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Improving flow through queue management

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The queue management system is used in controlling queues. The queues of people form in various situations and locations in a queue area. The queue theory is thus the process of queue formation and propagation.

A virtual student queue management system is powered by the omnipresent cell phone. The staff can manage the multiple virtual waiting lines, track wait times and also can notify the students of their turn through an SMS text alert. With the help of SMS alerts the students can check their status somewhere they are from their cell phones. This helps the students as they need not stand in line to know the status. An efficient and well managed queuing system is the best and the quickest and most cost-effective ways one can increase the operational efficiencies and squeeze additional revenues.

The Queue management is the process of efficiently moving customers in through and out of waiting lines. This is becoming an essential element of best practices in the industries as it helps in reducing the customer walk-aways, increase the revenues and helps in enhancing the overall customer experience.

The student queue and its sister solution queue mobile have been designed for busy service intensive industries such as higher education and health systems. The students queue is flexible, easy to use and is affordable software as a service solution. The student queue does not require expensive software or equipment but needs only a broadband connection and a Web browser. It also offers a digital display application at no extra charge as is there in other more expensive queue management system. The student queue is designed to be customized for the institutionâ€™s unique customer flow.

In this system, the student arrive to register for classes and meet with a Registration Specialist or Queue Manager who will add them to the correct queue or virtual waiting line like registration, financial aid, student advertisement, etc. The Registration Specialist determines the student needs to meet with Student Advisement prior to registering for classes. Registration Specialist then enter the studentâ€™s name and cell phone number into student queue so that the students may be informed by the text messages when it is time to meet with the next Student Advisor. The Registration Specialist the clicks â€˜textâ€™ to text the student who is next in the Student Advisement. After the studen is finished with the Student Advisement then the student is moved to the Registration queue with the click of a button. The student will then receive a text confirmation in the Registration queue. â€œWelcome to the Registration queue, you are now 5th in the lineâ€•.

The Registration Specialist has to monitor and manage the virtual waiting line from their browser. The student queue enables the Registration Specialist to monitor and manage up to 12 virtual waiting or queues at a time. The various departments involved can login into student Q and monitor the waiting line activity. Depending on the workflow of the school each department can independently manage its own virtual waiting line.

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Fulcrum Design, LLc, developed the industry leading mobile a queue management system and a Queuing systems. Founded in 2001 as a business consulting and technology firm head quartered in Glastonbury, Connecticut, Fulcrum Design specializes in custom application development serving the hospitality, higher education, entertainment and health care industries.

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