The actors in our application are the following:

Customer: The customer is a person who has downloaded the application and regularly uses it to interact with the store. The first time (he) uses it, (he) must register himself. The following times (he) must log in and authenticate in order to use the functionality of the app. Then he can either line up remotely or book a visit. If he uses the line-up function, then, for some time he can view the relative ticket with the associated data. Same happens when using the function of booking a visit, after compiling the form and sending it, he can look at his appointments data for a period.

Physical Spot: The physical spot act as representant of the users that do not have the application and gives them the possibility to use the line-up function. He does that by handing to them a paper ticket which represent a position in the digital queue.

Manager: The manager is the person responsible of the store, and the one who can log as manager in the application. He is given a dashboard where he can check relevant data regarding the store, the influx of the people in it and the status of the queue. He can modify parameters important to the elaborations of the data and take decisions that influence the influx of people, like stopping the release of new tickets for a time period.