




Zebrix Queue Manager (QMS) Quick User Guide

1. Connect to Zebrix Queue Manager (QMS)

1.1 Prerequisites

1.1.1 Web Browser

 **Zebrix Queue Manager** is accessible from any computer (PC/MAC) connected to the internet. The only officially supported browser is **Google Chrome**, for this reason we recommend using it (you can download it by clicking on this link). You can use another browser, but we cannot guarantee that **Queue Manager Zebrix** will work perfectly with this one.

1.1.2 Resolution

For an optimal user experience, we recommend working on a computer with a screen resolution of 1920×1080. However, the Zebrix QMS works perfectly from a resolution of 1368×768. Below this resolution, use is less comfortable or even degraded.

The CMS is not compatible with 19/10 screens and other specific formats.

1.2 Address

You can access the Zebrix Queue Manager at the following URL: <https://qms.zebrix.net>

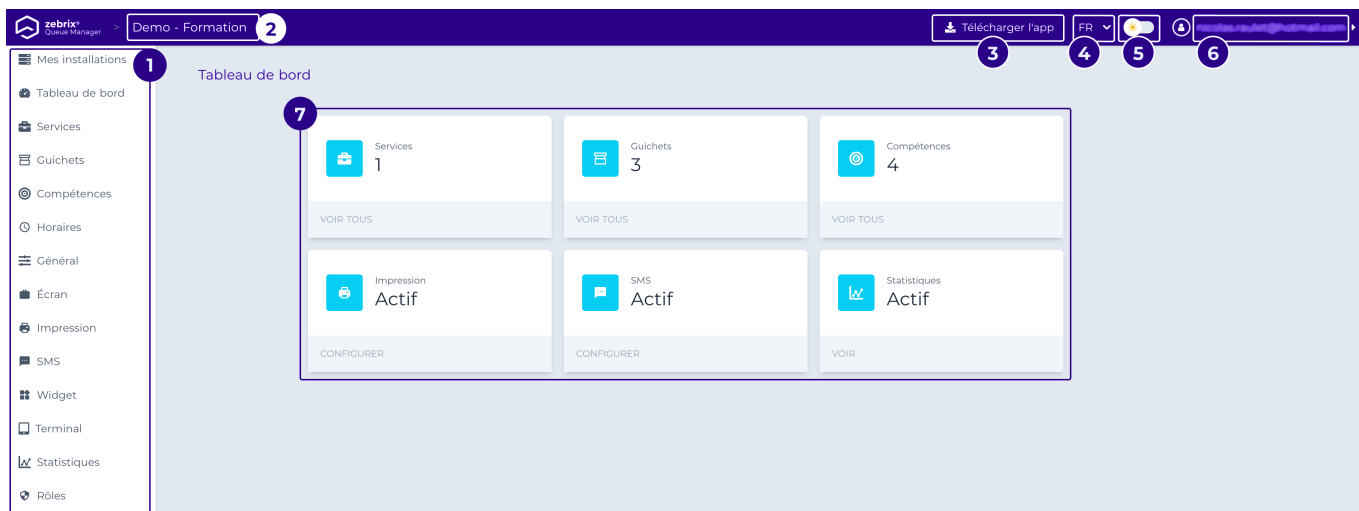
You will then be able to enter your connection details

- Your customer name
- Your email
- Your password

2. Presentation of the interface

It is with the QMS application that we control the kiosk terminals. The application allows you to create counters, services and skills. It is with her that we allocate services and skills to the counters and

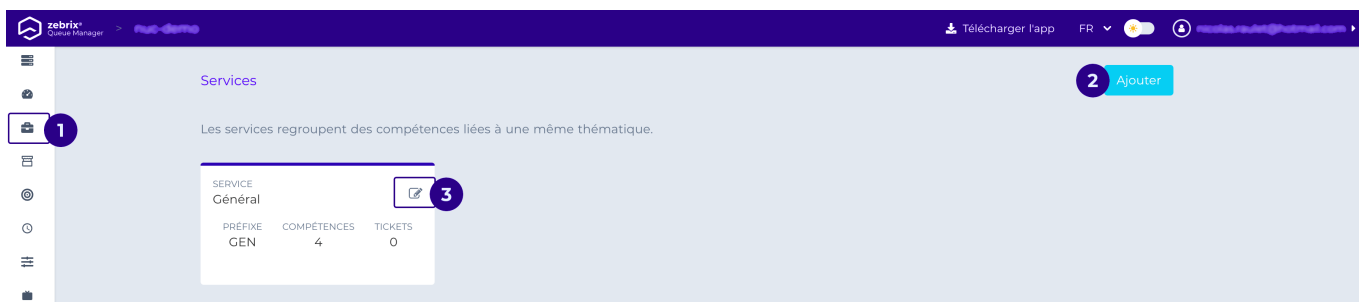
trigger their opening hours.



- **The counters** are the physical locations towards which the public will go.
- **Skills** are the know-how of the people behind the counters.
- **Services** are sets of skills.

We could bring together related skills under a service: for example in a town hall, we could have a civil status service, with skills: passport, identity card, birth certificate, death certificate... We can also configure the opening and closing times of each counter.

2.0.1 The dashboard



Legend	label	description	
1	Top buttons	Available topics may vary from this example	
2	Title bar	With the name of the installation	
3	Downloading the counter application	For controlling the queue (by counter)	
4	Language	French or English	
5	Display switch	day mode (white background) / night (dark mode)	
6	Name of logged in user	Email of currently connected person	
7	Dashboard	Installation Summary	

The dashboard allows you to consult general information about the interface.

2.0.2 Services

You will need to create at least one **service** in your **QMS** interface, the services group together **skills** linked to the same theme.

The services can be more numerous to create subsets of skills: for example for a town hall we could have a civil status service, with the skills: passport; identity card;... and a second town planning department, with the skills: parking; urbanization project; request for authorization for a crane...

Here's how to create a service: In the topic buttons, click Services, and then press Add.



Legend	label		description
1	Service tab		Click on the tab to access this screen
2	Add (a service)		Allows you to add a new service
3	Modify a service		Allows you to modify an existing service

After clicking **Add** or **Edit** a service The Add/edit a service pop-up appears:



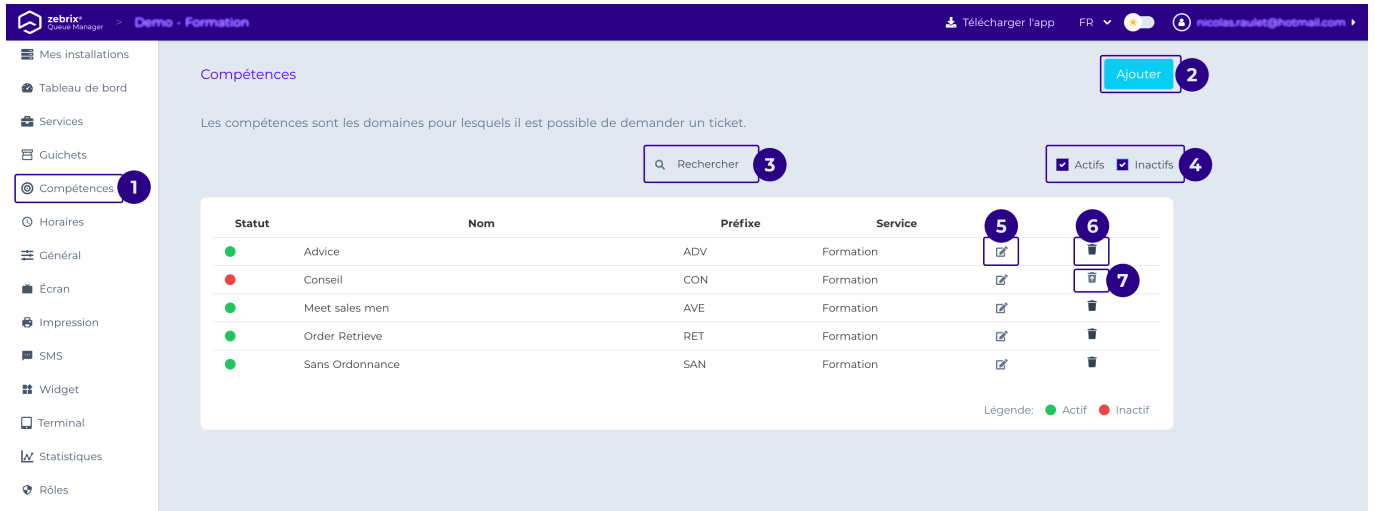
Legend	label		description
1	Name		Free choice of name
2	Prefix		Corresponds to the first 3 letters of the name
3	Color		Automatic or your choice

When you add (or modify) a service, you choose a name, the prefix will be automatic with the first 3 letters of the name then you can choose a color with the color picker or let it determine itself with the box to check auto-generate a color for this service.

Then press save to save your service.

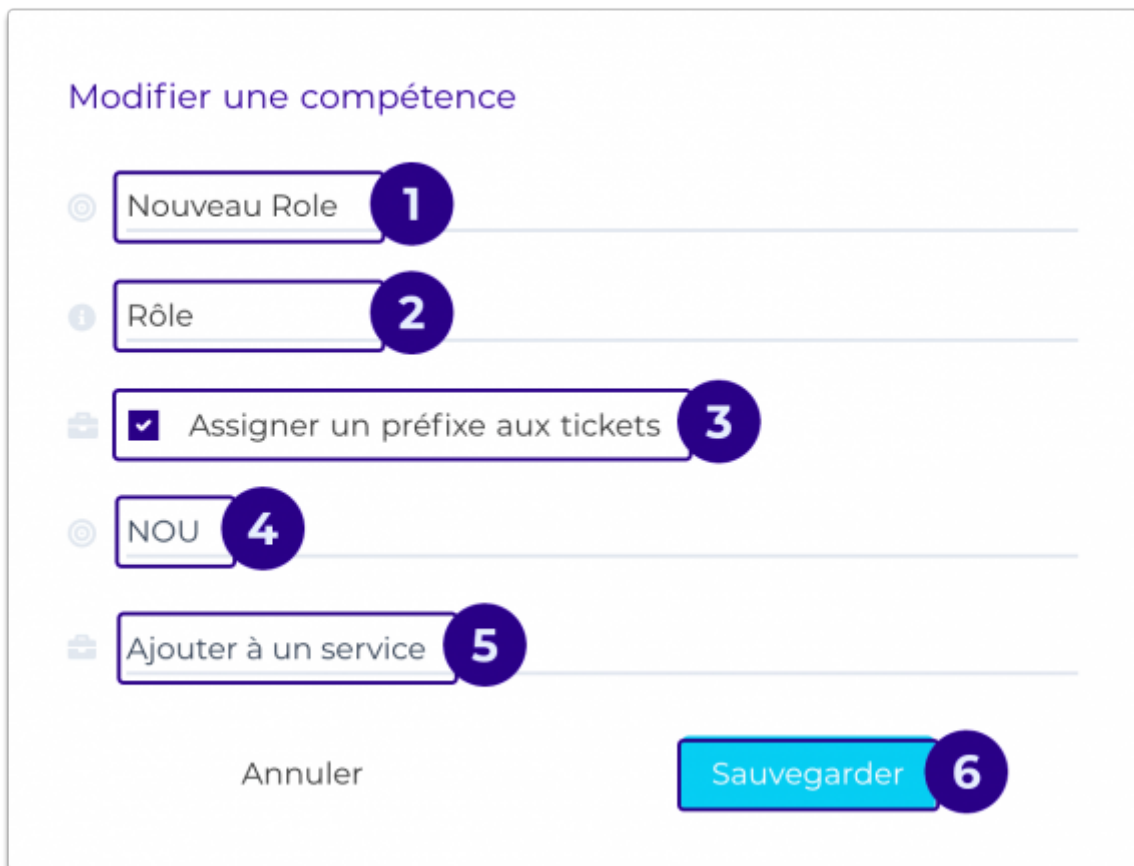
2.0.3 Skills

Skills are the skill areas for which it is possible to request a ticket. These skills thus created will be associated with a service and one or more counters.



Legend	label	description	
1	Skills Tab	Click on the tab to access this screen	
2	Add (a skill)	Allows you to add a new skill	
3	Search	Allows you to search for a time slot	
4	Filters	Allows you to sort the schedule list into active and inactive ranges	
5	Modify	Allows you to modify the time range	
6-7	Activate/deactivate the skill	allows you to activate or deactivate the skill; a deactivated skill cannot be selected for a window	

To add a skill, click the **Add**(2) or **edit**(5) button on the relevant skill line to modify it. In both cases, you will open a similar pop-up.



Legend	label		description
1	New role	Enter here the name of the role as you want it to appear on the terminal	
2	Role	brief description of the role	
3	Assign a prefix to the ticket	Allows you to display the first 3 letters of the skill on the ticket as a reminder	
4	Prefix	Recall the 3 letters that will be present on the ticket	
5	Add to a service	Drop-down menu allowing you to choose the service to which to attach the skill	
6	Save	Save changes	

2.0.4 Schedules

To function, your counters need to have a weekly opening time slot.

In the timetables tab, you will be able to configure weekly counter opening times. In addition, you will have the possibility of creating several weekly slots, allowing you to have counters with different opening slots.

Once saved, your opening ranges can be selected from a drop-down list in the window configuration screen.

Here is the procedure to follow to create an opening time slot:



Legend	label		description
1	Schedules tab	Click on the tab to access this screen	
2	Add (a schedule)	Allows you to add a new set of schedules for the week	
3	Search	Allows you to search for a time slot	
4	Filters	Allows you to sort the schedule list into active and inactive ranges	
5	Modify	Allows you to modify the time range	

To access this page, first click on the **schedules** tab button (1) and then, to add a new time slot, click on **add** (2).

To modify the time slot, click on the **modification** button (5).



1	Edit of the day	Allows you to edit the schedules for the day concerned
2	Save	Allows you to save new schedules

The **add/edit time slot** pop-up opens and displays the list of days of the week with their opening hours. To modify the schedules for a day, press button (1) for the day concerned. A pop-up then opens to add/modify a schedule for the day



1	Day	Day affected by timetable changes
2	Slot	Time slot with start time and end time

3	Add a time slot	Allows you to add an additional time slot
4	Save	Save changes

By default, one or two time slots are entered. you can nevertheless modify the times displayed by clicking in the relevant “time” box. If you need to add new times, press the **add time slot** button. After all changes press **Save** to save. You can repeat this step for all the days of the week, and end up saving the last pop up as well.

2.0.5 Windows

The **counters** are physical counters capable of handling one or more skills.

Here’s how to create a wicket: First click the ATM button, then click Add.



Description label legend

1	Ticket Office Tab	Click on the tab to access this screen
2	Add (one branch)	Add a new branch
3	Search	Allows you to search for a particular branch
4	Active and Inactive Filters	Filter active and inactive ATMs
5	Modify a branch	Change a branch (same screen as to add a branch)
6	Recycle bin	Allows to activate/deactivate a branch

then the pop up add a window opens:



Label legend

1	Branch Name
2	Skills handled by the counter
3	Priority
4	Add a skill
5	Specific opening hours (optional)
6	Save

Branch name: the choice is free.

Skills processed by the branch: You will only be able to select skills that have already been created in the Skills tab. For each skill entered in the window, you will be able to choose a priority index, which will have the effect of prioritizing the skills: A skill with a priority 1 will be priority over a skill B with a priority 2.

The desired effect of priority skills is to orient the customer according to his needs and to streamline the queue. The priority box ranks the skills in order of importance on this window so a priority 1 will direct the customer on this window (visual 1), a priority 2 will direct the customer on this window in “overflow” another window with the same skill in priority 1 (visual 2).

We advise you to have each skill in priority 1 on at least 1 counter.



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When you have chosen a skill and its priority you can click on add, the skill will be added to the list of skills, to delete a saved skill you can click on the cross of the skill in the list.

Specific branch hours (optional)

You can specify different times for each ticket office, depending on the number of visitors or the number of... But for this you will have to register in advance time slots in the tab **hours**.

Once you have entered the window settings you can click save.

2.0.55 General



This screen allows you to manage the options related to the general mode of operation of the QMS, in particular to activate the option to automatically assign tickets as soon as an ATM becomes available. If this option is not checked it is the teller who will give the top at the end of the treatment of the previous customer.

automatically assign tickets to a free desk

2.0.6 Printing

The **Print** menu allows you to specify the type of Kiosk (**Samsung Kiosk**) and activate or not the printing of a ticket.

In our use, it is necessary to check the following 2 boxes:

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2.0.74 Widget

When a ticket has been taken from the terminal, it is instantly displayed on a screen facing customers displaying active tickets (which have not yet been processed by the counters). This screen will also show the ticket called by the ticket counter with a ringtone (which you can set up in the **screen** tab).

Here you can customize the display of this screen:



The widget will be displayed thanks to the url obtained at the bottom of the widget page, which will be copied in a web area of the zebrix page displayed on the screen facing customers with a ticket.

1 Investment

We are talking about placement in the area of the page. **position:** we can either place our tickets on the left or right side of the zone.

2 Ticket card

Active tickets are displayed on the screen and can have two states:

- Fixed, when ticket is waiting for ATM.
- Flashing, when the ticket is called through a ticket counter.

In both cases, care must be taken to ensure that the display is clearly legible with a sufficiently large font and contrasting colours between the background and the text.

Background color

1. **Base:** allows you to choose the background color of a pending ticket.
2. **At blinking:** allows you to choose the alternate color of flashing background with the base color.

Text colour

1. **Base:** allows you to choose the text color of a pending ticket.
2. **At blinking:** allows you to choose the alternate color of the flashing text with the base color.

If you want to keep the same text color for the base and blink, just repeat it in both tabs.

Text size You can enter the size of the text in pixels, remember that the text must be readable from afar.

Text Alignment You can choose how to place the text horizontally in the ticket box (left, right and centered)

Rounding Size You can set the radius of the rounding in pixel, the rounding being the corner of the tickets displayed on the screen. If you want a square corner, you will have to indicate 0.

Width the width indication is in percentage of the screen width, but to be more precise, this is advantage of the web area width in zebrix. So if the screen width is physically 100% and the web area in the page represents 50%, a 100% width in the QMS will represent 50% of the physical width of the screen.

Display text on two lines When the texts of the skills to be chosen are very long, you can choose to specify them on two lines.

3 Result

URL This url contains the web address of the display, copy the address in the clipboard. and paste it on zebrix in the web area of the page that you will display on the call screen.

2.0.75 Terminal



The terminal configuration concerns the terminal through which the user can request a ticket. For this one, you can configure the color of the bottom of the buttons as well as the typo, we can also configure the bottom of the buttons at the press. Also, you can configure the color and size of the call phrase.

1 - Display

The **Ticket number display time** allows you to configure the display duration in seconds. The **Show estimated wait time** box displays a wait time based on the average time between previous tickets. Finally, the box **Display the number of people in front of the ticket holder** displays the number of active tickets before the last ticket taken

2 - Customization

2.1 - Buttons

Allows you to customize the skill selection buttons present on the screen.

Background color

1. **Base:** allows you to choose the color usually visible on the terminal buttons
2. **With the click:** allows you to choose the effect color of the button once pressed.

Text colour Lets you choose a color for the button text.

Tip: Always consider the readability of the text, so choose a color that contrasts well with the background.

Rounding Size You can define in pixel the radius of the rounding, the rounding being the corner of the buttons. If you want a square corner, you will have to indicate 0.

Text size: Allows you to choose the size of the text, taking into account that the text must be sufficiently readable for visually impaired people.

Left margin of "Request a ticket" button Adjusts the size of the left margin

Top margin of "Request a ticket Adjusts the size of the margin

Display “skill” icon By clicking on the box an icon will be displayed in front of each skill.

2.2 - Help text

Display help text: check box displays a phrase above the ticket request buttons.

Help Text: Enter the phrase that will be present above the ticket request buttons. This text should be able to explain why to take a ticket.

Text colour Lets you choose a color for the button text.

Text size Allows you to choose the size of the text, taking into account that the text must be sufficiently readable for visually impaired people.

2.3 - Ticket obtained

The ticket obtained is the result of the user pressing the desired skill. This ticket will indicate the number of the user (who will be called by the counter on the screen present in room) the number of people before him at the moment when he pressed the order and the average waiting time before his passage in front of the counter. This time is calculated on the experience of processing previous tickets.

You can customize the display of the ticket, it is advisable to take contrasting colors for the background and the text (nevertheless, the color customization will not be applied on the paper ticket printed in black and white):

Background color: allows you to choose the ticket background color

Text color: allows you to choose the text color.

Text size: allows you to choose the size of the text, taking into account that the text must be sufficiently readable for visually impaired people.

Display the ticket icon: check the box to display a cinema ticket icon.

2.4 - Result

The result is a url corresponding to the customization settings previously entered. You can copy this url into a web area of a page on zebrix and display the page on the ticket taking terminal.

2.0.8 Statistics

2.0.9 Password change

To change your password, simply click on your login and then on **My profile** like this:

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2.2.2 QMS Disconnect

In order to log out of the interface, you must click on your login and then on **Log out** like this:

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