**A smart queue management system for governmental and public institutions**

SE-C-1

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Managing queues in governmental and public institutions often involves long wait times, poor accessibility, and inefficiencies. QGo is a smart queue management system developed as a bilingual mobile application (Hebrew/Arabic), aimed at improving accessibility and reducing user frustration. The app enables users to schedule appointments based on location and availability, receive smart reminders, and upload necessary documents. It includes accessibility features for users with limited digital literacy. The system was designed based on user needs, system analysis, and testing. A working prototype was implemented using React Native and Firebase. QGo offers a scalable, user-friendly tool to enhance digital service experiences in public institutions.

keywords: accessibility, appointment scheduling, bilingual support, digital services, mobile application, public institutions, queue management