

NEXT

This service, a mobile application and web service allows customers waiting in first come / first served queues to know when they are due to be seen remotely via their mobile devices. The mobile application contains no adverts or payment requirements. It is especially good in at social distancing people during the coronavirus outbreak.

This application does not replace current paper ticketing systems. It works alongside them by allowing customers to know where they are in a queue position. Those with the application can see where they are when waiting to be seen in first come / first served queues. In android they receive notifications when they are near the front of a queue. In iOS devices they do not. Furthermore places in the queue are not booked, the queue counter is relayed to subscribed mobile devices. It also works alongside current display counters, and can replace them on smart TVs and mobile devices.

As a manager:

Being web based the service requires no software to be installed on your staff machines, and no integration to your current databases. It is accessible over desktop, tablets and mobile devices. To register you will need your own domain name, eg amazon.com. This is because sharing of sites is enabled to members of staff using the same domain name, and for billing purposes.

Once you have registered you will receive an email containing a link for your staff to subscribe to this service. Staff access is only possible once you have registered (first month free!). Free to public health bodies.

Staff are responsible for creating their own login details, creating sites and updating the position of the sites. This means that you do not need a central administrator to maintain the sites.

Billing is done on a per use basis, being billed at £0.01 (1 penny), per unique user, irregardless of the number of sites. Once registered as a manager you are able to login to the service as a usual member of staff.

Payments are taken starting from the second month's use on a rolling basis per month. If you're not happy with the product you can walk away before this point.

Registration requires your name, phone number, business name, domain name and password.

Upon successful registration a verification email will be sent to you. On verifying you will have access to this service. This includes usual staff access and access to a payment and usage console.

As a member of staff:

- Register page:

This is only accessible to staff once an organisation has been registered by management, to access it please use the link emailed to you by management.

Staff register with their own email address before receiving an email link to verify their credentials. Once registered and verified over email they can securely login to the staff admin panel.

- Login page:

Once a password is obtained by the member of staff via aforementioned registration users have the option of logging into the site using their chosen credentials.

- Forgot password page:

This allows a member of staff to reset their password.

- Resend confirmation email page:

This allows a member of staff to get their confirmation email in cases where they have misplaced it.

- Site page:

On creating a new account a staff user has the ability to add sites. These consist of a site name, department, rollover number and City. Alternatively if added by member of staff you may find these already filled out. A rollover number is the position at which the counter resets to zero, usually 99 or 999.

Once added a site is given a unique name consisting of 6 numbers and letters, this allows mobile users to reference your site when using the mobile application.

- Poster:

A Poster to be placed at your location, by the paper ticketing machine. This is automatically linked to your site details. Staff can print this and display it next to the paper ticketing machine for customers to reference, by clicking this button.

- URL:

The link called "URL" is a link to a display over a website to broadcast the position of the queue. This can be displayed either on a computer connected to the internet and a screen or by a smart TV.

- Edit site / User's

Changing details of the site: as described earlier.

- Add User:

Access to a site can be altered to enable other members of staff to control the site, if they have the same domain name as the existing member of staff.

Revoke User: This removes access to the queue position for a user.

- Update positions page:

Using the left and right buttons this allows a member of staff to increment and decrement the queue position. Also the counter can be set to a value of the choice of a member of staff, by entering a value and using the "set value" button.

As a mobile user:

This application requires no registration by the mobile user.

- Initial page:

It allows you to access queue information by entering the advertised site ID, and the number of their paper ticket. From there on Android devices there is a Re-captcha to ensure the user is human.

- Confirm site page:

This allows a user to confirm they are at the right site.

- Main page:

The screen then displays the current queue position, the ticket number of the user and the difference between them, as well as the number where the counter resets to zero. Please note that in this case your position will be ahead of the queue counter.

- Business page:

If the user wishes they can check out the business site and come back to the queue counter. If the application is paused it runs in the background.

On Android phones a notification is made when the user is four places away from being seen, next to be seen and due to be seen. Because of issues around background execution on Apple devices this is not possible on iOS.

What you will need:

A ticket dispensing machine for each customer to take a paper ticket.

A smart TV or internet connected computer visible outside your store or internally to relay the queue position to people who do not have mobile phones.

API Endpoints (For use by developers):

We have made API endpoints available at the following URL:

www.nextplease.live/live/api_set_queue

It accepts POST Requests with the following parameters (JSON or x-www-urlencoded):

apisecret: <secret> Required, your generated API key.

siteid: <site id> Required, the site id you would like to make changes to.

offline: <no parameters> Optional, mark your client site as offline.

online: <no parameters> Optional, mark your client site as online.

Action:

used with the following parameters:

action=increment: <no parameters> Optional, increase your queue position by 1.

action=decrement: <no parameters> Optional, decrease your queue position by 1.

action=set: <queue position> Optional, set your queue position, used with “value=<counter value>”

Redirections to a page which can be scanned by a QR code can be sampled at:

<https://www.nextplease.live/live/GetApp.jsp?id=taepkx&position=3>

Thank you,

Rob Brew (Rydal Inc).