

Updated Problem Statement

Retail banks are failing to achieve their goal of quality service provision and customer satisfaction due to outdated manual queuing systems in place. Banks like any other business aims to always have satisfied clients therefore have implemented a queueing system provides clients with the ability to have orderly managed queues to make the situations at the bank more pleasant and more manageable, however this does not help them achieve their goal since customers are still dissatisfied with the time they have to spend at the bank. We made a research on the causes that hinders the banks from achieving their goal and from the conducted survey (provided on deliverable one) from bank clients we found that on busy days most people spend more time than they prefer at the bank to find that the services they need are sometimes not in that specific branch or they don't have the necessary documents so they need to come back again. In response to the problem at hand we aim to provide the bank with a solution to achieve this goal by integrating the existing system with an online system that will help clients know more about their bank's branches, giving them more information about the queue status, the services, the time they will need to spend and even allowing them to join the queue before getting to the bank to provide quality and satisfying customer experience through a close interaction.