

NoQ – Smart Queue & Appointment Booking System

User Manual & Implementation Guide

Document Version: 1.0 (Release Standard)

Application Name: NoQ – Smart Queue & Appointment Booking System

Release Date: June 2026

Cover Page

NoQ

Smart Queue & Appointment Booking System

User Manual & Implementation Guide

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1. Introduction

About NoQ

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NoQ is a Smart Appointment Booking and Queue Management Application designed to reduce customer waiting time while helping businesses manage appointments and service delivery efficiently.

Customers can discover nearby shops, book appointments, monitor live queue status, and receive instant notifications. Business owners can manage bookings, staff, services, and daily operations from a unified platform.

Key Benefits

- ✓ Online Appointment Booking
- ✓ Real-Time Queue Tracking
- ✓ GPS-Based Shop Discovery
- ✓ Staff-Wise Booking Management
- ✓ Walk-In Customer Integration
- ✓ Business Analytics & Reports
- ✓ Instant Notifications

2. Authentication & Onboarding

2.1 Splash Screen

Layout File: activity_splash.xml

Purpose

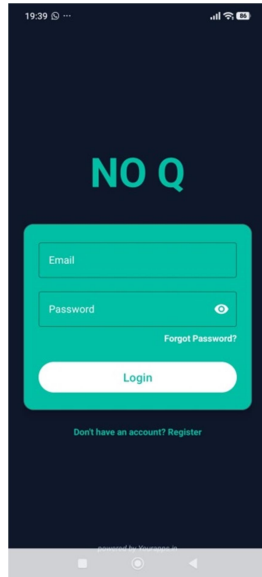
The Splash Screen appears when the application launches and performs session verification in the background.

Features

- Displays NoQ Branding and Logo
- Loads Initial Resources
- Verifies Existing User Session
- Automatic Navigation
 - Active Session → Dashboard
 - No Session → Login Screen

2.2 Login Screen

Features

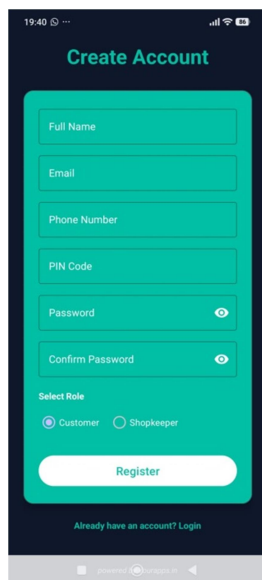


- Email Authentication
 - Password Login
 - Forgot Password Recovery
 - Register New Account Option
-

2.3 User Registration

Features

- Customer Registration
- Shopkeeper Registration
- Role Selection
- Name Entry
- Email Entry
- Mobile Number Entry
- Secure PIN Setup
- GPS Location Capture for Shopkeepers



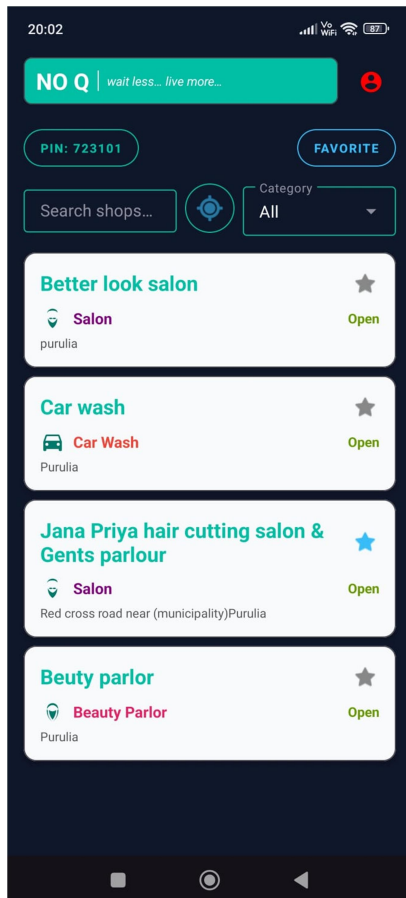
3. Customer Experience Hub

3.1 Customer Dashboard

Layout File: fragment_customer_home.xml

Features

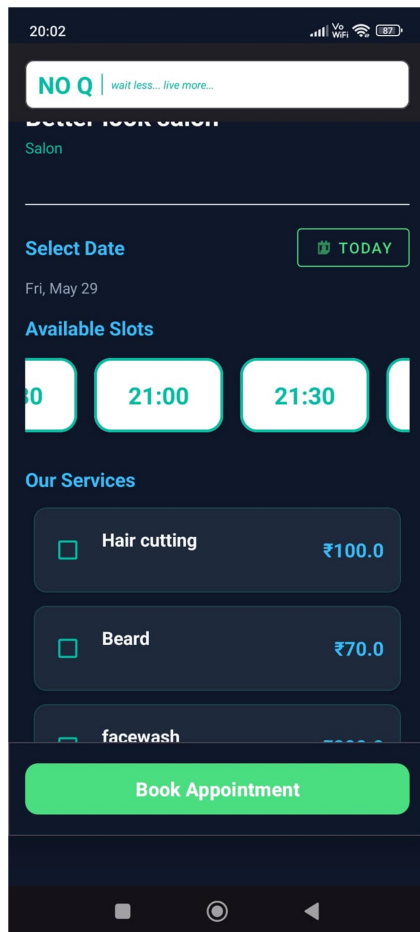
- Smart Search Bar
- Category Filters
 - Salon
 - Clinic
 - Food
 - Other Services
- Nearby Shop Discovery
- GPS-Based Filtering
- Active Booking Summary
- Favorite Shop Management



3.2 Shop Details & Service Selection

Features

- Shop Information
- Address Details
- Opening & Closing Hours
- Service Catalog
- Pricing Information
- Estimated Service Duration

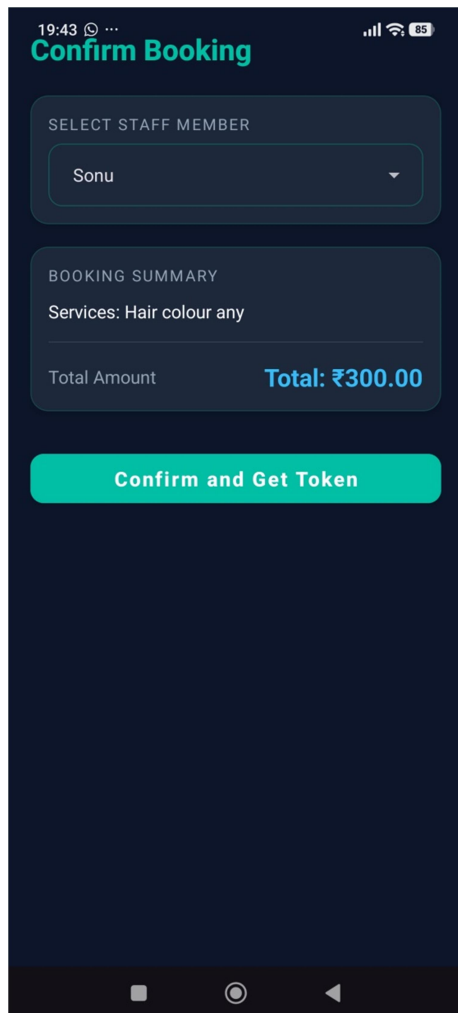


3.3 Booking Confirmation

Layout File: fragment_booking.xml

Features

- Staff Selection
- Booking Summary
- Selected Services Display
- Total Cost Calculation
- Token Generation



3.4 Live Ticket / Active Booking

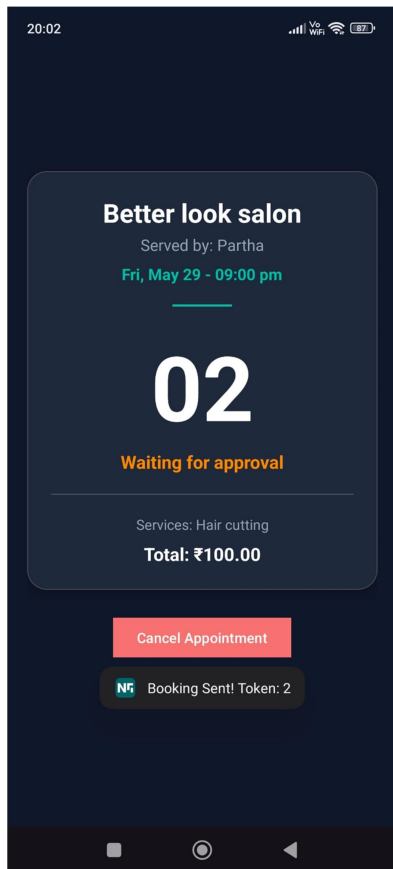
Layout File: fragment_active_booking.xml

Features

- Token ID Display
- Current Status
- Estimated Wait Time
- Google Maps Navigation
- Booking Cancellation

Booking Status

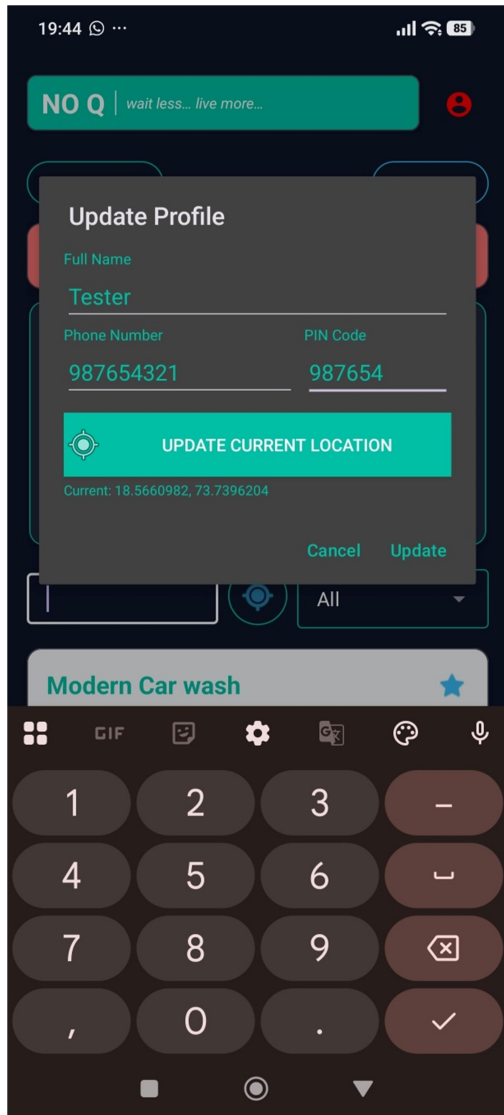
Status	Description
Pending	Booking Created
Waiting	Waiting in Queue
Ongoing	Service in Progress
Completed	Service Completed
Cancelled	Booking Cancelled



3.5 Profile Management

Features

- Update Name
- Update Mobile Number
- Change PIN
- Manage Personal Settings



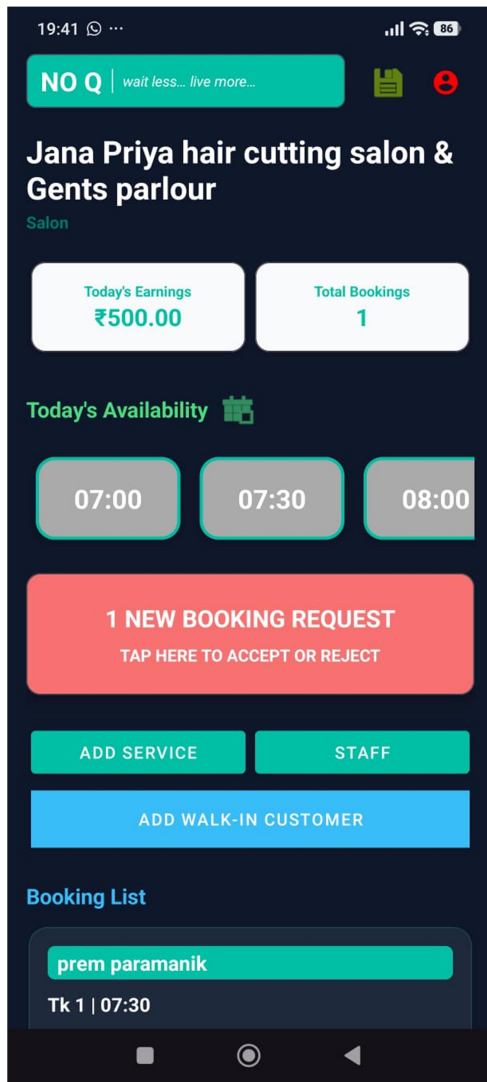
4. Shopkeeper Operational Terminal

4.1 Shopkeeper Dashboard

Layout File: fragment_shopkeeper_home.xml

Features

- Total Bookings Overview
- Daily Earnings Summary
- Booking Request Management
- Accept / Reject Bookings
- Slot Blocking
- Break Time Management



4.2 Shop Registration & Settings

Layout File: fragment_register_shop.xml

Features

- Shop Name
- Business Category
- Physical Address
- GPS Location Pin
- Opening Hours
- Closing Hours
- Default Slot Duration

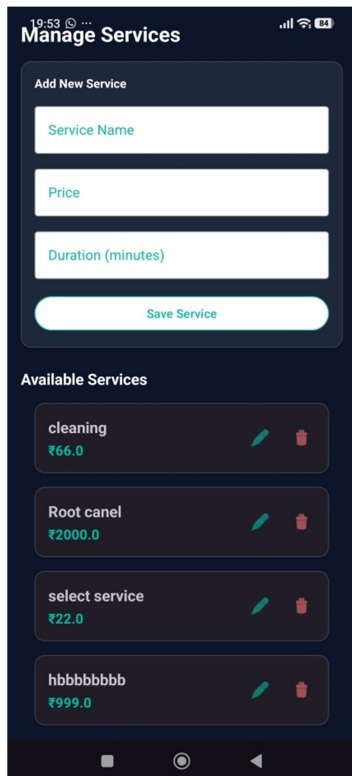
4.3 Service Management

Layout File: fragment_add_service.xml

Features

- Add Service
- Edit Service
- Delete Service
- Pricing Configuration
- Duration Configuration

Service	Price	Duration
Haircut	₹200	30 Minutes
Beard Trim	₹100	15 Minutes
Facial	₹500	60 Minutes



4.4 Staff Management

Layout Files

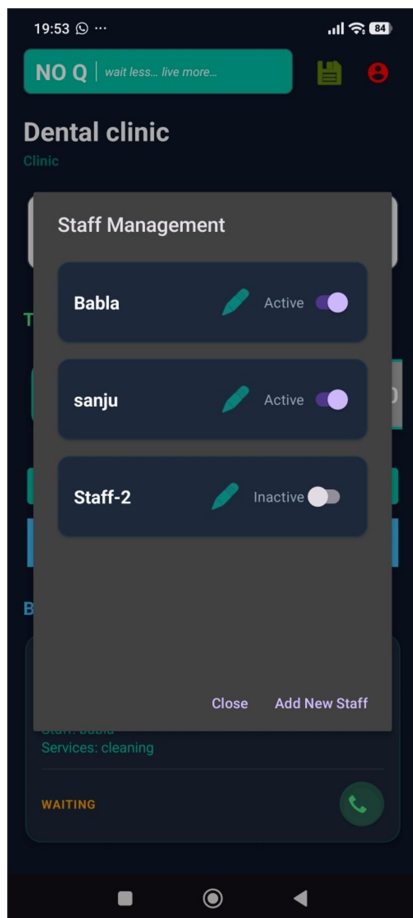
- fragment_add_staff.xml
- dialog_staff_list.xml

Features

- Add Staff
- Edit Staff Details
- Queue Assignment
- Availability Management

Staff Status

Status	Description
Available	Accepting Bookings
Busy	Currently Serving Customers
On Leave	Unavailable



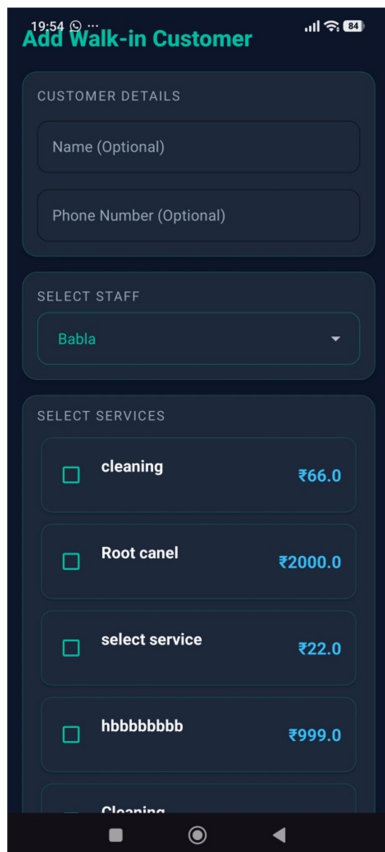
4.5 Walk-In Entry

Layout Files

- fragment_add_walk_in.xml
- dialog_manual_booking.xml

Features

- Manual Booking Entry
- Token Generation
- Queue Synchronization
- Unified Booking Tracking



4.6 Advanced Schedule Overrides

Booking Completion

Shopkeepers can mark bookings as Completed immediately after service delivery.

Full-Day Closure

Specific dates can be marked as Closed to prevent new bookings.

Use Cases

- Public Holidays
 - Emergency Closures
 - Maintenance Schedules
-

5. Reports & Utilities

5.1 Export Data

Features

- Daily Report Export
- Booking Summary
- Accounting Support
- CSV Download

Exported Fields

- Customer Name
- Booking Time
- Service Name
- Assigned Staff
- Amount Paid
- Status

5.2 System Alerts

Features

- New Booking Notification
- Audio Alert

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- Queue Update Notifications
 - Instant Status Updates
-


5.3 App Updates

Features

- Automatic Update Detection
 - Version Monitoring
 - Update Notifications
 - Security Improvements
-

6. Icons & Indicators

Icon Meaning

- Open
 - Closed
 - Token Number
 - Location Marker
 - ★ Favorite Shop
 -  Estimated Wait Time
 - Assigned Staff
-

7. Maps & Navigation

Map View Component

Layout File: fragment_maps.xml

Features

- Interactive Map
- Shop Location Marker
- GPS Route Navigation
- Real-Time Position Tracking

8. Booking History & Records

Booking History Dialog

Layout File: dialog_booking_list.xml

Features

- Previous Bookings
- Completed Services
- Cancelled Bookings
- Payment History
- Booking Timeline

Screenshot

[Insert Booking History Image]

9. System Requirements

Android Requirements

- Android 8.0 or Above
- Active Internet Connection
- GPS Enabled Device
- Minimum 2 GB RAM Recommended

Required Permissions

- Location Permission
- Internet Permission
- Notification Permission
- Storage Permission

10. Support & Contact Information

For Technical Support, Bug Reports, Feature Requests, or Business Inquiries:

YourApps

Email: yourapps.in@gmail.com

Conclusion

NoQ is a modern Queue Management and Appointment Booking solution that helps customers avoid unnecessary waiting while enabling businesses to streamline service operations.

With Real-Time Tracking, Smart Scheduling, GPS-Based Discovery, and Staff Management, NoQ enhances both customer satisfaction and business efficiency.
