

Quick user guide for the Zebrix Queue Manager (QMS) desktop application

1. Install the Zebrix Queue Manager (QMS) desktop application

Presentation

The Zebrix Queue Manager (QMS) desktop application allows a counter to manage its queue. The application must be installed on the workstation of each counter.

1 Prerequisites

1.1 Material

The Zebrix Queue Manager desktop application only works on a Windows (PC) environment

1.2 App download

To obtain the application, you must log in to the QMS web application online at the following address <https://qms.zebrix.net> and log in with your credentials. You can trigger the download of the application by clicking on the **Download app** button or by clicking on the following link <https://qms.zebrix.net/app.zip>



You will then need to go to the compressed “.rar” zebrix-qms-desktop folder uploaded to your computer, extract it with a right click on the file, extract the file.

1.3 Running the application

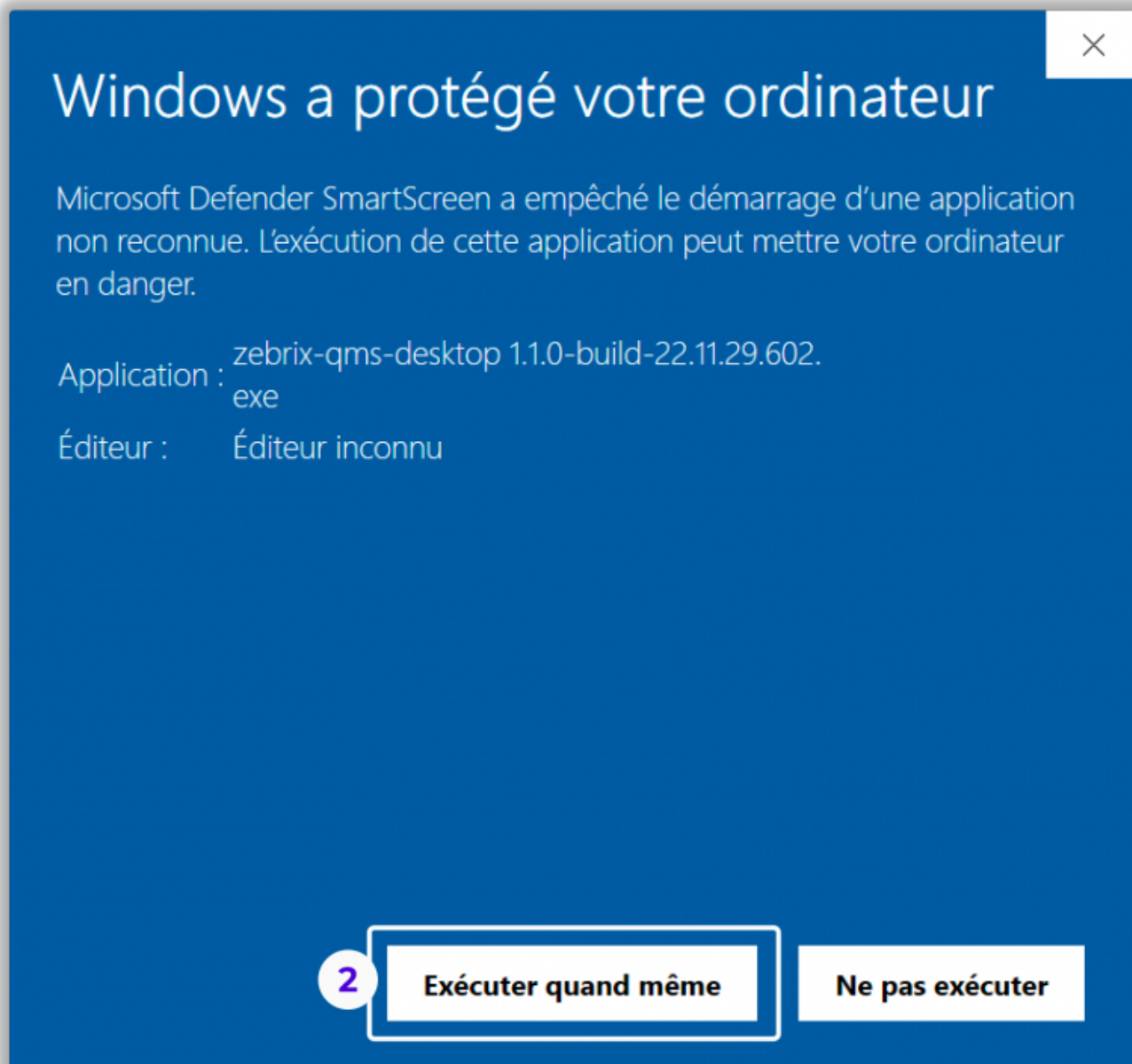


Double-click the extracted file to start the installation. It is possible that an alert message is displayed, the Windows fire wall may react to the installation of this new application.



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You will need to click on additional information to discover the **Run anyway** button and finally click on it to complete the launch



2 Configuration

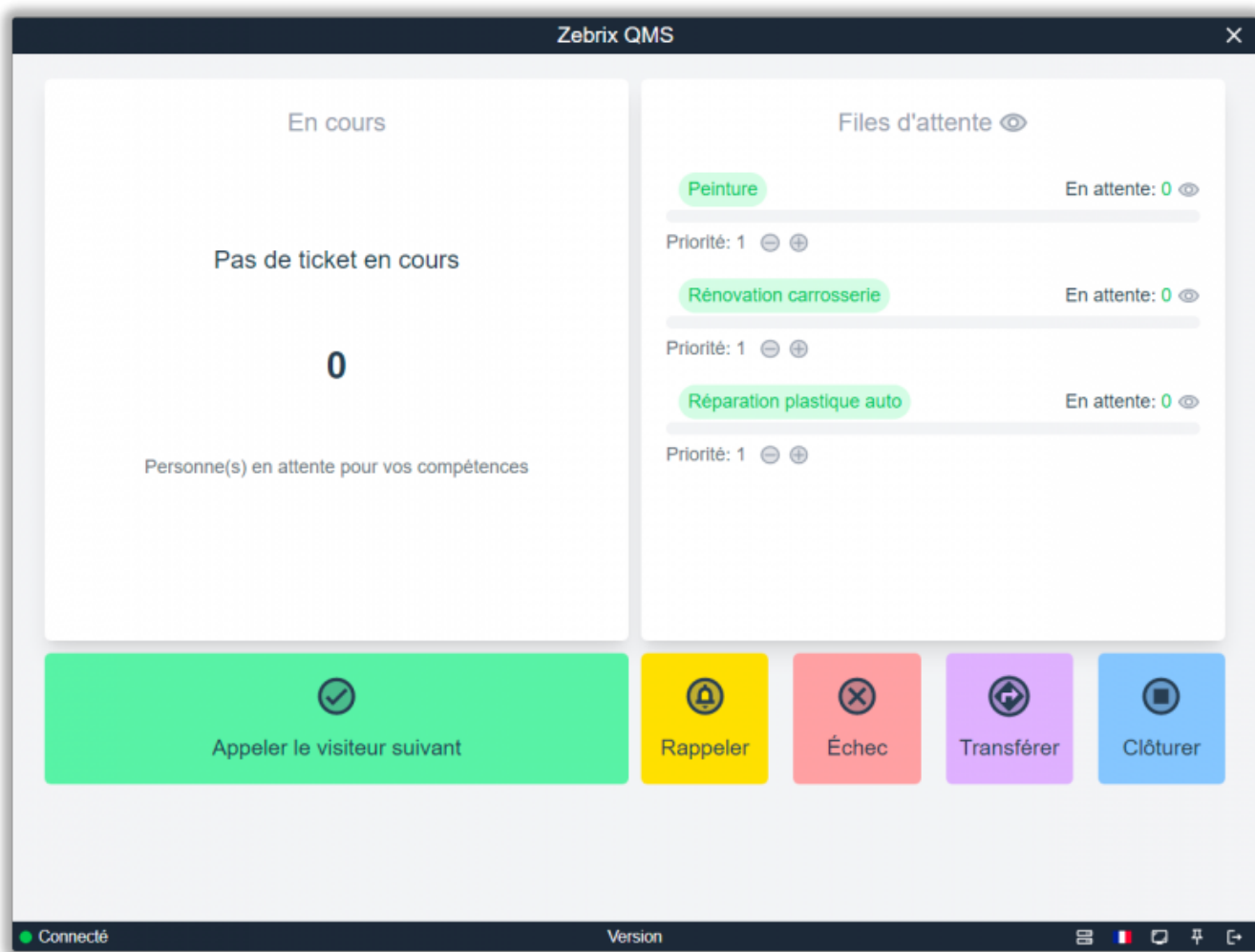
When launched, the application asks you to enter the IP address of your Zebrix Queue Manager server, enter it and click confirm. **The IP address of the server has normally been communicated to you**, otherwise contact your support.



Then choose the window to control, then click on confirm.

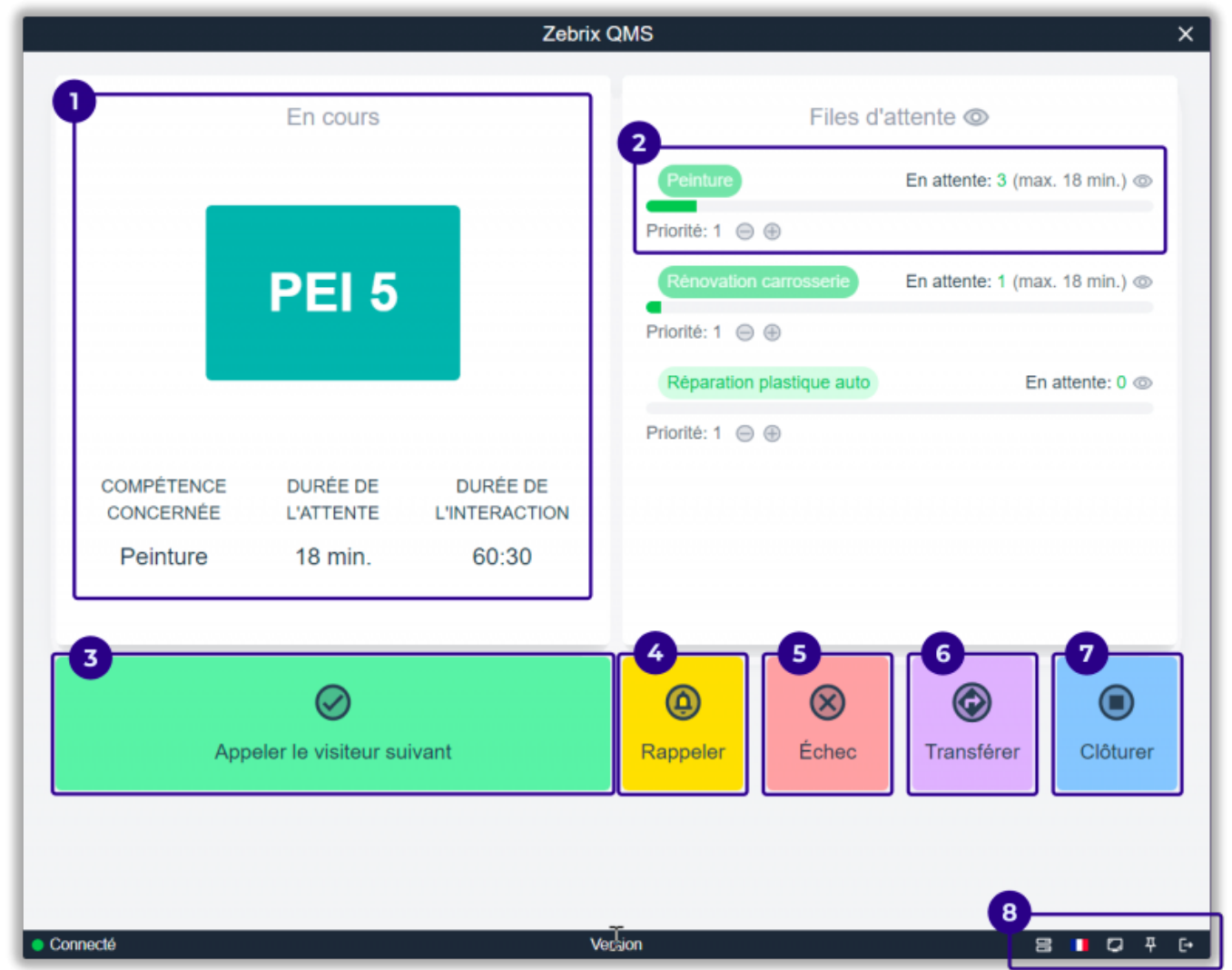


The counter is ready to operate



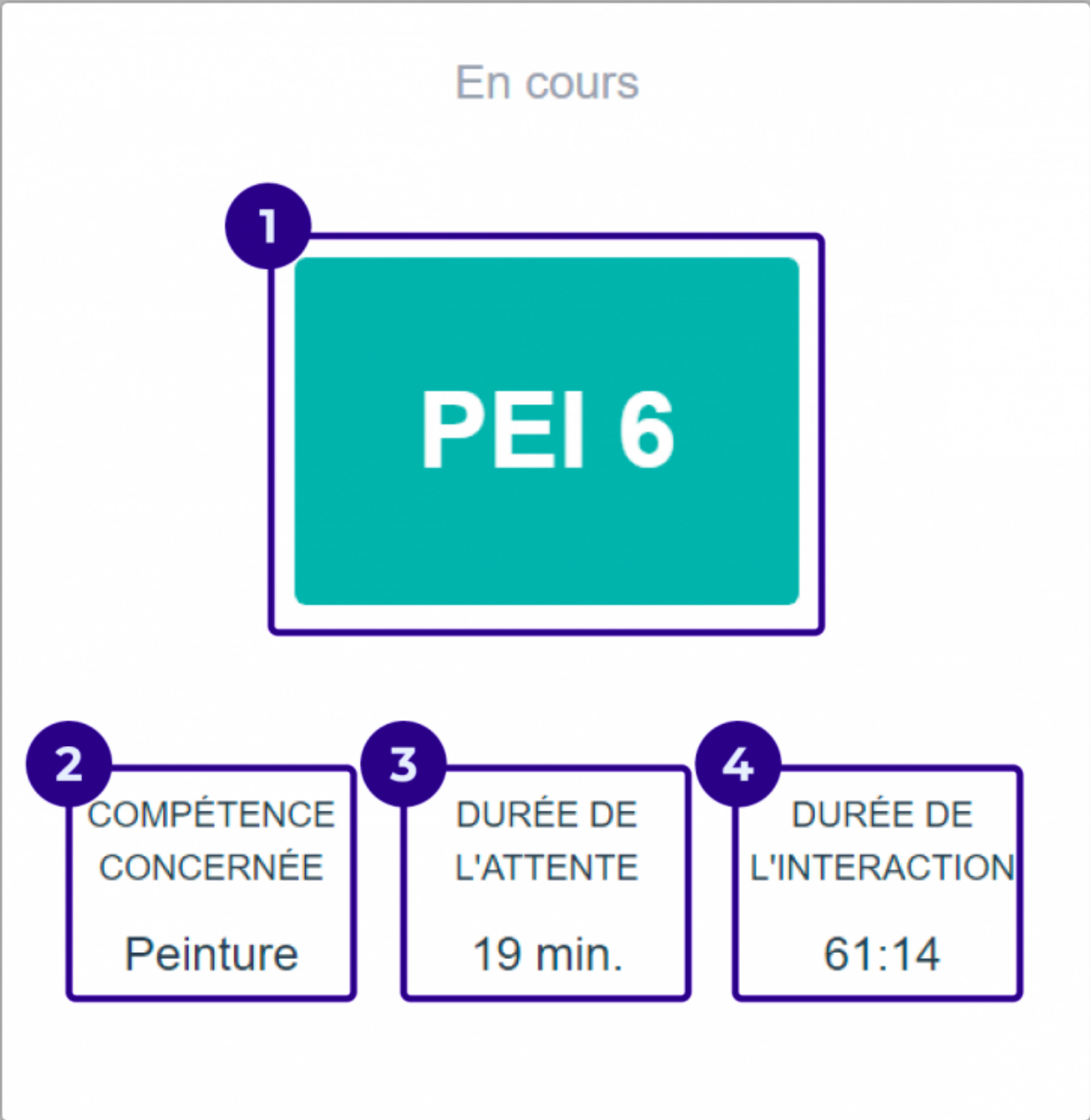
3 Interface

Presentation



| | | |
|---|---------------------------------|---|
| 1 | Ticket in progress | Indicates information about the ticket currently being processed |
| 2 | Queue by skill | Indicates the number of tickets waiting by skill |
| 3 | Call next visitor button | This button closes the current ticket and goes directly to the next ticket |
| 4 | Recall button | This button reissues the ticket alert for the current ticket |
| 5 | Failure button | When the visitor has not shown up, this button allows you to move on to the next ticket |
| 6 | Transfer button | This button allows you to transfer the ticket to another counter |
| 7 | Close button | This button ends the current ticket, but pauses the ticket window until the call next visitor button is triggered |
| 8 | Settings | language, display, logout settings |

Ticket in progress



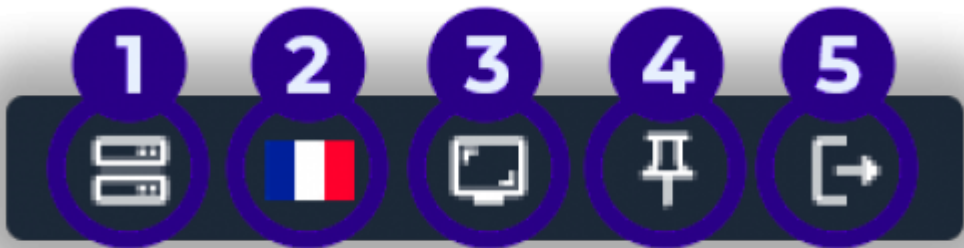
| | | |
|---|-----------------------|--|
| 1 | Current ticket number | Number present on the visitor's ticket |
| 2 | Skill concerned | Skill linked to the current ticket |
| 3 | Wait Duration | Estimated Wait Duration |
| 4 | Interaction duration | Ticket processing time |

Queues

| | | |
|---|----------------|---|
| 1 | Skill tile | Gathering information from a skill's queue |
| 2 | Skill Name | |
| 3 | Skill priority | The + and - buttons allow you to change the priority of the skill |

| | | |
|---|---|--|
| 4 | Number of tickets waiting in the skill | The estimated waiting time is also indicated |
|---|---|--|

Settings



| | | |
|---|------------------------------------|--|
| 1 | Server selection | Allows you to enter the QMS server IP |
| 2 | Language selection | Allows you to choose the interface language |
| 3 | Desktop application display | Allows you to display the application in a more condensed form on the screen |
| 4 | Pin | Allows you to freeze the app on the desktop |
| 5 | Logout | Allows you to log out of the desktop app |

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<https://documentation.zebrix.net/> - **zebrix documentation**

Permanent link:
<https://documentation.zebrix.net/doku.php?id=en:miseenplaceqmswindows&rev=1695883959>

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