

Office Queue Management

Team P08

Initial planning

- Environment setup
- 5 stories (in order of priority)
 - Ticket generation (2 SP)
 - As a client I want to receive a ticket across a service
 - Notification to be called to the customer (5SP)
 - As a client I want to receive a notification so that I can know the ticket called to the counters
 - Next client (2 SP)
 - As a officier I want to signal whe the counter is ready so that new clients can be served
 - System Configuration (5 SP)
 - As a manager I want to assign services to every counter to configue the system
 - Stats per service (2 SP)
 - As a manager I want to check statistics so that I know how many customers have been served for each service type

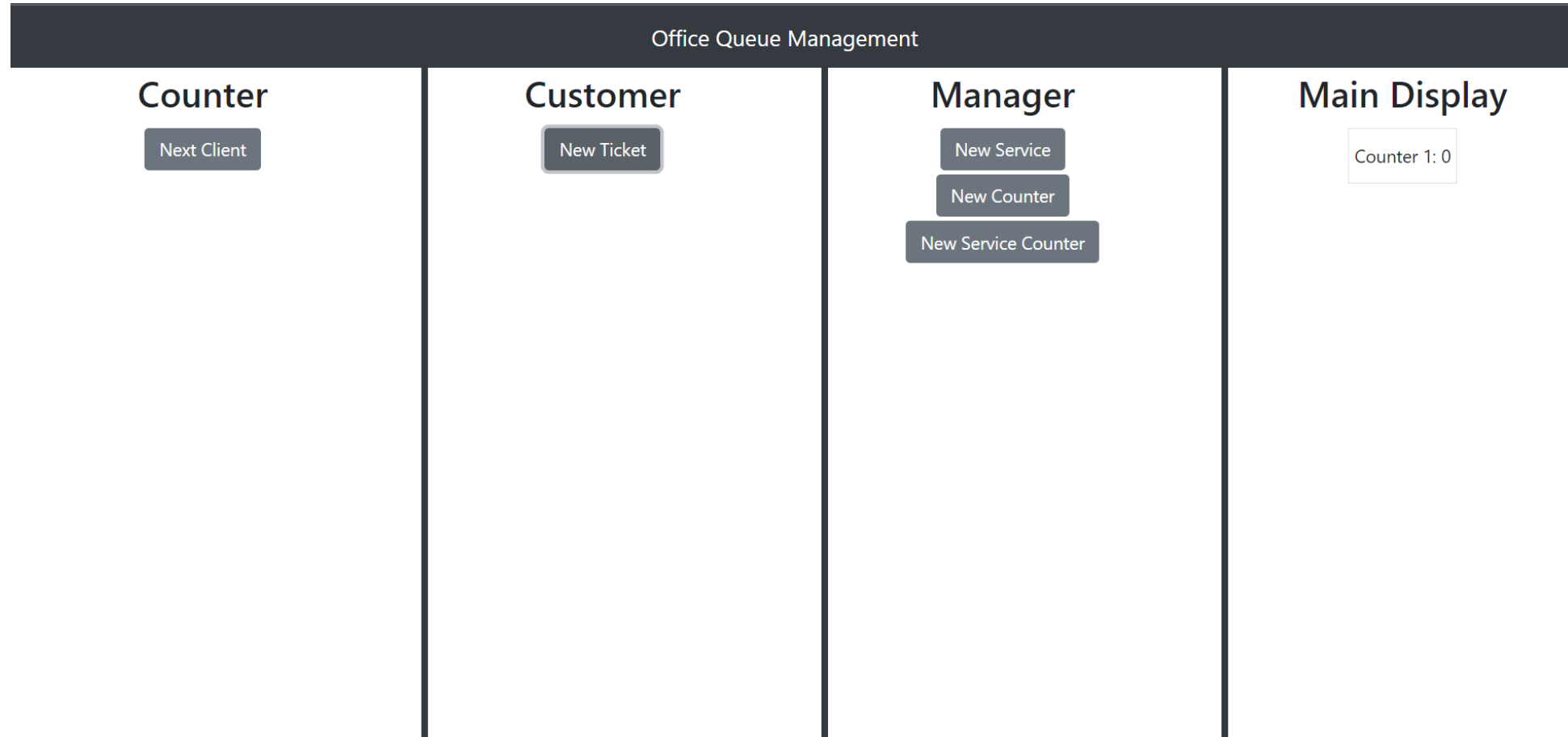
Current Status

- Environment setup (Done)
- 5 stories (in order of priority)
 - Ticket generation (2 SP) – In progress
 - Notification to be called to the customer (5SP) – In progress
 - Next client (2 SP) – In progress
 - System Configuration (5 SP) – In progress
 - Stats per service (2 SP) – In progress

Why is it all in «in progress» state?

- Because we have worked in parallel on different stories, so a sketch of almost all is available but it's still not perfectly working

A Prototype of the interface



A Prototype of creation of service by a manager

Office Queue Management

Counter

Next Client

Customer

New Ticket

Manager

New Service

New Counter

New Service Counter

Main Display

Counter 1: 0

Create new Service

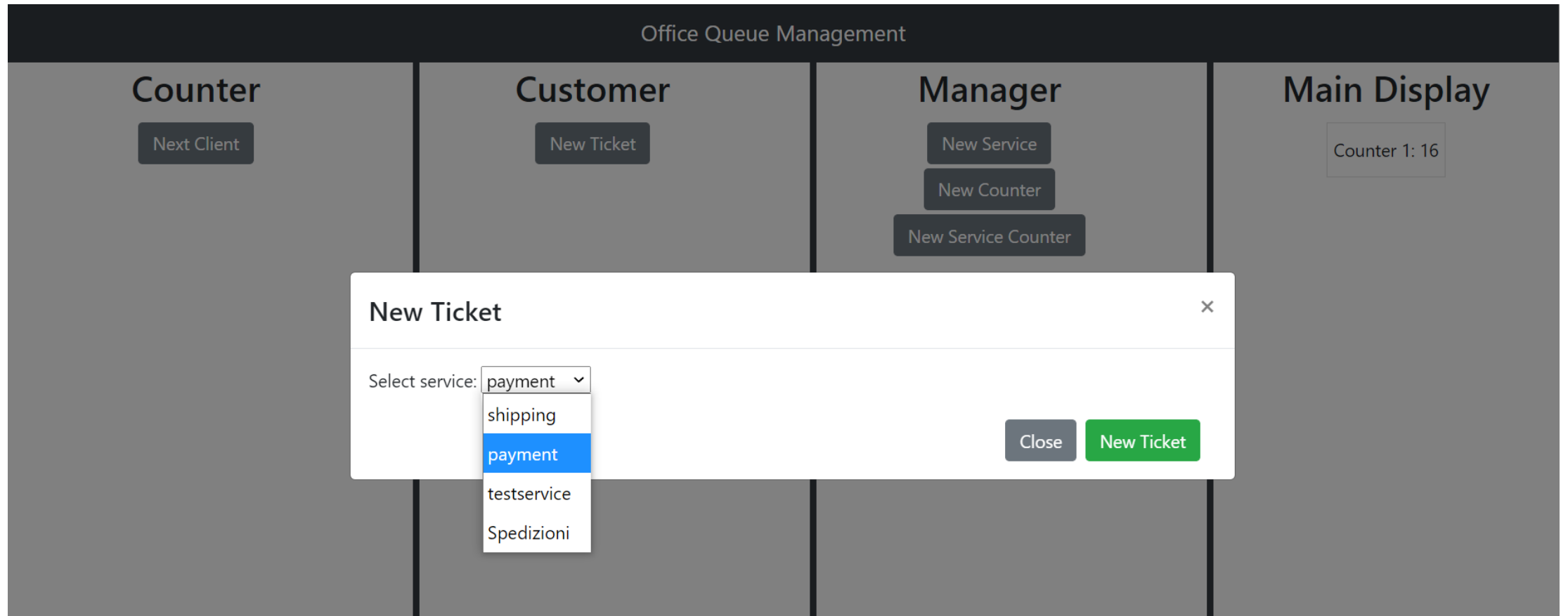
New Service:

Shipment

Name service is required

Close Create

A Prototype of new ticket generation (customer side)



Focus on main Display when new counter is called

