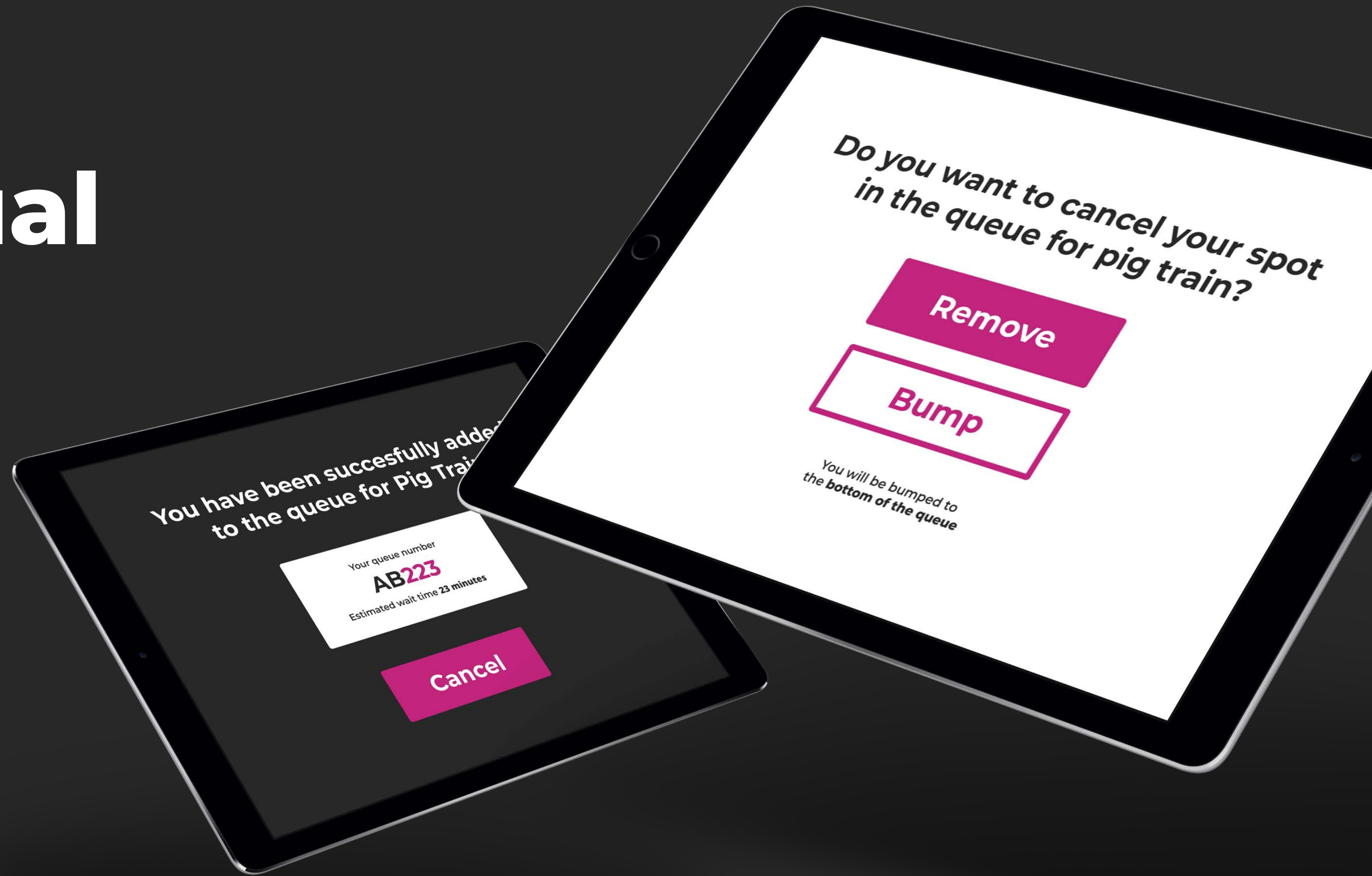


Yonoton Virtual Queueing Service Description

ver 1.0





Yonoton Virtual Queueing

Yonoton Virtual Queueing can use either NFC chips or printed QR-codes.

The solution minimizes touching in order to allow for hygienic operations.

For users without an app, the solution relies on the user having a physical token. The token can be either an NFC chip, where the UUID is read or a printed QR code that can be read with a scanner.

In addition to offline queueing, the queueing flow can be implemented in any Powered by Yonoton mobile application.

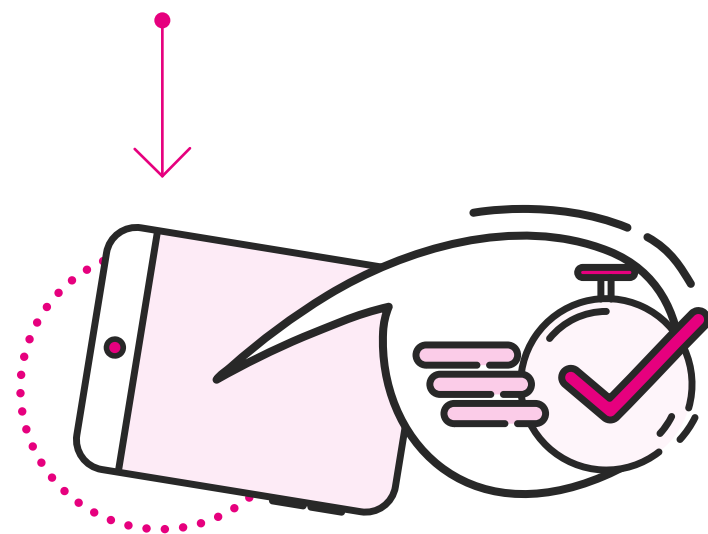
Virtual queuing flow

Flow without app

Case: User is not in a queue



Read token
(NFC/QR-code)

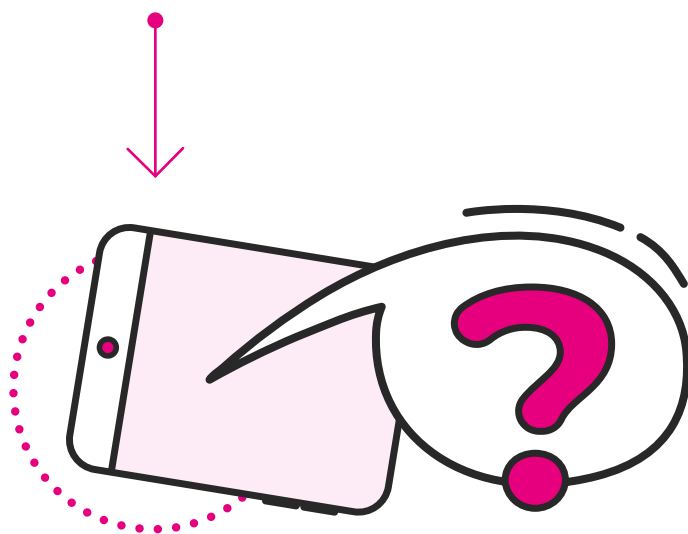


The user is added to the ride queue immediately
→ The user is notified of the current queue length and current placement (e.g. "Current queue 23 minutes, your number AB231")

Case: User is in a queue

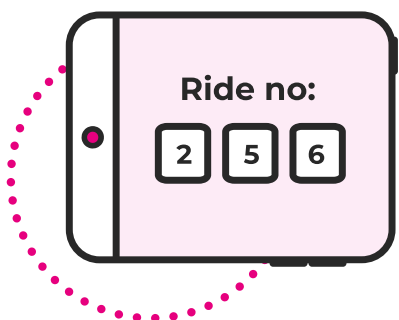


Read token
(NFC/QR-code)

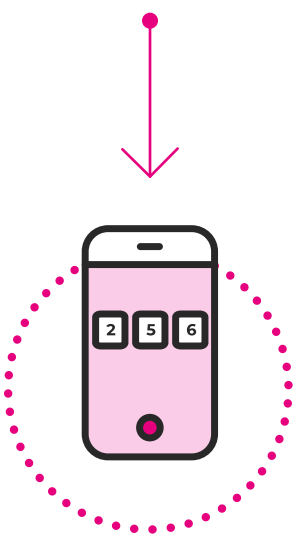


→ The user is notified of the current queue length and current placement (e.g. "Current queue 23 minutes, your number AB231")
The user has the option to either cancel their queue spot in the queue or bump it to last.

Flow with app



Each ride has a 3 number code that will be input in the application. Each ride has a unique code that is changed throughout the day)



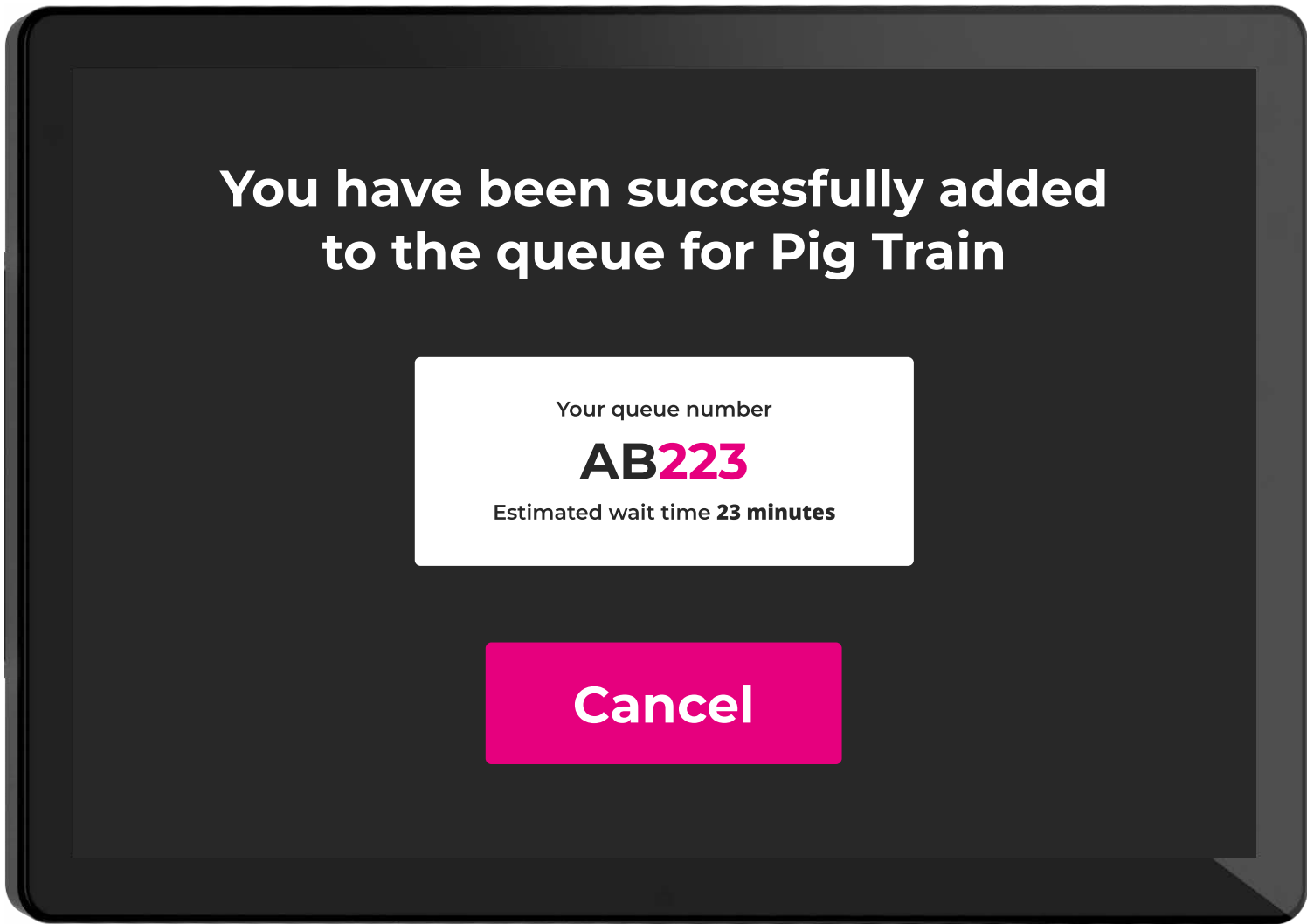
The user adds the 3 numbers to their app and is added to the queue.

1. Operations

The user can only add themselves to the queue while present at the ride. Bumping & Canceling can be done at any available device unit.

Add to queue

A user can only be added while at the dedicated unit of the ride.



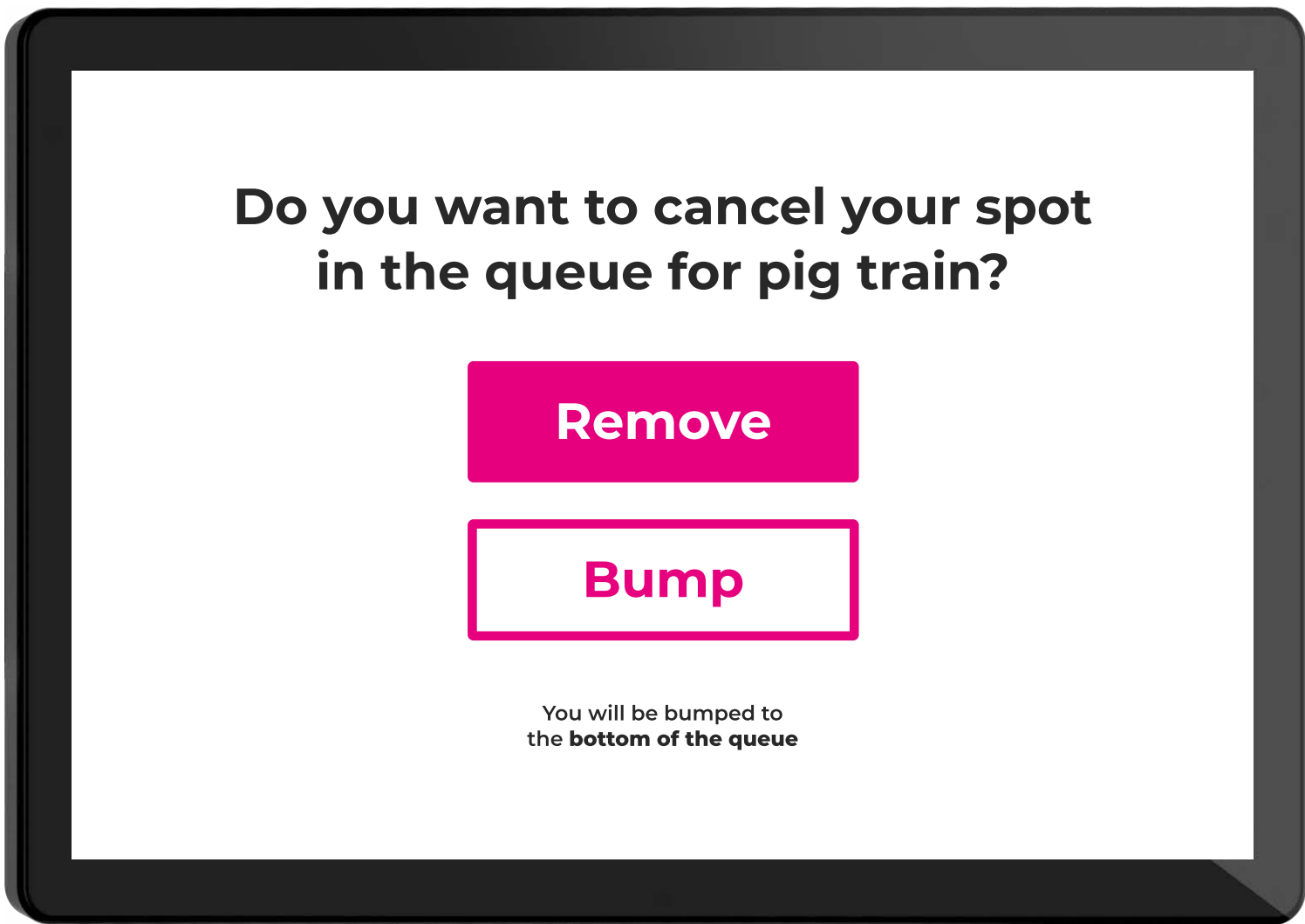
| Add to queue

Bump

The users queue spot is removed and added again last in the queue. Can be done at any unit.

Cancel

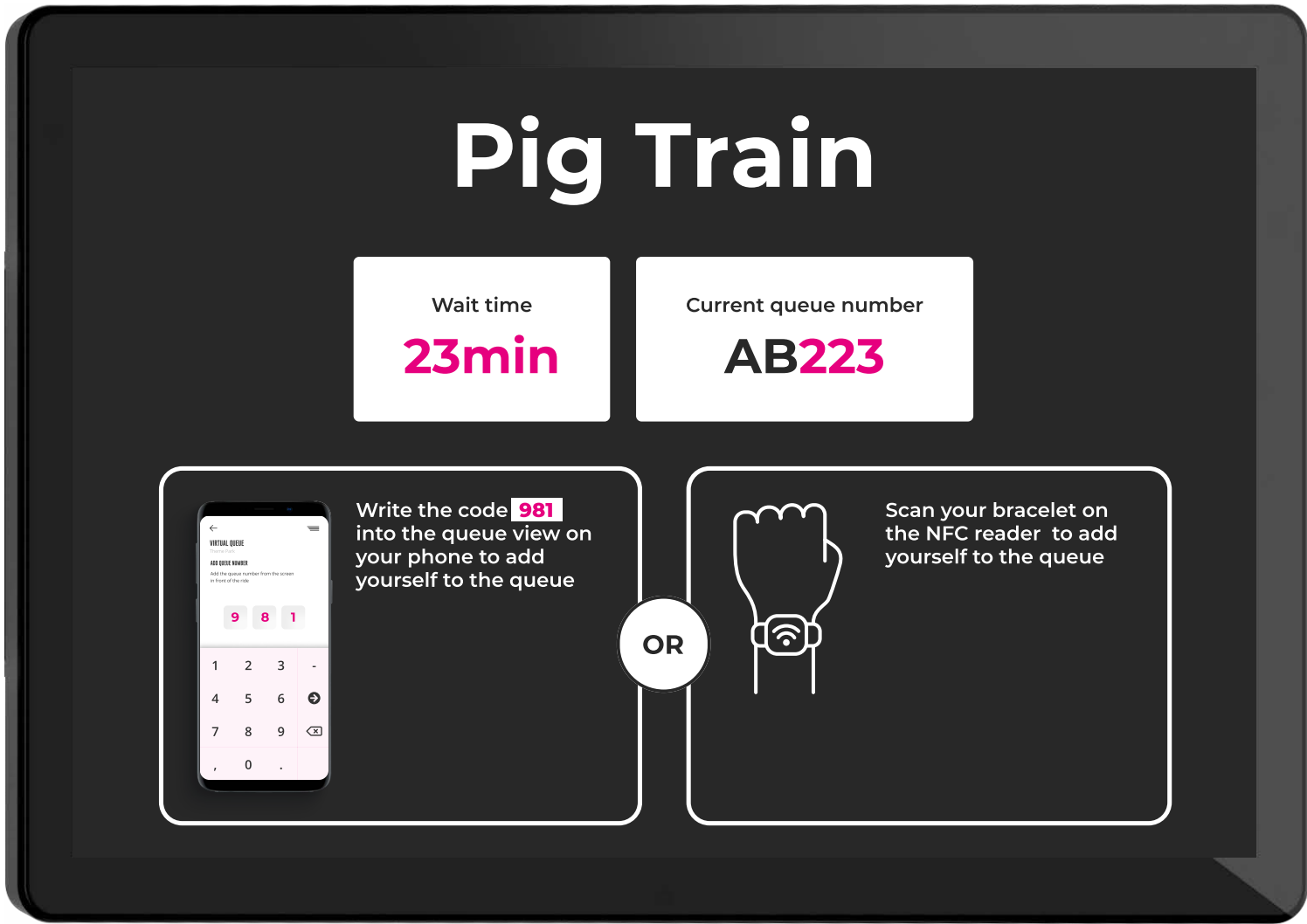
The queue spot of the user is cancelled, allowing the user to join a new queue. Can be done at any unit.



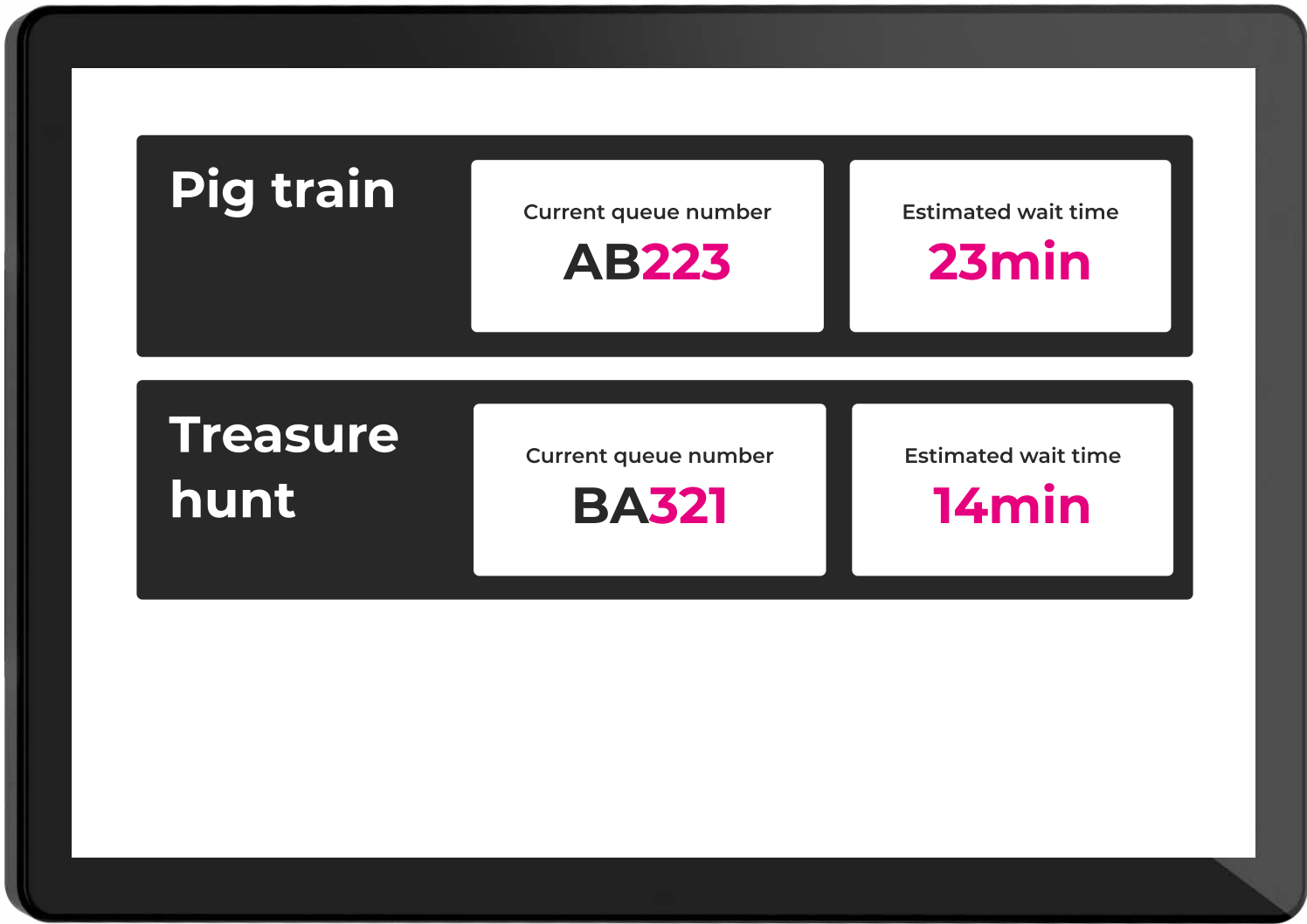
| Bump or cancel

2. Status screens

A view where the active queue number for each ride is visible, as well as an airport departure style view where all rides and their queues are visible.



| Status screen for individual ride



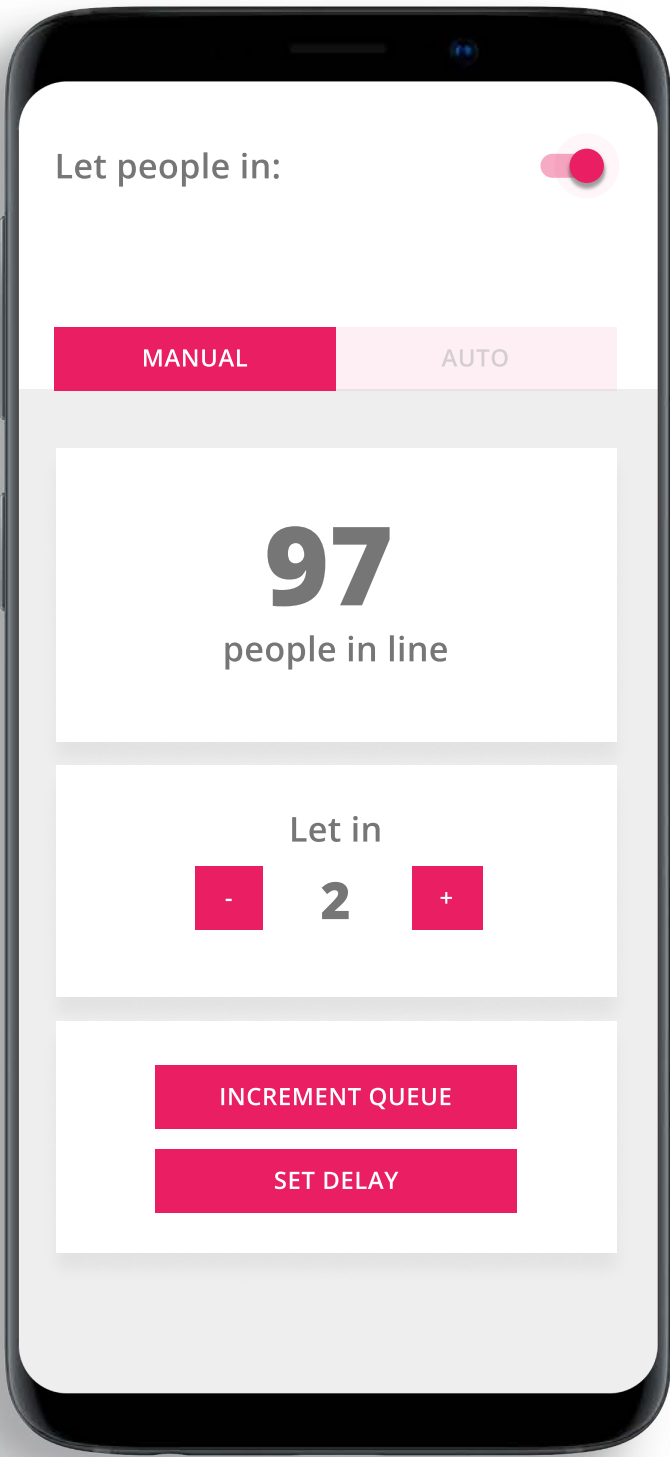
| Status screen

3. Ride manager

The ride manager app allows the ride manager to control the queue from their phone. It has two operating modes:

Manual

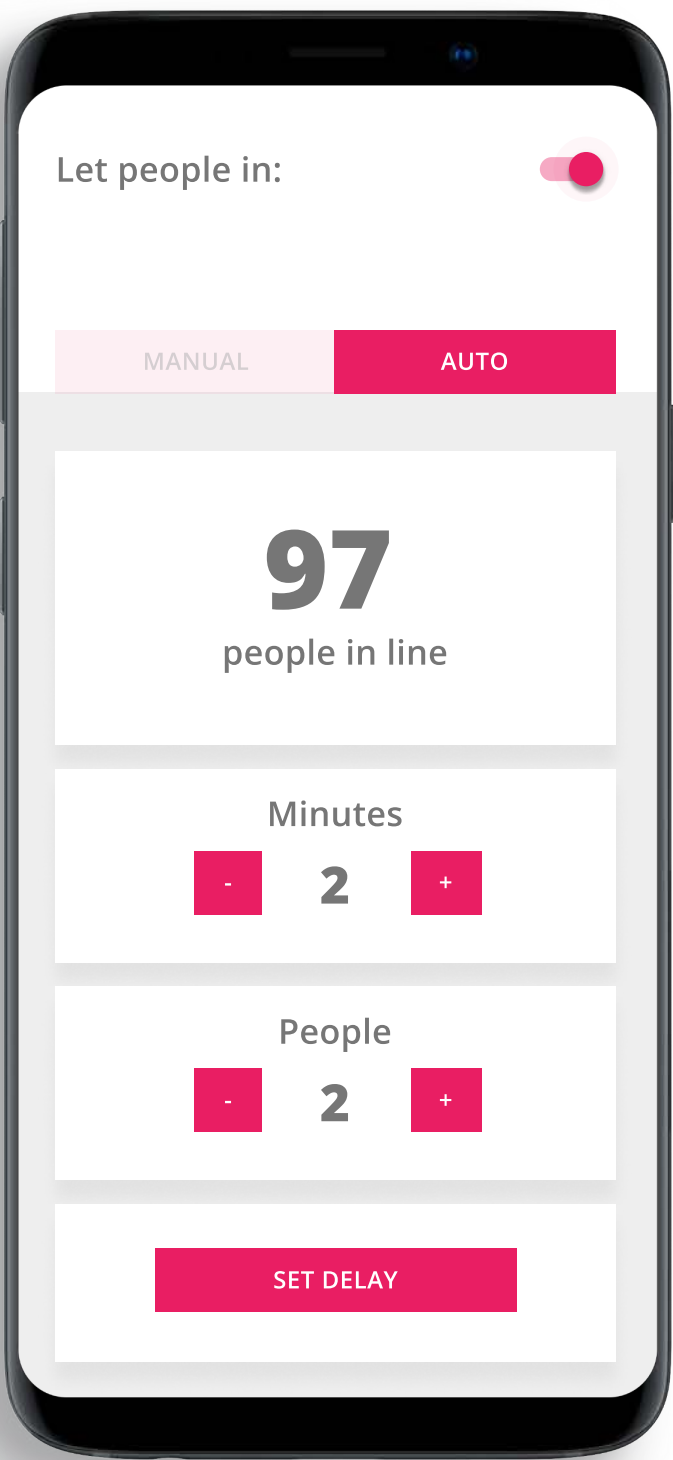
The manager can let people in manually.



| Ride manager manual

Scheduled

The ride manager can set a schedule where people are let in according to configurations (e.g. 2 people every 4 minutes).



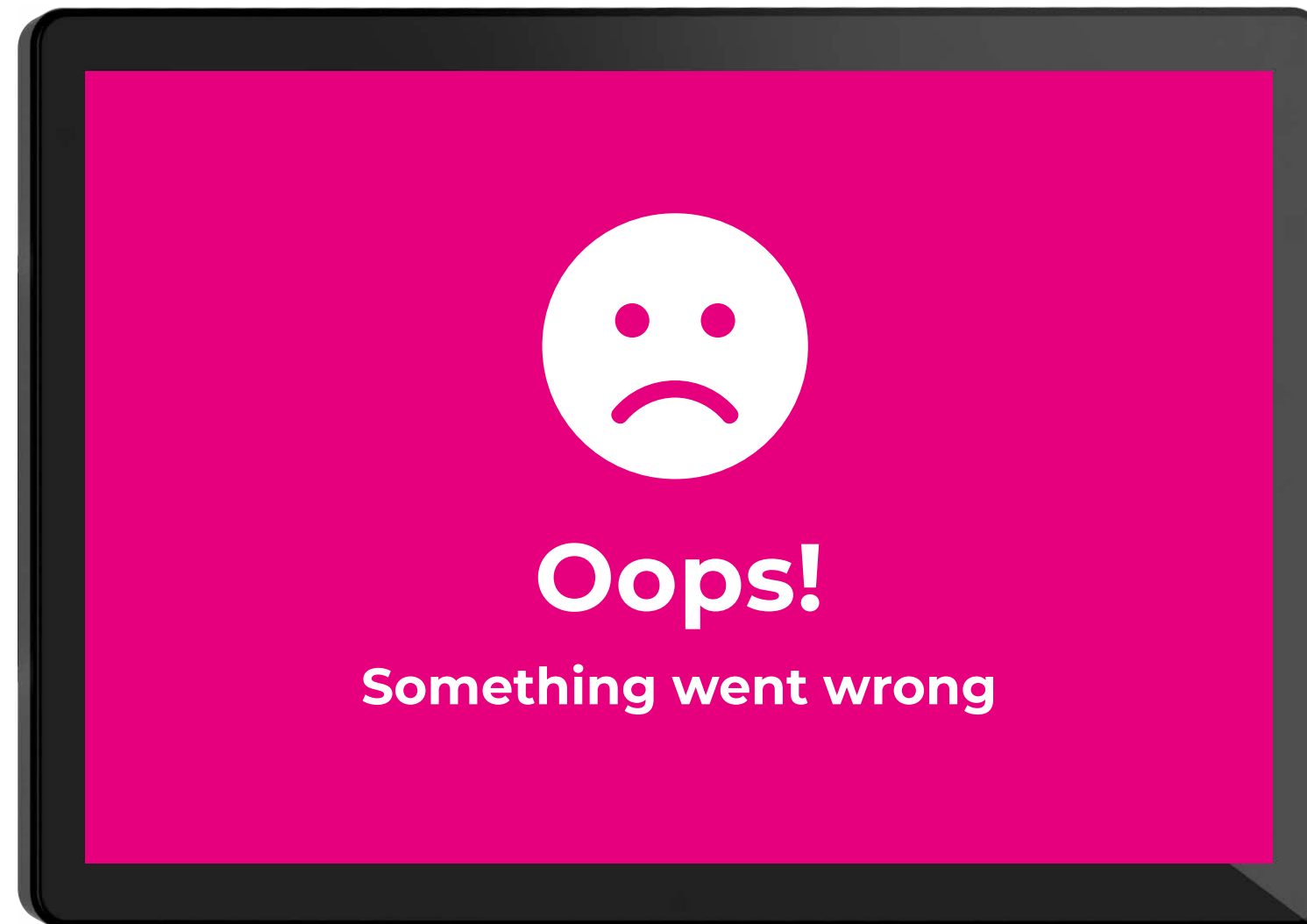
| Ride manager automatic

4. Ride ticket scanner

The queue QR code or NFC chip UID can be scanned at the ride. When scanned, there is a distinct sound for a valid as well as invalid ticket.



| Status screen for individual ride



| Status screen

The Digital Platform

Lapinlahdenkatu 16
Helsinki, Finland

+358 50 506 0210
sales@yonoton.com
www.yonoton.com



You have been successfully added
to the queue for Pig Train

Your queue number

AB223

Estimated wait time **23 minutes**

Cancel