“soo maybe ziqi will start off with a person in the branch trying to get the queue, i will be a mobile customer trying to get a queue, serena will be a counter who calls next person, and skips a missing person, you will be a counter who stops to go for a break and comes back and re-adds a missing person to the queue and justin will be the cro” --- Kaushik

Customer 1, at Jurong East branch – Walk in to get a queue number (select Corporate Banking, and priority labels)

Customer 2, generating queue number on mobile phone, BUT did not select all the options, so the system prompt you to return and fill in information

Customer 2, generating queue number on mobile phone (select Private Banking and NO for Priority, branch select Jurong East).

Counter 1r: display the current serving customer queue number

Customer 3, at Jurong East branch -- walk in get a queue number (select Private banking and priority labels)

Counter 1: press NEXT button, and show next serving customer queue number

Customer 4, generating queue number on mobile phone (select corporate banking and No priority)

Counter 1:press SKIP button, to call for next waiting queue number

Counter 2: Stop the queue calling session, go for a lunch break.

Customer 5: at Jurong East branch – Walk in to get a queue number (select Private Banking, and NO priority labels) – assume that the customer 5 did not proceed with queue calling

Counter 2: Back from lunch break, press RESUME Serving button

Customer 5: come and ask if he can be added back to the queue as he missed calling

Counter 2: Open add missed queue number back interface to insert back customer 5’s information and original queue number

Counter 2: Back to the main display check

CRO: Read and demonstrate the CRO interface, monitor ongoing process

CRO: Terminate service as an emergency operation breakdown happened

CRO: Reinitiate service to get the queue system running back again and display the main display interface.

Demo end…..