

## APP *SmartQ* – Smart Queue

### How it works

#### – For the business

The store can subscribe the service filling a form on [www.smartq.shop](http://www.smartq.shop)

>> *The store can write a description, loading their own logo and choose to give a delivery service.*

Once all details are completed, the APP should be downloaded on the smartphone by the operator whom is in charge on queue management.

The operator must to use the code received by mail from the APP to log in.

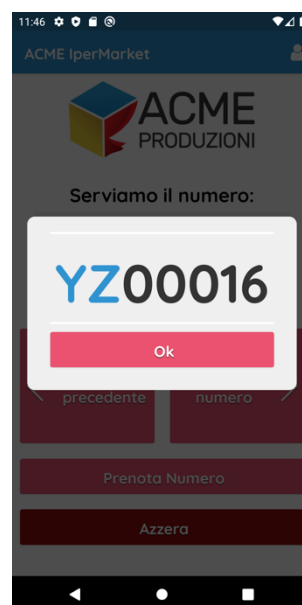
From the APP the operator can visualize: the number that has to be served, go back or forward with numbers, book a number for the client on site and close.

### The closing option is suggested just when the shop is on closing time.

The operator at the entrance of the store, can easily manage the entrance of people who will arrive. He can organize and enter both a user who has withdrawn the ticket on site and a user who has booked through APP. He can split the access order by deciding in total autonomy to whom to give priority.

*SmartQ* must be a simplification tool for queue management!

Operators and queues can be more than one. The queues will still have only a progressive allocation number because in the smartphones of the operators the ticket reservation is updated in real time.



>> In the next update it will be possible to print the ticket requested on-site by users without APP, using a bluetooth printer and a tablet. Tickets issued on site will update in real time on all the smartphones of the operators in service. *(the purchase of the hardware will be paid by the business.)*

The Whatsapp number or the mail linked to the store for the online shopping and home delivery service, will be those already used to provide the service. For those who do not currently provide this service, they will be able to request its integration at no additional cost, just providing a whatsapp phone number and a valid email for activation.

Within the APP by clicking on the whatsapp or email button, the user can shopping directly, without any fee.

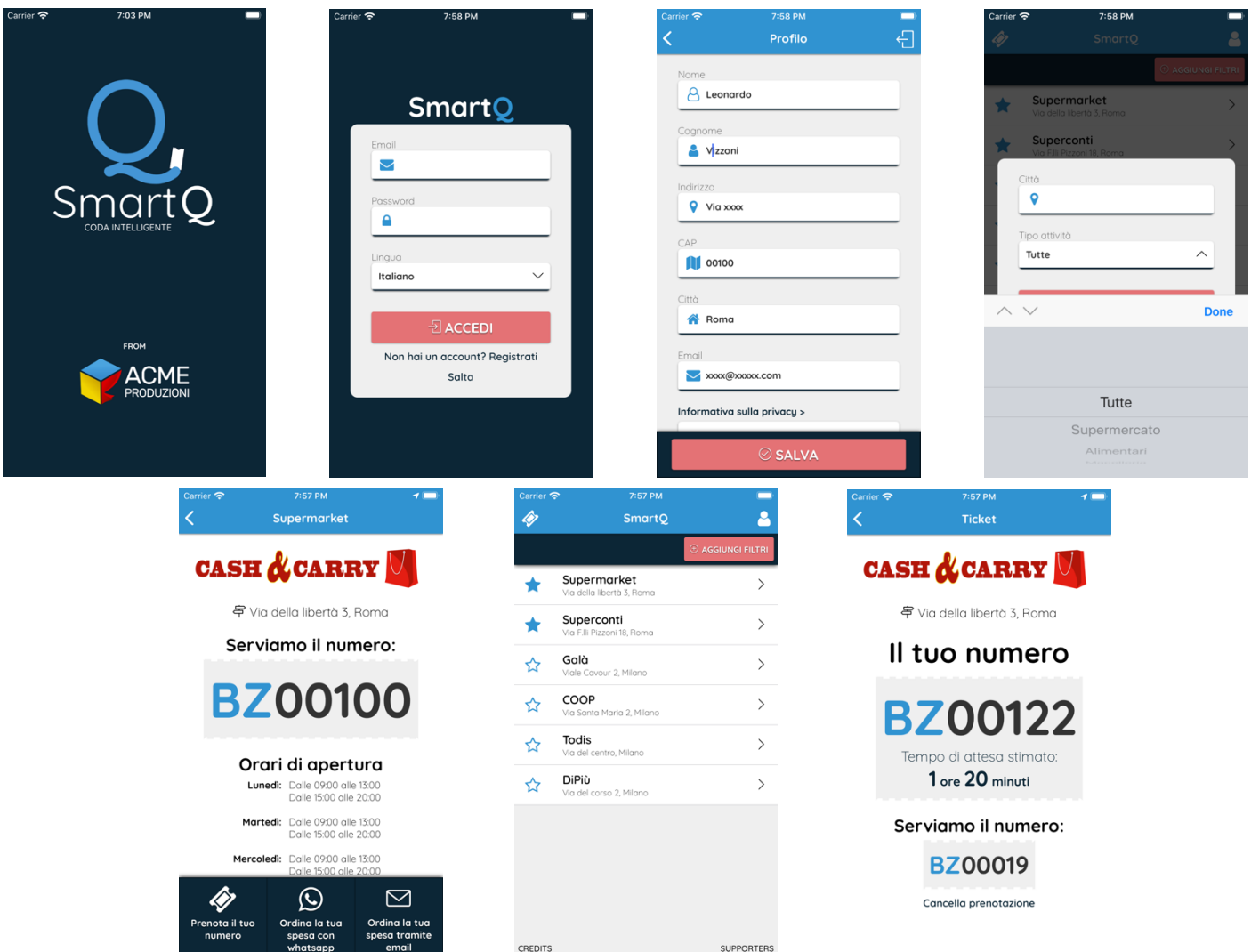
#### – User side

The APP can be downloaded by the user for free from the stores. Without registration he can view the list of the stores that have joined the project.

By clicking on the name of one of the stores you will be able to see what number they are serving, the first number available, the waiting times and he can book directly a ticket.

>> **Registration is required to book the number.**

Arriving near his number, he will receive a notification that it is almost his turn and clicking on the ticket a map will open allowing him to reach the shop in the fastest way.



## How to sign up

>> **Business side** | entry store data [www.smartq.shop](http://www.smartq.shop):

Corporate Reason

Legal Headquarters - Street, City, ZIP Code,

VAT and C.F.

PEC and SDI Operating Headquarters (*if other than Legal*)

Street, City, ZIP

Phone No. Whatsapp Business for contact and online order management

Contact and business role

Corporate Email for Communications

Email for Online Order Management

Once registration is made, an email will be sent with a code to be inserted into the user profile of the APP, which will recognize the profile "*Admin*" and instead of showing the list of stores, it will see only his own business with the ability to reset the number, go forward or backward, *etc...*

Each store can handle multiple entrances at the same time, so multiple queues but with the same sequential number.

>> **User Side user** | registration requirement:

First name, last name, address, city, zip code, phone number and email.

It is possible to include in the favorite list the filter activities also by business type and city.

When you click on store, you will be able to read the main info, the number that is entering and/or that you are serving and you will have the opportunity to book (*each user will be able to book only once*).

After booking you will activate "*here's your number*" and at the click you will see an estimate of waiting time for your turn and clicking a map with will open the faster route to reach the store.