

Queue·it

**2022 Smart Taipei Innovation Award
Taipei Pass Traffic Management
- Integration with Queue-it Virtual Waiting Room**

Content

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1) Background

- During the period of 2021–2022, the Taipei Pass App experienced system crashes and connection issues due to the influx of high traffic caused by various welfare programs being launched.
- The purpose of this project is to strengthen the stability of the Taipei Pass system and improve the digital experience for citizens using the app by implementing a virtual waiting room. This will also reduce system maintenance costs, alleviate public grievances, and enhance the image of government policy-making.



2021 Sept 22

風傳媒

台北通APP當機挨批 柯文哲：我一定回去翻天覆地，查問題在哪

北市22日也推出「台北熊好券」登記志願，台北通APP中午起也出現當機情形，連柯文哲下午要備詢、要掃描QR Code進入北市議會，都因APP故障而等待。

22 Sept 2021



2021 Nov 17

Yahoo奇摩新聞

台北通大當機！系統異常「熊好券全消失」 北市急處理

昨（17）日晚間台北通APP大當機，正值晚餐時段，有民眾準備使用抽到的熊好券消費，卻顯示系統發生異常錯誤，票券直接歸零，台北市議員許家蓓也接獲...

17 Nov 2021



2021 Nov 29

自由時報

本月第4次！台北通再度當機 民眾怒轟「要刪除」

台北市長柯文哲大力推動的「台北通」App再傳當機，有民眾今天下午約4點使用台北通時，卻屢出現登入失敗畫面，系統顯示網路連線異常，請稍後再試字樣。

29 Nov 2021



2021 Dec 20

三立新聞

熊好券又當機！不只網路卡卡登入失敗 民怨：登記按鈕消失

根據《Ettoday新聞雲》報導，一名周姓民眾痛批，台北通上路以來當機多次，這次APP又出包，讓他很失望，並質疑柯文哲連APP都弄不好，「還想學愛沙尼亞...

20 Dec 2021



2022 Jan 3

ETtoday

熊好券抽到一半「台北通又當機」 柯文哲下秒拿手機檢查：要加強

針對台北通當機一事，柯文哲於記者會中回應，大家對數位依賴越來越厲害，資安是很大的問題，恐怕資通訊基礎建設還要投入更多金錢；既然要走數位轉型，那...

3 Jan 2022



2) The team

Supplier:

Queue-it ApS (Queue-it)

<https://queue-it.com/>

2 billion +

visitors entering our virtual waiting rooms

1000+

International clients

172 countries

Visitors using our solution

10+ years

experience

3 offices

Denmark, US, Australia

Q.it

Taiwan Partner:

Master Concept

<https://hkinci.com/zh-hant/>

Established in 2003, Master Concept is a technology service and cloud consulting company committed to improving customer experiences for world-class leading brands. With over 120 partners serving thousands of enterprise clients across the Asia-Pacific region in their digital transformation journey, our team provides professional cloud strategy, technology implementation and integration support, professional training, and platform upgrades to customers across various industries.



3) POC Process

Queue-it helps Taipei Pass App and website operate smoothly 24/7 without any worries, even during high traffic moments, through its "virtual queuing system". This system enables them to handle high traffic peaks such as those generated by promotions like "噲噲包" and "熊好券", avoiding system slowdowns and crashes.



3) POC Process

Native App



Web Application



Scope of Integration

The project has conducted tests on the following areas:

- Integration between Taipei Pass App and website with Queue-it.
- Queue-it provided Mobile Native SDK and related resources for developers to use in the integration process.
- Queue-it provided a Go-Platform account on the cloud platform for setting up and managing the Taipei Pass virtual waiting room.
- Queue-it provided technical support for system integration and configuration.

3) POC Process

- Workflow
- Inetgration process

2022/10/18

First campaign
- 熊好券2.0 Registration

2022/10/25

Second Campaign
- 熊好券Result Release

2022/11/18

第三次活動上線
- 熊好券Additional Round



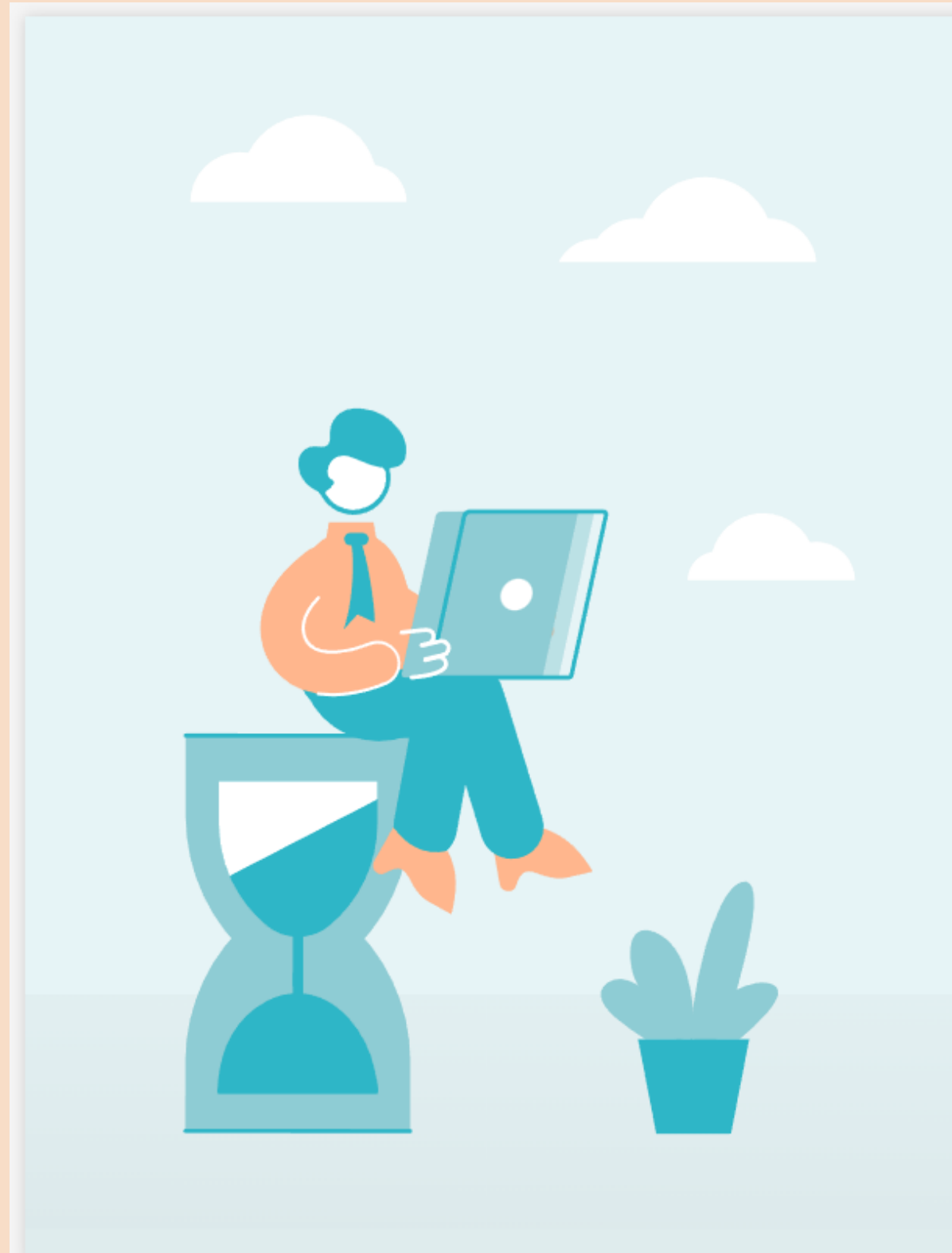
4) POC Result

During the POC phase, technical testing was conducted as the basis, and during the verification phase, Queue-it supported various high traffic events on the Taipei Pass platform to demonstrate that the Queue-it system can protect the Taipei Pass system 24/7 in the background.

The Queue-it Go Platform allows for the verification of the proposal's effectiveness by providing access to traffic data for any single event, including:

- Total traffic on the website/App
- Total queued visitors
- Estimated wait time
- Total safety net traffic protected over 24 hours
- Visitors who enter the target website/App after queuing
- Visitors redirected to the target website/APP per minute

Custom Theme for Taipei Pass




TAIPEI PASS
台北通

即將進入
目前人數過多，請稍候
這是什麼?

預計等候時間

4分

更新時間：上午4:33:30 GMT

最新消息：上午4:33 GMT
這是一條測試消息

貼心叮嚀

- 即使離開排隊頁面，仍會幫您保留位置
- 目前保留五分鐘讓您緩衝進入

隊列ID: [d8447e7d-a591-46bb-8eb7-edcbb00e5437](#)

QUEUE·IT


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台北通

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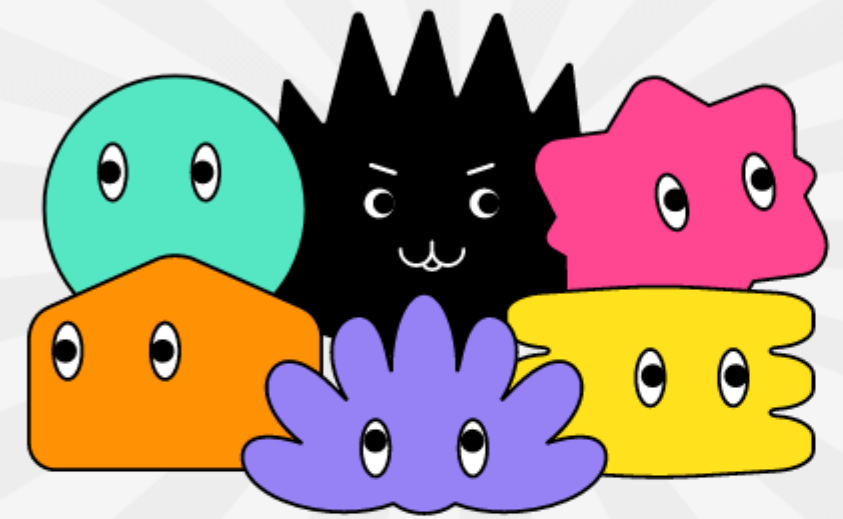
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隊列ID: [d8447e7d-a591-46bb-8eb7-edcbb00e5437](#)

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Custom Theme for Taipei Pass



熊好券 2.0



目前人數過多，請稍候

[這是什麼?](#)

預計等候時間

4分



更新時間: 上午6:56:29 GMT

最新消息: 上午6:56 GMT

這是一條測試消息

貼心叮嚀

- 即使離開排隊頁面，仍會幫您保留位置
- 目前保留五分鐘讓您緩衝進入 我的佈局測試

隊列ID: fb6fd15e-1203-4977-ba46-04d7e6d28cf6

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5) Recommendations and Conclusions

Queue-it offers the following benefits:

- Provides stable digital municipal services to Taipei citizens, supporting the vision of Taipei as a smart city, accelerating digital transformation, and enhancing the city's image.
- Provides a good digital experience consistent with the government's image, including the Taipei Pass brand design concept, and provides transparent and public queuing information to citizens, communicating with them in real-time, and reducing citizen anxiety.
- Provides every citizen with a fair and seamless digital experience, enabling citizens to contact the government through any digital device, enhancing trust in the government, and bridging the gap between the government and citizens.

5) Recommendations and Conclusions

- The three campaigns for 熊好券2.0 with Queue-it in place
- Improve citizen's experience
- Reduce negative media coverage
- Good feedback from citizens with the first time using waiting room

<https://doit.gov.taipei> › News_Content · [Translate this page](#) ⋮

熊好券2.0中獎出爐！台北通APP首度導入排隊機制穩定系統

25日下午開始，大批民眾進入台北通APP查詢是否派券，部分民眾反應過程顯示人數過多請稍後、目前排隊無效等，此為資訊局預防大量民眾湧入時，以資源規劃的容量進行管控 ...

民視新聞網

熊好券抽籤出爐台北通App卡卡 北市府資訊局導入排隊機制

台北熊好券2.0今日抽獎，台北市長柯文哲上午抽出亂數種子「08、03、08、05、03」，民眾今日下午2時可打開台北通App查看是否中獎。

25 Oct 2022



<https://news.pchome.com.tw> › taipei · [Translate this page](#) ⋮

熊好券2.0中獎出爐！台北通APP首度導入排隊機制穩定系統

25 Oct 2022 — 臺北市政府規劃的熊好券2.0活動，感謝全台將近168萬人響應，10月25日上午抽出幸運 ... 同時湧入查詢熊好券2.0抽獎結果影響系統，台北通首次導入排隊機制。

<https://tw.nextapple.com> › life · [Translate this page](#) ⋮

熊好券開放領券！網哀嚎App顯示「排隊中」 北市府：不會消失 ...

25 Oct 2022 — 【記者張曜麟 / 台北報導】熊好券2.0今天上午抽出69.6萬份，不過下午2時開始領券時，台北通App卻出現人多請排隊的塞車頁面，對此台北市資訊局則回應， ...

<https://www.bnext.com.tw> › article · [Translate this page](#) ⋮

快開台北通！熊好券再加碼，登記過就多送一張 - 數位時代

16 Dec 2022 — 北市府指出，因熊好券深受民眾喜愛且登記踴躍，本次活動將首度啟動虛擬等候室的排隊機制，在同時登記人數較多時，台北通將自動開啟排隊機制，請登記 ...

Thanks!

Contact:

Queue-it

易嘉祺 Karen Yick | Senior Account Executive

kayi@queue-it.com

Master Concept

蔡淑樺 Grace Tsai | Sales Director

02-77097530

grace.tsai@hkmci.com

