

iQueue

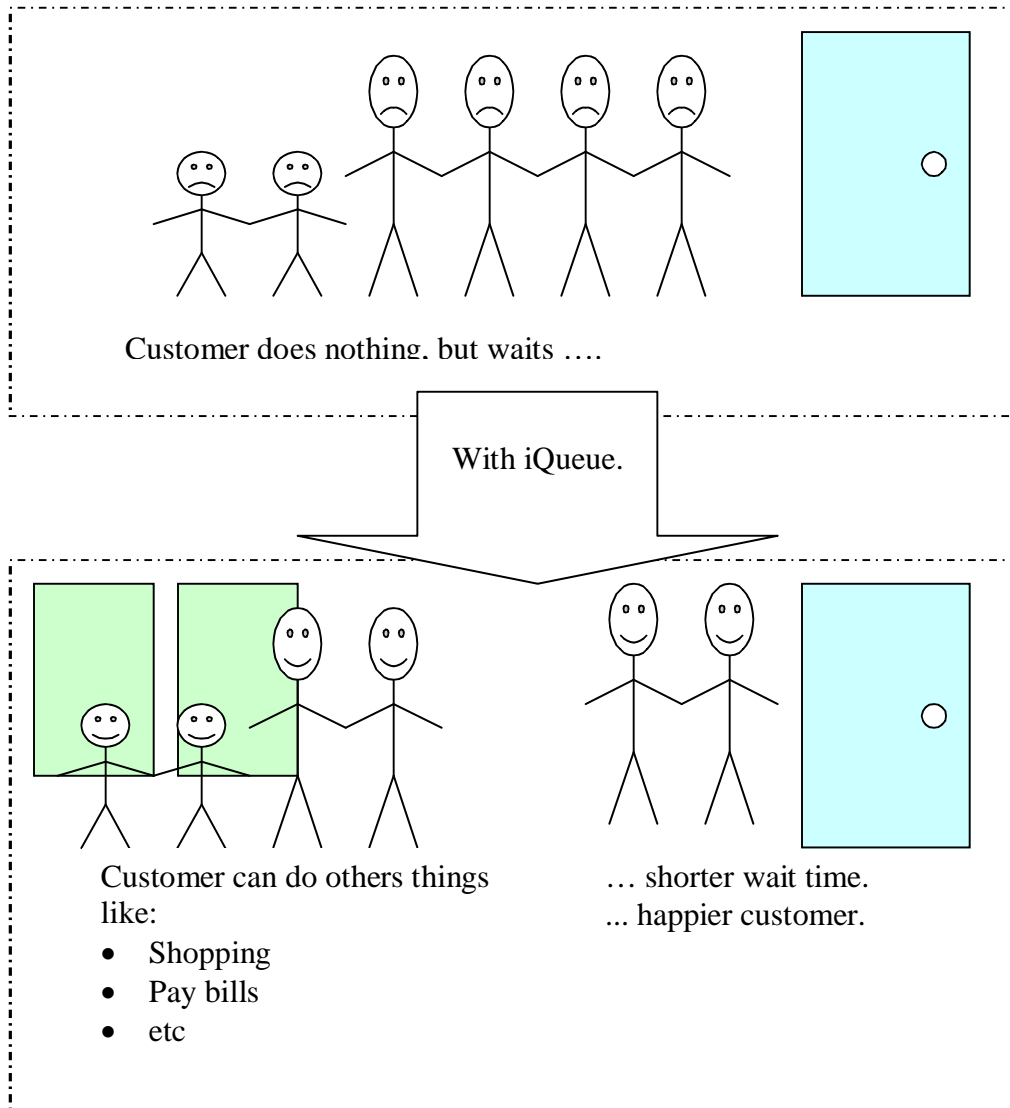
With iQueue, queuing is history.

USER MANUAL

<i>Version</i>	<i>0.0.1</i>
<i>Date</i>	<i>20 July 2004</i>
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1.0 Introduction

iQueue is a queue management system, it uses of the Short-Message-Service (SMS) of the GSM network. The system is very user-friendly and easy to learn.



1.1 System Requirements

- XDA O2 or XDA O2 II PDA.
- GSM subscription.
- iQueue software .

2.0 Using iQueue – Entry

Operating the iQueue consist of 2 simple steps.

Step 1: Add customer/patient to the queue. This is done using the iQueue Entry Module.

Step 2: Manage the queue list. Managing consist of sending recalling SMS, closing a queue and termination of the queue. Managing the queue is done with the iQueue – Queue List module.

2.1 iQueue - Entry Module

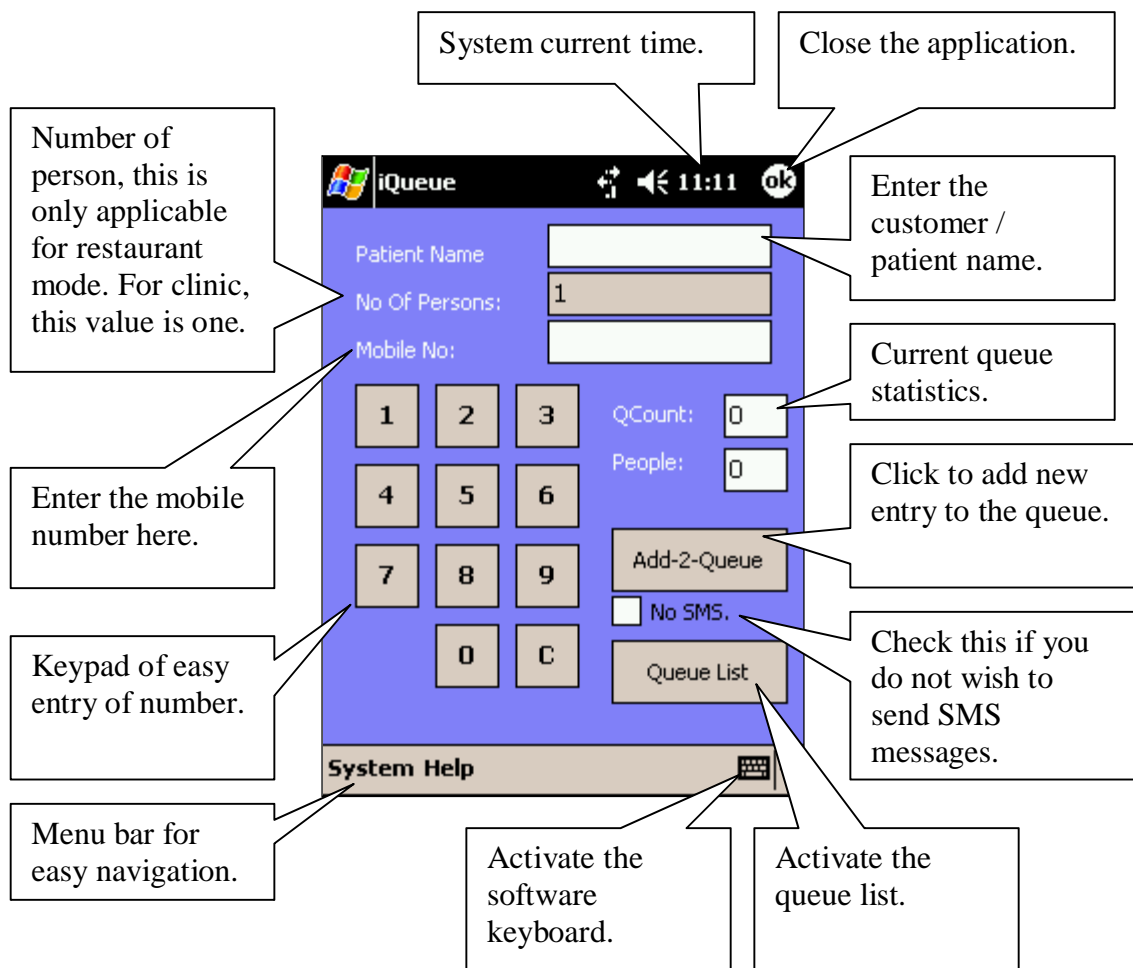


Figure 1

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Figure 1 shows the entry of the iQueue. It basically adds the customer/patient into the iQueue. The follow are the basic steps:

- Enter the customer/patient information (Name, Number of person and mobile number).
- Click “Add-2-Queue” button. This will add the customer/patient to the queue.
- The customer will received a confirmation SMS message on their mobile phone.
 - For customer who prefers not to receive the SMS message, you can use the “No SMS” checkbox. Checking it, will inform the system to add the customer, but do not send SMS messages.
- To recall customer/patient, click on the “Queue List” button. This will load the queue list form, which will be explained in the next section.

2.2 iQueue – Queue List Module

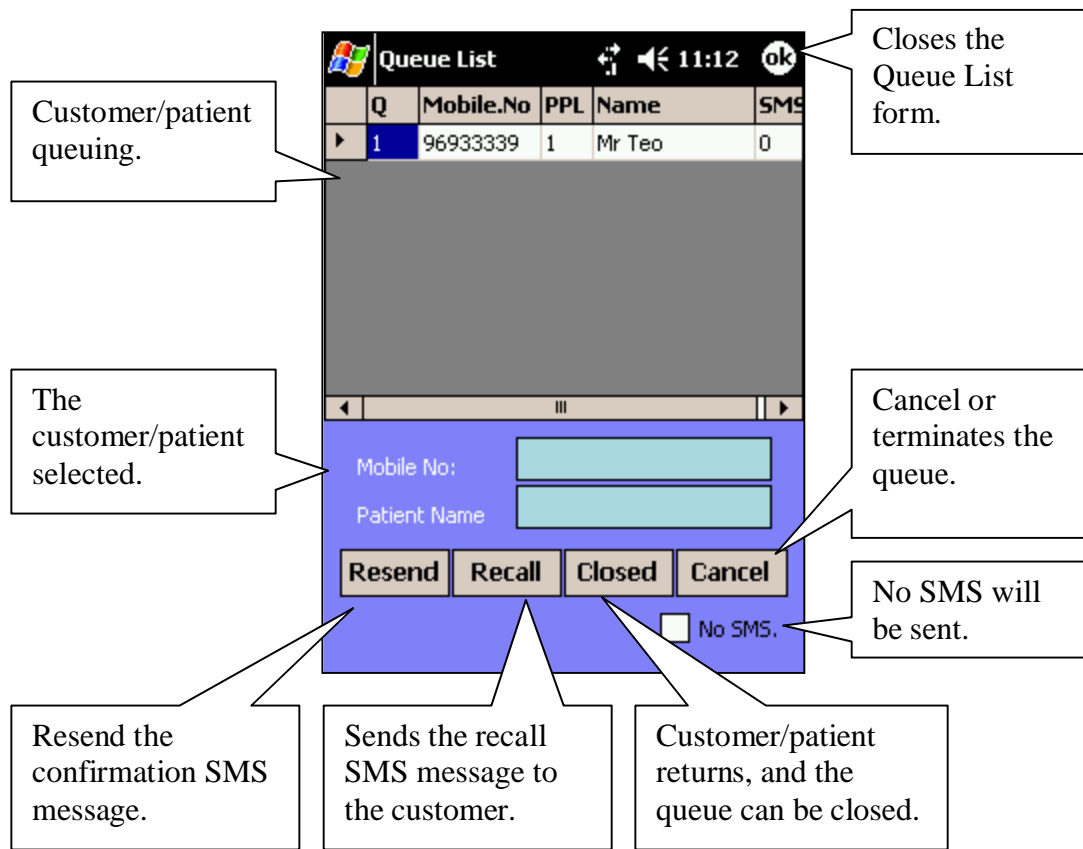


Figure 2

Figure 2 shows the list of people in the queue. Select a customer to perform the following:

- Resend – send the confirmation SMS message. This is use when customer/patient fails to receive the first attempt to send confirmation SMS message.
- Recall – send the recall SMS message. When it almost turn the customer to be attended, send the SMS to information the customer to return.
- Closed – when the customer/patient has return and attended to. The queue can be closed with the function. Once the queue is closed, the customer/patient will be removes from the queue automatically.
- Cancel – terminates a queue. Normally, after several in-vain attempts to recall the customer/patient, use this to terminate the queue from the system.

Basic steps:

- Select customer/patient.
- Perform the necessary action – Resend, Recall, Closed or Cancel.

3.0 iQueue Configuration

iQueue comes with several settings that user can customize to individual needs. In the configuration module, there is also a tab for you to register the product with the product key.

3.1 Configuration

The screenshot shows the 'Preferences' form with the following fields and callouts:

- Company Name:** A text box containing 'Good Doc Family Clinic'. Callout: 'Enter you company here.'
- System Mode:** Two radio buttons: 'Resturant Mode' (unselected) and 'Clinic Mode' (selected). Callout: 'Two modes to select from "Restaurant" or "Clinic" mode.'
- Country Code:** A dropdown menu showing 'Singapore' and a text box below it containing '+65'. Callout: 'Select the country code.'
- Reset Queue Count:** A button. Callout: 'Remove all queues from the list and resets the queue number. Only available if the product is registered.'
- Save:** A button. Callout: 'Save the settings.'

The form also has tabs for 'General', 'Message', and 'Register', with 'General' being the active tab. The status bar at the bottom shows a keyboard icon and an up arrow.

Figure 3

Figure 3 shows the first tab of the preferences form. This form allows you to perform quite a number of settings.

- Company Name – Enter your company name.
- System Mode – the different modes only affects the display/captions of the application. Operational usage is very similar between the two modes.
- Country Code – this is required to send the SMS successfully.
- Reset Queue count – it is advisable to reset the queue after a period of time. This will helps the system to run efficiently.
- Save – remember to save before exiting the module.

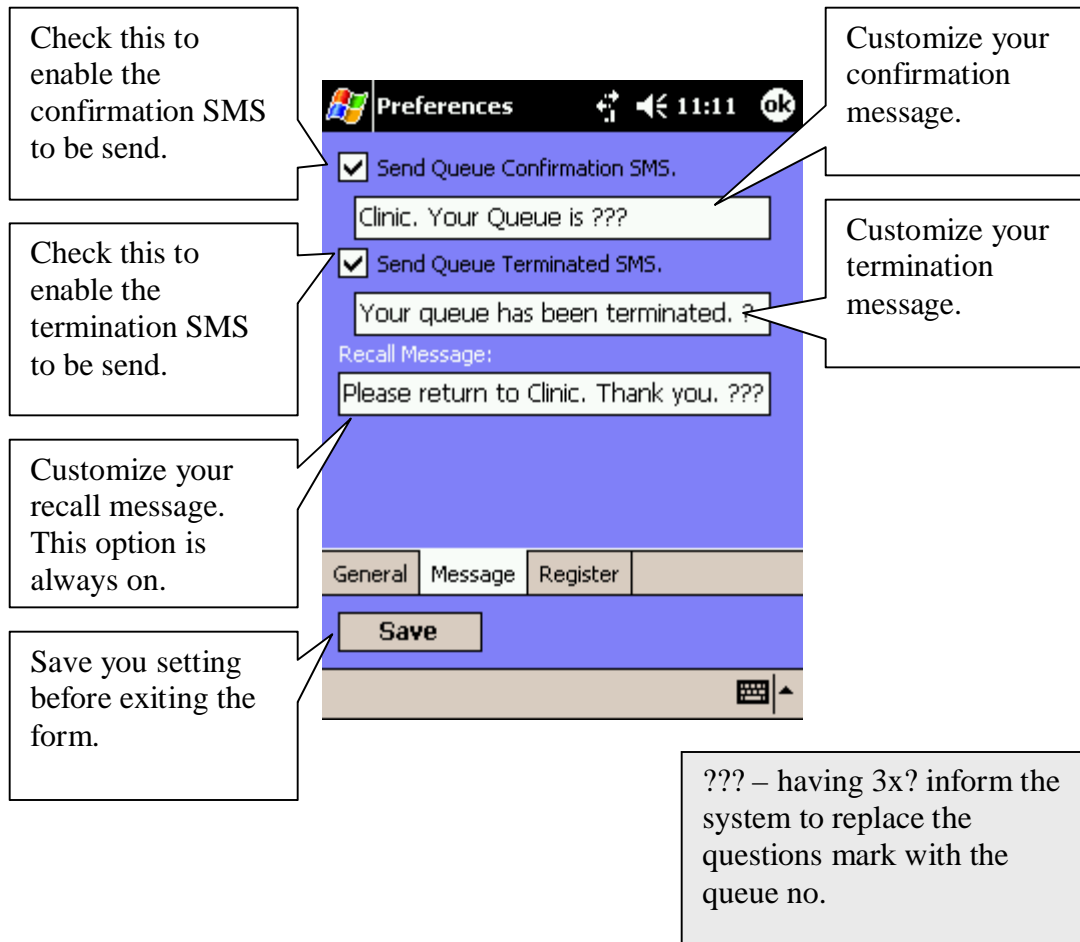


Figure 4

Figure 4 shows the settings for the SMS message. User can fully customize their SMS messages. If you enter “???” , the system will replace the “???” with the queue number assigned. For example, “Clinic. Your Queue is ???.”. When the message is received by the customer/user, he will read “Clinic. Your Queue is 1.

3.2 Product Registration

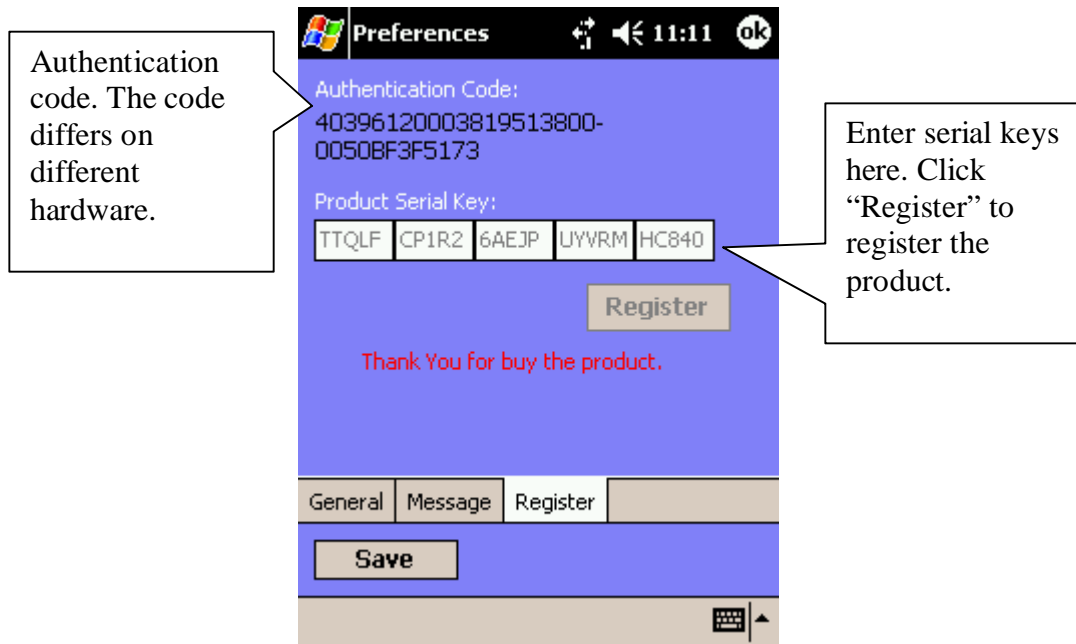


Figure 5

Once you installed you product. You have to e-mail the authentication code to your supplier. Within 5 working days, you will receive you product serial key. You will use this serial key to register the product.

Unregistered version only allows 30 queues in the list. Once you hit 30 queues, you will not able to add anymore new customer/patient.

4.0 Why *iQueue*?

- Better customer service.
- No more crowding in-front of the entrance.
- A better and systematic way of managing queues.
- Retain customers.
- Increase profits.
- Simple and easy to use software.
- Easy to learn.
- Configurable messages.
- Light and portable hardware.
- More satisfied and happy customer.
- Induce good image to the company.