



Background

Queue flows are in charge to keep track of how work load is being handle. Providing metrics such how much time it spent in the queue, how much time it took to process and who processed it. Queue flows are usually kept and handled within the IT department of any given company. Meaning, the company is in charge of its installation that could take hours or days to set up, the maintenance, check for updates, among others. Whereas cloud based software are able to do all of the above by itself and it can be accessed remotely from any browser.

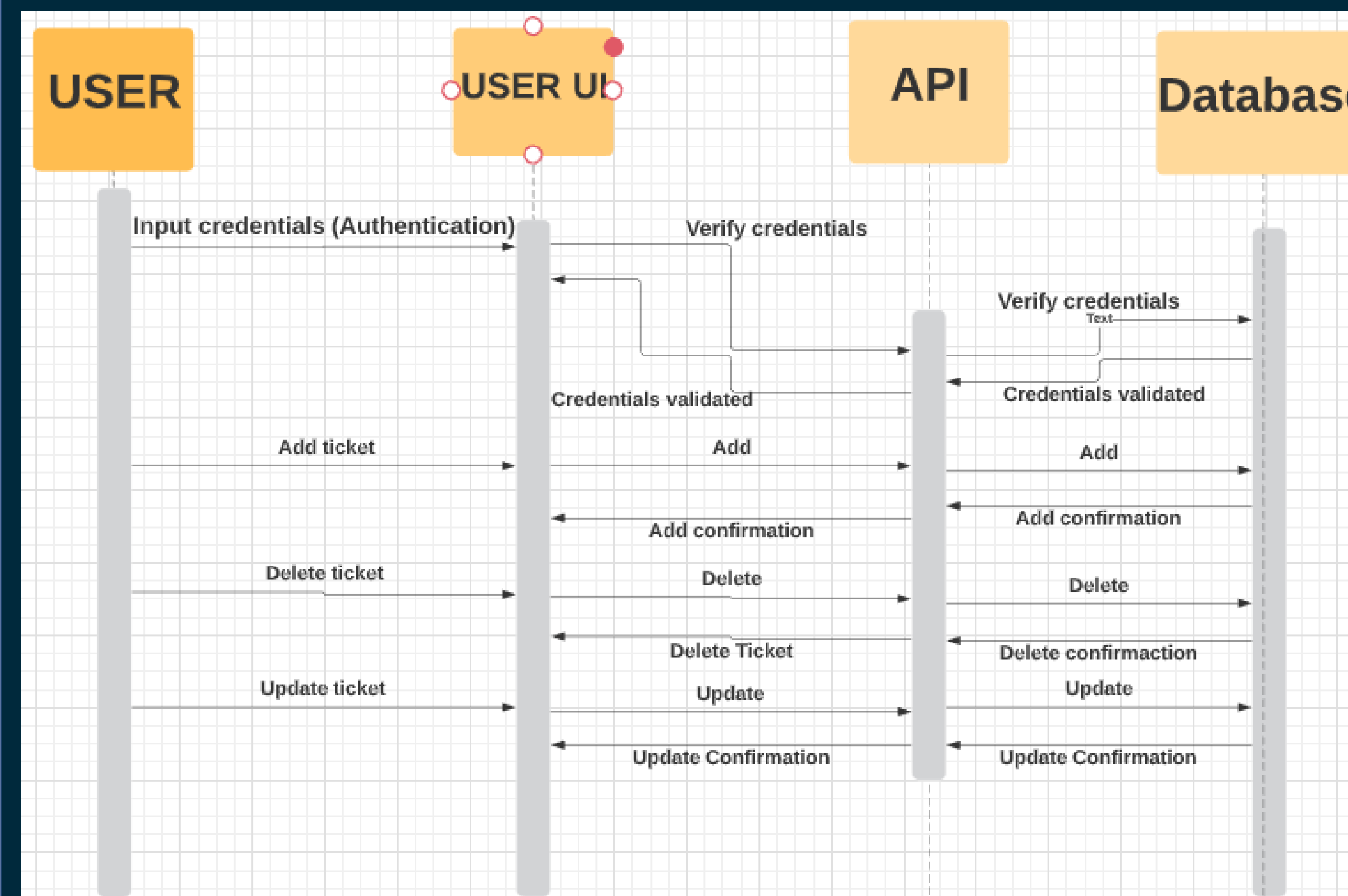
Project Description

The target of this application is to create a cloud based queue flow for work load management. Where the client, employee and administrator have their respective functions.

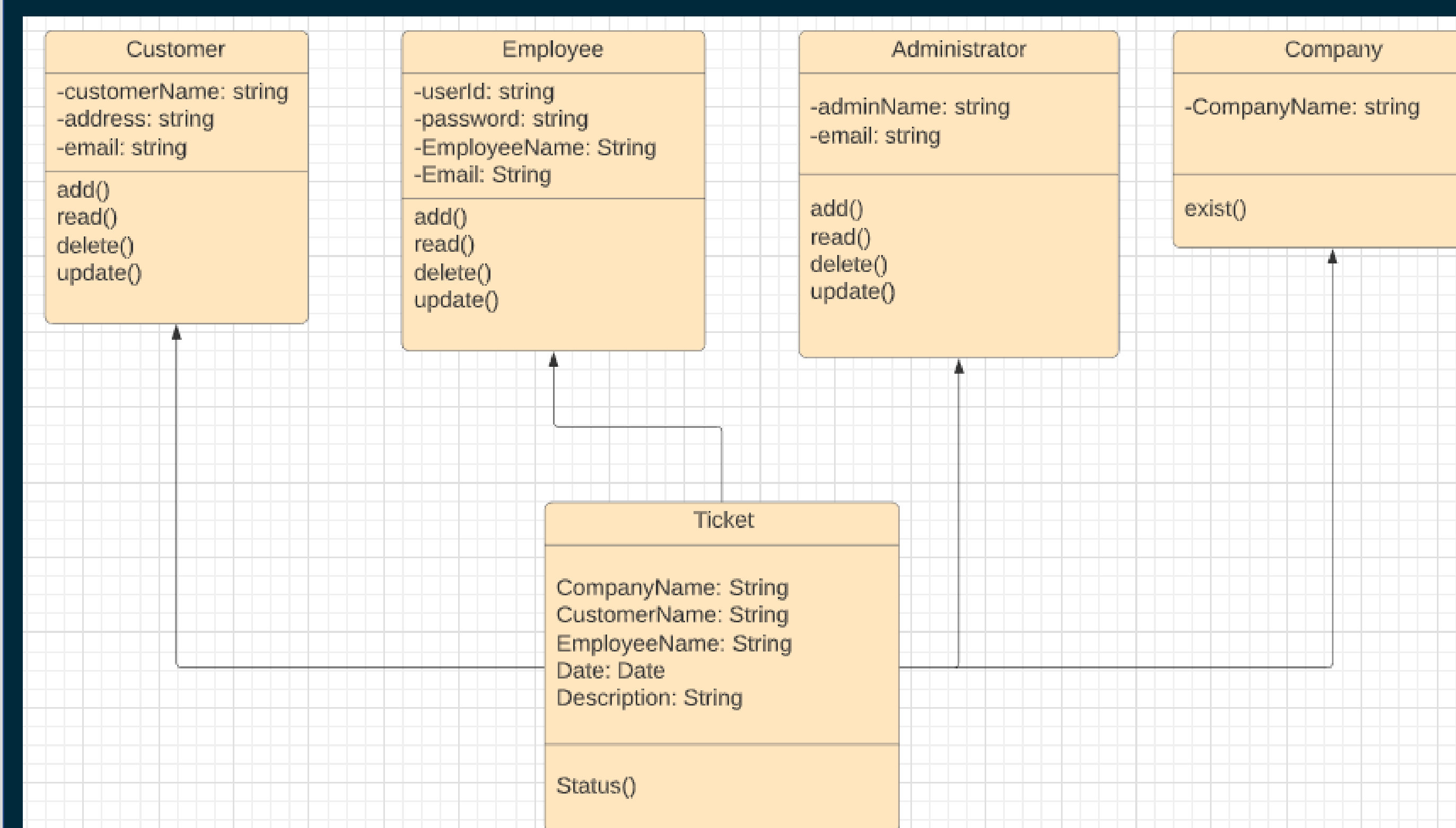
Main Features

- Clients can log in and create a 'Ticket' where they describe what they need. It is send to the queue flow and receive by the employee.
- Employee can accept or pass the ticket to another employee.
- Employee and clients can add, read, delete or update tickets.
- Administrator can same functions as the user and employee, but can also add them or delete them from the system.

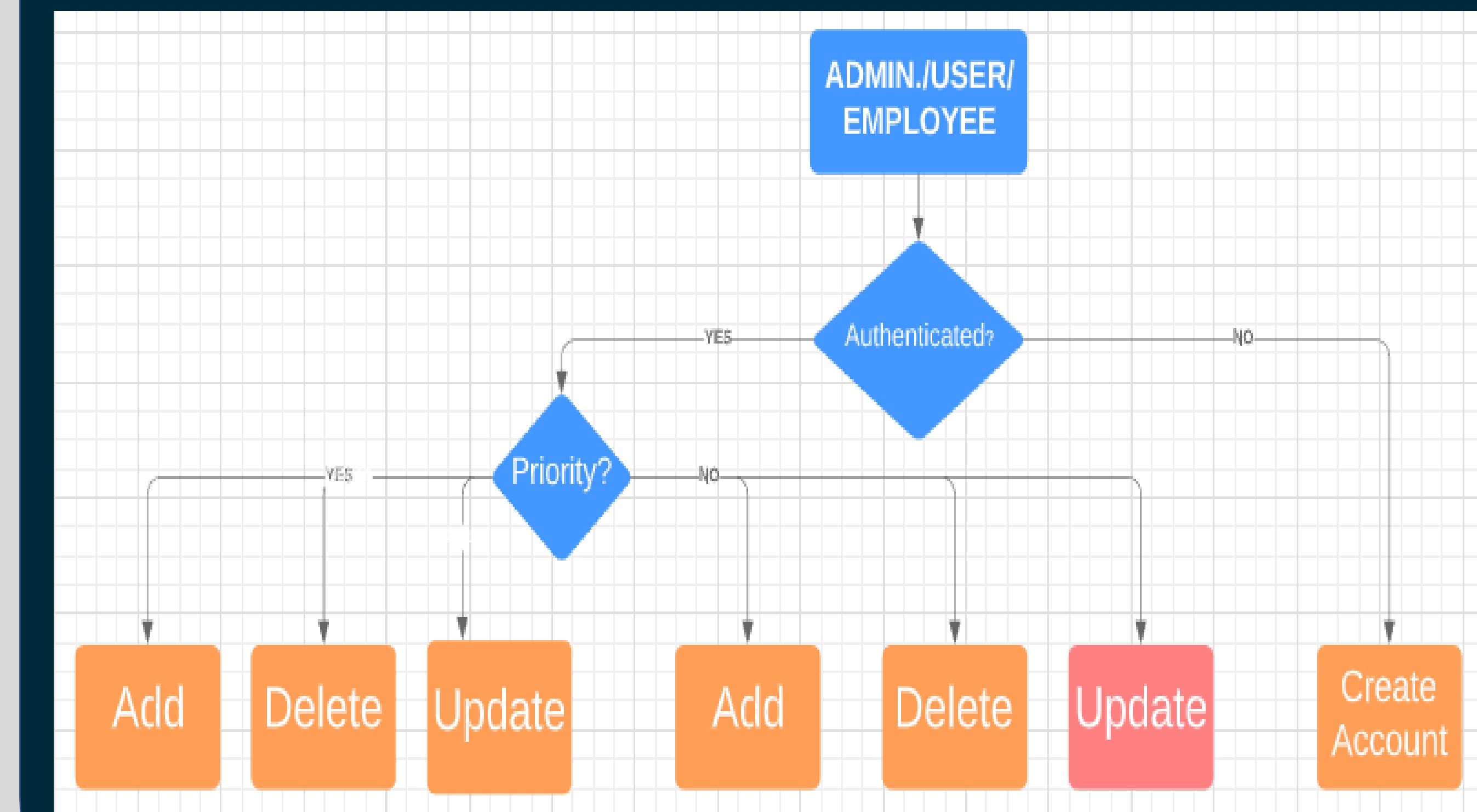
Ticket Process



Class Diagram



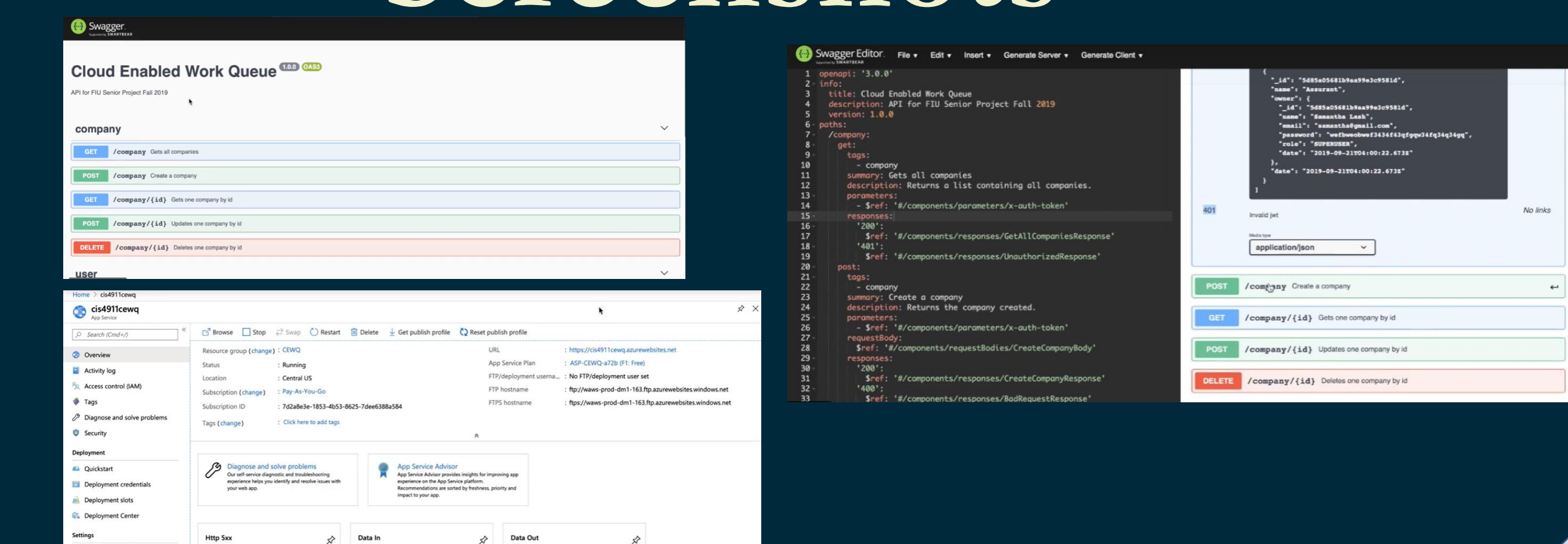
System Design



Implementation

- WorkQueue was built using Visual studio was used to write the code using C#.
- WorkQueue is deployed using Azure which let us build, manage, save our code and deploy applications.
- Postman was used to test our APIs. It sends request to the web server and it gets a response back.
- Swagger UI was also used for testing the APIs.
- CosmoDB was the database chosen for data storage.

Screenshots



Acknowledgements

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