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(57) Abstract :

ABSTRACT REAL-TIME QUEUE MANAGEMENT SYSTEM WITH ENHANCED PRIVACY A method for using queue management system is disclosed. The method comprises accessing services by a user either on a computing device available with the user or at the service provider premises, for accessing the services on the computing device, the method comprises accessing current location of the user, displaying a list of service providers based on the current location of the user, choosing an expert for availing the services based on ratings of the user, choosing an available time slot of the expert and selecting a service based on the current location, ratings of the expert and the available timeslot. Further, for accessing the services at the service provider premises checking-in the service provider premises, generating a token number based on a wait time, displaying the wait time on a computing device present at the service provider premises, and selecting the services after the wait time. [Figure 1]

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