
Customer Engagement Center (CEC) User Guide



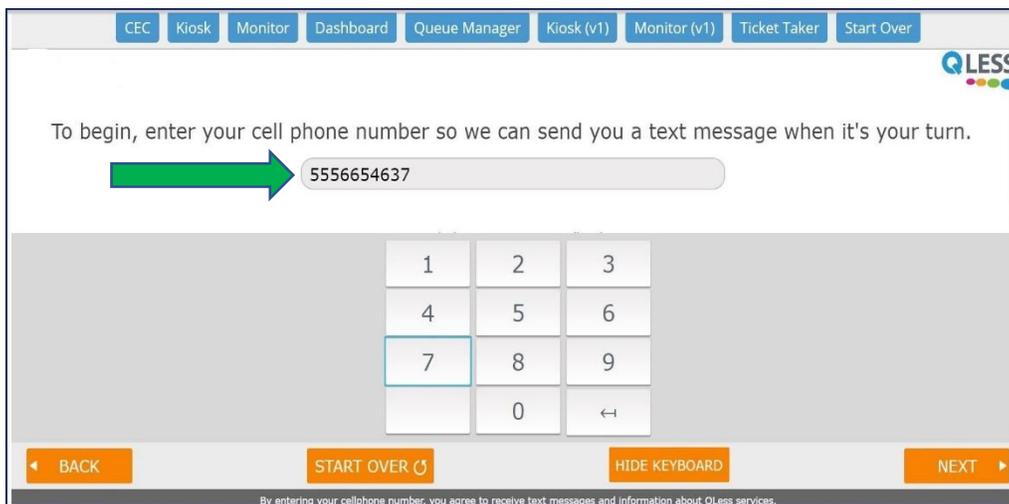
Welcome to Qless!

The Customer Engagement Center (CEC) offers many advantages:

- Streamlined navigation & management
- Compatible with most browsers such as Firefox, Chrome
- No more widgets

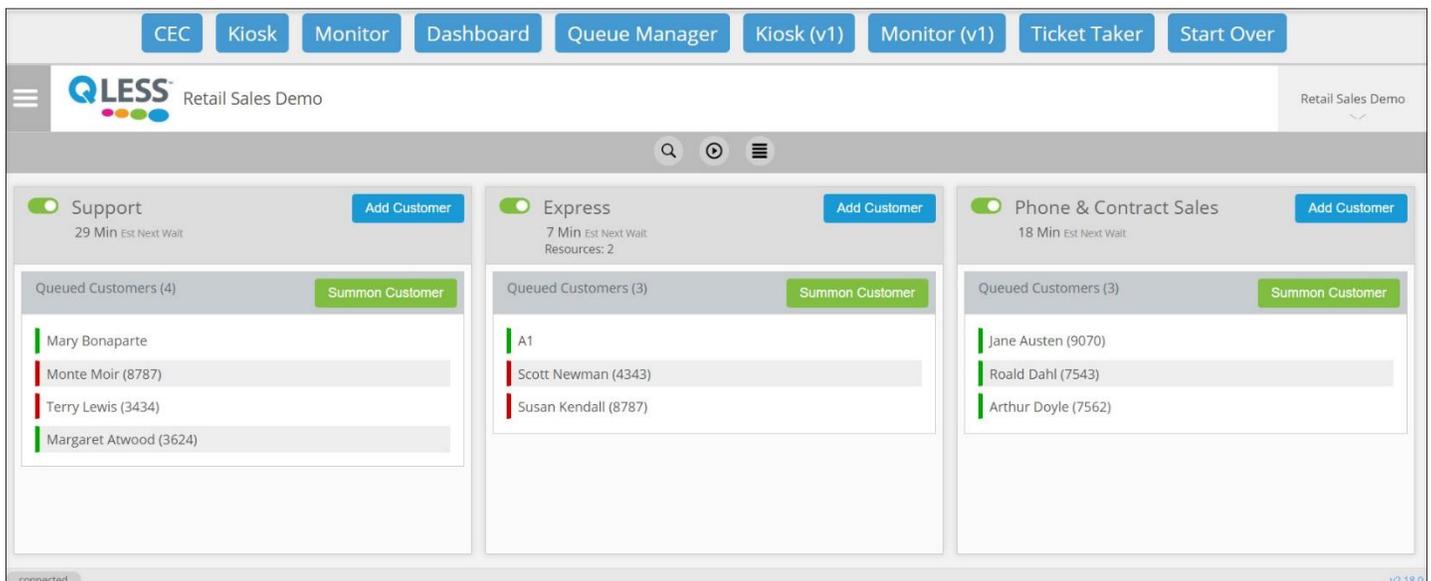
Queue Management

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



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 (cont.)

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



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:

Enter Lina Isaway (5309) into the selected queue:

Advisement

Accompanied by a parent

Notes

Reenter queue as expired *

Yes Cancel



Type of Service Provided to Lina Isaway (5309)

Service Result

Progress Evaluation

Transfer Students

Graduation Check

Referrals

Ok



*  **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.



Advisement 16 Min Est Next Wait Add Student

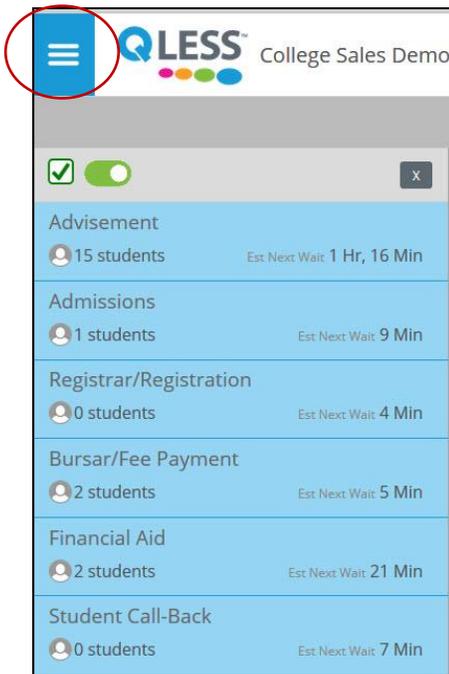
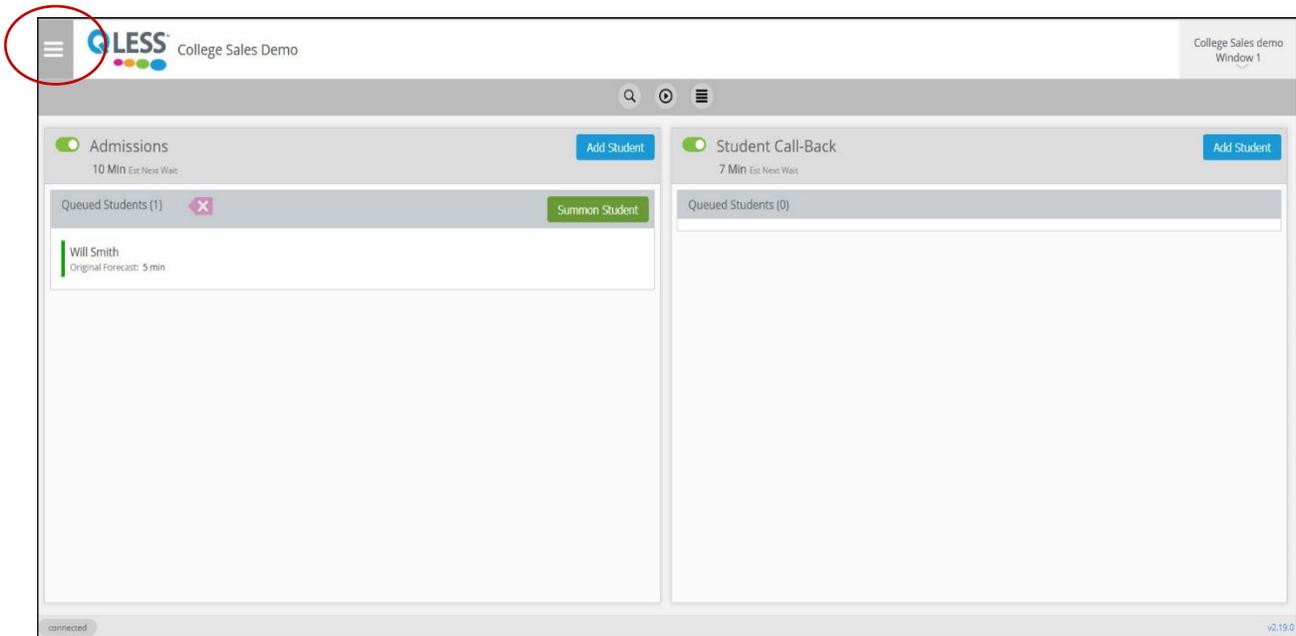
Queued Students (3) Summon Student

Martin Shorty (3333)	Type of Service: Progress Evaluation	Original Forecast: 5 min
Time in Line: 41 min		
Nada Re'ally	Original Forecast: 10 min	Time in Line: 40 min
Lina Isaway (5309)	Original Forecast: 11 min	

Queue Customer Service (cont.)

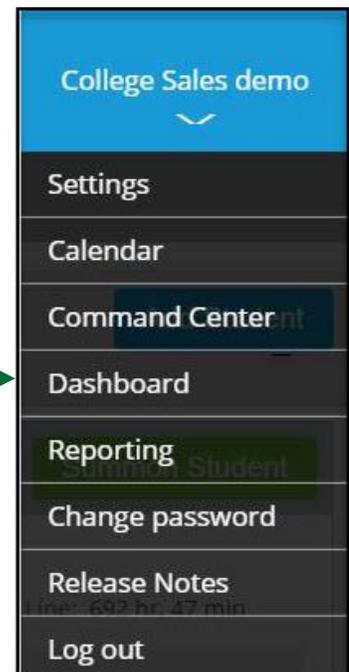
Using the Dropdown Menus

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



You can select what queues you can view in the left column by clicking the hamburger menu in the upper left-hand corner of the screen. Click to select which queues are shown.

You can navigate to other products in the QLess suite by clicking the upper right-hand corner down arrow.

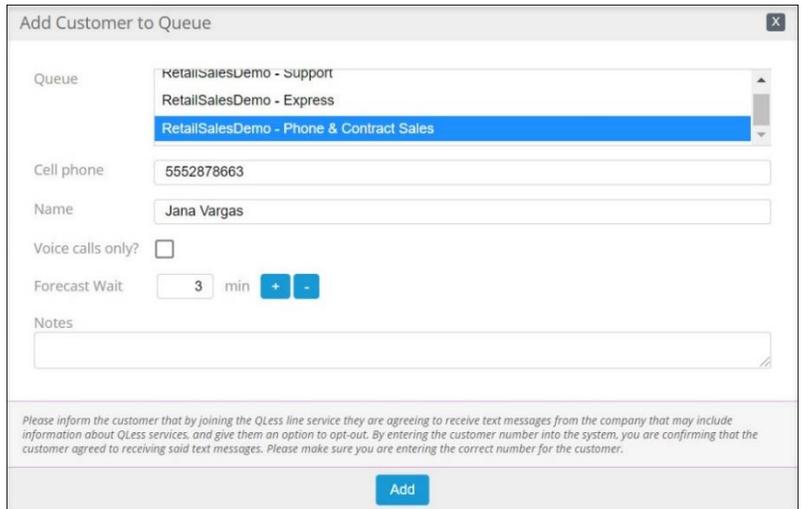


TIP: Make sure you log out of the QLess system before switching to another station or leaving at the end of the day!

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:

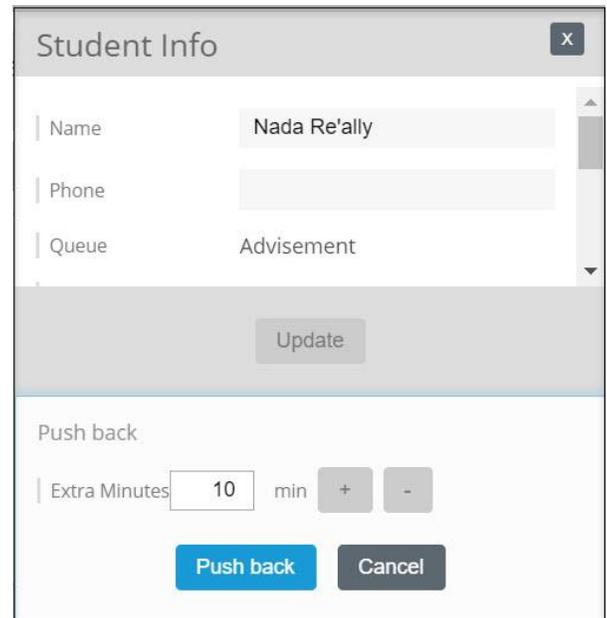
- ❖ Click the **Add Customer** button located to the right of the names of the queues.
- ❖ Select a queue from the drop-down box.
- ❖ Select the type of service (where applicable).
- ❖ Click the **Add** button.



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:

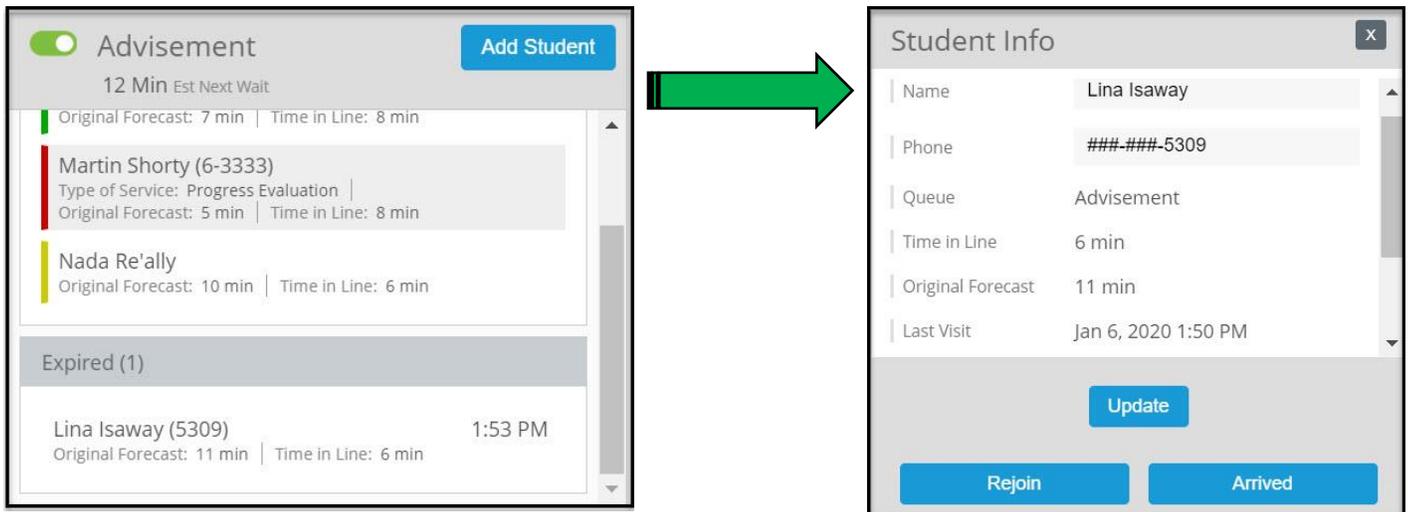
- ❖ Double-click on the Customer's name in the queue to get the Pop-up window. In the pop-up window press the **Push back** button.
- ❖ Use the **+** or **-** buttons to adjust the amount of minutes for the customer and press the **Push back** button again.



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:



These buttons allow you to perform additional services with the queue:

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