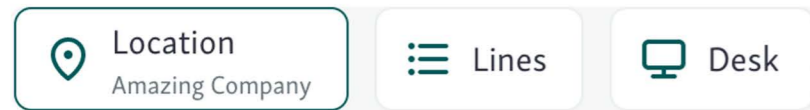


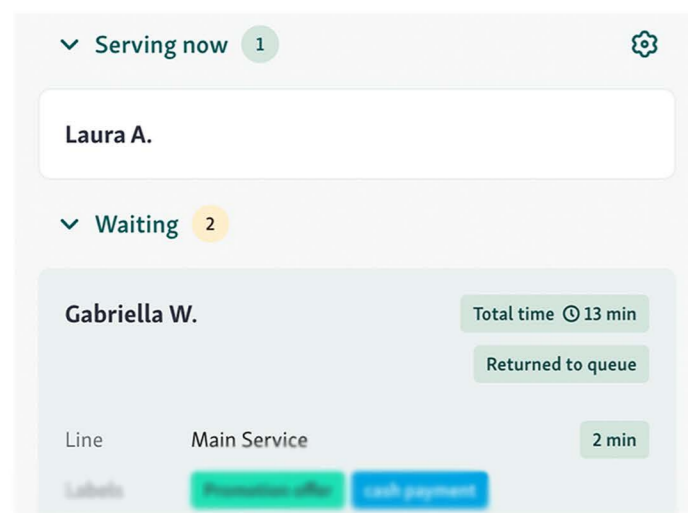
1. If you have access to multiple locations, **select the location** which visitors you wish to service.



2. Filter the waitlist by **selecting the lines** which visitors you wish to see. Don't forget to **choose a desk** if your location uses TV or SMS notifications.



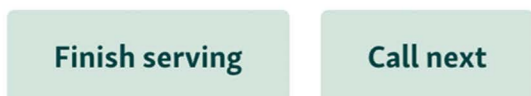
3. Here is the waitlist. The **Waiting section** shows all visitors in line, but the **Serving section** shows only visitors that are currently being served by you.



4. Select a visitor from the waitlist and click "Call visitor" to begin their service.

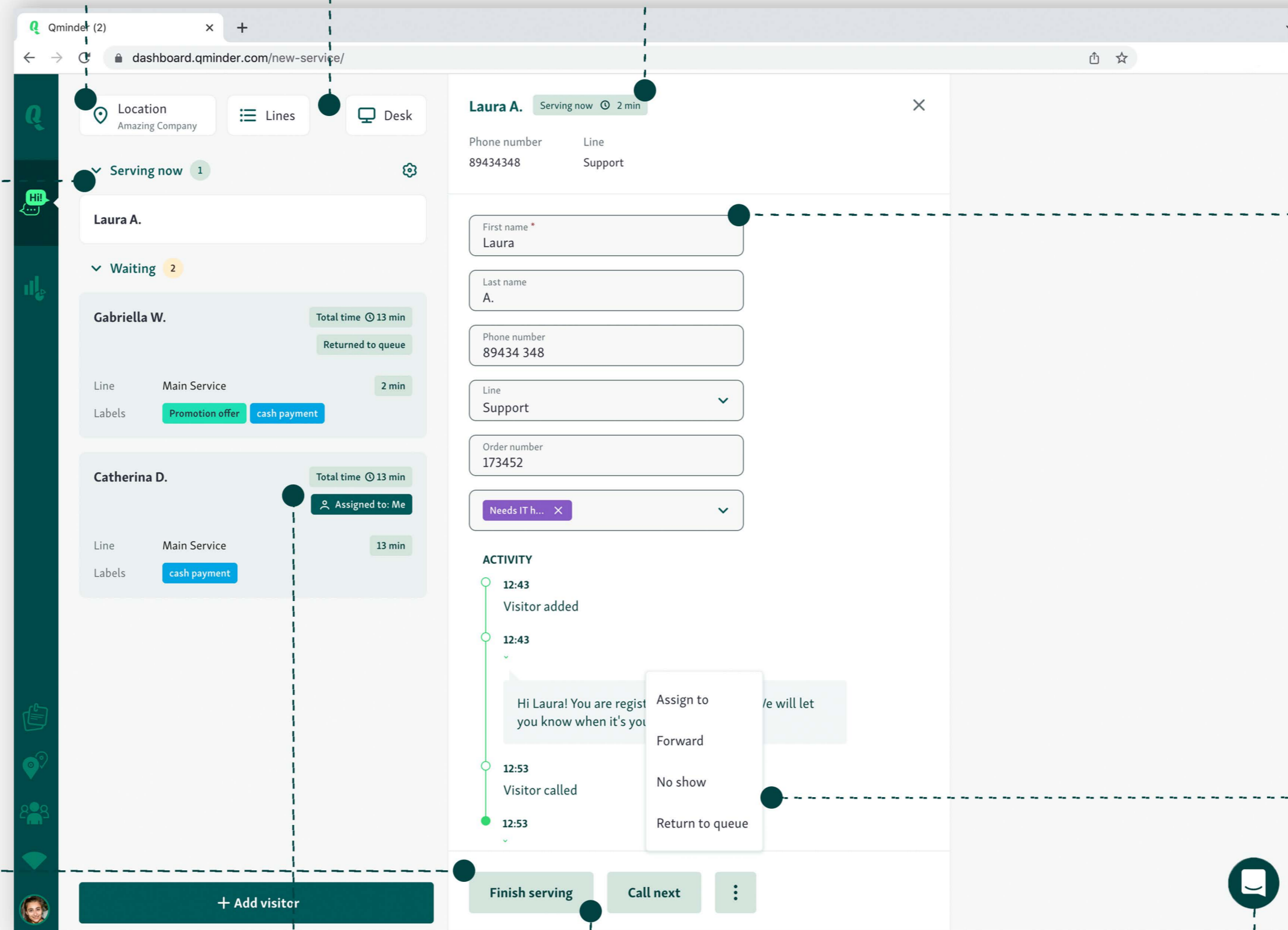


5. To end service, click "**Finish Serving**". Alternatively, click "Call Next" to end service AND also call the next visitor in line.

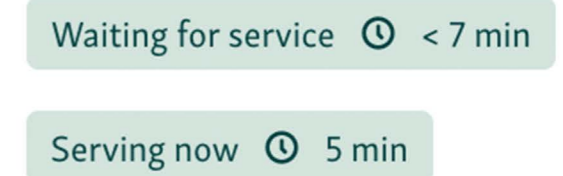


# Qminder

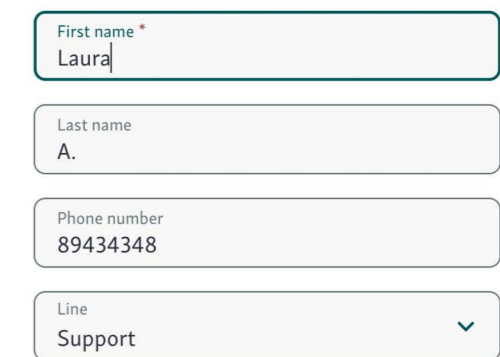
## Service View Guide



6. Check the **visitor's status** to see their wait/service time.

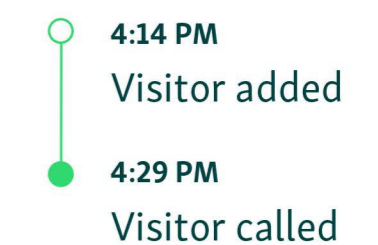


7. Click on any visitor to edit their details.

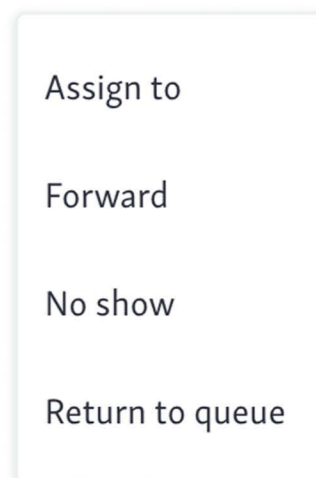
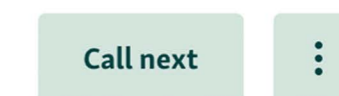


The Activity log lists the visitor's timeline.

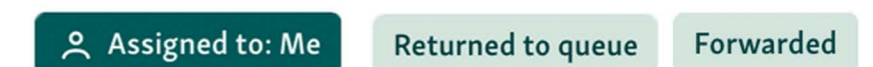
### ACTIVITY



8. Click on the three dots icon to use additional service commands.



9. The waitlist automatically adds **tags** when a visitor has been Returned to Queue, Forwarded, or Assigned To.



The **Total time tag** shows the visitor's total time spent since sign-in (wait + service time).



### Contact

Click on the Chat icon to contact Qminder customer support. Your message always gets recorded and we will get back to you as soon as possible. Questions and feedback are most welcome!