**Smart queue – a platform for digital queue management in local businesses**

SE-C-2

Falak Alswalma; falakal@ac.sce.ac.il

Abed Alrahman Abo Kheit; abedaab4@ac.sce.ac.il

Advisor: Dr. Karim Abu Affash

SCE - Shamoon College of Engineering, Be’er-Sheva

Managing appointments manually can lead to inefficiencies and poor customer experience in local businesses. Smart queue is a web-based platform that simplifies appointment scheduling, allowing customers to book online and business owners to manage their schedules easily. Developed with modern web technologies, the system includes real-time updates, automated notifications, and a user-friendly interface. A key achievement is improving service accessibility and reducing wait times. In the future, we aim to integrate AI-based scheduling optimization and analytics to support business growth further.

Keywords: appointment booking; business; customer satisfaction; queue management; smart queue