**Queue Management System-Scope of the Project**

**Justification:**

The software under development will help to:

1. Deliver high quality customer registration system.
2. Eliminate Long Lines & Reduce Walkaways
3. Boost Staff Productivity & Operational Efficiencies

**Product scope description:**

The product will produce an Android application (an .apk file) which will be responsible for the queue management software. It will provide the following services

1. Registering a person in a Queue.

End User can enter their name and get registered.

1. Viewing all the people in the Queue.

The user can view all the customers in the queue, sorted in ascending order of the time they registered.

The user in the front of the queue will be given a printed token with ID No. printed on it. The ID will be manually called out when the customer is in the front of the queue.

1. Deleting from the Queue when the requirements of customers are fulfilled.

Deletion will be done when the request is fulfilled and the customer is no more in the queue.

**Acceptance criteria:**

1. Android 6.0 and above.

**Deliverables:**

kiosk-android.apk file.

**Project Exclusions:**

1. SMS / Email service when the customer is in the front of the queue.
2. Token display service at the front desk.
3. Emergency management (queue prioritizing). [ e.g. Emergency situations in hospital queue].
4. Approximate rate forecasted wait time for each customer.

**Constraints:**

1. Availability of a hardware display system like digital displays to display token no.

**Future Scope:**

SMS / Email service, queue prioritizing and approximate forecasted wait time are not included in this version.