

## **FEATHERQ FOR FREE**

### **USER GUIDE FOR BUSINESS OWNERS**

#### **WELCOME TO FEATHERQ**

FeatherQ is a cloud-based line management application that allows you to inform your clients/customers/patients of your business schedule and line status. It allows you to issue and call numbers efficiently by just clicking on to your device. The information is being communicated to the clients which allows them to be just in time for their turn.

With the kind of information FeatherQ provides, your establishment will be able to address problems such as congestion and long waiting times. In effect, you will be able to avoid negative feedbacks from your clients/ customers/ patients who generally hate to wait.

FeatherQ embodies the concept of transparency which is very important for businesses like yours in order for your clients to understand how you operate and manage your lines. All you need to do is download the FeatherQ application from the App Store into your iOS device **FOR FREE**. Just make sure you have an internet connection to make the FeatherQ application work.

You may also download the Android version of the FeatherQ application from Google Play for free. If you are using the paid version of FeatherQ, you may also go to the website [www.feather.com/business](http://www.feather.com/business).

If you only have a single line to manage, you need to have at least two devices with the FeatherQ application. You will need one for issuing and processing numbers, and another one for the broadcast screen.

#### **Who can use FeatherQ for free?**

FeatherQ for free can be used by different businesses. It can be utilized by banks, clinics, hospitals, schools, and government agencies who want to change the way they manage their lines. It can be used by businesses with one or more lines to manage.

## Getting Started

To start using the FeatherQ application to manage your lines, click on the **Business Owner** tab.

Carrier 

1:22 PM



### How do you plan to use FeatherQ?

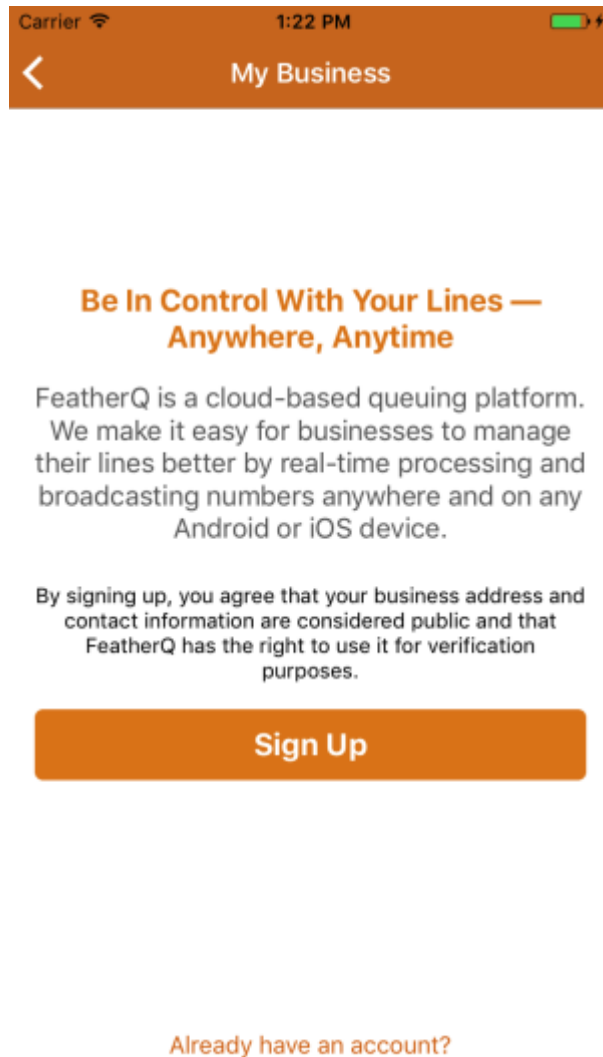
**Customer**

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**

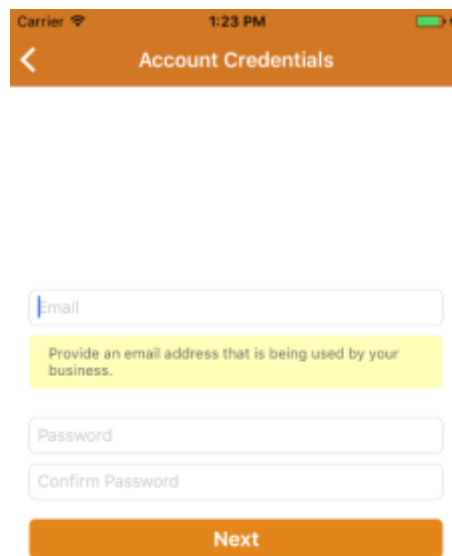
As a business owner, FeatherQ will provide step by step instructions on how to register your business for free. After registration, you will then be guided on how to start calling and serving numbers.

If you are new to FeatherQ, click on **Sign Up** to register your business. Otherwise, just click on **Already have an account?** to log in.



## SETTING UP YOUR FEATHERQ ACCOUNT

- 1. Account Credentials.** To start the registration process, provide an email address that is currently being used by your business. Provide and make sure to confirm password. Review the email and password you entered before clicking on **Next** to continue.



The screenshot shows the 'Account Credentials' setup screen on an iOS device. The status bar at the top displays 'Carrier', signal strength, '1:23 PM', and battery level. The screen has an orange header with a back arrow and the title 'Account Credentials'. Below the header are four input fields: 'Email', 'Password', and 'Confirm Password'. A yellow tooltip is visible below the 'Email' field, stating 'Provide an email address that is being used by your business.' At the bottom is an orange 'Next' button.

Carrier 1:23 PM

< Account Credentials

Email

Provide an email address that is being used by your business.

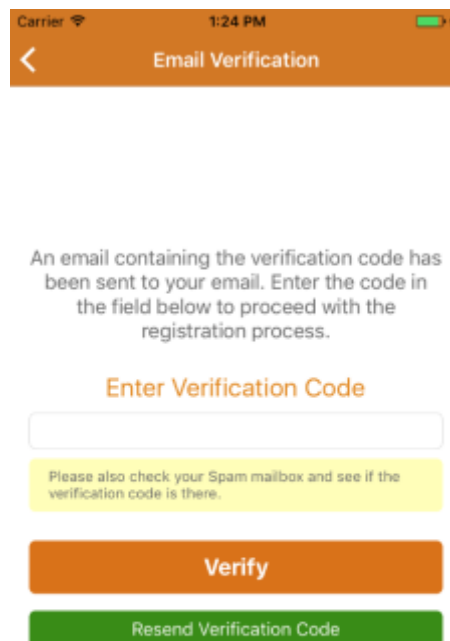
Password

Confirm Password

Next

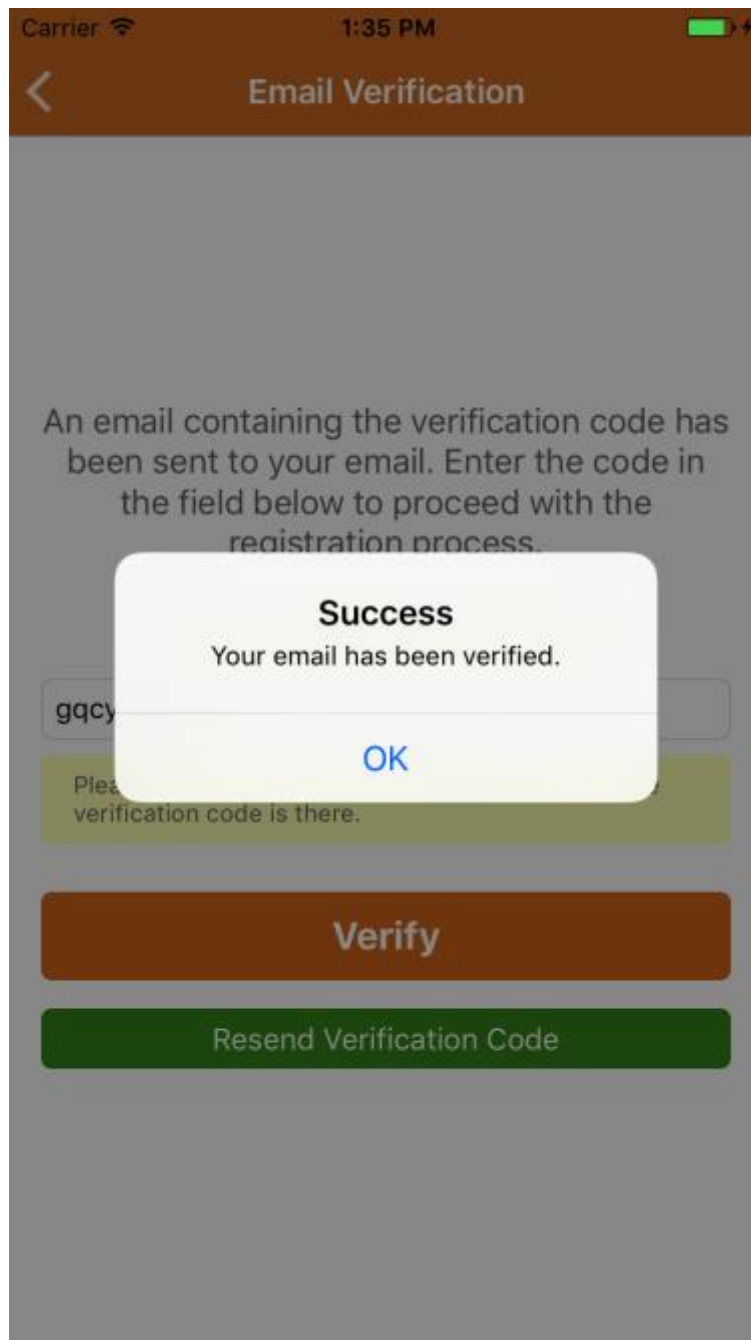
2. **Email Verification.** You will then be informed that a verification code has been sent to your email. To proceed with the registration process, **enter the verification code** on the text field and click on **Verify** to continue.

Click on **Resend Verification Code** if you have not received a verification code after a few minutes. Check your email and password to make sure there are no typographical errors. Check your email again and enter the verification code on the text field before clicking on **Verify** to proceed to the next page.

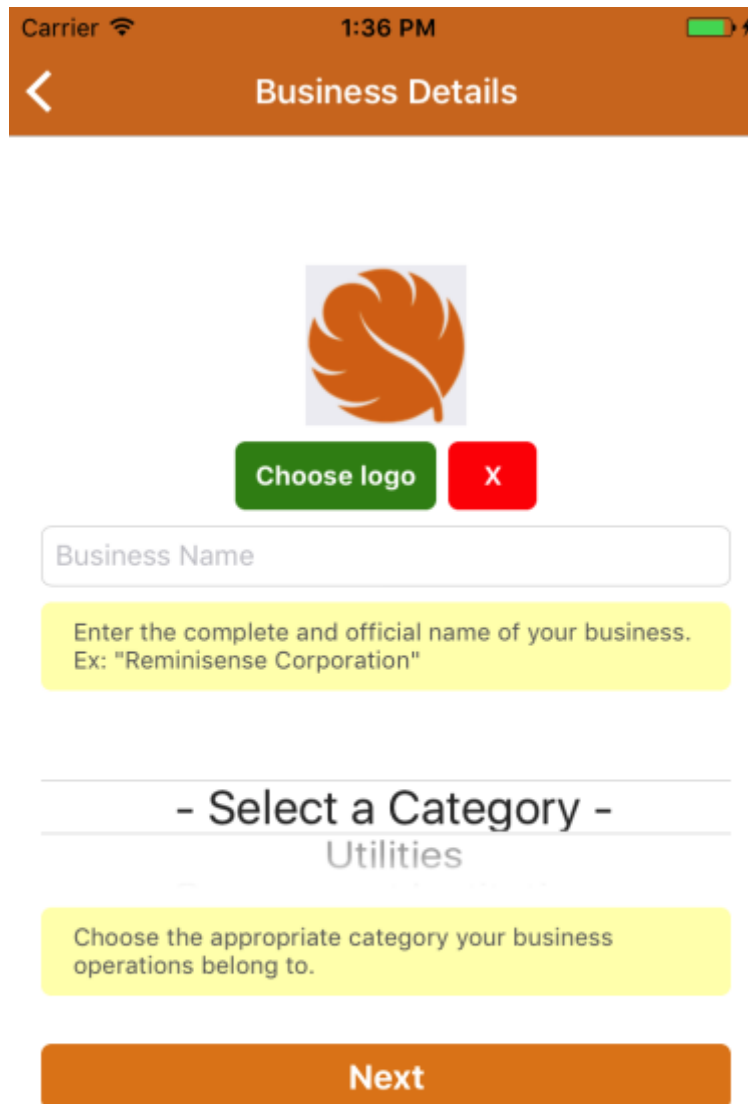


The screenshot shows the 'Email Verification' screen of an iOS application. At the top, the status bar displays 'Carrier', signal strength, '1:24 PM', and battery level. The app's navigation bar is orange with a back arrow on the left and the title 'Email Verification' in the center. The main content area has a light gray background. It contains a text prompt: 'An email containing the verification code has been sent to your email. Enter the code in the field below to proceed with the registration process.' Below this is a section titled 'Enter Verification Code' in orange text, followed by a white text input field with a light gray border. A yellow rectangular box contains the text: 'Please also check your Spam mailbox and see if the verification code is there.' At the bottom, there are two buttons: an orange 'Verify' button and a green 'Resend Verification Code' button.

A dialogue box informing you that your email has been verified will appear. Click **OK** to continue the registration process.



3. **BUSINESS DETAILS.** Click on **Choose logo** to add your official business logo to your FeatherQ account. Enter the complete and official name of your business to avoid confusion and to make sure that you will easily be found by your clients. Click on **Select a Category** and scroll up to choose from the categories listed by FeatherQ. Click on the appropriate category for your business and continue by clicking on **Next**.



The screenshot shows the 'Business Details' screen of the FeatherQ app. At the top, the status bar displays 'Carrier', signal strength, '1:36 PM', and battery level. Below the status bar is a navigation bar with a back arrow and the title 'Business Details'. The main content area features a placeholder for a business logo, represented by an orange leaf icon. Below the logo placeholder are two buttons: a green 'Choose logo' button and a red 'X' button. Underneath these buttons is a text input field labeled 'Business Name'. A yellow informational box below the input field contains the text: 'Enter the complete and official name of your business. Ex: "Reminisense Corporation"'. Below this box is a section header '- Select a Category -' followed by the word 'Utilities'. Another yellow informational box below the category selection area contains the text: 'Choose the appropriate category your business operations belong to.'. At the bottom of the screen is a large orange button labeled 'Next'.

Here is an example:

Official business name: FeatherQ

Category: Technology

Carrier 2:04 PM

< Business Details

Choose logo X

FeatherQ

Enter the complete and official name of your business. Ex: "Reminisense Corporation"

Health Care  
**Technology**  
Ticketing

Choose the appropriate category your business operations belong to.

Next



4. **BUSINESS ADDRESS.** If you are doing the registration process in your place of business, you can allow the FeatherQ application to access your location. By doing so, FeatherQ will automatically fill out the **Business Address** form for you. To see the importance of allowing the FeatherQ app to identify your location, click on **Tap Here to Enable Location** tab.

Carrier 1:36 PM

< Business Address

If you are currently in the same location as your business address, you can let FeatherQ fill it up automatically by granting it location permissions.

Tap Here To Enable Location

Building/Office

Street/Block

Barangay/Sublocality

Town/City

State/Province

- Select a Country -  
Afghanistan

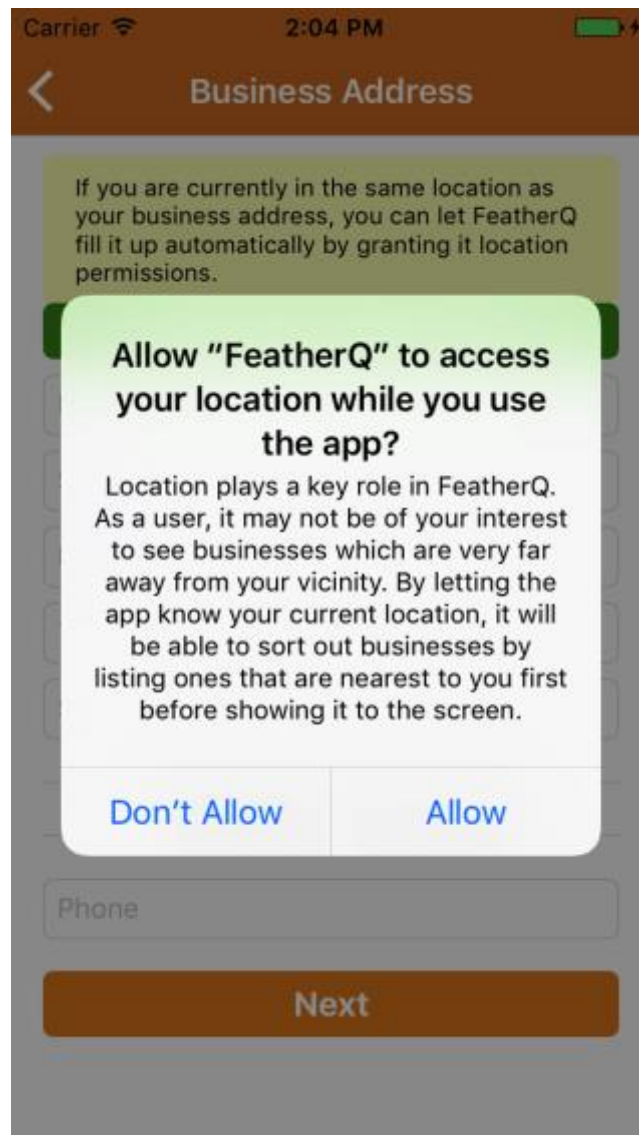
Phone

Next

You will then be asked to click on **ALLOW** to enable the FeatherQ application to identify your location.

### Importance of Location

Allowing the FeatherQ application to access your location will make your business address more accurate. It is also very efficient as it will allow the FeatherQ application to fill out the form for you. Otherwise, you will have to manually enter your business address.



Here is an example of FeatherQ autofilling the **Business Address** form. Just add your phone number on the text field before clicking **Next**.

Carrier 1:36 PM

< Business Address

If you are currently in the same location as your business address, you can let FeatherQ fill it up automatically by granting it location permissions.

Location enabled. Autofilling address..

Building/Office

Hernan Cortes

Banilad Mandaue

Mandaue


Cebu

Peru  
Philippines  
Poland



Phone


Next

5. **BUSINESS OPERATIONS.** The business operations page will ask you to indicate the **Time Open** and **Time Close** to inform your clients of your business schedule. On the text field below the Time Close, indicate the **First Number** and the possible **Last Number** you will issue for a particular operation. Click on **SUBMIT** to proceed.

Carrier 

1:37 PM

 Business Operations

Time Open

759

800AM

901PM

Time Close

859AM

900PM

1001

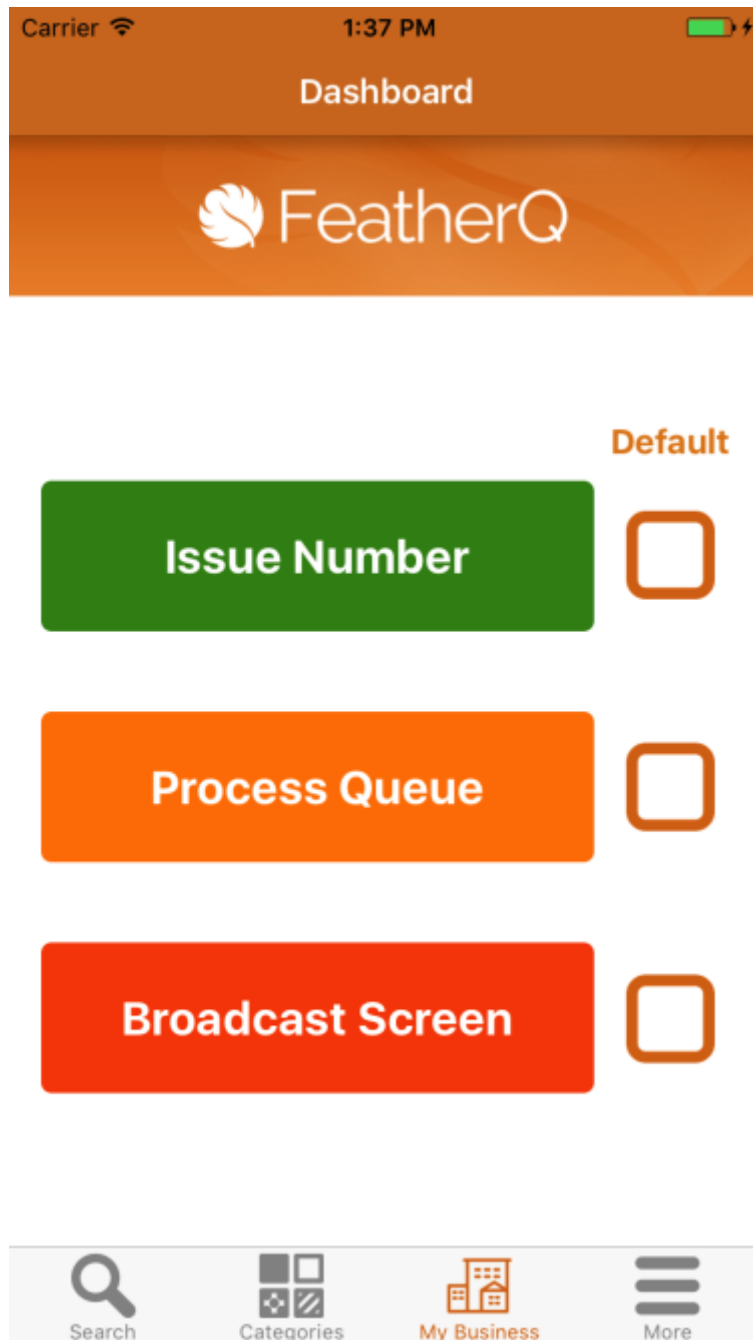
First Number

Last Number

Enter the number your line usually starts at and the last number possible. You can change these later in the business settings.

SUBMIT

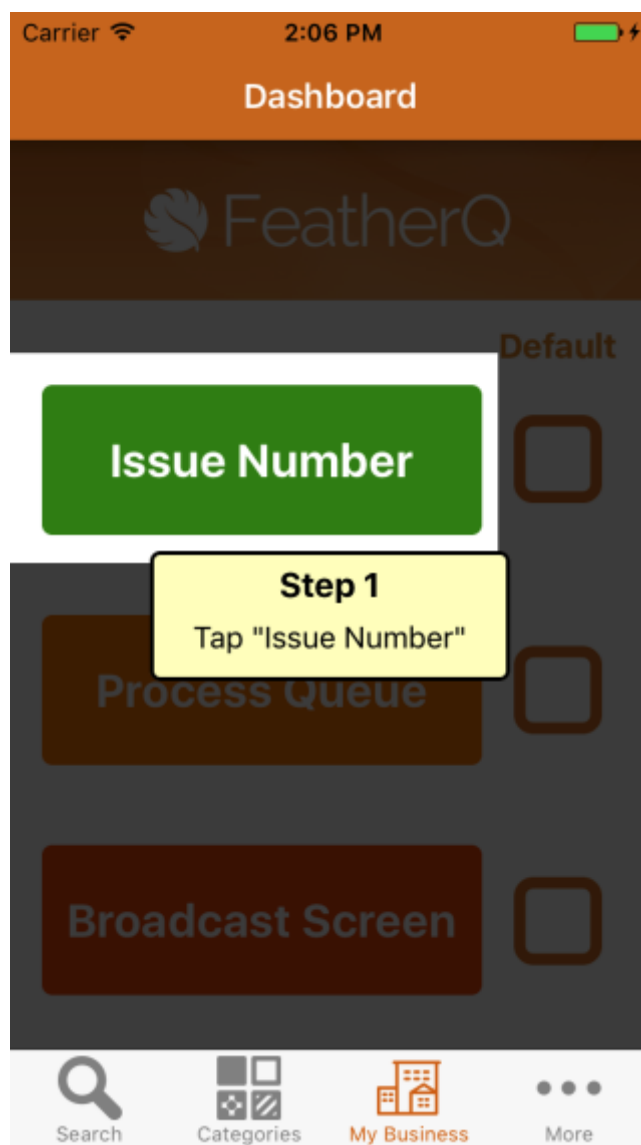
6. **DASHBOARD.** On the dashboard page, you will be given three default pages to choose from. You can have **the Issue Number, Process Queue, or Broadcast Screen** as your default page by clicking on the checkbox beside the page name. The chosen default will be the page you will see the next time you open the FeatherQ application.



## 7. ISSUE NUMBER STEPS

Start issuing numbers when a client/ customer/patient arrives for a transaction may it be in clinics, restaurants, or hospitals where a queueing platform is needed.

**STEP 1:** Go to the Issue Number page by tapping on Issue Number.

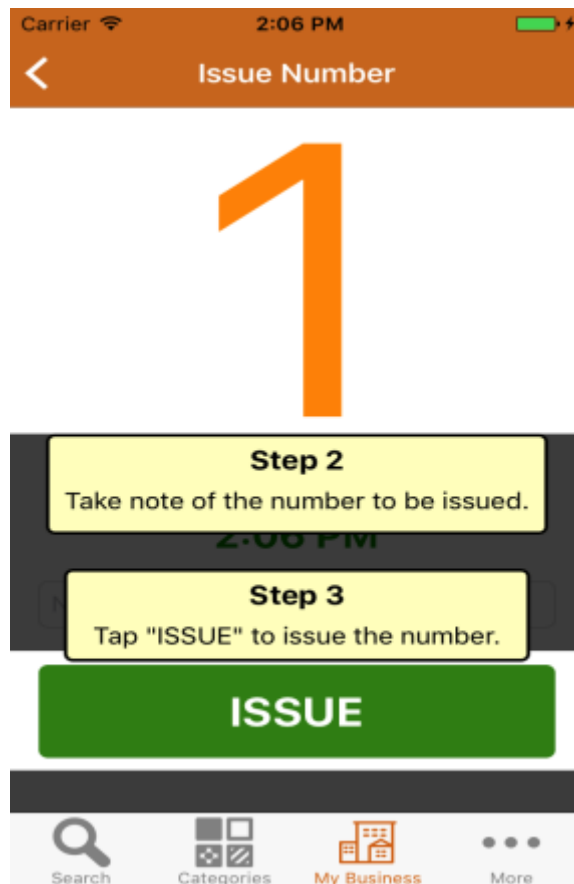


**Step 2:** The number you see on the upper half of the screen is the number to be issued.

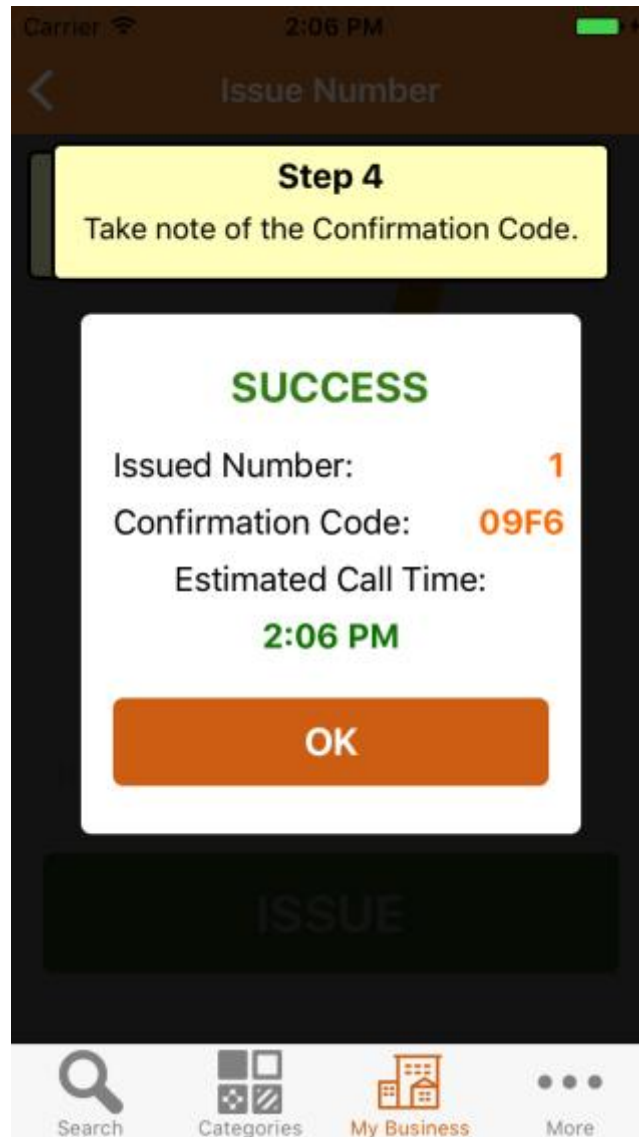
**Step 3:** Tap **ISSUE** to issue the number you see on the screen. You may add notes on the Notes field before tapping **ISSUE**.

### When to add notes?

1. In restaurants, a staff can add the number of customers waiting to reserve a table. (e.g 6 persons)
2. In clinics with two or more doctors, secretaries can add the doctor's name on the Notes field to easily identify the patients waiting for a certain doctor. (e.g Dr. Cruz)

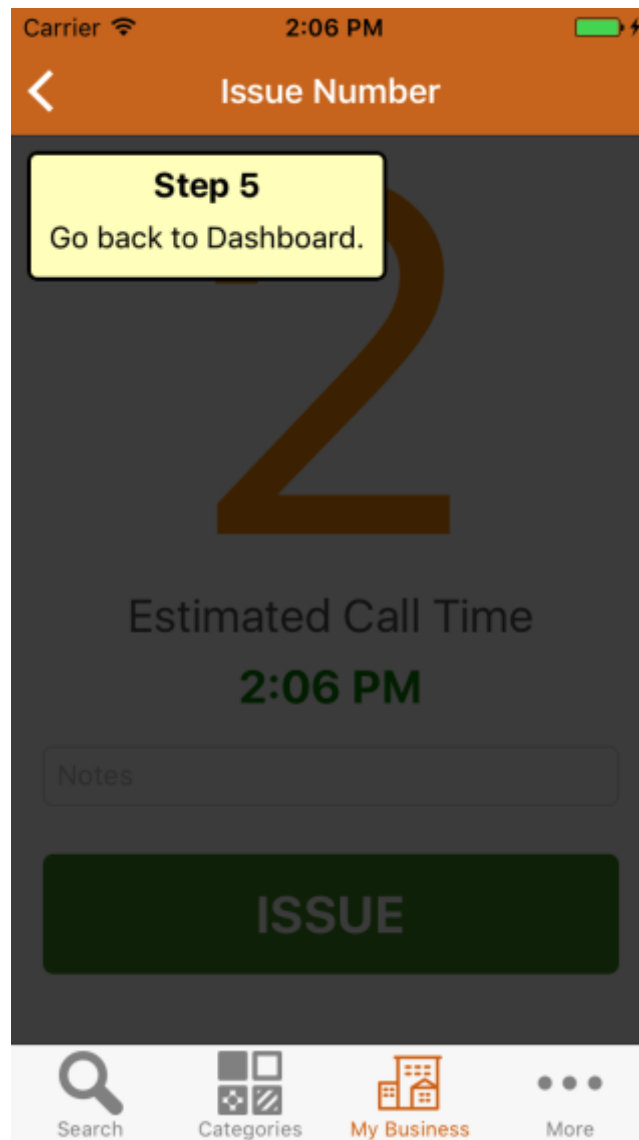


**Step 4:** Take note of the confirmation. Click **OK**.





**Step 5:** Go back to the **Dashboard** page by tapping the arrow on the upper left corner of the screen.



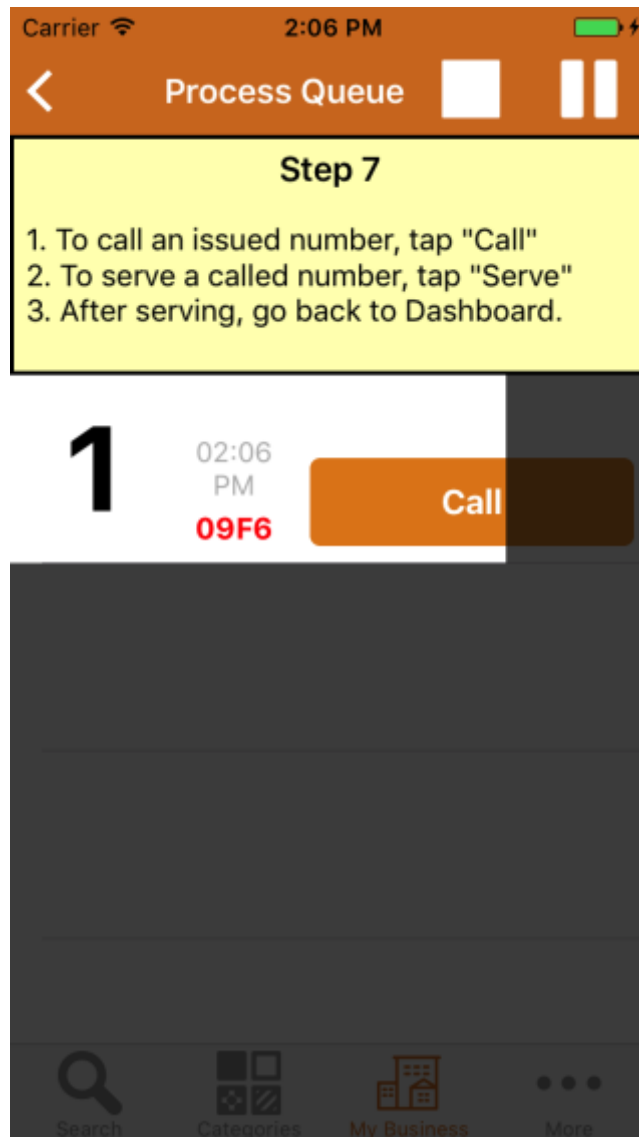
## 8. PROCESS QUEUE

On the Process Queue page, you will see a complete list of issued numbers.

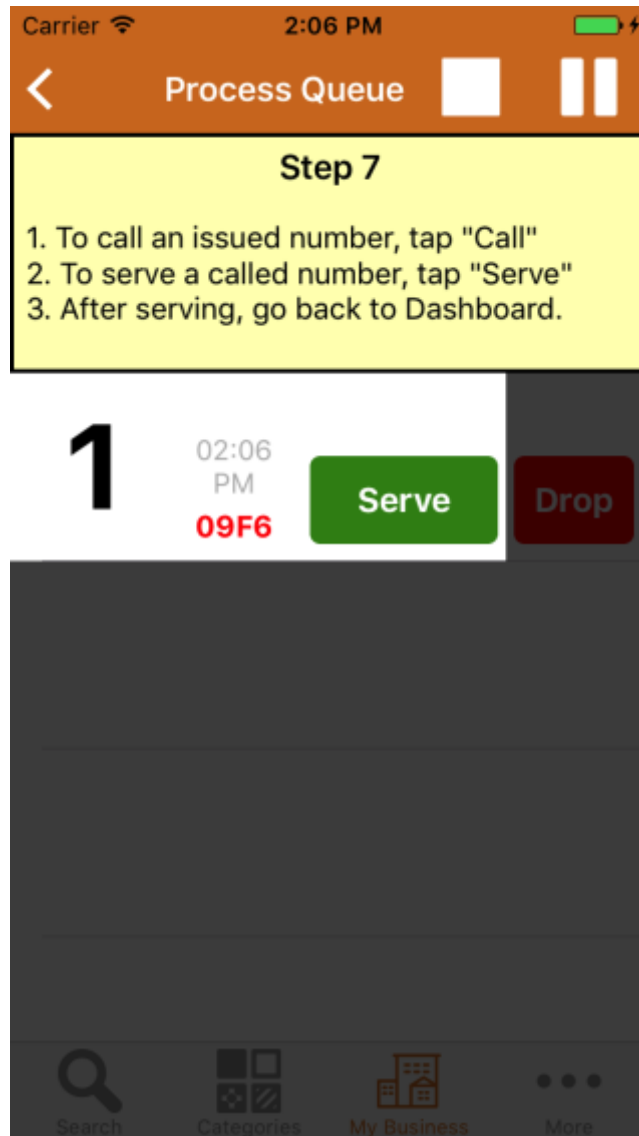
**Step 6:** Tap **Process Queue** to start calling and serving numbers.



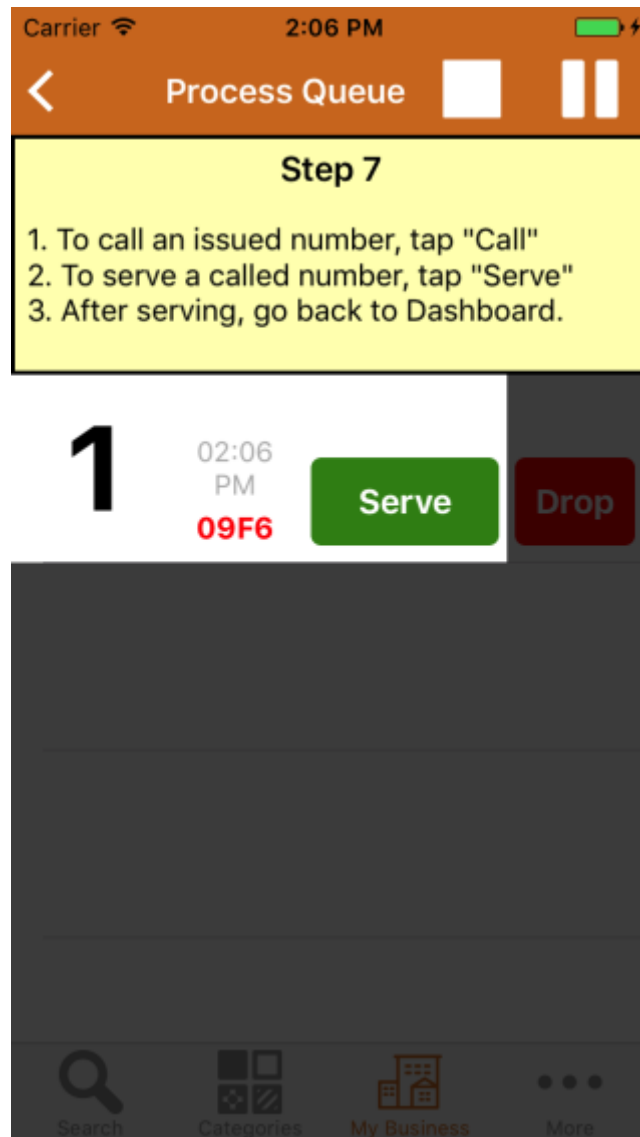
**Step 7.1:** Tap **Call** to start calling issued numbers. For this example, number 1 was being issued. In this step, you can click on **Call** to display number 1 into the broadcast screen. This is to inform the client holding number 1 to go to the server (e.g Cashier 1) for the transaction.



**Step 7.2:** Once the transaction is completed, click on **Serve** to remove the number from the **Process Queue** page as well as from the broadcast screen. If a number being called does not show up, you can click on the **Drop** button to remove the number from the **Process Queue** page. If you want to indicate that a number has been **served** and you want to automatically **call the next** number, **swipe right**.



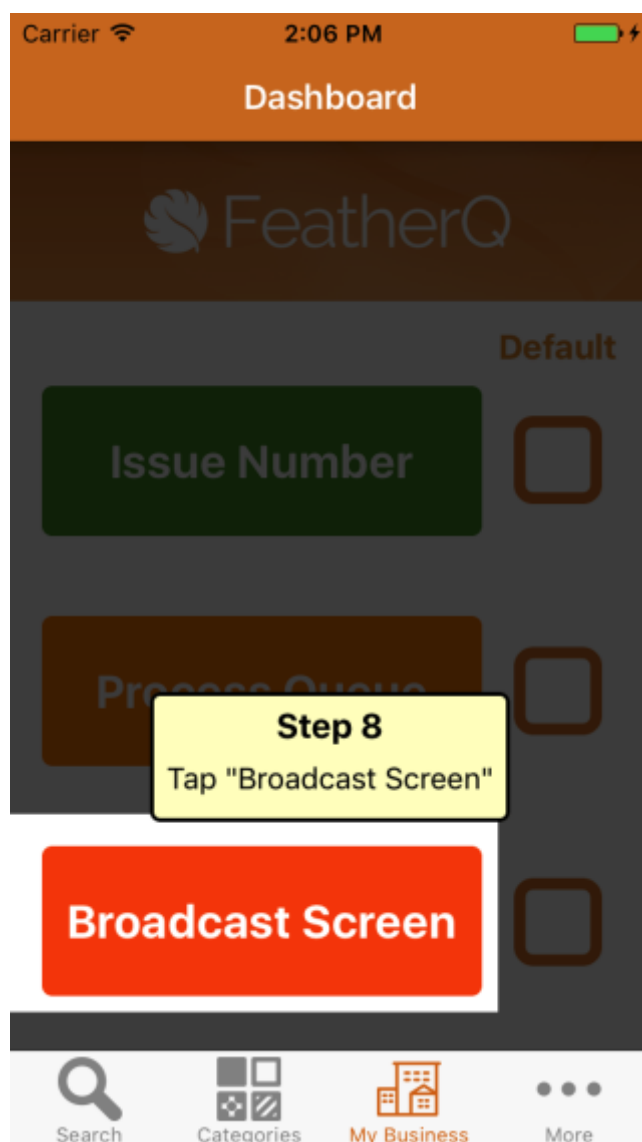
**Step 7.3:** After serving, go back to the **Dashboard** page by tapping on the arrow on the upper left corner of the screen.



## 9. BROADCAST SCREEN

The broadcast screen contains the following information:

- Business name
- Business Address
- Time Open
- Time Close
- Called Numbers
- Estimated Waiting Time
- Number of people in line



**SETTINGS**

FeatherQ provides a computation for the waiting time. You can change the weight of some of the categories listed. Your clients can also actually see how the estimated waiting time is being computed.