US 20230231950A1

(19) **United States**

(12) **Patent Application Publication** (10) **Pub. No.: US 2023/0231950 A1**

Bohannon et al. (43) **Pub. Date: Jul. 20, 2023**

(54) **SYSTEM AND METHOD FOR ENHANCED VIRTUAL QUEUING**

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(21) Appl. No.: **18/296,362**

(22) Filed: **Apr. 5, 2023**

Related U.S. Application Data

(63) Continuation-in-part of application No. 17/994,325, filed on Nov. 27, 2022, which is a continuation of application No. 17/667,034, filed on Feb. 8, 2022, now Pat. No. 11,528,363, which is a continuation-in-part of application No. 17/235,408, filed on Apr. 20, 2021, now Pat. No. 11,489,964, which is a continuation of application No. 16/836,798, filed on Mar. 31, 2020, now Pat. No. 10,992,811, which is a continuation of application No. 16/542,577, filed on Aug. 16, 2019, now Pat. No. 10,609,218.

(60) Provisional application No. 62/820,190, filed on Mar. 18, 2019.

Publication Classification

(51) **Int. Cl.**

H04M 3/523	(2006.01)
H04L 67/306	(2006.01)
G07C 11/00	(2006.01)

(52) **U.S. Cl.**

CPC ***H04M 3/5231*** (2013.01); ***H04L 67/306*** (2013.01); ***G07C 11/00*** (2013.01); *H04M 3/5183* (2013.01)

(57) **ABSTRACT**

A system and method for managing virtual queues. A cloud-based queue service manages a plurality of queues hosted by one or more entities. The queue service is in constant communication with the entities providing queue management, queue analysis, and queue recommendations. The queue service is likewise in direct communication with queued persons. Sending periodic updates while also motivating and incentivizing punctuality and minimizing wait times based on predictive analysis. The predictive analysis uses "Big Data" and other available data resources, for which the predictions assist in the balancing of persons across multiple queues for the same event or multiple persons across a sequence of queues for sequential events.