

PromptLine

"Skip the Line, Not Your Time."

1. Vision

To eliminate unnecessary waiting across all service sectors by empowering users with real-time turn predictions and seamless check-in experiences.

2. Problem

Long waiting times in hospitals, barber shops, and government offices cause significant frustration and inefficiency. Customers often lack clear visibility into their position in the line, leading to wasted time and overcrowding. There is a strong need for a streamlined system that manages waiting times, provides real-time updates, reduces delays, and enhances the overall customer experience.

3. Solution

PromptLine is a smart, real-time queue management system that reduces waiting and overcrowding by providing live updates, dynamic ETAs, and timely alerts—ensuring users arrive just in time, not too early. It works seamlessly across mobile apps, SMS, and display boards, making it accessible for everyone.

4. Core Features

- **Real-Time Queue Tracking:** Users can track their exact position in line and see how many people are ahead, eliminating uncertainty and reducing frustration.
- **Location-Linked Check-In:** The app detects if users are near the service location or en route, ensuring they don't arrive too early or late.
- **Remote Alerts:** Notifications or SMS updates such as "You'll be attended at 10:55 AM" ensure users arrive just in time.
- **Auto-Rescheduling:** If delays occur, the system dynamically updates the ETAs for everyone in the queue.
- **Display Board Mode:** For users without smartphones, real-time queue updates are displayed on large screens (TV or kiosk).
- **Analytics:** Valuable insights on service duration, peak hours, and no-shows help businesses optimize operations.

5. Modes of Operation

a. Hospital Mode

- Tracks delays in real-time via backend.
- Provides updated ETAs like “You’re 7th in line, ETA: 11:15 AM.”
- Push/SMS notifications keep users informed.
- Kiosk or display board assists offline users.

b. Barber Shop Mode

- Customers can book online or walk in.
- Wait time estimates based on average haircut duration.
- Real-time sync between walk-ins and bookings.

c. Government Office Mode (RTO, Passport, etc.)

- Token generation via online or onsite check-in.
- Staff marks "next" to move the queue.
- Real-time updates through app or display board.

6. User Scenarios

a. Smartphone Users

- Pre-register from home.
- Real-time tracking via app.
- Push/SMS alerts for position and ETA.

b. Non-App Users (Phone Only)

- SMS-based updates.
- Helpline check-in for non-digital users.

7. Real-Time Queue Update Mechanism

- **Service Completion Confirmation:** Staff or user marks service as complete.
- **Queue Adjustment:** System auto-updates queue; next person is notified.
- **Dynamic ETA:** Each user gets a real-time updated estimate.
- **Push/SMS Alerts:** Example: “You’re next! Please reach in 8 minutes.”
- **Self-Confirmation:** Users can confirm service completion via app.

8. Future Scope

- Face scan and fingerprint check-in
- WhatsApp integration
- Calendar sync
- Ratings and feedback system
- Multilingual support for regional users

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