Scenario 1:

Mario reads the newspaper and realize that the Covid-19 is a serious problem. He thinks that we should try to have behaviours that helps contain the problem, like take appointments on the spots we will go. He learns from internet that the supermarket where he usually goes to, is using an app to take appointments, Clup. He registers himself, and from day on when he needs to do grocery shopping, he uses the app to digitally line-up. When the app notifies him that his turn is coming, he goes out in the directions of the supermarket. And only in few cases he found himself waiting few minutes to enter inside the store.

Scenario2:

Francesca usually goes on the same supermarket to do groceries, but for one reason or another she did not go there for two weeks. When she returned to that store, she learnt that she needs to use an app to line up. She was told to download the app and to use it to line up, she did that and after she sign in.   
On the app she founds that there are shown some data like the number of people before her, the time she needs to wait before entering the store, etc.   
Seeing that the waiting time is large she decided to go for a walk around the neighbourhood and to return when the waiting time is of five minutes. She returned from her walk and saw that there was only a couple of people outside, she decided to wait and after few minutes she entered.

Scenario3:

Maria is an old lady, she does not possess a smartphone but only an old phone that does not have internet connection.  
She decides to go to the supermarket in which a clerk tells her that she needs to use an app to line up. She explains to him that she does not have the means to do it and so, she is brought to the totem where she retrieves a ticket. She is recommended to stay close to the supermarket and to wait it there. During the chat with the clerk she also found that this mechanism is always guaranteed.   
Thanks to the fact that most people uses the app to line up, outside the store where the old lady is waiting, there are no crowds. Because all people either enter right away or at most they wait for few minutes, and so it reduces the risk for all.

Scenario 4:

Andrea is a worker with a fixed schedule, every day he finishes to work at eight p.m., and so he has little time to do the groceries. He has tried to use the app Clup to line up, but he found himself, sometimes, with a waiting time of twenty minutes, without knowing what to do except to go to the store and wait outside. To try to solve this problem he used the “book a visit” function and took an appointment for the following day, choosing a schedule that worked for him, allowing him to arrive without hurry to the store. The next day he went to the store right on time and with a hint of amazement he entered right away. Impressed by the pleasant experience from that day on he started using regularly that function since it allows him to adjust it to his needs.

Scenario 5:

Alfredo always uses the app to line up at the supermarket. One day he notices that when he lines up from his house the waiting time is always of twenty minutes even on the days where he goes there and see few people. With some reasoning he comes to the conclusion that the app gives him always a waiting time that is similar at the time he usually needs to get there. In fact, he really needs little less than twenty minutes to go there.

Scenario 6:

Claudia is the manager of a supermarket that uses Clup and she checks the app to manage the flux of people inside the store. She always checks that the flux of people never reaches the eighty-five percent of the maximum capacity that the D.P.C.M. imposed to the store, when there are not bookings and not more than ninety percent of the maximum capacity if there are some bookings that specify the department.   
One day even if the store respects these constrains, she notices that on one department, next to the entrance, a crowd is forming. Maybe it is happening because a recent sale on a category of products. She thinks that it would be appropriate to do not let other people enter until the problem is solved. So, she decides to use the app to temporarily block the number of new entrances. Leaving like that for few minutes the situation solve itself and she can allow again people to enter.