

CUSTOM LAYOUT

WHITE PAPER

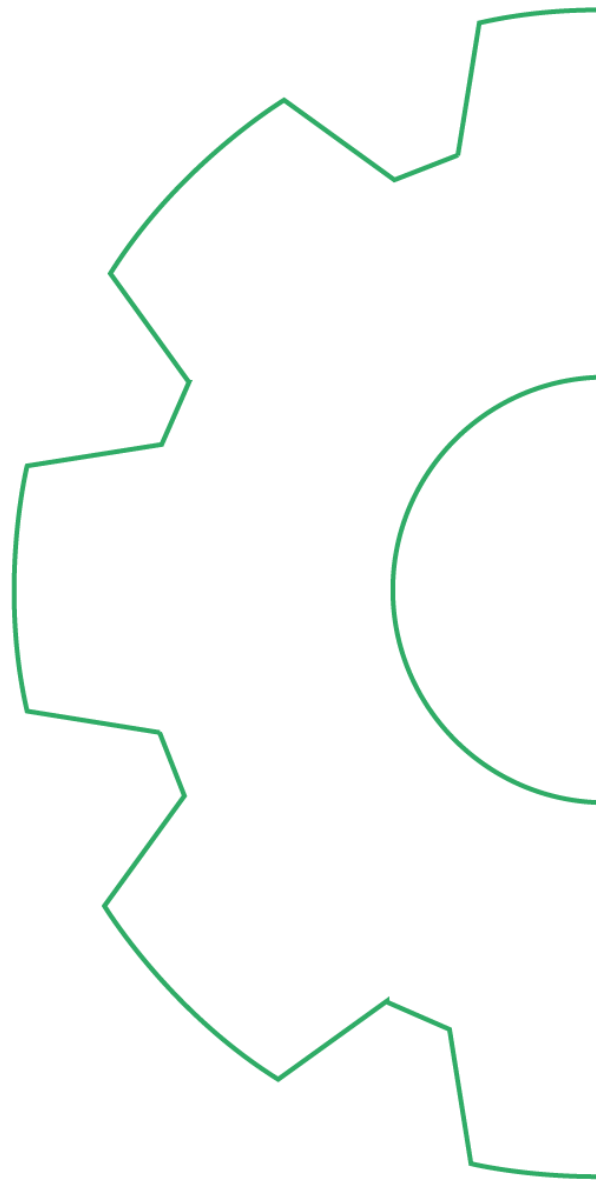


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1 Custom stylesheet concept

This whitepaper describes how Queue-it administrators can change the layout of the end-user facing pages of the queue system:

- BeforeEvent: The page displayed before Event start time (including “idle”, if wanted)
- InQueue: The page displayed while in queue
- AfterEvent: The page displayed after Event end time
- Error: The page displayed in case of errors
- Exit line: The page displayed after exiting the line

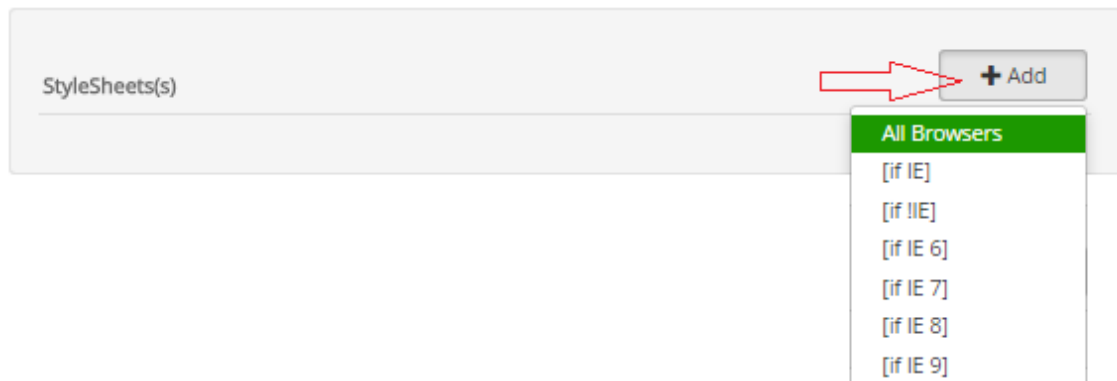
The visual representation of these pages can be managed in <https://go.queue-it.net> under Manage/Custom layouts by inserting a reference to custom css-files, HTML iframes, and JavaScript.

Select Add/Edit layout and navigate to the styling tab on the layout details page (shown below). One or more css and JavaScript files can be added by using the “Add” button.

The screenshot shows the 'Styling' tab of the Queue-IT custom layout details page. It is divided into two main columns. The left column, titled 'Logo', contains a button '+ Add New Logo' and a text box stating: 'This logo appears on the queue number. If you do not upload a logo, your company logo will be displayed. For the best result, make sure the background of the logo is transparent or matches the header color of the queue number and if using the default stylesheet the logo must be maximum 94px high and 430px wide.' The right column, titled 'Style', contains three sections: 'StyleSheets(s)' with a '+ Add' button, 'Javascript(s)' with a '+ Add' button, and 'Panels'. The 'Panels' section lists six panels: Top, Left, Middle, Right, Bottom, and Sidebar, each with a '+ Add' button.

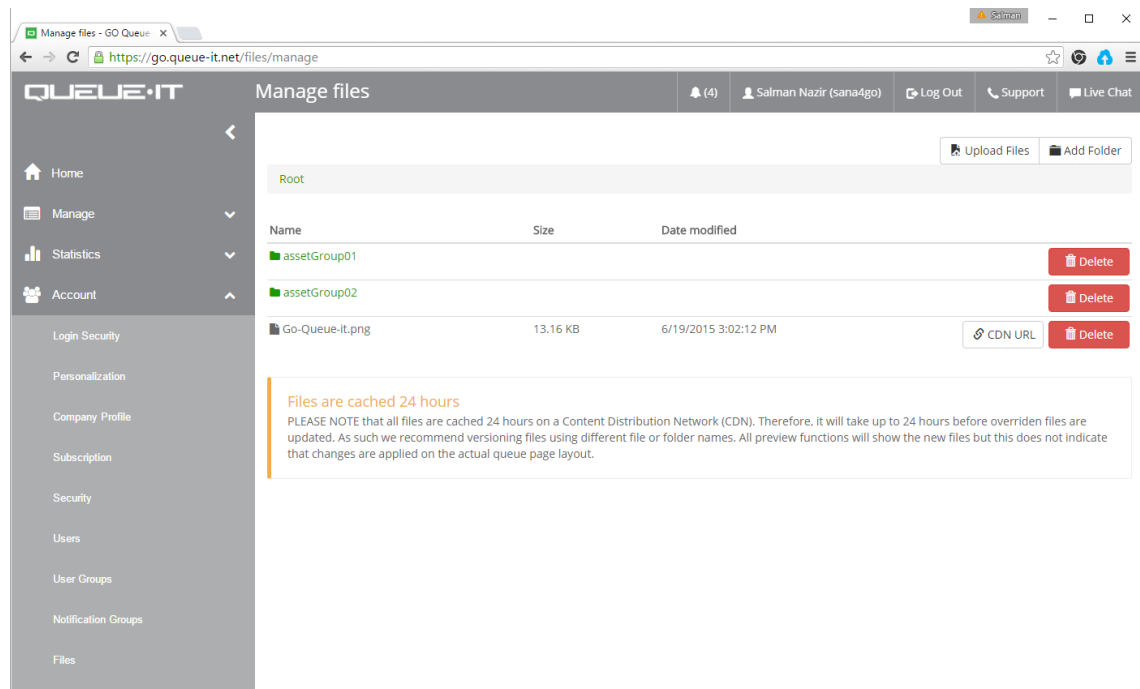
Figure 1: Custom layout details, style tab: Change styling by inserting styling assets

When adding css-files, a css condition can be selected to make sure that the css only takes effect using some IE browser versions, as the css-file is inserted on the queue pages with a `<!--[if lte IE 7]><link rel="stylesheet"` condition.



1.1 Managing file assets

Assets can be uploaded to Queue-it using “Account / Files” and organized into folders.



PLEASE NOTE that all files are cached 24 hours on a Content Distribution Network (CDN). Therefore, it will take up to 24 hours before overridden files are updated. As such, it is recommended to version files using different file or folder names. All preview functions will show the new files, but this does not indicate that changes are applied on the actual queue page layout.

1.2 Limitations

The custom panels are inserted on the queue pages using iframes to ensure that the central part of the pages will display even if the panels are inaccessible. The css-files will alter the central part of the queue pages and it is highly important that the changes are made in a way that do not hinder the display of the central elements on the queue pages.

All layouts will include a Queue-it default stylesheet (css-file), which ensures that they start with a standard look and feel. By adding custom css-files, you will be able to override or alter this.

While the Custom Layout features offers great flexibility through the use of custom css-files, HTML iframes and JavaScript, it is important to note the following limitations:

- All changes need to be approved by Queue-it. Please contact support@queue-it.net for approval, before you start using a custom css-file in production.
- All css-files and direct / indirect referenced files must reside in a scalable location, such as Amazon AWS or Akamai CDN. Queue-it can host your files. Contact support@queue-it.net to get the files uploaded to Amazon AWS
- In accordance with standard agreement terms and conditions, “What is this” text and Queue-it logo with links shall remain on the queue pages.

2 Queue number SRE (Screen Real Estate)

The high level SRE (Screen Real Estate) contains the following elements:

- Background
- Main
- Sidebar (Optional)
- Top (Optional)
- Bottom (Optional)
- Left (Optional)
- Middle (Optional)
- Right (Optional)

The optional elements are inserted into the page as HTML iframes with a related css div-tag. The iframe source is inserted as a reference:

Panels	
Top	+ Add
Left	+ Add
Middle	+ Add
Right	+ Add
Bottom	+ Add
Sidebar	+ Add

Figure 2: Sidebar, top, bottom, left, middle, right and bottom iFrame source reference



Figure 3: SRE

Each section is described below.

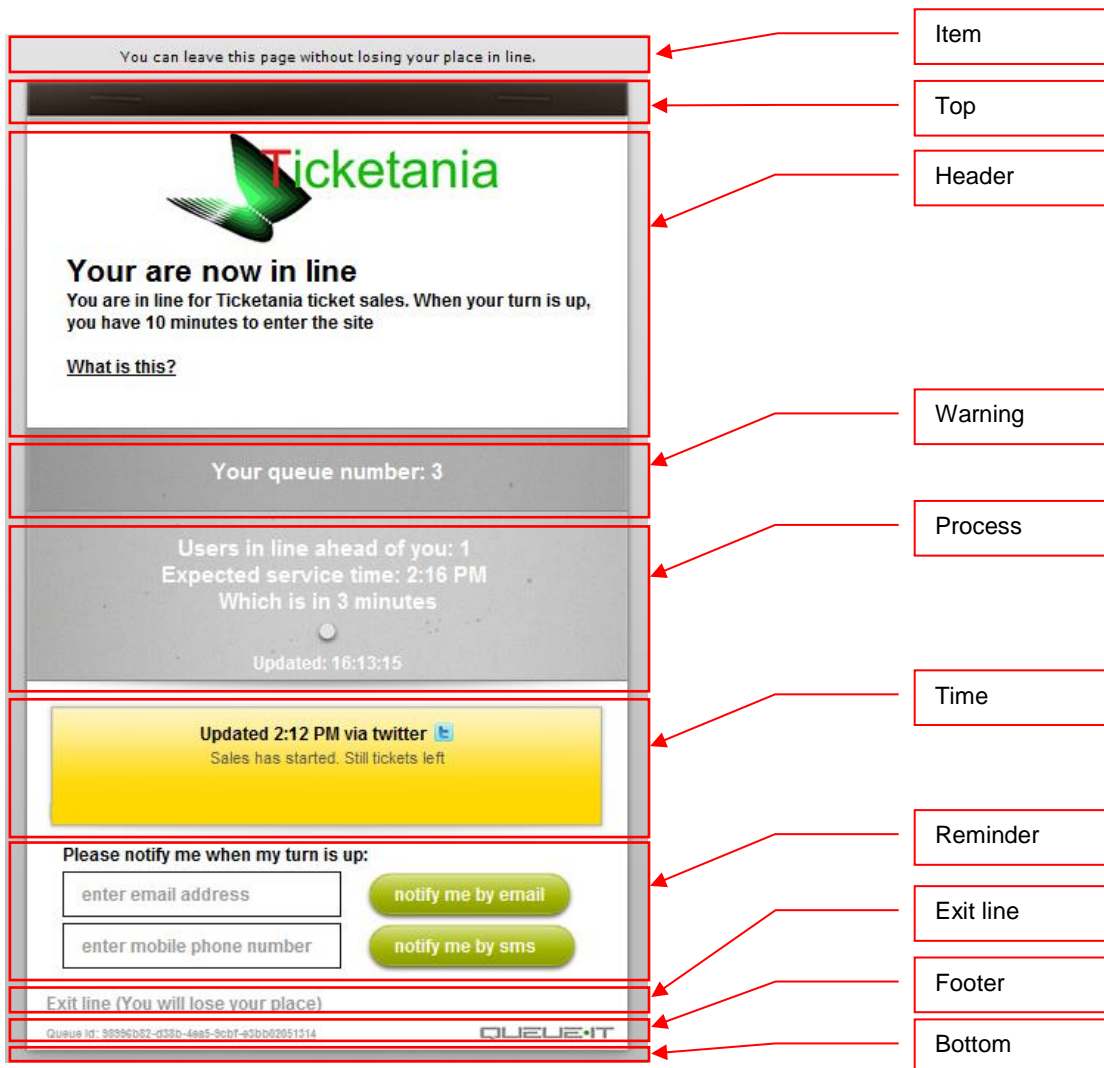
2.1 Background

Background is the canvas “Main” is placed on.

2.2 Main

Main contains the following vertically dynamic sizable sections (with a minimum height):

- Item: Cookie status
- Top: Simple top image
- Header: Company / layout logo and header text
- Warning: Info or warning buttons
- Process: Progress information
- Time: Dynamic information
- Reminder: Reminder form
- Exit line: Exit line section
- Footer: Footer text with queue-ID and Queue-it logo
- Bottom: Simple bottom image



2.3 Minimum display

If all layout elements in the GO Queue-it Platform are unselected, the minimum display will have the same sections as described above. Some will have a height of zero and some will have a minimum height.

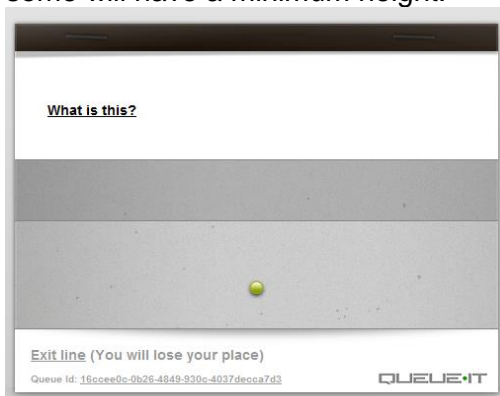


Figure 4: Minimum display

2.4 Sidebar (optional)

The sidebar describes a 300px wide area that is right aligned on the UI.

Controlled by the sidebar div-tag:

```
#sidebar
#sidebar_iframe
```

2.5 Top (Optional)

Controlled by the toppanel div-tag, ex.:

```
#toppanel{
  margin: 0 0 0 0;
}
#toppanel_iframe{
  height: 110px;
  width: 100%;
  padding: 0;
}
```

2.6 Bottom (Optional)

Controlled by the bottompanel div-tag.

2.7 Left (Optional)

Controlled by the leftpanel div-tag.

2.8 Middle (Optional)

Controlled by the middlepanel div-tag.

2.9 Right (Optional)

Controlled by the rightpanel div-tag.

3 Fields

The fields displayed on each of the end-user facing parts of Queue-it are described on the following pages.

Each field is displayed using a style from the stylesheet and the mapping between the field and the used stylesheet is managed by Queue-it. Hence, it is not possible to change this mapping, and only the character of the related style in the stylesheet may be changed.

The best way to understand this mapping is by taking a detailed look into the HTML of the queue number as described in chapter 4 of this document.

3.1 Before Event page

The Before page contains a logo, explanatory text, and the event starting time in the process section. Have possibility to customize lbHeaderH2: H1 text from custom layout, lbHeaderP: H2 text from custom layout texts in the GO platform.

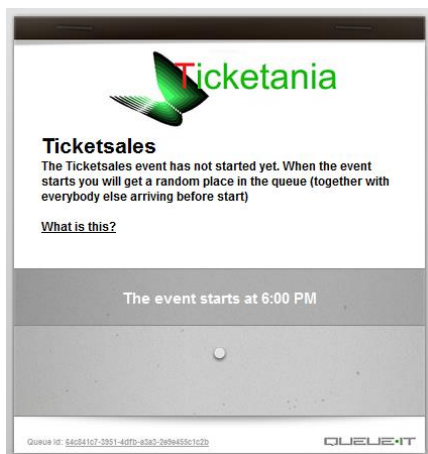


Figure 5: Before event page

3.2 InQueue page

The InQueue page contains a complex set of display options described below, which are related to each section as described in paragraph 2.2.

The actual fields are only displayed if they have been set as visible in Manage / Custom layout (or the default setting).

3.2.1 Item

A cookie status is displayed as follows:

- lbCookieInfo:
 - Cookie: You can leave this page without losing your place in line.
 - NoCookie: You will lose your place in line if you leave this page!

Both text options have a related tooltip.

3.2.2 Header

The header section contains the following fields:

- imgCustomerLogo: Customer or layout logo
- lbHeaderH2: H1 text from custom layout
- lbHeaderP: H2 text from custom layout
- ItThisIsQueueIt: A hardcoded text “What is this?” with a link to a static copy of a page from Queue-it’s website (<http://static.queue-it.net/www/thisisqueueit.html>). Please see section 1.2 for limitations on this field.

3.2.3 Warning

The warning section contains the following fields:

- lbHighLoadLayoutText: High load text “There are less than {0} in line in front of you” or “There are more than {0} in line in front of you”
- lbQueueNumberText: Hardcoded text “Your queue number:”
- lbQueueNumber: Actual queue number

3.2.4 Process

The process section contains the following fields:

- lbUsersInLineAheadOfYouText: “Users in line ahead of you:” text
- lbUsersInLineAheadOfYou: Number of users ahead
- lbExpectedServiceTimeText: “Expected service time:” text
- lbExpectedServiceTime: Expected service time
- lbWhichIsInText: “Which is in” text
- lbWhichIsIn: Estimate
- defaultViewPb1: Green blinking button
- lbLastUpdateTime: Last time backend was contacted for a new update

3.2.5 Time

The time section is used for displaying dynamic information and contains the following fields:

- h2MessageOnQueueTicket: Header text incl. update time and dynamic information source
- pMessageOnQueueTicket: The actual message

If there are no messages, the section is collapsed and not displayed.

3.2.6 Reminder

The reminder section is used for displaying the reminder form and contains the following fields:

- lbNotifyMeText: “Please notify me when my turn is up:” text
- inpEmailAddress: Email input field
- Literal1: Text on the “notify me by email” button
- inpMobileNumber: SMS input field
- Literal3: Text on “notify me by SMS”

3.2.7 Exit line

The exit line section contains the following fields:

- litExitLine: Exit line link with the “Exit line” text
- Literal2: “(You will lose your place)” text

3.2.8 Footer

The footer section contains the following fields:

- litDisclaimer: “Queue ID:” text
- hlLinkToQueueTicket2: Link to the queue number and the “guid”

3.3 After event page

The After event page contains a company logo and explanatory text. Have possibility to customize lbHeaderH2: H1 text from custom layout, lbHeaderP: H2 text from custom layout texts in the GO platform.



Figure 6: After event page

3.4 Error page

The Error page contains a company logo and explanatory text.

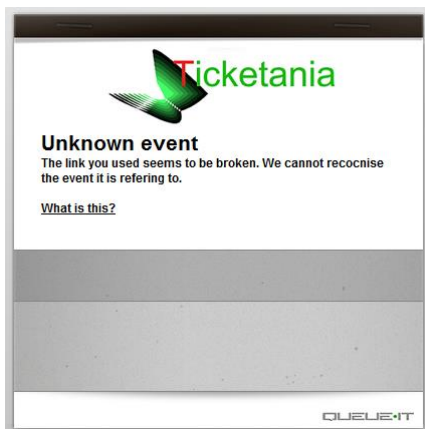


Figure 7: Error page

3.5 Exit line page

The Exit line page contains a company logo, an explanatory text, and a “Click here to get back in line” button in the Warning section.

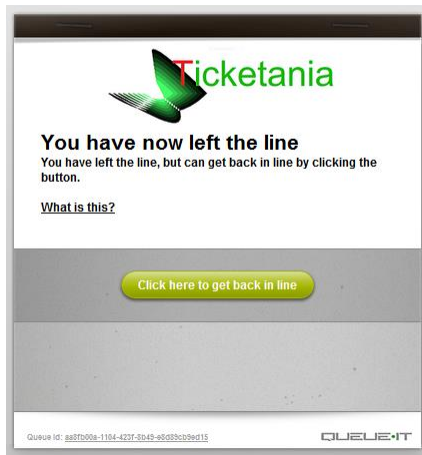
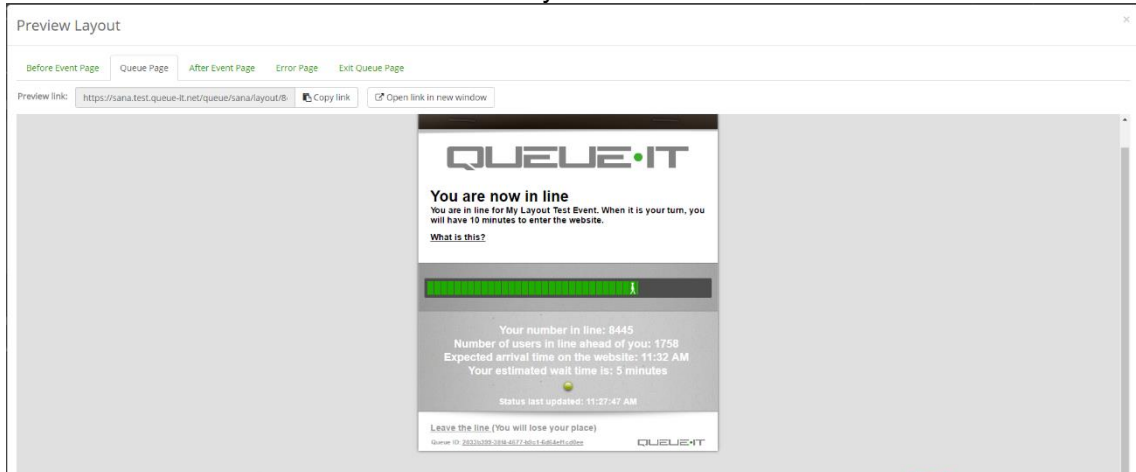


Figure 8: Exit line page

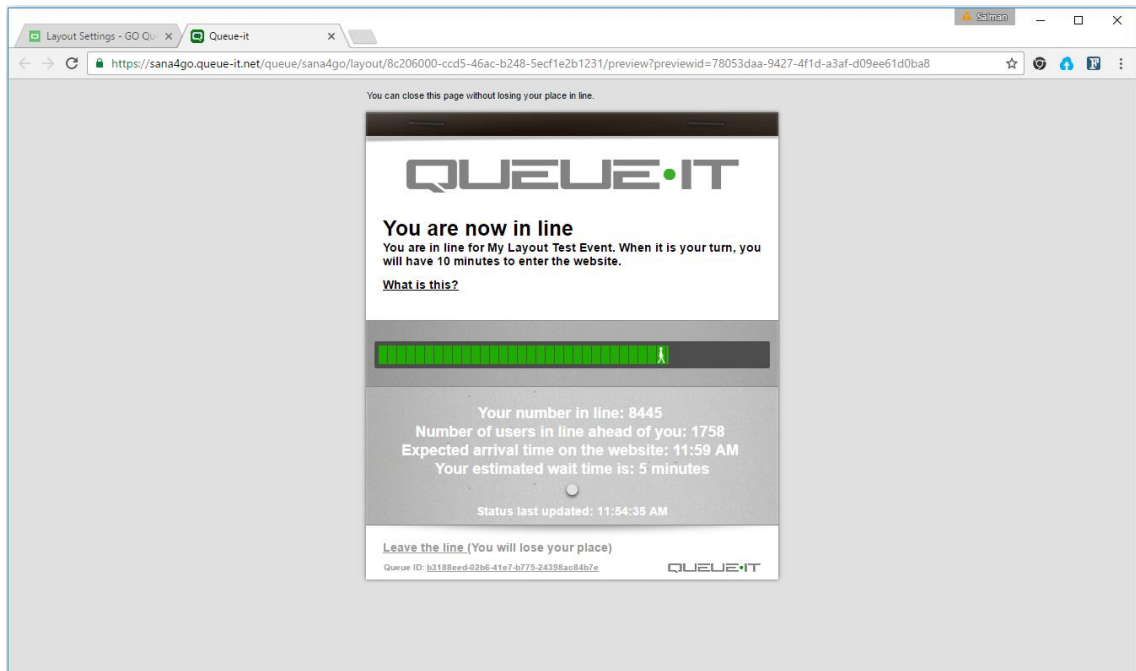
4 Redesign the layout using css-file

Queue-it can assist with a redesign of the queue pages. If you would like to administer yourself, the best way would be to obtain a version of the HTML from the queue page, (e.g. Copy it from the browser and saving it on your disk).

From “Custom layout → Preview Layout” click on “Open link in new window” to preview layout in new tab or click “Copy Link” button to share or use it wherever you want to. Please note that the link is valid for 30 days.



This will display a browser window with the given queue page for easy sharing.



Using “Save as” in Chrome will save the page with the connected assets on the disk. You can then change the assets on the disk and upload them to Queue-it using “Manage files” when they are ready.

If redesigning the layout, please observe the limitations described in section 1.2 Limitations on page 2.

4.1 Current Queue-it default css stylesheet

The current Queue-it default css stylesheet can be found in: <https://q.queue-it.net/css/all.css> with an IE (Internet Explorer) extension in <https://q.queue-it.net/css/ie/ie.css>.

When the standard css-files are inserted in the queue pages, they will be located on Queue-it CloudFront CDN on assets.queue-it.net hostname and with a “/” prefix; hence agnostic for http and https usage:

```
<link rel="stylesheet" href="//assets.queue-it.net/static/QueueFront/css/e08be5e2a467faef98fde5e316fbc2ad.css"
type="text/css" />
<!--[if lte IE 7]>
<link rel="stylesheet" href="//assets.queue-it.net/static/QueueFront/css/ie/8b0a4e86e913c53edd9673903078deb8.css"
media="screen" type="text/css" />
<![endif]-->
```

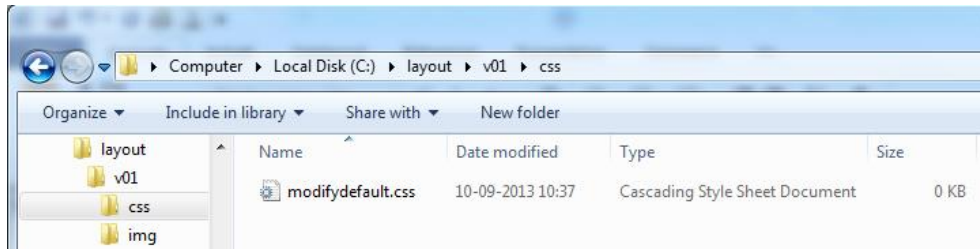
4.2 Changing the queue page using css

The default queue page layout can be changed by adding a new css-file containing modifications of the existing Queue-it style.

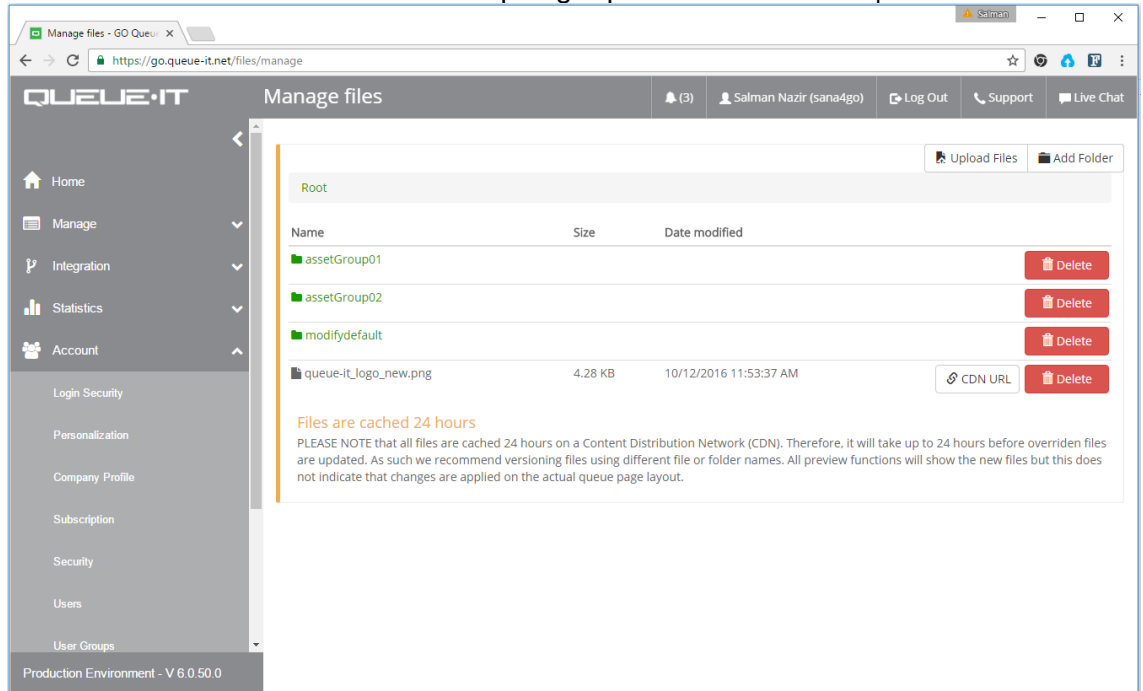
4.2.1 Step by step guide

In this example, modifications are uploaded in *modifydefault.css*.

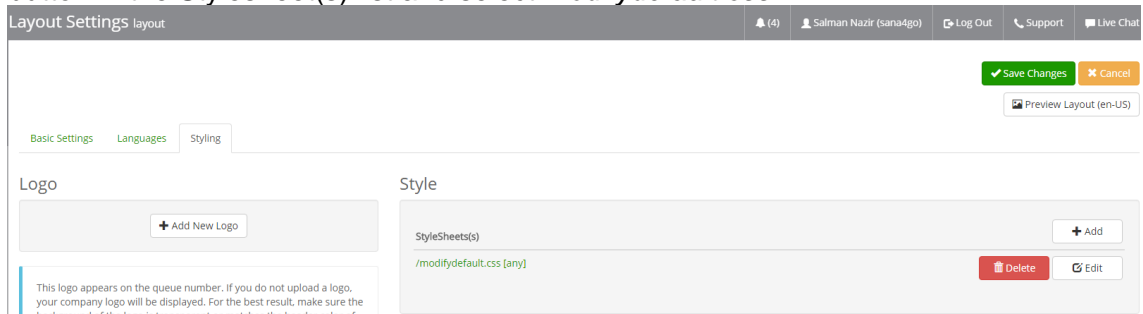
- 1) Make a local folder structure as shown here



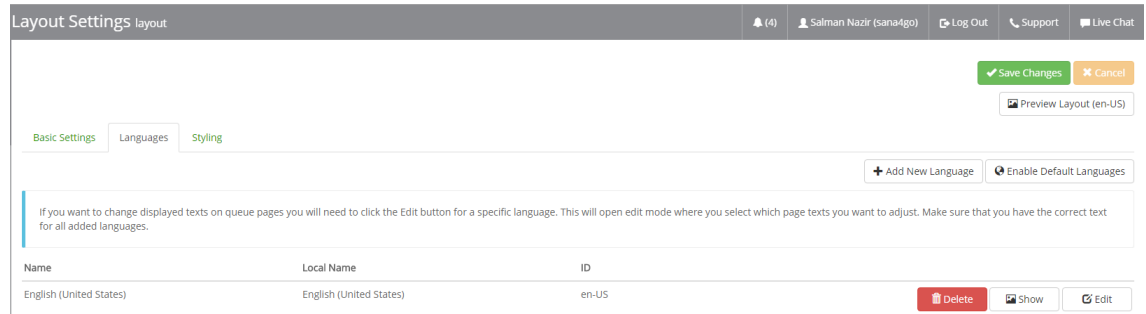
- 2) Create a blank file called *modifydefault.css* in the css folder
- 3) Create the same folder structure in <https://go.queue-it.net> Account | Files



- 4) Upload the *modifydefault.css* in the css folder
- 5) Create a new Custom Layout via Manage | Custom Layouts | Add New Layout and give it a name (e.g. 'layout')
- 6) Go to "Styling" tab and add a new style sheet for all browsers, i.e. click 'Add' button in the Stylesheet(s) list and select *modifydefault.css*



- 7) Add at least one language on the Language tab and click the Preview/Show button.



- 8) On the Preview Layout, click the “Open link in new window” to open the preview in a new browser tab or click on “Copy link” button and use it to share or open new window.

Right-click in the preview snapshot and select “Save as ...” in Chrome (in FF it is called “Save page as ...” and save the page locally in c:\layout\v01 naming is e.g. Queue-it.htm

- 9) Open the Queue-it.htm page in your development system (e.g. Microsoft Visual Studio)
- 10) Find the first style sheet link (something like `<link rel="stylesheet" href="Queue-it-file/a24e5cba9b7312359c12fc5fe6d25501.css" type="text/css">`) and replace the relative link with `“//assets.queue-it.net/static/QueueFront/css/”` e.g.
`<link rel="stylesheet" href="//assets.queue-it.net/static/Queue-Front/css/a24e5cba9b7312359c12fc5fe6d25501.css" type="text/css">`
- 11) Save “Queue-it.htm”
- 12) In Visual Studio, right-click the Queue-it.htm file and select “View in Browser”
- 13) You can now customize the layout by making changes to the *modifydefault.css*

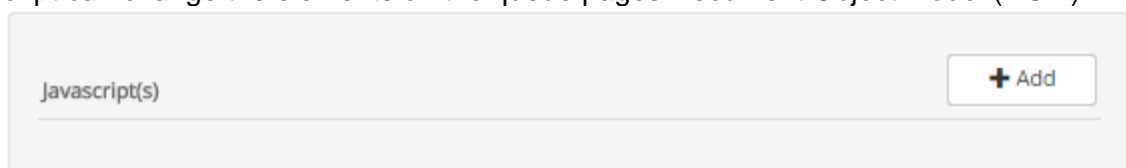
Once the customization is final, upload the *modifydefault.css*¹ file to Go.

The following content of *modifydefault.css* will change queue page background from grey to white:

```
#wrapper{
    background:white;
}
```

4.3 Using JavaScript to make advanced changes

JavaScript can be uploaded and selected to the styling (style tab). The selected JavaScript can change the elements on the queue pages Document Object Model (DOM).



¹ Please remember to version the file as recommended in section 1.1.

There is a jQuery library integrated in the queue pages. Instead of using the jQuery document.ready function we suggest using the “pageReady” function.

The simple example below changes the header text depending on the page id:

```
queueViewModel.pageReady(function (data) {
    var pageid = $("body").attr("data-pageid");

    if (pageid === 'before') {
        $("#MainPart_lbEventStartsAtText").text("The event starts at:");
    } else if (pageid === 'queue') {
        $("#MainPart_lbUsersInLineAheadOfYouText").text("Number of users standing in line in front of you:");
    } else if (pageid === 'after') {
        $("#lbHeaderP").text("The event has ended");
    } else if (pageid === 'exit') {
        $("#lbHeaderH2").text("You have left the line");
    } else if (pageid === 'error') {
        $("#lbHeaderH2").text("Error");
    }
});
```

The advanced example below changes the top / bottom iframe references depending on the url and a default text:

```
queueViewModel.pageReady(function (data) {
    var culture = $("body").attr("data-culture");
    if (!culture || culture != 'en-US') {
        $("#MainPart_lbExpectedServiceTimeText").html('Heure estimée pour l'accès au site Web:');
    }
    if (!culture)
        return;

    if (culture == 'en-US' || culture == 'en-GB') {
        $("#toppanel_iframe").attr('src', 'https://d3mylukq1djzqd.cloudfront.net/accountid/userdata/assetgroup01/v1/top-' + culture + '.html');
        $("#bottompanel_iframe").attr('src', 'https://d3mylukq1djzqd.cloudfront.net/accountid/userdata/assetgroup01/v1/bottom-' + culture + '.html');
    }
});

queueViewModel.modelUpdated(function (data) {
    if (!data.layout || !data.layout.toppanelFrameSrc || !data.layout.bottompanelFrameSrc)
        return;

    var culture = $("body").attr("data-culture");
    return;

    if (culture == 'en-US' || culture == 'en-GB') {
        data.layout.toppanelFrameSrc = 'https://d3mylukq1djzqd.cloudfront.net/accountid/userdata/assetgroup01/v1/top-' + culture + '.html';
        data.layout.bottompanelFrameSrc = 'https://d3mylukq1djzqd.cloudfront.net/accountid/userdata/assetgroup01/v1/bottom-' + culture + '.html';
    }
});
```

5 Queue-user info on custom pages (iframes)

5.1 Integration with queue-it sdk

By including a reference to Queue-IT Javascript SDK, the following information can be accessed from custom-built html pages (iframes):

- Customer Id (id of customer running the event)
- Event Id (id of currently running event)
- Queue Id (queue id issued for a given user)

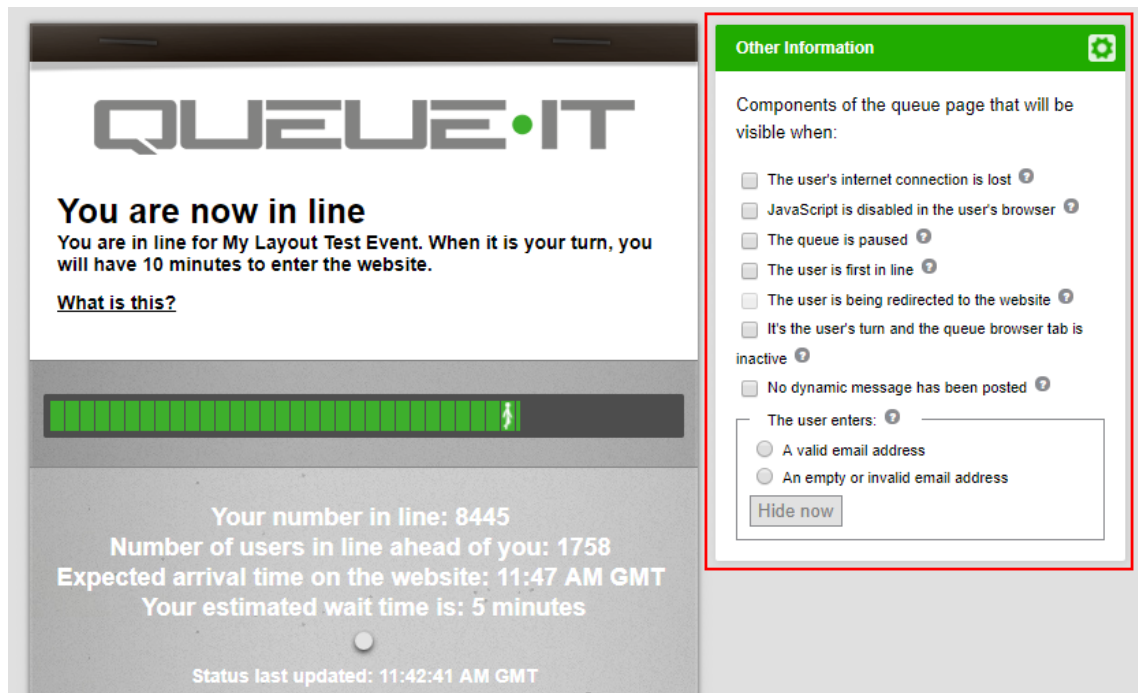
- Page Id (id of the page currently displayed for a given user)
- Culture Id (ISO culture code currently selected by the users)
- Queue Number (the queue number of the queue id issued)
- Number Of Users In Front Of You (the number of queue ids in line in front of the queue id)

Following is an example of a custom page (iframe) referencing Queue-IT SDK

```
<!DOCTYPE html>
<html xmlns="http://www.w3.org/1999/xhtml">
<head>
  <title></title>
  <script src="https://ajax.googleapis.com/ajax/libs/jquery/1.12.4/jquery.min.js"></script>
  <script src="https://static.queue-it.net/script/queueinfo.js" type="text/javascript"></script>
</head>
<body>
  <div id="customer-id"></div>
  <div id="event-id"></div>
  <div id="queue-id"></div>
  <div id="page-id"></div>
  <div id="culture-id"></div>
  <div id="queue-number"></div>
  <div id="users-in-line-ahead-of-you"></div>
  <script type="text/javascript">
    function setUsersInLineAheadOfYou(usersInLineAheadOfYou) {
      $("#users-in-line-ahead-of-you").text("Users In Line Ahead Of You: " + usersInLineAheadOfYou);
    }
    function setQueueNumber(queueNumber) {
      $("#queue-number").text("Queue number: " + queueNumber);
    }
    function setPageId(pageId) {
      $("#page-id").text("Page id: " + pageId);
    }
    window.queueUserInfoClient.onUsersInLineAheadOfYouChanged = setUsersInLineAheadOfYou;
    window.queueUserInfoClient.onQueueNumberChanged = setQueueNumber;
    window.queueUserInfoClient.onPageIdChanged = setPageId;
    $("#customer-id").text("Customer id: " + window.queueUserInfoClient.getCustomerId());
    $("#event-id").text("Event id: " + window.queueUserInfoClient.getEventId());
    $("#queue-id").text("Queue id: " + window.queueUserInfoClient.getQueueId());
    $("#culture-id").text("Culture id: " + window.queueUserInfoClient.getCultureId());
  </script>
</body>
</html>
```

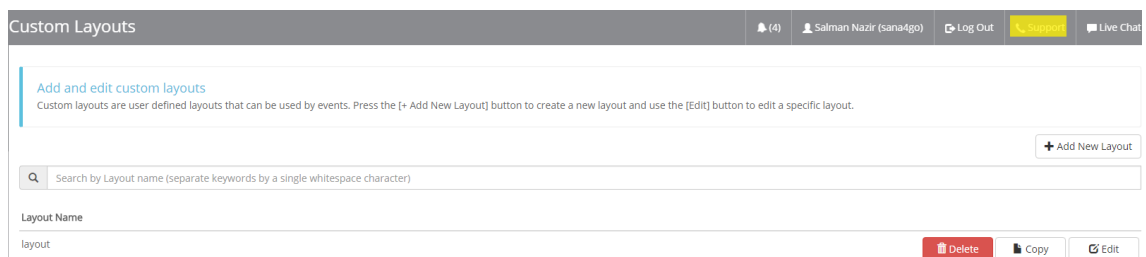
6 Other information on preview

On the custom layout preview pages, there is an “Other information” window available. This window is only visible on previews, and it will not be available on the running queue. You can use it, in some cases, to preview different components that are visible on the queue page. By hovering over the question mark icon next to each option, you can see more information about it.



7 Support

The best way to get support is to create a support ticket via the Support link in Go



8 Appendix

8.1 Custom layout FAQ (Frequently asked questions)

- **What are the requirements needed for the Queue-it team to create custom layouts?**

Advised requirements to create custom layout for customers who provide design:

- Design files created with Adobe Photoshop, Adobe Illustrator or HTML/CSS files.
- Using Photoshop or Illustrator files for design please use correct specified element dimensions, font sizes etc.,
- Assets (logos, icons, images etc.,) attach separately if possible.
- If specific fonts are used, please provide font files in the following formats .eot, .ttf, .woff, .woff2, or in a web font link.
- Attached images should be a maximum 100KB file size limit, in order for the end-user's queue page to load fast and provide a good user experience.
- There is NO specific sizes (width/height) for custom layout or it's components.
- Queue-it default custom layout has 514 px width and height depends on visible content. If all queue information is visible, height is approximately: 780px.

For customers that do not provide design:

- Provide a website/event page URL and the Queue-it team will create a custom layout based on provided assets, visible on the URL.

- **What are the limitations when implementing a custom layout on a queue page?**

When implementing custom layout, it is important to NOT remove or hide following queue components using CSS/JavaScript:

- Header section

It is possible to customize header text-content for Before, Queue, After pages in GO (go.queue-it.net) platform. Component is shared through all queue stages (Before, Queue, After, Error, Exit).

- Warning section

It is possible to customize between options to show or hide elements in the Queue page on the GO (go.queue-it.net) platform. The component is shared through the following queue stages (Before, Queue, Error, Exit).

It is advised to use warning section elements, because it provides end-users with information about the event starting time, progress in the queue and options to return to the queue in cases where that is necessary.

- **Process section**

It is possible to customize between options to show or hide elements in the Queue page in the GO (go.queue-it.net) platform. The component is shared through the following queue stages (Before, Queue).

It is advised to have at least one of the options, for end-users to know about the queue status.

- **Dynamic message**

It is possible to customize between options to show or hide a message in the Before and Queue pages, in the GO (go.queue-it.net) platform. The component is shared through following queue stages (Before, Queue). If a dynamic message is selected in the layout display options, the end-user won't see the message in the running queue, until the message is written. The purpose of the default displayed text in the dynamic message, is for preview only.

- **Email reminder section**

It is possible to customize between options, to show or hide the email reminder in the Queue page on the GO (go.queue-it.net) platform. It is available in the following queue stages (Queue).

- **Footer section (Queue ID)**

This is not customizable in the GO (go.queue-it.net) platform. The component is shared through following queue stages (Before, Queue).

- **"White Label" ('What is this?' link and Queue-it logo)**

This is customizable in the GO (go.queue-it.net) platform, if the feature is available. The components are shared through all queue stages (Before, Queue, After, Error, Exit).

- **Is it possible to customize queue components in terms of styling and content, that are shared between several queue stages?**

Yes, it is possible. To style the component it is advised to use CSS. For the content, customized JavaScript can be used if it's not possible to use the GO platform's options for the intended purpose.

CSS syntax for shared queue components:

```
body.before #header { add styling here }
```

```
body.queue #header { add styling here }
```

```
body.after #header { add styling here }
```

```
body.error #header { add styling here }
```

```
body.exit #header { add styling here }
```

- **How long does it take to implement a custom layout?**

If a custom layout design is provided from the customer, it depends on the design's complexity. Generally, it takes 2-3 weekdays to create a custom layout.

If the custom layout design is not provided by the customer, then a custom layout proposal by the Queue-it team can be created in 1-2 weekdays.

- **Does the custom layout support, responsive design?**

Yes, custom layout's are mobile friendly and support most of the older and newer browsers.

- **How and where are custom layout's customizable in terms of visual look, content, and document structure?**

The custom layout's visual design, can be customizable with CSS (Stylesheet). Colors, fonts, sizes, images etc., can be styled with CSS.

When using HTML iframes (top, middle, bottom, left, right, side) it is advised that styling is written as a style tag inside of a header in the HTML file or separate CSS file is uploaded.

On the GO (go.queue-it.net) platform you can choose what elements of the queue page will be displayed and it is also possible to change the header text of the Before, Queue and After page. Beside the header text, other text can be edited using the JavaScript.

With regards to the custom layout component's placement and order, it is possible to reorganize components in the custom layout by using JavaScript or CSS, depending on the needed changes.

In terms of the custom layout document's structure (main HTML), customization is not available, but it's possible to add extra content containers to the main HTML, using JavaScript or separate HTML iframes from the main HTML document.

- **Is it possible to customize the progress bar on the queue page?**

Yes, it is possible.

Customization options for the existing progress bar tiles:

- To change the progress tile color for the moving and static images.

For example, use Adobe Photoshop software to customize the tiles. (It is not possible to change the tile color in the CSS).

- To change the size, slope etc., it is possible to use CSS or Adobe photoshop software.

Currently, the progress tile size is 11px wide and 22px height.

- **Is it possible to change queue page sound?**

It can only be changed as part of the “White Label” feature.

- **Is it possible to remove the “What is this?” link and Queue-it logo?**

As the “What is this?” link and the Queue-it logo are part of the standard agreement terms and conditions, it shall remain on the queue pages. It can only be removed as part of the “White Label” feature.

- **What is the reason to keep the Queue ID on the custom layout?**

By keeping the Queue ID on the queue pages, we can easily follow up eventual issues, complaints and online posts containing the queue page screenshots by end-users.

- **What is the minimum queue information that is required to display when queue is running?**

For end-users to understand what is happening on the queue stages, see below required information:

- Pre-queue (Before) stage:

Required to show at least one of the following, “The event will begin at: XX:XX AM GMT” or “countdown timer”, for end-user to know when certain event will begin.

- In-queue (Queue) stage:

Required to show at least one of the following, “progress bar” or “Number of users in line ahead of you: XXX”, for end-users to feel and understand that there is an actual progress in the line.

- After event stage:

Required to show header information, for end-users to know that event is ended.

- Error stage:

Required to show header information and button “Get a new place in line”, for end-users to know that something has gone wrong during queue process and they have possibility to get back in line.

- Exit stage:

Required to show header information and button “Click here to get back in line”, for end-users to know that they have left the line and have possibility to get back in line.

- **Is it possible to add video, game, gallery, or other similar content on the queue page?**

Yes, it's possible. To do so, please use one of the HTML iframes, such as middle, top, bottom, left, right, side.

- **Are there any examples customers' can look at for inspiration?**

Yes, examples are available here: <https://queue-it.com/custom-queue-pages/>