**2.2. Product functions**

The following section contains the main functions that software will perform. As said earlier, there are additional features available for the personnel staff, but here will be displayed just the general functions.

**2.2.1. Booking management**

The most exciting thing about this product function is the opportunity of the customer - to not register. The system will provide SMS authentication and GPS location that will be enough to unambiguously define the user. The STB will not collect any personal data about users other than their phone number and their names (this feature is optional, if the user doesn’t like to be called by his name via notifications, it’s his choice). The system also will provide the tickets in place because not every human got his phone or could install an app. If the user could not get to the store in the estimated time, he will get the notification reminding him that either he is just late but he goes to the store or he forgot about the store and he had to get a new booking. By the way, the user can plan his booking, he can choose every available slot in the timetable, or he can book as quickly as possible. The user can pick any store that is available. Every user can cancel the booking without any sanctions given to him. While performing a booking the user could also enter the data about departments he is going to visit the store, this action will be very helpful to preserve his own health and the others. The STB will process the data given by the user and return the solution that will help him not to be infected or not infect the others.

**2.2.2. Location management**

To reduce the possibility of a queue, the system will monitor the location of the user and will provide him the shortest path to the selected store. It can be obtained by using GPS to retrieve the current location of the user. The STB uses the shortest path but the maximum estimated time because the system couldn’t know about the personal characteristics of the users.

**2.2.3. Arrival/departure management**

The arrival and departure of the user will be checked via QR code. When the user arrives at the store and his booking is still active then his QR code will be valid. The customer scan QR code and the STB starts the countdown because some users have entered the information about the departments they are going to visit, otherwise the system supposes that the time they will spend at the store will be distributed uniformly. When user time comes to an end, there will be a notification either via mobile phone. At the departure moment, the user scans the QR code again and the system supposes that the customer visit ends.

**2.2.4. Others**

The administration of the store must enter the system the store specifications i.e. its size, the departments' location, etc. On-site tickets are also handled by the store staff. The tickets given by the staff will have priority over the booking via app since the users are already in the store and they are more likely to get sick than the users that use a booking option. The administration of the store will be able to collect information about a human flow which is going through a store, to evaluate human load in different periods.