

Title (en)

SYSTEM AND METHOD FOR QUEUE RESERVATION

Title (de)

SYSTEM UND VERFAHREN ZUR WARTESCHLANGE-RESERVIERUNG

Title (fr)

SYSTEME ET PROCEDE PERMETTANT DE RESERVER UNE POSITION DANS UNE FILE D'ATTENTE

Publication

EP 1629422 A1 20060301 (EN)

Application

EP 04734028 A 20040519

Priority

- SG 2004000138 W 20040519
- SG 200302860 A 20030526

Abstract (en)

[origin: WO2004104888A1] A queue reservation system (10) for enabling a customer to reserve a position in a queue comprises a communication means (14) for receiving a queue reservation request from a customer, a queue processing means (20) and a queue system (22) operatively connected to said queue processing means. The communication means receives a queue reservation request from a customer. The queue processing means processes the queue reservation request from the receiving means and allocates a queue reservation identifier to the customer to identify their place in the queue of the queue system. The queue processing means reserves a place in the queue on behalf of the customer and monitors the customer's place in the queue in order to determine when the customer is likely to be served. The communication means communicates with the customer to advise the customer when they are about to reach the front of the queue.

IPC 1-7

G06Q 10/00

IPC 8 full level

G06Q 10/00 (2012.01); **G07C 11/00** (2006.01); **H04M 3/523** (2006.01)

CPC (source: EP)

G06Q 10/02 (2013.01); **G07C 11/00** (2013.01); **H04M 3/523** (2013.01); **G07C 2011/04** (2013.01); **H04M 3/5231** (2013.01)

Designated contracting state (EPC)

AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HU IE IT LI LU MC NL PL PT RO SE SI SK TR

DOCDB simple family (publication)

WO 2004104888 A1 20041202; EP 1629422 A1 20060301; EP 1629422 A4 20061108

DOCDB simple family (application)

SG 2004000138 W 20040519; EP 04734028 A 20040519