

1. Select the line(s) whose waiting list you want to see from the drop-down menu.

LINES All lines

2. Select a preferred desk, if applicable.

DESK Open Desk

3. Here you can see today's visitors sorted by Serving and Waiting.

Gabriella W.  
Serving now

WAITING 3 + ADD VISITOR

4. Select a visitor from the waiting list and click "Call visitor" to call them. If you have a TV and/or SMS enabled, the visitor will see a TV notification and/or receive a text.

CALL VISITOR CALL NEXT

5. Check for the status of a visitor and the respective service/waiting time here.

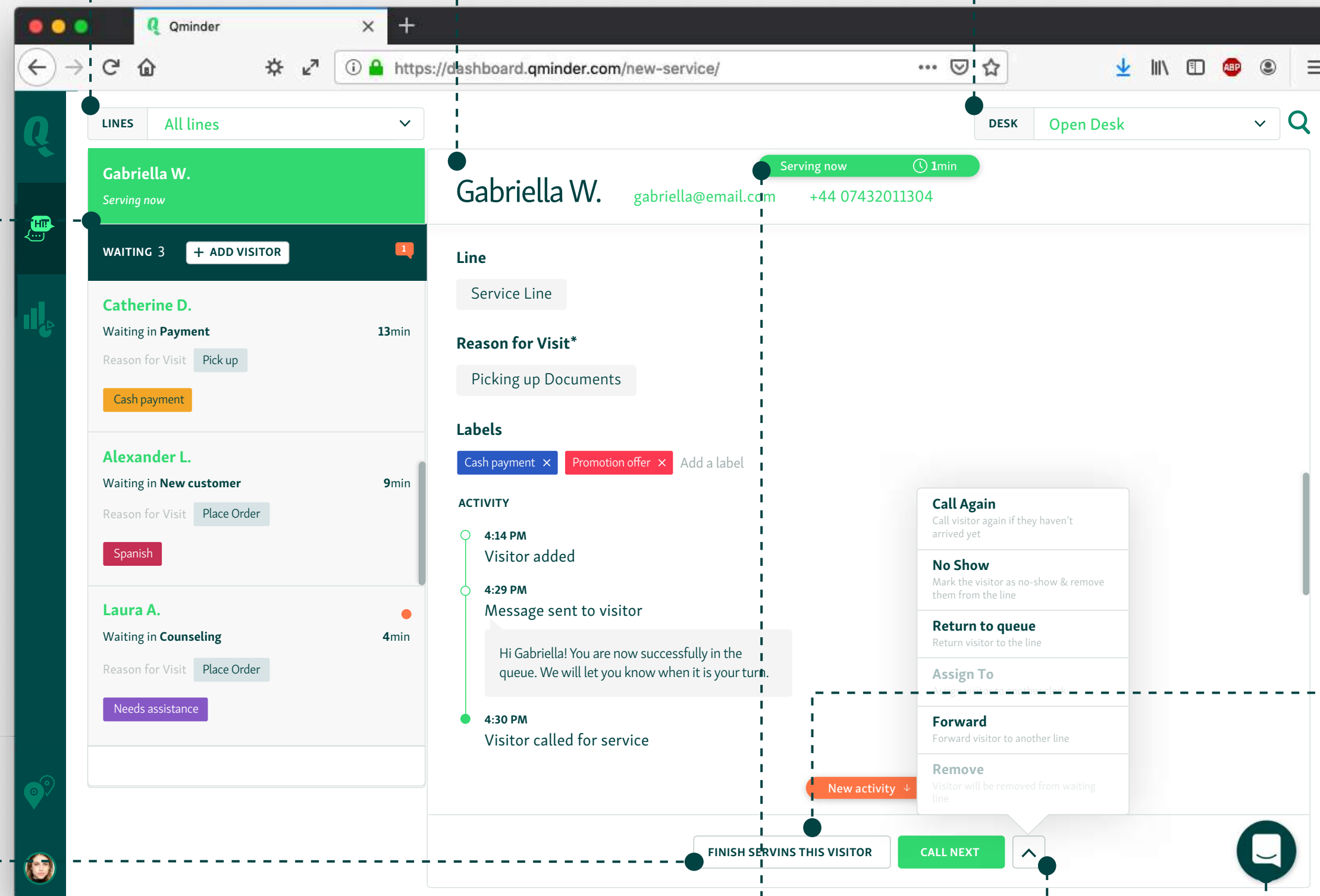
Waiting for service 15min

Serving now 5min

Visitor served

# Qminder

## Service View Guide



6. Fill in and edit visitor details directly where you see them.

Gabriella W.

First name Gabriella Last name W

Line Service Line

The Activity log records all steps taken by the visitor at your location.

ACTIVITY

- 4:14 PM Visitor added
- 4:29 PM Visitor called

7. When you're done serving the visitor, click "Finish Serving this Visitor". Clicking "Call Next" will mark the current visitor as served and call the next one.

FINISH SERVING THIS VISITOR CALL NEXT

8. Click the arrow to expand the visitor calling options.

CALL NEXT

- Call Again  
Call visitor again if they haven't arrived yet
- No Show  
Mark the visitor as no-show & remove them from the line
- Return to queue  
Return visitor to the line
- Assign To  
Assign visitor to another clerk
- Forward  
Forward visitor to another line
- Remove  
Visitor will be removed from waiting line

### Contact

Feel free to click on the "Support Chat" icon to interact with Qminder customer support. Our team is based in Europe and will be happy to answer during working hours.