

# Office Queue Management

## User Manual

Version Table:

Version	Update	Date
Sprint01	All the document	16/10/2024

## **Summary:**

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## **1. Purpose of the document**

The goal for this document is to show the product owner all the feature implemented sprint by sprint, also showing the evolution of this informatic system in all his components. We identify as important components for the product owner the business logic and the user interface.

## **2. Actors of the document**

The actors involved into the application process are:

- Citizen (customer): a person who need to use a service in the office;
- Desk Officer (officer): a desk operator that, based on the counter he is seated, can handle different service
- BackOffice Operator (BOP): a operator that is allowed to define counters and services for the working day and to associate services to the counters. (Until the release of the associated stories the configuration will be done by backend developer and database administrator)

## **3. Main Definitions**

- a. Ticket: a ticket is a place in a queue for a specific service. It is represented by a service code and a sequential number divided by a dash. (i.e. ABC-123 means you are the one hundred twenty-three person's that take a ticket for the service with code ABC)

## **4. Ticket Request**

The ticket request is the functionality that let a customer to get his own ticket. Every customer can get multiple tickets for different services. Every ticket is strictly connected to one and only one service.

The interface shows to the customer a label to search a specific service by typing the service name and the service list that the office handle in that day. By selecting a service and pushing the button at the bottom of the page a new ticket is generated. The system shows a popup with the

qr code associated to the ticket, sharing ticket information to the customer. By clicking on the “x” on the right top of the popup the customer can close the qr code associated to the ticket.

Choose the service you need

Package Delivery  
Package Delivery

Tax Payments  
Tax Payments

Public Administration Payments  
Public Administration Payments

Banking Services  
Banking Services


Passport Issuance  
Passport Issuance

Telecommunication Services  
Telecommunication Services

Get ticket

Your ticket

Your ticket number is: **PAP-1**  
Estimated waiting time: **00h00m00s**  
QR code for ticket:



Done

## 5. Next Ticket Call

This is a functionality used by a desk officer. Once the desk officer is ready to serve or have already served a customer, he can use this functionality to get the next ticket to serve.

The system shows the number of the current ticket, a button “Call Next Customer” and the queues lengths.

Clicking on the button the system will calculate the number of the ticket that have to be served by that desk. After a new ticket is called to the desk the queue will be updated.

#### Officer display

**Current Ticket:** BNK-4

#### Queue Lengths:

Package Delivery - Length: 0
Passport Issuance - Length: 0
Public Administration Payments - Length: 1
Telecommunication Services - Length: 1
Tax Payments - Length: 1
Banking Services - Length: 2

Call Next Customer

## 6. Main Display Updating Process

This functionality is performed autonomously by the system every time a customer gets a new ticket, or a desk officer call a ticket. It shows the queue updated in real time on the main display and at the same time on the device that is on the counter's desk.

#### Main display

Counter ID	Service Name	Ticket ID
1	Banking Services	BNK-6
2	No service yet	No ticket yet
3	No service yet	No ticket yet