Welcome to Qless!

The Customer Engagement Center (CEC) offers many advantages:
- Streamlined navigation & management
- Compatible with most browsers such as Firefox, Chrome
- No more widgets

Queue Management

To join a queue, the customer can enter their cellphone number to receive text messages to inform them of their status in line:

![Queue Management Interface]

⚠️ TIP

The customer can also choose to join the queue without entering their cellphone. They will just watch the live monitor to view their status!

Once the customer joins a queue, you can find them in the list of queues in the Customer Engagement Center (CEC). The customer will begin to receive text messages alerting them of their status in the queue.

![Queue Management Interface 2]
Queue Management (cont.)

To find additional information on the customer in the queue simply click their name and a pop-up window will appear.

⚠️ TIP

The customer can respond to the text messages from the queue by typing in a letter for the following responses:
- **C**: Cancel (appointment)
- **H**: Help
- **J**: Join the line
- **L**: Leave the line
- **M**: Need more time
- **n#**: Notify me with # minutes before
  (Example: **n5** - you will be notified when you are 5 minutes from the front of the line)
- **S**: Status update
- **STOP**: Stop receiving all texts

The customer must be summoned for service from the queue. To summon a customer, press the **Summon Customer** button at the right of the number of queued customers to display the pop-up window. The customer will receive a text message that their service time is open.

Once the customer has arrived, press the **Arrived** button in the pop-up window:

⚠️ TIP: Always use the above **Summon Customer** button to alert the customers from the queue.
Queue Customer Service

After pressing the **Arrived** button, the customer will appear on the **Now Serving** bar located above the list of queues:

- When you are finished servicing the customer press the **End Service** button on the right of the **Now Serving** bar.

- During service, if you need to assign a customer to a different queue press the **Reenter Queue** button on the right of the Now Serving bar, select the applicable queue and choose the closing service to initiate the transfer to a different queue:

*TIP:* If the **Reenter queue as expired** circle is checked, uncheck the circle to immediately place the customer to the end of the new queue.

Leaving the circle checked will place the customer in the queue under expired. Expired customers will be featured later in this user guide.

Once the customer is in the new queue you can summon them as you would normally.
Queue Customer Service (cont.)

Using the Dropdown Menus

QLess features two dropdown menus that will allow you to manage your views in the queue and see the additional products in QLess:

TIP: Make sure you log out of the QLess system before switching to another station or leaving at the end of the day!
Manually Adding a Customer to a Queue

If the customer does not want to join the queue using the kiosk or SMS, you can enter them manually:

- Click the Add Customer button located to the right of the names of the queues.
- Select a queue from the drop-down box.
- Select the type of service (where applicable).
- Click the Add button.

Using the Push Back Feature

If a customer needs additional time to remain in the queue before receiving service, you can use the Push Back feature to allow additional waiting time:

- Double-click on the Customer’s name in the queue to get the Pop-up window. In the pop-up window press the Push back button.
- Use the + or – buttons to adjust the amount of minutes for the customer and press the Push back button again.
Managing Expired Customers

If a customer becomes expired in the queue after being summoned or being placed on hold; they can be put back in the queue for service:
1. Click on the customer in the Expired list to display the pop-up window.
2. At the pop-up screen select either Rejoin or Arrived to signal the customer’s return to the queue.

Additional Features

Additional features are in the grey bar across the top of the queues:

- The Search button allows you to search for a student by their first name or the last 4 digits of their telephone number.

- The Begin Service button allows you to alert a customer for service without them joining the queue via the kiosk. This feature is mainly used when there isn’t a wait for service, but you still want to track the data.

- The List View button allows you to view the entire list of all the queued customers.