

IOT-BASED BLUETOOTH QUEUING SYSTEM FOR CLIENTS

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ABSTRACT

This study proposes a smart queue management system for delivering real-time service request updates to clients' smartphones in the form of E-Ticket. The proposed system aims at reducing the dissatisfaction with services with medium to long waiting times. According to the advantages of Bluetooth technology that can be used to broadcast the data of tickets to the patient without any physical contact, this will avoid any high spread disease such as covid. To this end, the system allows carriers of digital tickets to leave the waiting areas and return in time for their turn to receive service.