

Usage Scenario

Cultural Heritage Site Management System (CHSMS) will allow visitors to have a smooth, digital and immersive experience during their visit to different museums. In addition, it shall provide the museum administration staff with mechanisms to measure and improve the quality of services provided. This can be accomplished by deploying different types of IoT devices. Following is the user story for the system application.

Using the application, visitors can register and login to an account, book tickets (if available) for the museum. Moreover, they can locate specific artwork and get detailed information as soon as they go near the artwork. Visitors will also enjoy navigation support in the app to move from one point to another in the museum. They can save different points of interest, artwork or sculpture and submit feedback through the app. The app will provide recommended visit routes and suggest artworks (in the same or nearby museums) to the visitors based on their preferences (or past visit history).

The museum administrators will use the app to monitor the crowd movements inside the museum. The system should allow the administrators to extract analytics of the crowd movement, number of people visiting, time spent by people on different artworks and the feedback provided by visitors. Besides, the administrators should be able to update contents on different artworks including images, videos, textual descriptions. They will also be able to book tickets for visitors who cannot do it online. Moreover, they can update and configure the IoT components to the system.