NOVA Q

Quick Reference Guide

# Sign in to Queue Manager @ https://merchant.us2.qless.com

Setting

The first time you use the system or when you open it in a new computer, you need to select a proper value in the settings window and press "save". If your last name appears, select your name; if not, select your program queue. If you need to change the value at any time click on "settings" on the top right corner of the Queue Manager.
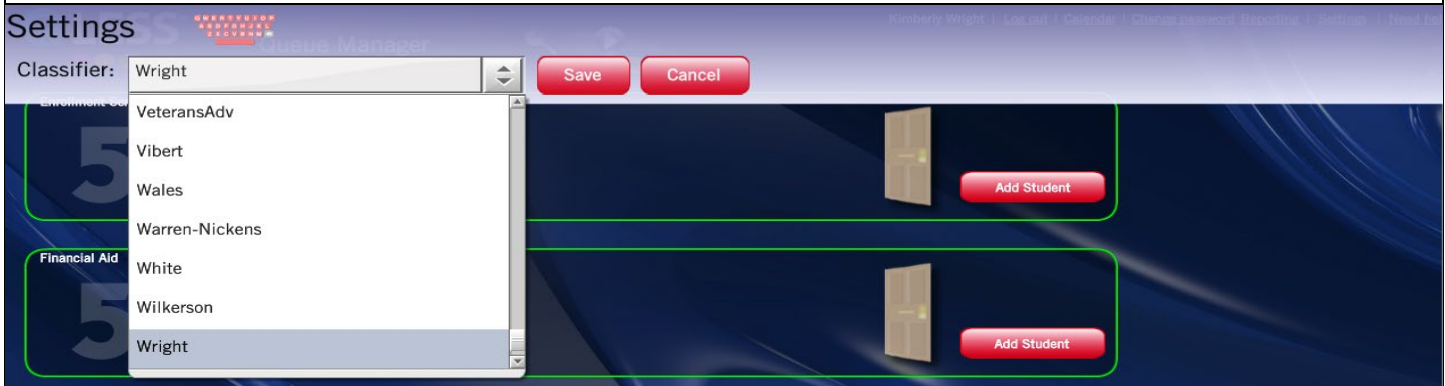
Scroll down to Locate your program's Queue, e.g., Counseling, Enrollment Services, etc.
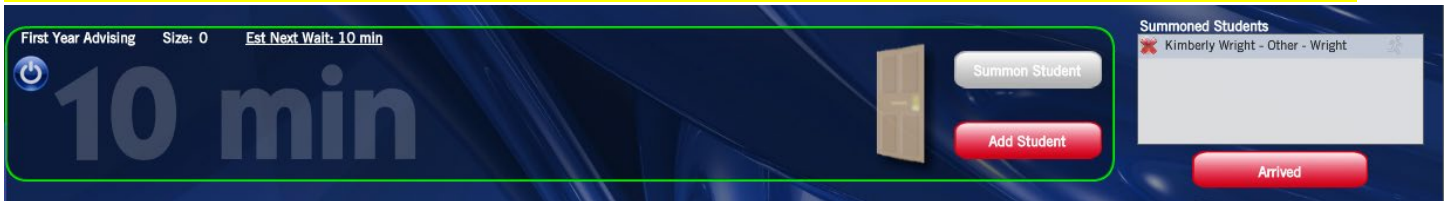
Typical workflows:

- Summon → Arrive → End Service
- Summon → Search → Reenter Queue → Arrive → End Service
- Summon → Arrive → Reenter Queue → Rejoin from Expired → Move to other Queue
- Search for Student

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Summon Click on the "Summon Student" button – The student has two minutes to come to front desk. After this time, the student will move to the Expired list (30 minutes grace period until they are dropped and have to rejoin).	
Arrive Select the student to arrive and click on the "Arrived" button.	
End Service Click on the "End Service" button	

Searching for a Student 🔍

You can search for a queued student by first name, or the last 4 digits of his phone number. To open the Search dialog, click the Search icon at the top of the screen (which is only visible once there are students in a queue).

Search results appear as you type. You can open the Customer Info window for a result by clicking on it in the search results list.
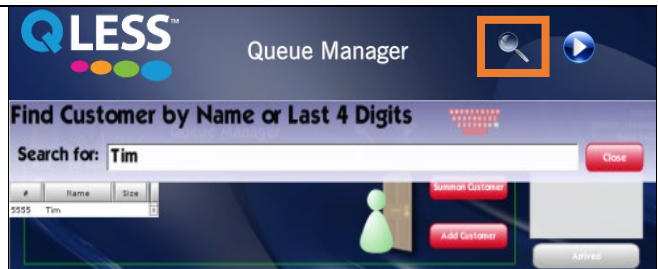
Summoning out of order

If you need to summon a student that is not at the front of the queue, open the list view tab (on the left side of the screen), and click on the summon button corresponding to the student you want to summon.

Customer Information

Click on the student avatar to see and edit the information. Note you can see the last four digits of the phone number, the time spent in the line, the initial estimated wait time [Original Forecast], the estimated wait time [Forecast Wait], the type of service requested, the name of the student and the NOVA ID number.
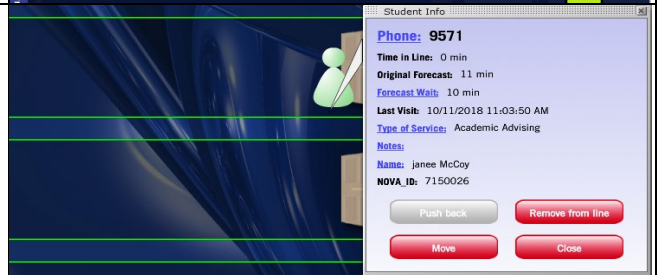
Expired Tab

If a student is summoned and does not arrive in time, he/she goes to the Expired list. You can view this list by clicking the Expired tab in the lower right-hand corner of the Queue Manager. Students will appear in the Expired tab for a time period of typically 30 minutes.

If a student shows up during the grace period you can locate the student in the Expired list, and either place them back in the queue by selecting the Rejoin button or select the Arrived button and serve the student.
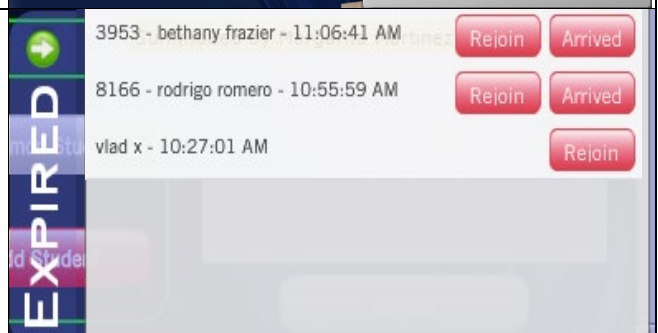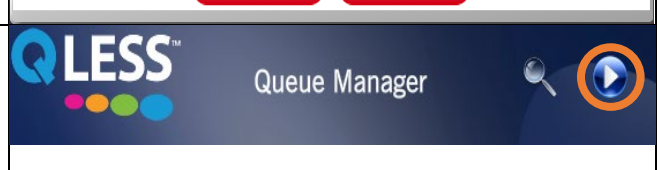
Reenter Queue

After you have arrived a student and if you need to send the student back to a queue, click on the green "Reenter Queue" button. You will be presented with a dialog box to indicate which queue you want the student to reenter. If you uncheck the box "reenter the queue as expired" the student will be sent to the end of the selected queue. If you leave the "reenter the queue as expired box" checked the student will be sent to the expired area where it can rejoin the queue or be arrived.
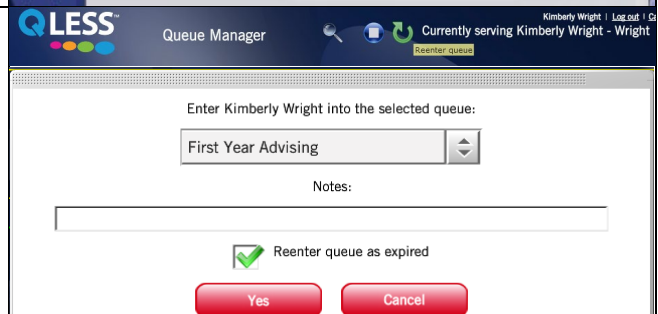
Begin service ▶

Click on the blue "Begin Service" button. To start a service for students not in the Queue. You will need to enter the student information and end the service at the end.

NOVAQ Training and Documentation

NOVAQ Sharepoint: https://sharepoint.nvcc.edu/AS/SSEM/QT/SitePages/Home.aspx

QLess Knowledge Base and Training Videos

https://merchant.us2.qless.com/qless/docs/manual/queueManager/

https://qless-kb.atlassian.net/wiki/display/QKB/QLess+Knowledge+Base

https://qlesskb.atlassian.net/wiki/display/QKB/QLess+Queue+Tips+Videos