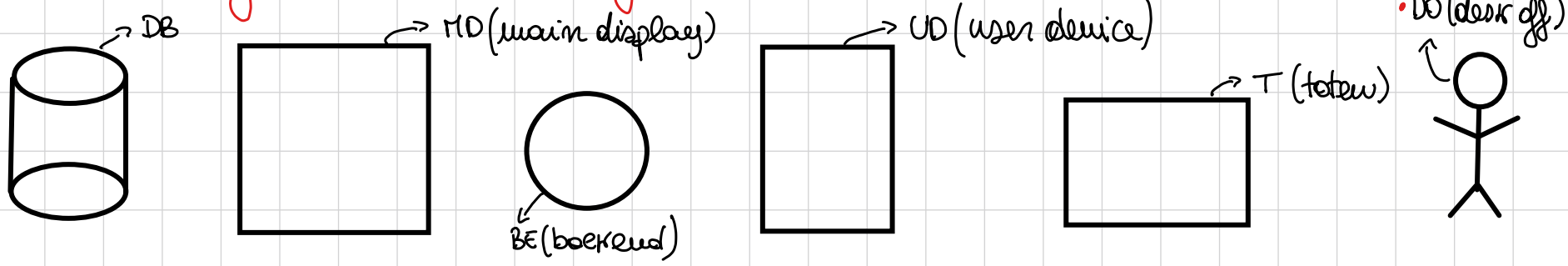
Data flow

- Data are stored and saved in the DB → PostgreSql

FrontEnd (FE) = main display, user device, totem
BackEnd (BE) = BE
Database (DB) = DB

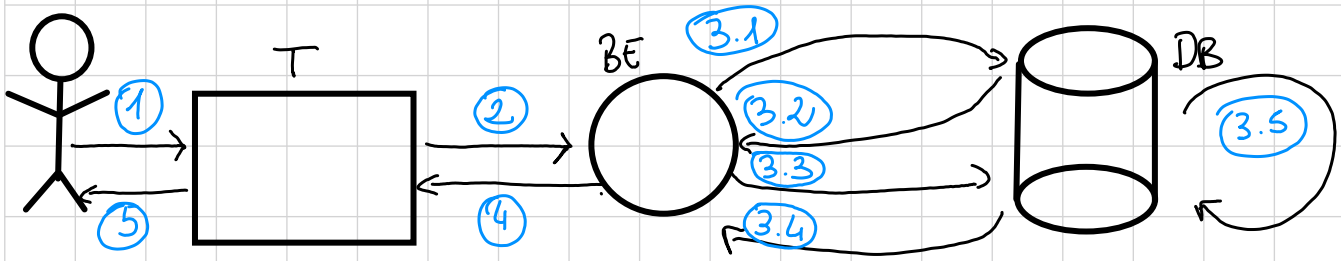
Entities for the data flow



US (1) GET A TICKET

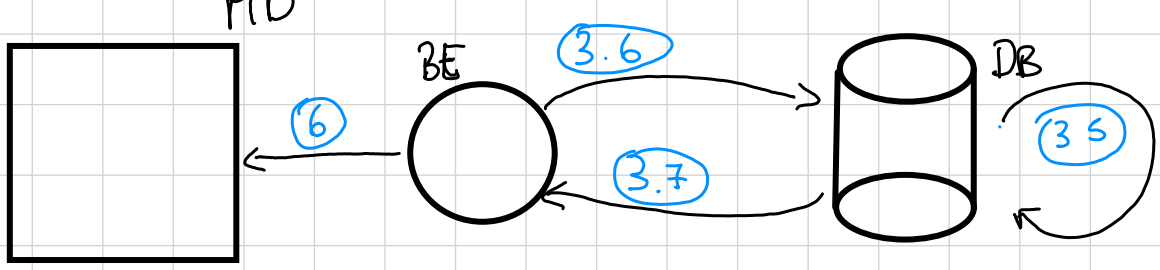
Configuration will be done by a BE Operator until Configuration BO release

U



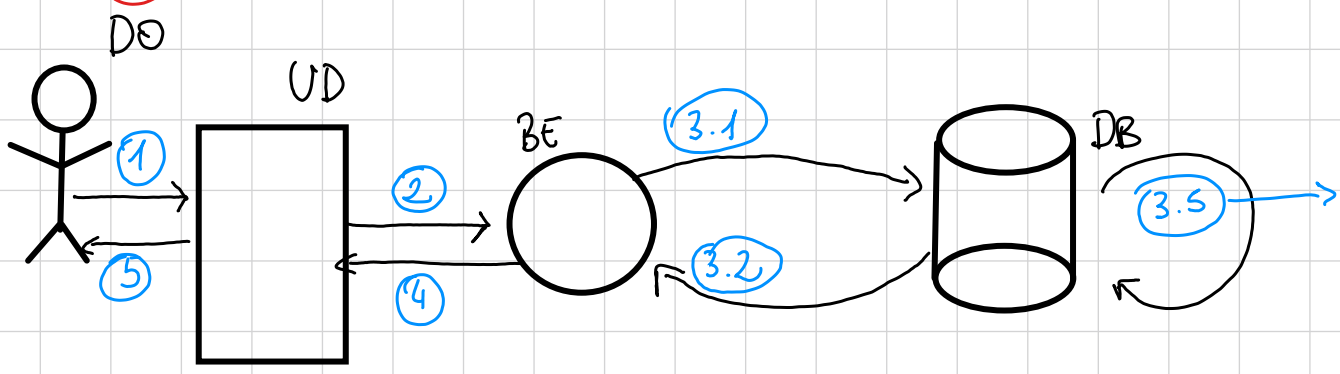
1. U select a service from T
2. T sends data about service to BE
3. 3.1 BE Get Service 3.2 DB Service data } TKT creation
   3.3 BE Generate TKT 3.4 DB TKT data OK } (interaction between BE and DB) || 3.5 Queue Updating System adding a ticket
4. BE Generate QR code and send to T
5. T Show QR code to U

3.5 Generate a parallel flow that update main display



3.6 Get Updated Queue
3.7 Updated Queue OK
6 Send data about the queue

US (2) NEXT CUSTOMER



→ Starts the parallel flow of updating queue system (removing a TKT)

(1) Ask the system next customer
(2) Ask BE the next customer
(3.1) Get next tkt } Next customer
(3.2) next tkt OK } (Interaction between BE and DB) ||
(3.5) Queue Updating System removing a ticket

US (3) CALL CUSTOMER

When US2 is performed the data about next tkt served and which counter is asking for the ticket should be shown on MD

FOCUS ON (3.5) INTERACTION

Queue Updating System (QUS) is the business logic's process that let the queues updated after insert on TKT table or removing/updating TKT after it is worked by a desk officer