



QUEUE FOR THE NEW NORMAL

PITCH DECK

for



**Better
Health**
HACKATHON
#CodeforCovid19

Problem

→ 01

During pandemic situation, shops open irregularly, yet consumer needs are as before, thus leading to over crowding during active hours.

→ 02

Social Distancing is not practised, the virus spreads easily and people fall ill.

→ 03

Even in normal times, people had to wait for long hours in queues before their number shows up.



Solution



→ **01**

A system is needed to look into the queue without being physically present.

→ **02**

The system must be accessible to the consumers as well as the shopowners with specific permissions to manage it.

→ **03**

An online platform is the best way out and also the cheapest mode in terms of accessibility.

→ **04**

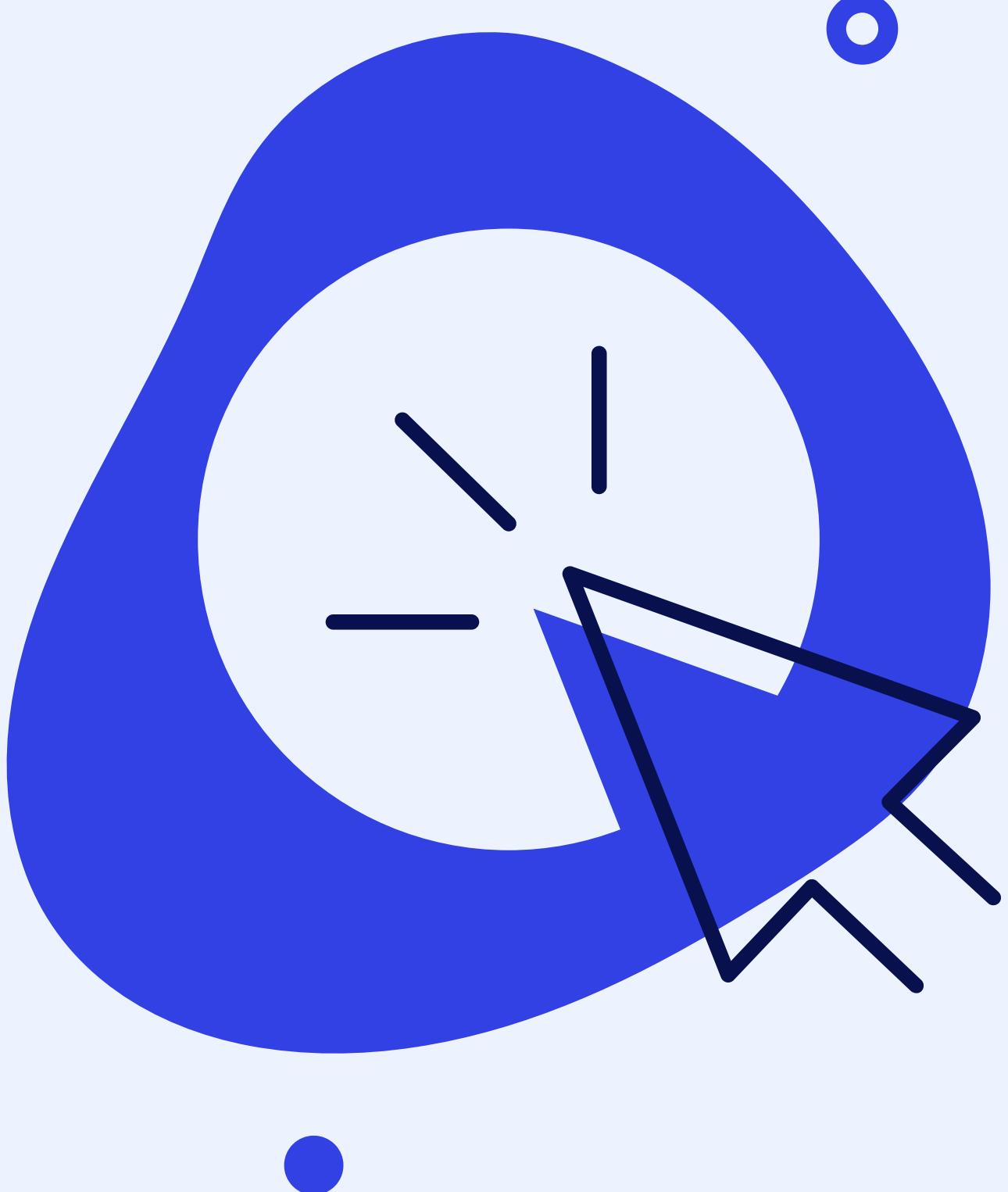
During this pandemic, safe procurement of essential items without overcrowding is the need of the hour.

Value Proposition

eQ puts an end to the long lines of consumers in front of shops, and places them in virtual queues managed online. eQ makes sure each and every consumer gets his requirements hassle-free



We empower the customers to choose from different time slots at their ease, and enlist themselves in online queues, manageable through app. On the shop owners' end, serving customers with the app taking care of all bookings had never been so easy, and there is more to it.



Book a Slot

For Customers, booking slots is super easy. Just follow these 4 steps:



Set Location

Set your location to find shops or services around you



Select Store

From the available list, select your preferred shop/service within a given radius. Also sort out based on customer ratings/reviews



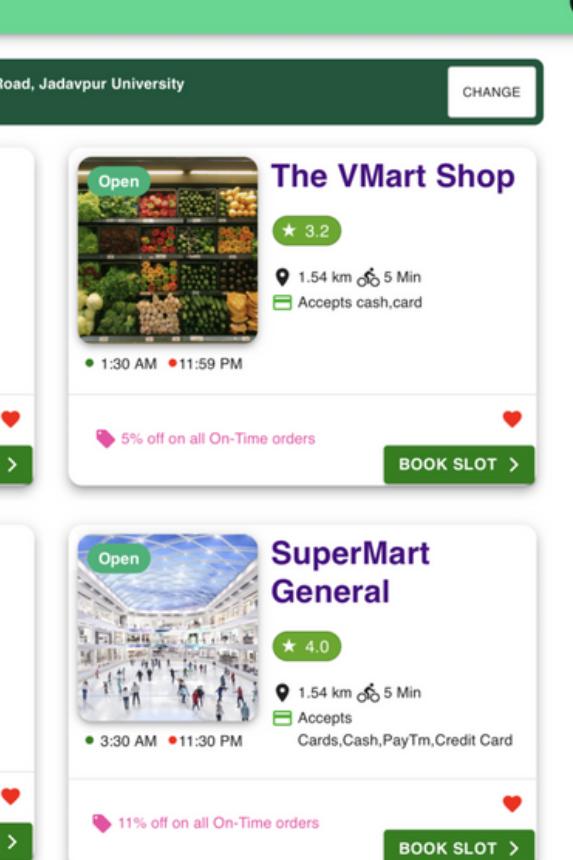
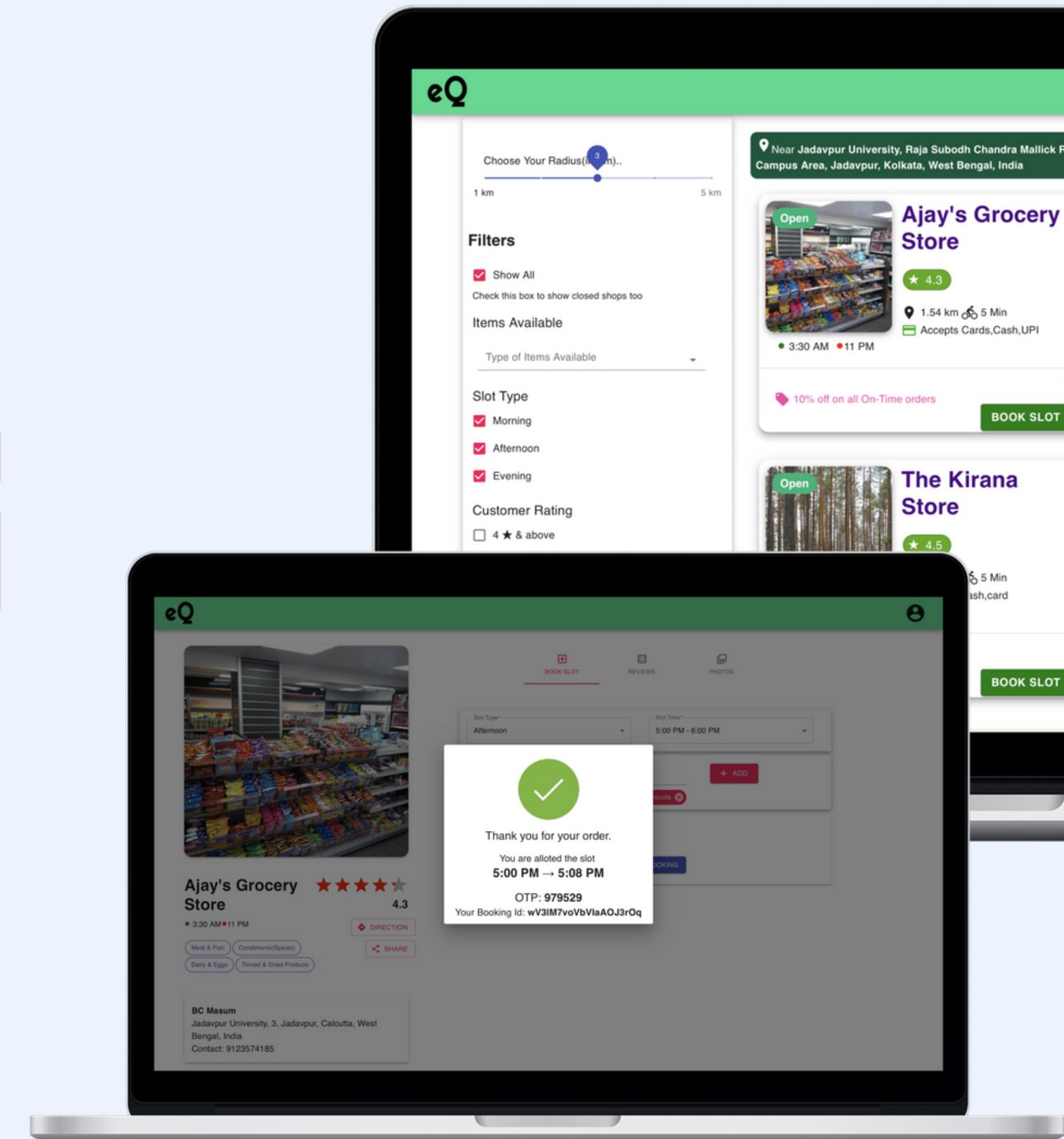
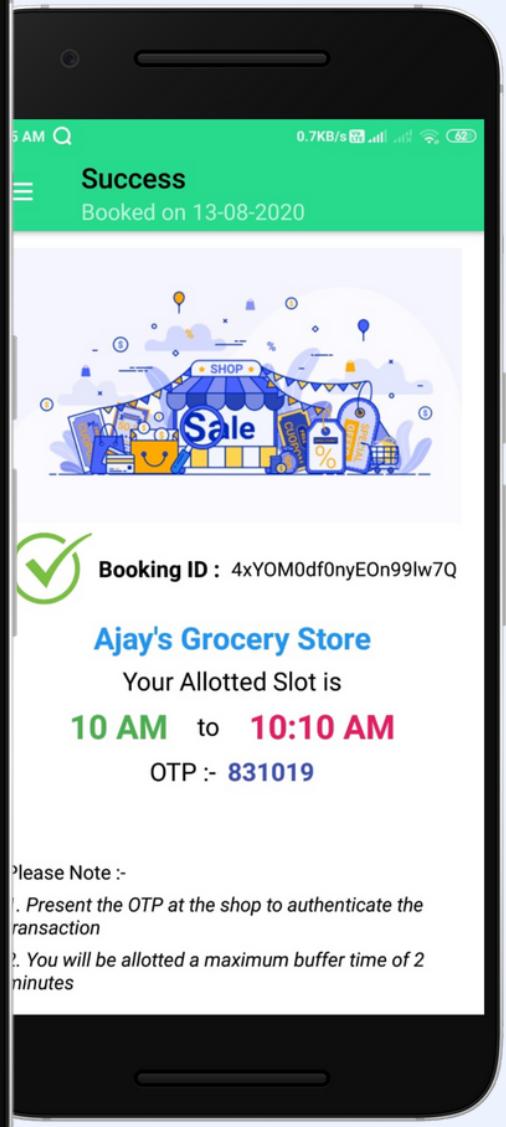
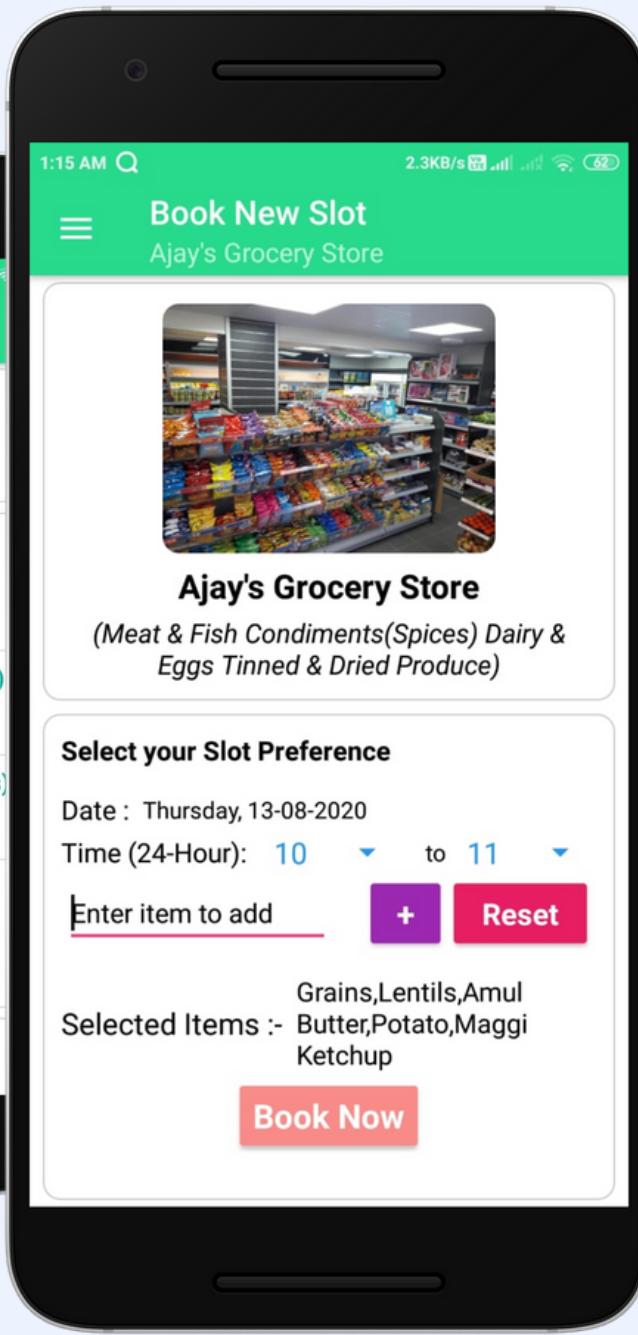
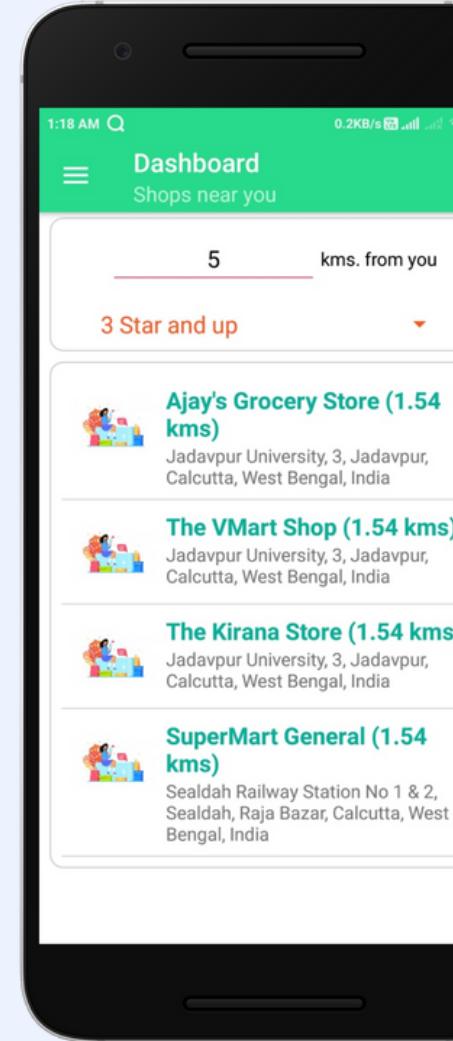
Choose slot

Choose your preferred slot from the list of available ones and fill in the item requirements



BOOK

Slot is allotted to you along with a unique booking ID and an OTP to authenticate the transaction



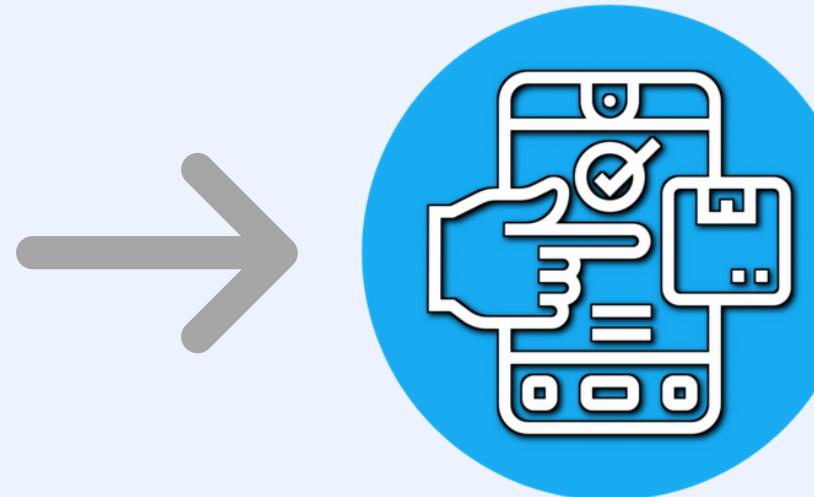
Authenticate a Booking

For Shop Owners, managing slots is even simpler. Just follow these 3 steps:



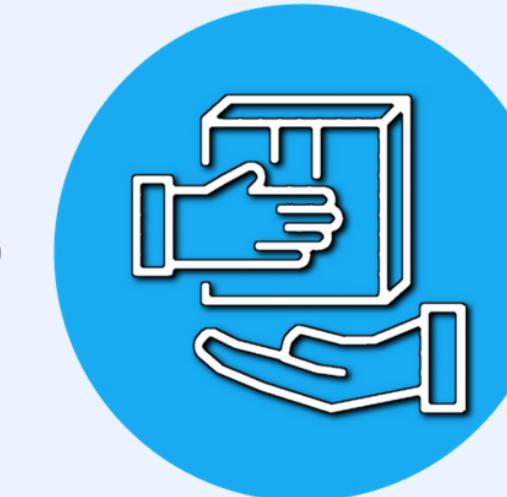
Scan QR Code

Scan the QR
Code displayed
on the
customer's
booking screen



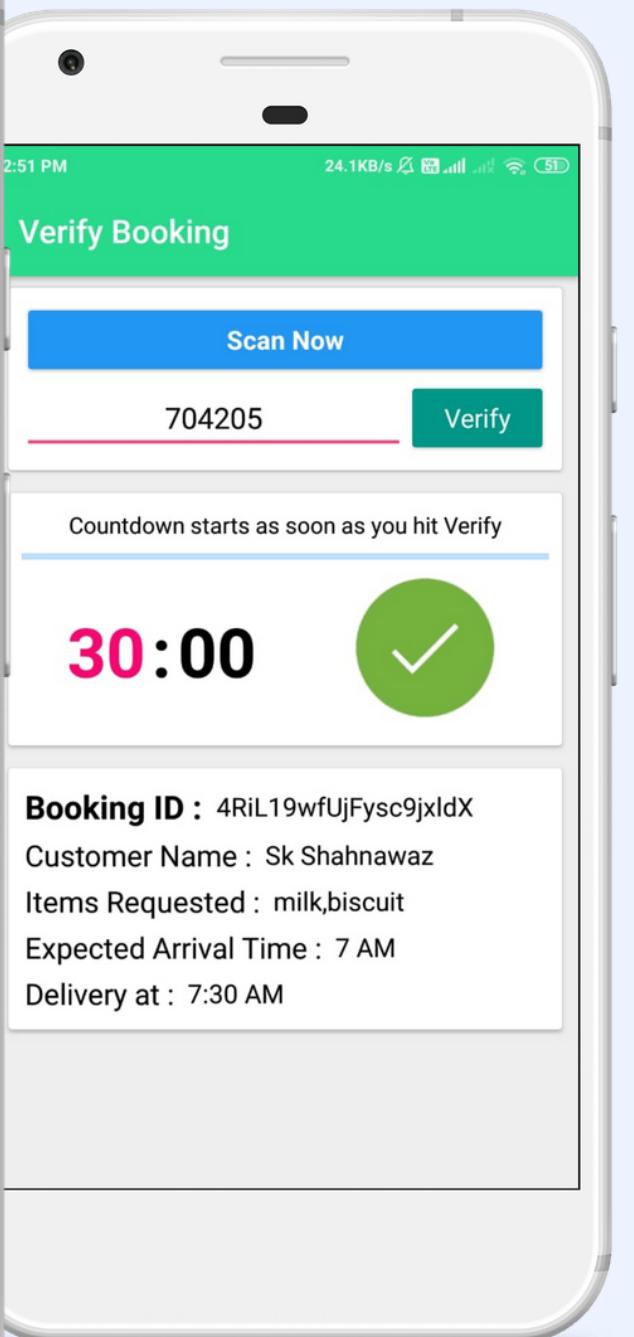
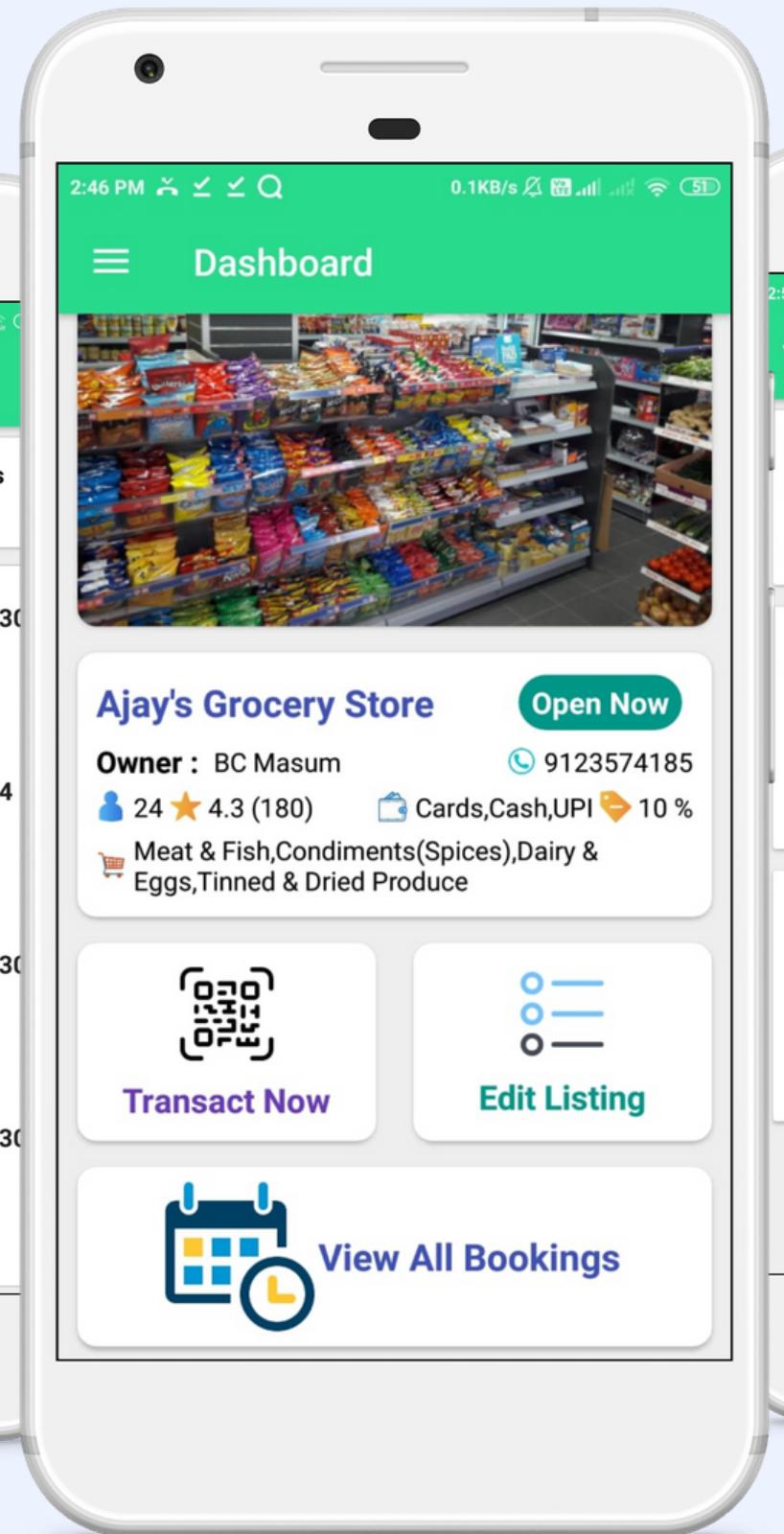
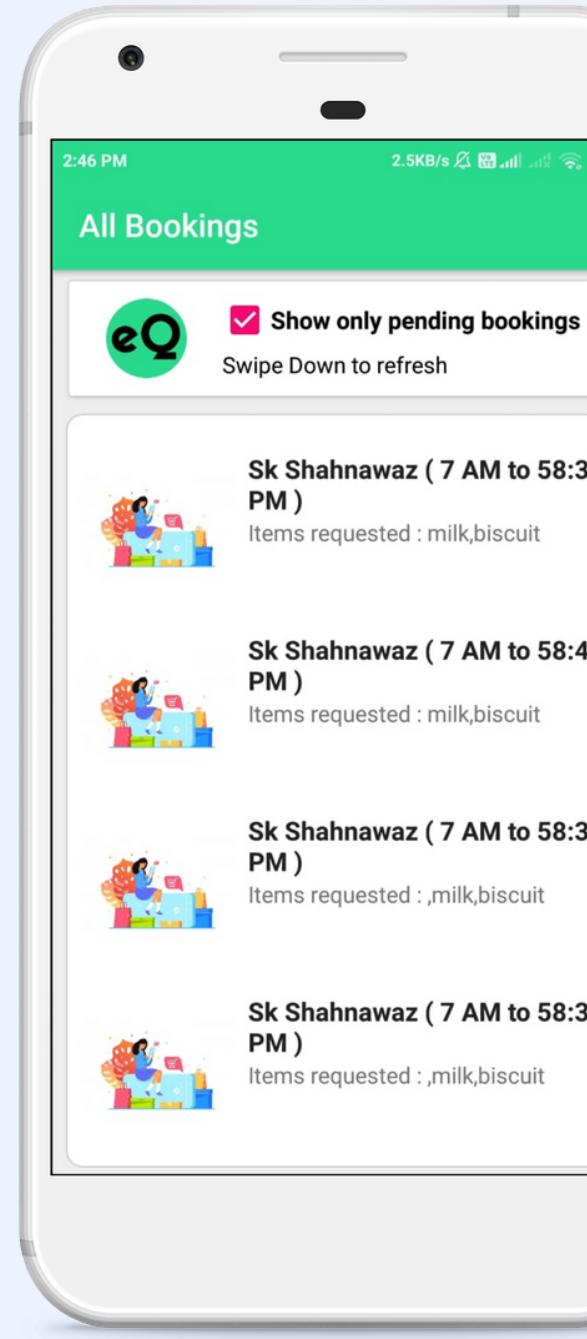
Confirm the Details

After scanning the QR
Code, booking details
will be auto-populated.
Confirm the same and
procurement begins



Handover Items

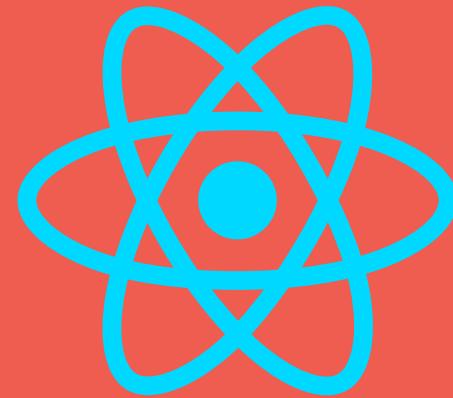
As soon as QR is
scanned,
countdown timer
begins. Handover
the items within the
allotted time



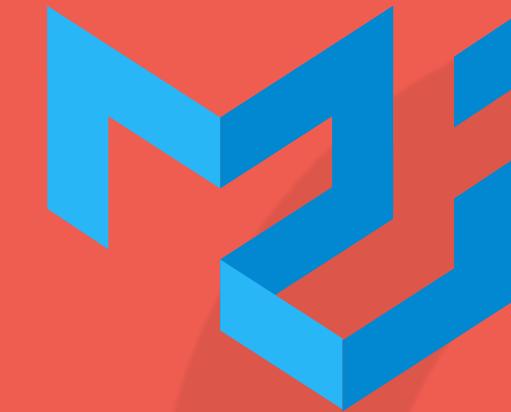
The top screenshot shows the 'Current Statistics' page with a bar chart for 'Number of Customers' by time slot (Morning, Afternoon, Evening). It also displays 'Customer Served Today' (1), 'Upcoming customer' (9), and a timeline showing 'Customer Booked' and 'Turn Ups'. The title is 'The Million Dollar Shop'.

The bottom screenshot shows the 'Bookings' page with a table of pending bookings. The columns are 'Name', 'Items', 'Slot', 'Duration', and 'Status'. Each row shows a booking for 'Sk Shahnawaz' with various details and buttons for 'APPROVE' or 'DENY'. The total number of bookings is 11, and pending ones are 9.

Technology used



REACT JS



MATERIAL UI



NODE JS



GOOGLE
CLOUD
STORAGE



FIREBASE
CLOUD
FUNCTIONS



FIREBASE
CLOUD
FIRESTORE

Token Based System

Physical Token systems were prevalent since long. But, a digital token queuing system makes it all simpler and hassle-free with the click of a button. It helps in efficient procurement of essential items.

Intelligent suggestions

While listing the available shops near a customer, we take into account the real time location, driving and/or walking conditions, traffic to match the most easily accessible service provider in the least time with the least effort

Smart Dashboard

Each service provider/shop owner gets access to metrics about bookings processed and pending ones as well an overview of his transactions in the form of charts

Transparency with Quality

The integrated review and rating system enables a customer make smarter decisions while booking slots. A user can rate a service/shop only against a valid transaction from the same shop. This helps handle fake reviews

Push Notifications

Customer as well as service providers remain informed about the whereabouts of every transaction discrepancies through timely alerts

Concurrent Presence Handling

eQ's smart algorithms helps in scheduling slots maintaining the number of concurrent transactions so procurements can be processed easily. It makes sure no slot is left unused due to dropouts/cancellations

"Authentic Simplicity with Transparency" -- That's what we believe in eQ.

User Friendly

Making the entire booking and approval process simple yet seamless is our primary aim. We have put hours into simplifying the UI so that users can start using the service within seconds

The Team



Sk Shahnawaz
Tech Lead



Swadesh Jana
Backend Developer



Mohiuddin Mondal
Frontend Developer



Arpan Mukherjee
Project Manager



Neeladri Pal
UI/UX Designer



Samayan Bhattacharya
Quality Assurance Engineer

FAQs



How does a shop owner authenticate a customer ?

The shop owner has to simply scan the QR Code displayed on the customer's booking screen to authenticate the same.



How to handle customer dropouts and slot changing ?

The customer has the option to cancel his booked slot. On delete, customer's slot goes vacant and is available for others. Additionally, customer can switch current slot with another ahead of time (if available).



How do we regulate customer timings and process discounts ?

As soon as QR is scanned, all booking details are accessible by shop owner and a discount percent is generated based on the turn-up time. Since that moment, a countdown timer records the total time required for item procurement. Buffer timings are also taken into account for queue sliding.



Thank You



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<https://equeue.netlify.app>



Stay Safe. Stay Healthy