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| **Use Case Name** | Customer Queue | | | | |
| **Scenario** | Customer wants to visit teller or customer service | | | | |
| **Triggering Event** | Customer press the “Teller” or “Customer Service” button on queueing machine | | | | |
| **Brief Description** | Customer press the “Teller” or “Customer Service” button on the queueing machine to queue.  Then queueing machine then generates a queue number and a QR code for the customer to scan and submit their feedback.  The system then enqueues the customer and loop the queue until the queues is empty.  On each loop, a queue number is dequeued, and the teller/customer service calls the queue number and a customer with the corresponding queue number visits the calling teller/customer service in order to be serviced.  After the service has ended, the customer may or may not fill the satisfaction review from the generated QR code.  If the customer chose to submit their satisfaction, the system then records it. | | | | |
| **Actors** | Customer, Queueing machine, teller/customer service. | | | | |
| **Related Use Cases** | * Generate queue number. * Generate customer’s satisfaction feedback QR Code. * Submit satisfaction feedback. * Make deposit. * Make payment. * Request money loans. * Register new bank account. | | | * Request payment slip of credit card. * Pay for credit card. * Manage cash flow. * Request manage payroll. * Request credit card machine. * Request print book. * Make transactions. | |
| **Stakeholders** | Customer, Manager, Security and Maintenance Team. | | | | |
| **Precondition** | Queueing machine is fully operational.  Queueing machine is open.  Customer has business with teller/customer service. | | | | |
| **Postcondition** | Customers are called according to the queue.  Queue number is generated.  Unique QR Code for satisfaction review is generated. | | | | |
| **Flow of Events** | **Customer** | **Queueing Machine** | **System** | | **Teller/Customer Service** |
| 1. Press the "Teller" or "Customer Service" button on the queuing machine  2. Customer waits for their turn.  3. Customer goes to the calling teller/customer service.  4.a.1. Customer submits their satisfaction  4.b.1. Customer doesn’t submit their satisfaction | 1.1. Generates a queue number and a unique QR Code for customer satisfaction feedback. | 1.1.1. Enqueues the customer.  2.1.2. Loops through the queue | | 2.1.2.1. Dequeue a customer.  2.1.2.2. Call the dequeued customer’s queue number.  3.1. Service the customer  4.a.1.1. Record customer’s satisfaction level |
| **Exception Condition** | 2.1.2.1. Queue is empty, show message that the queue is empty.  2.1.2.2. Customer is gone | | | | |