**1️. Reception Panel (For Receptionist)**

* Inputs **File Number, Name, Required Service**
* Submits data to queue
* Prints ticket (if needed)
* Sends the entry to the department in **real time**

**2️. Department Panel (For Staff at the Counter)**

* Displays **all queued patients/customers**
* Staff can **assign a counter**
* Actions:  
  ✅ **Serving** → Marks the person as currently being served  
  ❌ **No Show** → Marks as absent, removes from queue  
  🔊 **Call for Sound** → Triggers an audio announcement

**3️. Big Screen Display Panel (For Customers in Waiting Area)**

* **Shows** currently called person’s **File Number & Name**
* Displays **which counter** they should go to
* Updates in **real time** when a new person is called

1. Reception

→ Inputs File Number, Name, Required Service

→ Clicks Print (Optional)

→ Sends data to Queue System (Real-Time Update via WebSocket)

2. Queue System

→ Displays all queued entries in department interface

→ Assigns entry to an available counter

3. Counter Actions

→ Serving (Currently being handled)

→ No Show (If the person does not come)

→ Call for Sound (Announces the number via audio)

4. Big Screen Display

→ Shows Number + Name of the currently served person

**Scenario: Hospital Reception and Queue System**

**Step 1: Patient Arrives at Reception**

* A patient named **Ali Khan** arrives at the hospital reception.
* The receptionist asks for basic details and enters them into the system:
  + **File Number:** 12345
  + **Name:** Ali Khan
  + **Required Service:** General Consultation
* The receptionist clicks **Print** (if needed) and submits the information.
* The system **immediately** sends this data to the queue system via WebSockets.

**Step 2: Queue System Updates in Real-Time**

* The system **displays** Ali Khan’s number in the **Doctor’s Department Panel**.
* Doctors or nurses at the **counter** see the queue and can **assign a counter** to Ali Khan.

**Step 3: Counter Handling the Patient**

The doctor’s counter has three options:

✅ **Serving** → The doctor selects "Serving," and Ali Khan’s name appears on the **big screen** outside the doctor’s office.

❌ **No Show** → If Ali Khan doesn’t show up, the doctor selects "No Show," and his number is removed from the queue.

🔊 **Call for Sound** → If Ali Khan is not responding, the doctor can press **"Call for Sound,"** and a speaker announces:  
*"File Number 12345, Ali Khan, please proceed to Counter 2."*

**Step 4: Big Screen Display**

* The **big screen outside the waiting area** shows:  
  🟢 **Now Serving: File Number 12345 – Ali Khan at Counter 2**

**Summary**

1. **Reception** adds patient details → Sent to queue system.
2. **Queue system** assigns the patient to a counter in real time.
3. **Counter options:** Serving, No Show, Call for Sound.
4. **Big screen** displays the current serving number.