

METHOD, APPARATUS AND SYSTEM FOR QUEUE MESSAGING

A queue messaging system (110) operates with a queue management system (105) and a cellular telephone system (not shown) that supports the communication of short message services (SMS) messages. The queue management system (105) allows a user to reserve a queue number and the queue messaging system (110) then provides the user with the option of notification, via the user's cellular telephone, selected by the user in the form of a user selected queue number. When the current queue number being served is the user selected queue number, the queue messaging system (110) sends a notification message via SMS to the user's cellular telephone indicating that the selected queue number is being served. To get an update, the user sends a reply to the notification message, and the queue messaging system (110) obtains the current queue number from the queue management system (105) and transmits it to the user's cellular telephone.

FIG. 1 accompanies the abstract.