# (QueuePad Instructions - A QUICK GUIDE)

QueuePad



1. Synchronizes the customer queue list with the TV Display list.
2. Shows the Company Name from the Settings
3. Shows the current number of Customers in queue and the Average Waiting Time (AWT) for the day.
4. The list of Services, each of which is an independent customer queue. A maximum of 3 Services can be configured.

5. For a "No Show" customer, there will be an option to call these "No Show" customers again and join the regular queue.
6. List of Customers currently in queue. The arrival time and waiting time length is shown, any customer notes are also shown. The phone icon when clicked allows a phone call or SMS to this customer.
7. Add a new Customer to the current queue.
8. Call the next customer for the current queue.



**BASE:**

Unit 2009 20th floor Prestige Tower,
F. Ortigas Jr. Road, Ortigas Center, Pasig City
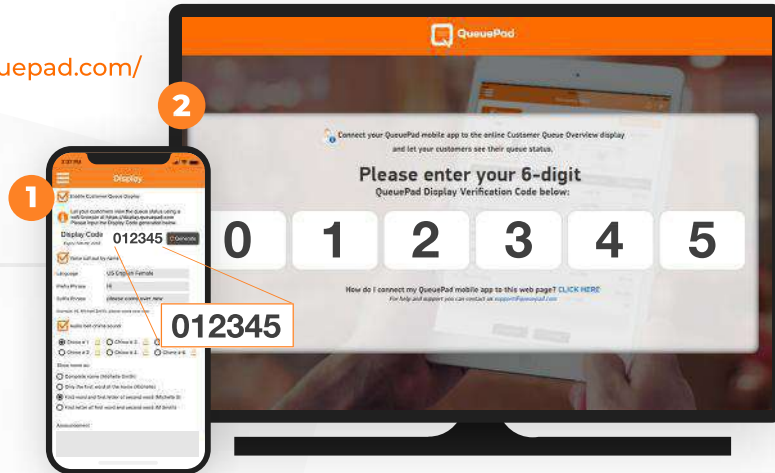Metro Manila, Philippines, 1605

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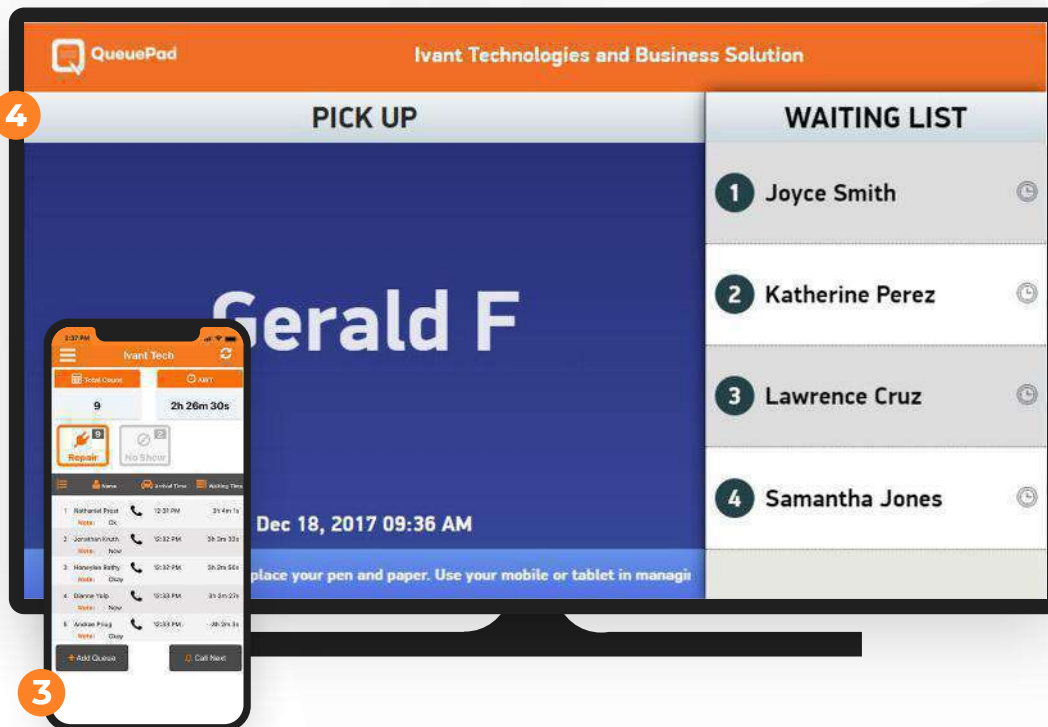: info@queuepad.com    : www.ivant.com

05-2018

**QueuePad**

# (QueuePad Instructions - A QUICK GUIDE)

## EASILY CONNECT TO A PC MONITOR OR A SMART TV UNIT, SEE BELOW STEPS

**1** Generate the display code from the iOS Mobile Device

**2** Connect your web browser or smart TV to https://display.queuepad.com/ and input the 6 digits code.

**3** Create the customer queue in your mobile device

**4** Your customer queue list now shows up on the PC or TV screen!

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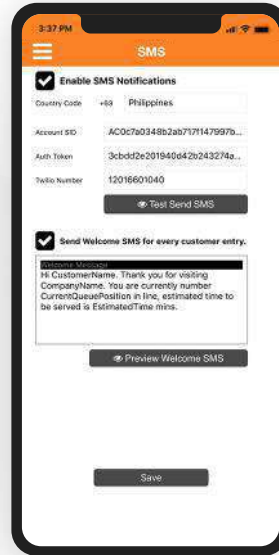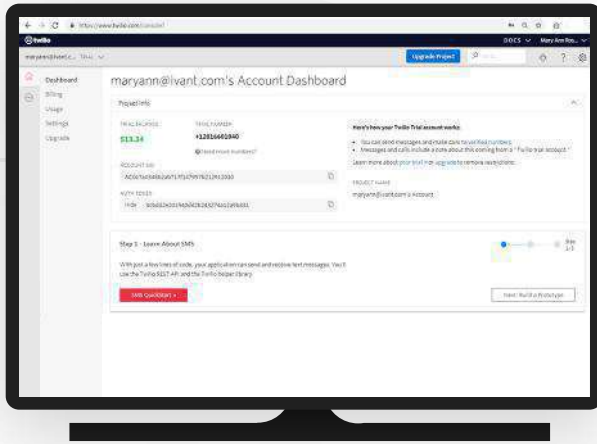Metro Manila, Philippines, 1605

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## QUEUEPAD MOBILE APP SMS FUNCTION

**1** Create a Twilio account in https://www.twilio.com/ , this will be the SMS Gateway API provider.



**2** On the QueuePad mobile app, go to the main menu– SMS - to configure the various SMS settings:

**3** Once the SMS configuration has been properly set up, each new Customer Queue will allow you to specify how the Customer will be notified during the queue call process.



Sent from your Twilio trial account - Hi John Smith. Thank you for visiting Ivant Technologies. You are currently number 7 in line, estimated time to be served is 13 mins.

Sent from your Twilio trial account - Hello John Smith. You are now fourth in line.

**4** Customers will receive regular SMS notifications as the queue is being called.

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08-2017

# Connecting Multiple iOS Devices

### Step #1

Go to Display section and generate a Display Code on the 1st device, and check the "Allow other devices to join this Display Code" and Save this change.



### Step #2

On the 2nd device, go to the Display Section and click on Join Existing. Input the Display Code that was generated on the 1st device.

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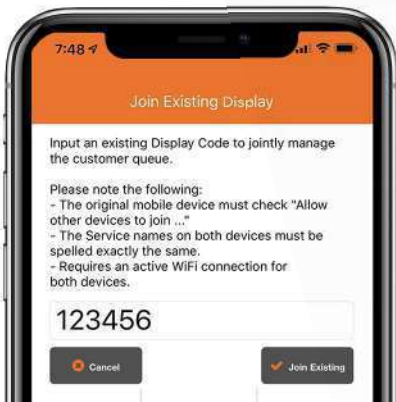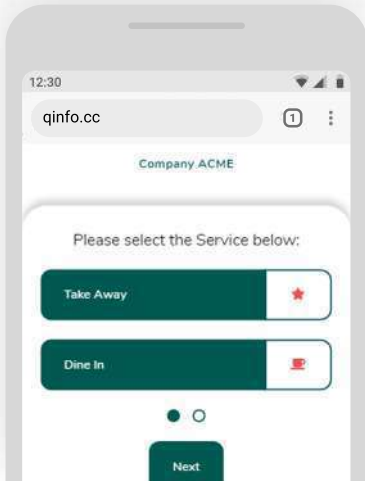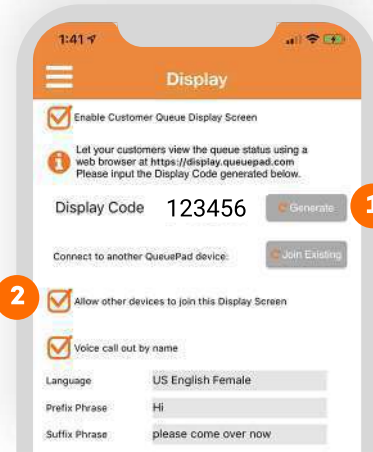Metro Manila, Philippines, 1605

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**QueuePad**

# Online Queue Process Instructions

Allow your customers to join the queue using their own mobile phones.

## STEP 1

**1** Generate the Display Code

**2** Check "Allow other devices to join ..." for the online queue to work.
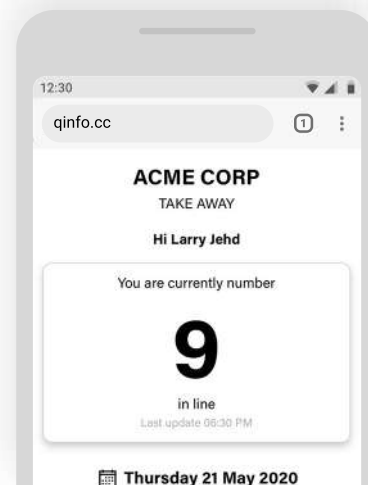
## STEP 2

Connect to https://online.queuepad.com/123456 wherein the 123456 is the Display Code generated in your QueuePad mobile app.

## STEP 3

The Customer has now joined the queue, and she can view her real time queue status update.

**You can also generate a QR Code by going to https://www.qr-code-generator.com/ and input the link used in Step #2**

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