Every day/week we spend lot of time in waiting line
We are forced to queue for too long at Post Offices, Doctor, Hospitals, Museums, Public Administration but also market and similar. Very often the queue time is greater than the service time and we cannot perform other activities. Sometime there are also some hitch and the service cannot be completed: lack of documents, credit card payment not allowed, other requirements.

This has become the motivation of design a system to manage service queues. Customer can interact with the system using an APP. The system could be extended with sensor like camera and door control, for adding info regarding people in the office, frequencies etc.

Customer benefits using PYQ
• Plan the queue in advance, without going to the location
• Real time control of queue status
• Receive alert about changes
• Perform other activities during waiting time
• Know in advances additional info about the service
• Evaluate the service and send feedback

Manager benefits of system
• Real-time status of the services
• Extended historical data
• Plan service thanks to booking info
• Arrange operator between queues
• Overview of customer and their needs in advance
• Send real time update about free slot and delay to customers
Personas

Customer – Simona

“I am on the move all the time, dealing with million things and I hate wasting time.”

About
45 years old woman
Married and mother of two kids
Worker for an IT company
Love shopping, cooking and go to the gym

Main Goals
Save time for duties and hobbies
Planning

Pain Point
Moving around the city
Waiting time

Needs
Passport renewal

Manager – Valentina

“We can use technology to improve our lives and we need to understand how citizen evaluate our services.”

About
30 years old woman
Law degree
Love her job

Responsibilities
Responsible for Public service
Schedule service

Main goals
Improve service (customer per months)
and user satisfaction

Pain Points
No forecast
Short time to react
Few historical data
No previsional data
No feedback from customers

Needs
Reporting: customer per days, average time, fault...
As a mother and worker, I have a fully agenda. So I have to accomplish my duties without wasting time, so I can take care of my family and hobbies.

If I knew how many customer there are tomorrow, I could change services organization to provide a better service.
# User Experience Journey (customer)

## Actions
- Plan when to go to the office
- Check timetable
- Take work off time
- Evaluate how long does it takes
- Go to the office location
- Take a service number and information about the service
- Wait my turn
- Speak with others customer
- It’s my turn
- Go to the office location
- Take a service number and information about the service
- It’s my turn
- Passport renewed
- Leave

## Mindset
- I’ve to wait long time
- The queue could be full
- I’ve important deadline
- Could I book my visit?
- Hope there are few customer
- Estimate how long have to wait
- I could be late for next activity
- Everything was fine
- Now I can go to the gym
- I could submit some advice

## Feeling

### Internal
- Internet
- Agenda
- Telephone
- Email
- Office
- Car
- Google maps
- Facility map
- Desk
- Operator
- Watch
- Agenda
- Other cutomers
- Desk
- Operator
- Document
- Desk
Main page contains the list of **imminent activities** ordered by expected time and services status.

Click on facility for details

In this page:
- Information about the office
- Queue status
- Expected service time
- Time to reach the office

Click on Address to open Google Maps

When you complete the task, user can evaluate the service and send feedback.

The system store information regarding expected time and actual time

Link to BUILD Study: [https://standard.build.me/home/projects/771f295333708d30cd24580/research/participant/2a390e2e90f869950cd491ee](https://standard.build.me/home/projects/771f295333708d30cd24580/research/participant/2a390e2e90f869950cd491ee)
Booking a new service

Search the service by name, location and favorites

Service details

For every queue/day you can check number of customer already booked and the estimation of service time

Complete booking

Password Renewal Office
34/ main Av,
Boston

Date | Booked | Estimation
--- | --- | ---
11/10/2016 | 15 | 12:30
12/10/2016 | 14 | 12:20
13/10/2016 | 10 | 11:15
16/10/2016 | 4 | 10:00
17/10/2016 | 5 | 10:15

Password Renewal
34/ main Av,
Boston

Date: 13/10/2016
Time Position: 11
Start at: 9:00
Expected: 14:15

BOOK