Air University Multan Campus Department of Computer Science CS 382 Visual Programming

Fifth Semester Fall2021

Queue MANAGEMENT SYSTEM

SEMESTER PROJECT

Queue management is the process of managing your waiting customers and efficiently introducing them to staff members for further assistance while enhancing the customer waiting experience throughout the entire customer journey.

Clearly define the objectives of the queue management project, including improving service efficiency, reducing waiting times, enhancing customer satisfaction, and optimizing resource allocation

Improve access to services with appointment scheduling

Decrease actual waiting time by better time management and resource allocation

Reduce customer uncertainty with notifications and messaging

Keep customers entertained with media solutions in the waiting area

Allow customers to wait wherever they prefer with a mobile ticket

**THE SYSTEM SHOULD PROVIDE THE FOLLOWING CORE REQUIRMENTS**

* Allow customer to book an Ticket.
* Allow the manager to add/delete a Ticket Number.
* Allow the manager to Dequeuer Customer After complete work.
* Allow the manager to Skip ticket.
* Allow the Customer to Regenerate ticket.
* Allow the customer to view the time of token.
* Allow the customer to view the available Manager.

Depending on the center that you are working for you are also asked to add four additional requirements.