

ABSTRACT

Public facilities such as Bank, Hospital, Counter payment and etc are places where visited many people. The crowd of the visitor will make customer services at those places difficult to organize the queue. Addition of appliance queue regulator at public facilities will help to sequence visitor's queue that will be serviced. Generally, application for controlling queue known as queue management application

In general, queue management application at this time has a system that apart from PC. Though, at the public facilities like Bank there is PC which can be used to provide or operate queue regulator application. So, the Bank can provide facility to control queue only by cheap cost. And by adding SMS gateway application on PC enabling the customer to order queue number via SMS.

Server at the system queue management be able receive and process 49 SMS which success send in a same time. Fastest and slowest average delay time to process SMS data until customer get SMS reply is 33 second per SMS at provider ESIA and 42 second per SMS at provider XL. From 50 times experiment, content SMS reply which send by server the value is appropriate with the plan. Experiment to call queue customer number which process by system the value working is appropriate with the plan, there is the example at the queue teller number which called is 40 and who the calling is teller 2, the value is the monitor displaying queue teller number 40 and table 2 in written form, next get out sound "queue number fourty at table two ". Then, to use *queue bank management application in the LAN network integrated with SMS service* be able increasing comfortable and efficient time when the customer make do bank service.

Keyword: LAN, PC, PHP Programming, MySQL, SMS Gateway Dan GAMMU