USER GUIDE FOR CUSTOMERS

WELCOME TO FEATHERQ

FeatherQ is a cloud-based line management application which allows you to locate businesses and lets you check the status of their lines using the internet. It lets you take control of your time as it has unique features that allow you to be just in time for your turn. There is no need for you to be on-site just to check the number of people waiting because FeatherQ provides the necessary information such as the number of people waiting, waiting time estimation, and the operating hours of the business which will help you decide whether you go or not.

All you need to do is download the iOS version of the FeatherQ application from the App Store into your iOS device **FOR FREE**. You can also download the Android version of the FeatherQ application to your smartphone or tablet from Google Play. Just make sure you are connected to the internet to make the FeatherQ application work.

Getting Started

To start using the FeatherQ application, just download the iOS version from App Store into your iOS device for free. After downloading, open the application, and click on **Get Me Started.**

CUSTOMER

Ignore the Business Owner tab and click on **Customer** to start checking the status of the line of the establishments that you want to be in.

Carrier 📶   1:22 PM   🔋⚡

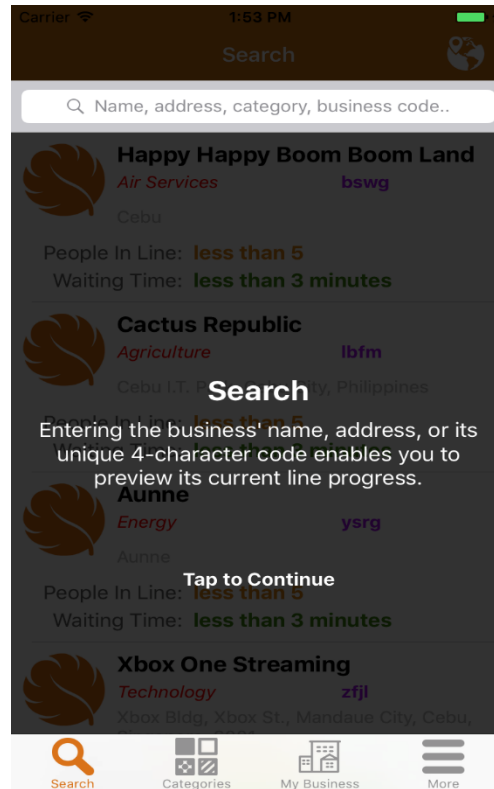**How do you plan to use FeatherQ?**

👥 **Customer**

As a customer, you get to see the numbers directly in the broadcast screen of the business of your choice. You can register your business later if you need to.
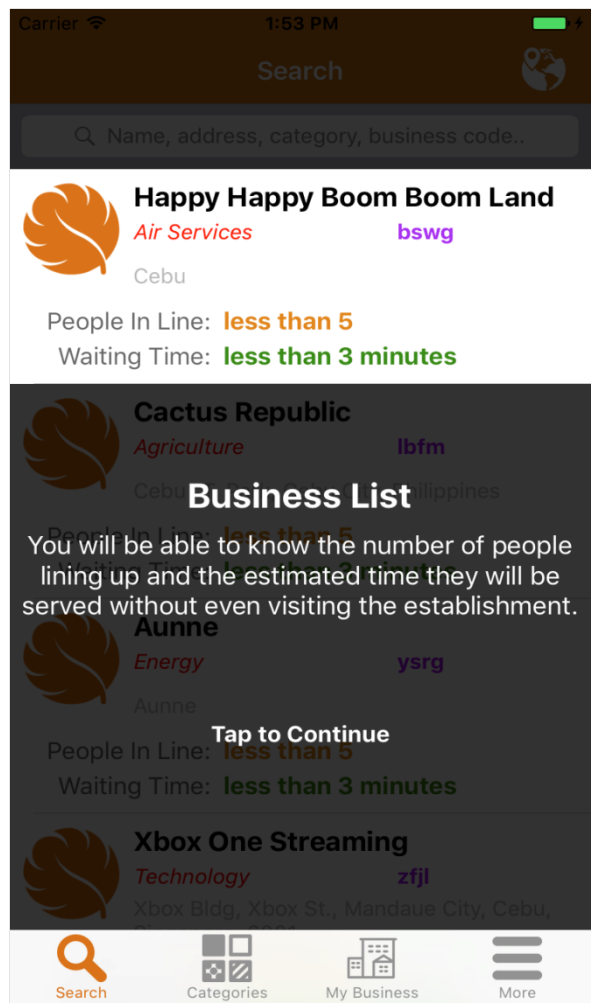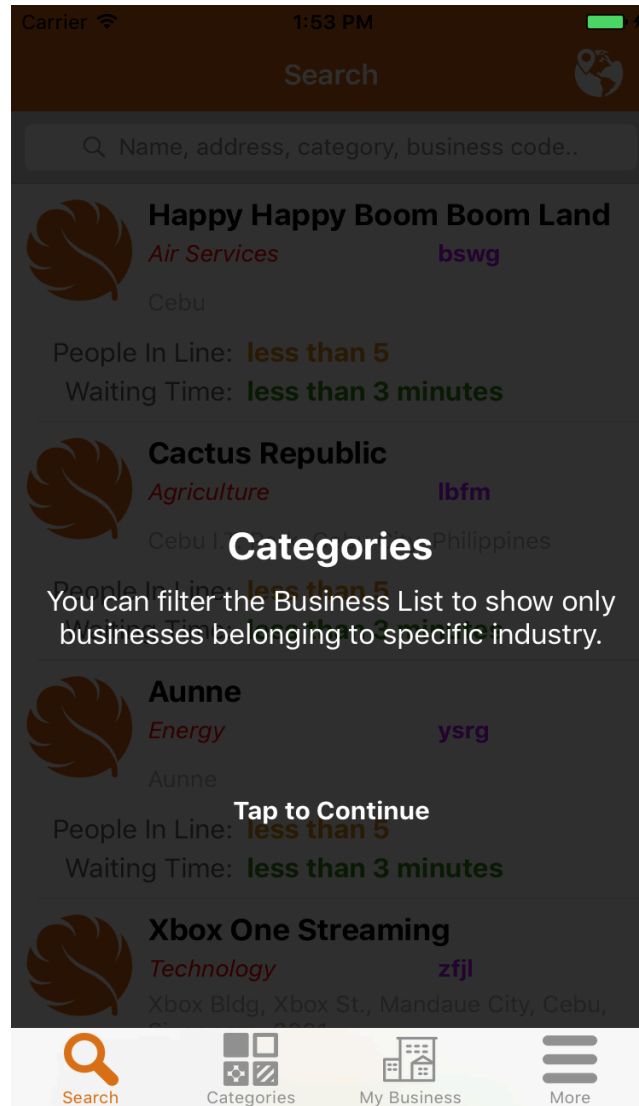
🛎 **Business Owner**

As a business owner, FeatherQ will provide step by step instructions on how to register your business for free. After registration, you will then be guided on how to start calling and serving numbers.
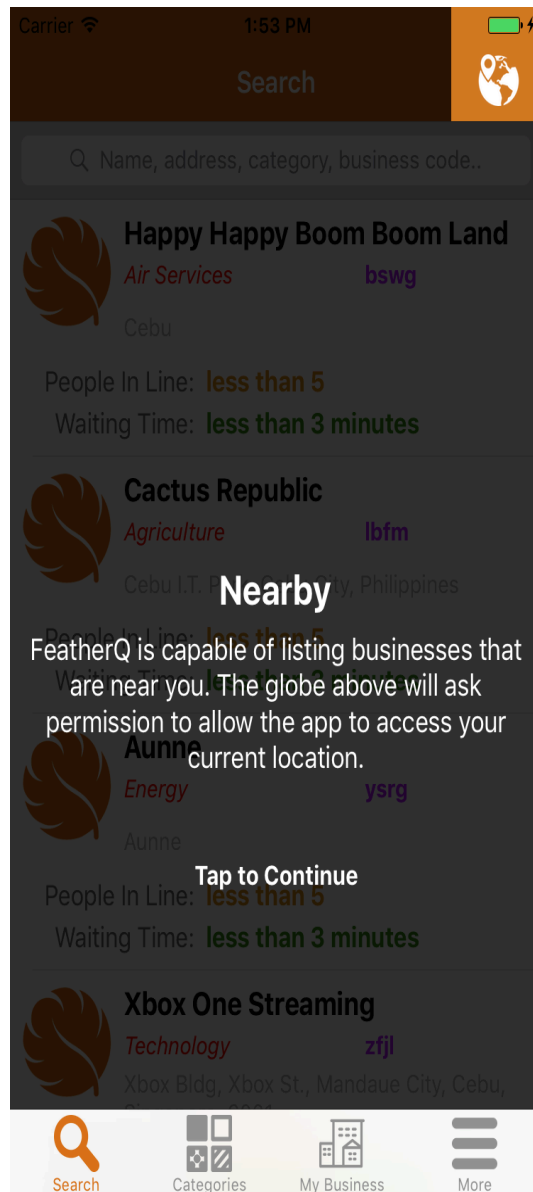
ONBOARDING PROCESS (for first-time users)

Notice that each part of the screen is being highlighted for emphasis. You will be shown four onboarding screens to have a glimpse of the whole process. Just **Tap to Continue**.
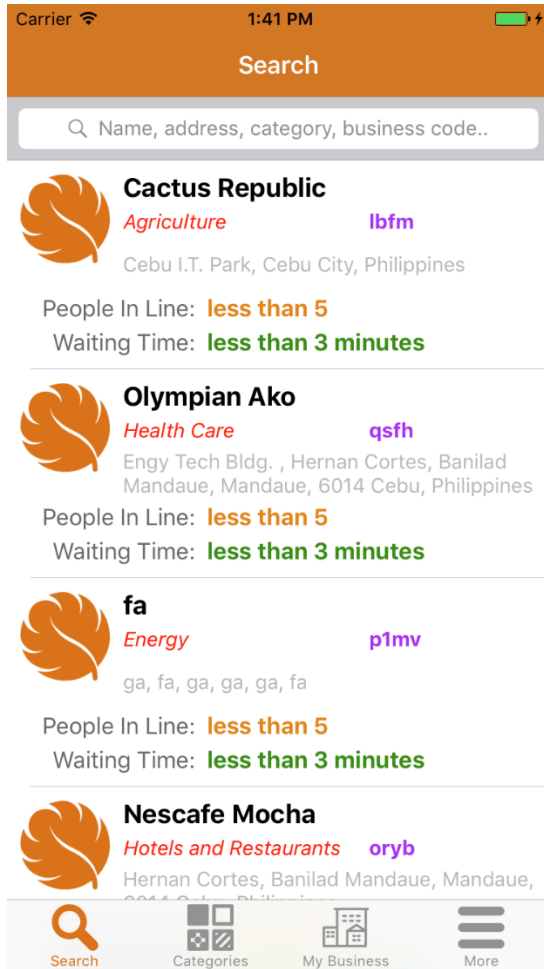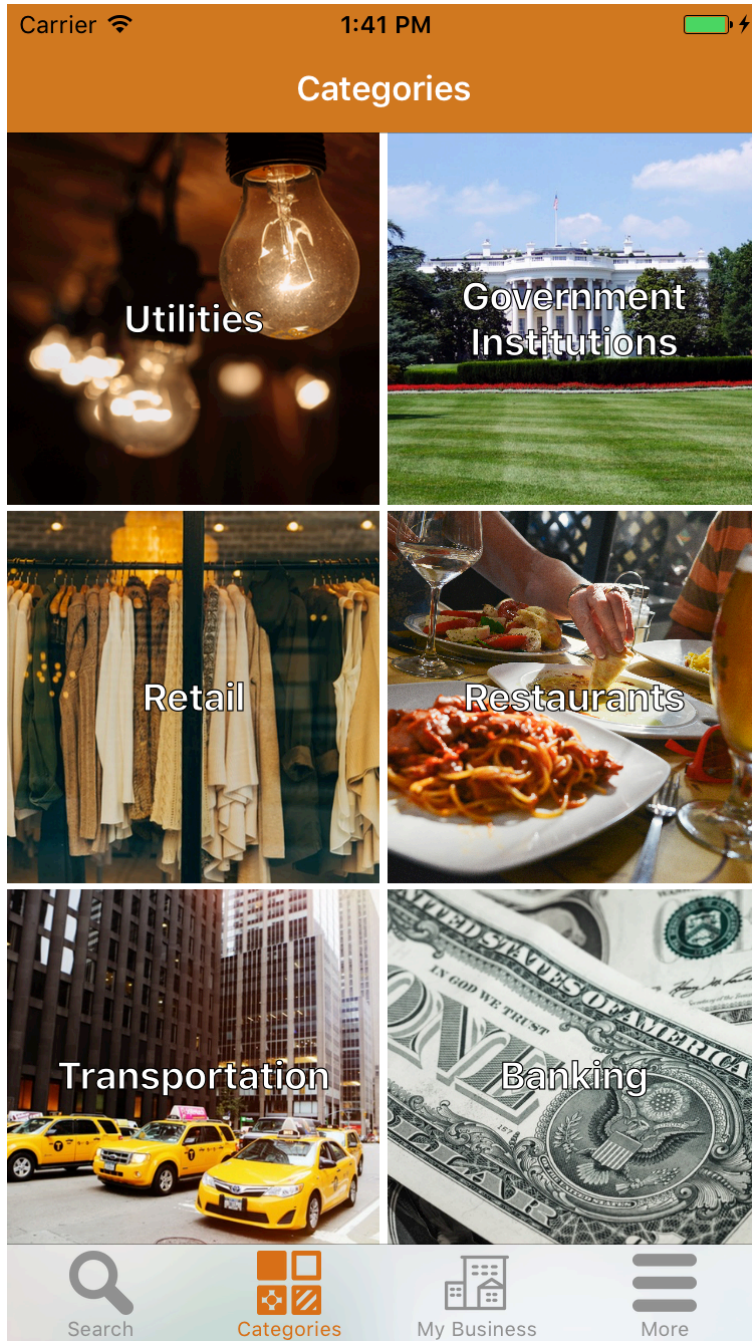
Carrier 🛜 1:53 PM

Search

Search Name, address, category, business code..

Happy Happy Boom Boom Land
Air Services   bswg

Cebu

People In Line: **less than 5**

Waiting Time: **less than 3 minutes**

Cactus Republic
Agriculture   lbfm

Cebu   ilippines

Business List

You will be able to know the number of people lining up and the estimated time they will be served without even visiting the establishment.

Aunne
Energy   ysrg

Aunne

People In Line: **less than 5**

Waiting Time: **less than 3 minutes**

Xbox One Streaming
Technology   zfjl

Xbox Bldg, Xbox St., Mandaue City, Cebu,

Tap to Continue

🔍   ▦   🏢   ☰
Search   Categories   My Business   More

Enable location to see businesses near you and see the status of their lines.

SEARCH

To find a business, just enter business name or the four-character code on the search bar.

CATEGORIES

Carrier   1:43 PM

‹ Paul Demo Account

JATI

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People in Line   **less than 5**

Estimated Waiting Time Per Person

9 minutes

FeatherQ

Search   Categories   My Business   More

Carrier 🛜   1:44 PM   🔋⚡

Time Estimations   Save

Average Serving Time
(in minutes)   **Weights**

I. Only weights are modifiable for this section. The rest is system generated.

Today	24.01	X	3
Yesterday	4.36	X	1
Three Days	12.55	X	1
This Week	11.51	X	2
Last Week	0.43	X	1
This Month	11.51	X	2
Last Month	0.00	X	1

II. For this section, you can set values for both weight and average serving times.

Most Likely	4.43	X	3

Search   Categories   My Business   More

Yesterday   4.58   x   1

Three Days   12.55   x   1

This Week   11.51   x   2

Last Week   0.43   x   1

This Month   11.51   x   2

Last Month   0.00   x   1

II. For this section, you can set values for both weight and average serving times.

Most Likely   4.43   x   3

Most Optimistic   1.57   x   2

Most Pessimistic 10.10   x   1

Total Estimation   **10 minutes**
per number

Search   Categories   My Business   More

Carrier 📶   1:45 PM   🔋⚡

‹ Paul Demo Account

Engy Tech Bldg., Hernan Cortes, Banilad Mandaue, Mandaue, Cebu, Philippines

Business Hours: **10:00 AM - 8:00 PM**

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People in Line   **less than 5**

Estimated Waiting Time Per Person

9 minutes

❋ FeatherQ

🔍 Search   ▦ Categories   🏢 My Business   ☰ More

Note: If you happen to be in a company with problematic lines and does not show up on FeatherQ list of businesses, you can ask them to download FeatherQ from Google Play or App Store for free.