

ABSTRAKSI

Kegiatan mengantri merupakan kegiatan yang tidak menyenangkan dan dapat menghabiskan banyak waktu untuk sebagian orang. Banyak hal yang sangat tidak efektif terjadi pada sebuah proses antrian diantaranya, pengambilan nomor antrian, informasi mengenai antrian terkini, serta pemberitahuan nomor antrian.

Penerapan sistem antrian berbasis web dan SMS Gateway dapat meningkatkan mutu sebuah pelayanan umum. Pelanggan akan mengetahui antrian terkini yang sedang berjalan serta dapat mengambil antrian tanpa harus datang kelokasi apabila antrian masih cukup jauh. Selain itu pelanggan akan mendapatkan notifikasi melalui SMS Gateway apabila antrian telah mendekati nomer antrian miliknya.

Kata Kunci: sistem antrian, SMS *Gateway*, notifikasi.



ABSTRACT

Queueing or taking a queue is an activity in which a lot of people tend to avoid. Waiting is such an unpleasant activity and it can spend a lot of time for some people. A lot of very ineffective things happen in a queueing process, such as : queue number retrieval, inaccurate current queue information, and unclear number notifications.

The Implementation of web-based queuing system and SMS Gateway can improve the quality of a public service. The Customers may know the current queue number in real time and can take a queue without having come to the location, if the queue is still far enough. In addition, customers will get a notification via SMS Gateway if the queue has approached their queue number.

Keywords : *queueing system, SMS Gateway, notification.*

