

QMATIC

Manual

Service Scheduler

275.01B

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1. What's new

Version	Chapter	Change
01.A	• General	• Create manual for Service Scheduler
01.B	• Using Service Scheduler	• Add setting to use Max number of tickets in Concierge • Add information about multi-language widget configuration. • Add information about touchscreen schedule.

2. Introduction

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2.1 Introduction

With Service Scheduler, you can schedule the availability of services and buttons on kiosks and in Mobile Ticket. You can also add a keyboard to a touch surface where customers can enter their phone number.

The main features are:

- Schedule services and define when they are available on kiosks and in Mobile Ticket
- Schedule buttons on touch screen kiosks
- Set up max number of tickets per service
- Offer customers to enter their phone number to get visit updates by texts

The possibility to book appointments for a service is not affected by the schedules in Service Scheduler.

2.2 System requirements

To control the opening hours of services in Mobile Ticket, the following versions are required:

- Mobile Ticket version 1.11.0
- Orchestra 7 update 10 (4.0.0.697)
- Buttonschedule.utt version 7.0.3.12

2.3 Access rights

Users of Service Scheduler application need to be assigned to a role with the following access modules:

- Schedule Services
- Connector Entrypoint
- Connector Servicepoint

3. Install Service Scheduler

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3.1 Software components

To install and use Service Scheduler, you need the following software artifacts. They can be found in Xtend.

App:

- **Service Scheduler (buttonschedule.war):** This is where you set up schedules and make other related settings.

Unit types templates:

- **Schedule service (buttonschedule.utt):** Needs to be added to the equipment profile, used for handling events.
- **IntroX Schedule (EntryPoint_<IntroX>_Schedule.utt):** Needed if you want a special page to be shown when the printer is out of paper.
- **Intro 5 Schedule (EntryPoint_Intro5_Schedule.utt):** Needed for Intro 5 kiosks to enable service scheduling, and also if you want to print another ticket if services are closed.

Widgets:

- **Service Scheduler and SMS logic (buttonschedulems.wgt):** Needs to be added to surfaces where you have services or buttons that you want to schedule. **Note:** If your system needs to support multiple languages, you must configure one Service Scheduler and SMS widget per language. For more information, see “4.3 Multi-language widget configuration” on page 15.

3.2 Install Service Scheduler application

This section describes how to manually install Service Scheduler. If you install from Xtend, go to step 7.

1. Copy **buttonschedule.war** to the custdeploy folder of Orchestra.
2. Add the content from the file **add_to_commonMessages.txt** to the file **applicationMessages.properties**.
3. Add the file **buttonScheduleMessages.properties** to the Orchestra lang folder. You can also place any additional properties files for other languages here.
4. To make the required changes to the qp_central database, execute **update_central.sql** from the sql folder.
5. Restart Orchestra central.
6. In System Administration, upload the unit type template **buttonschedule.utt** and save.
7. In Business Configuration, add the unit type Schedule Service to the wanted equipment profiles. See “4.16 UTT settings” on page 38 for a full list of settings.
8. Create users and roles with access rights for Service Scheduler See “2.3 Access rights” on page 4.

This will install Service Scheduler application on Orchestra Central. For distributed agents, you need to create an agent profile which contains Service Scheduler and then perform a remote upgrade. For more information about remote upgrade, see the Reference Manual

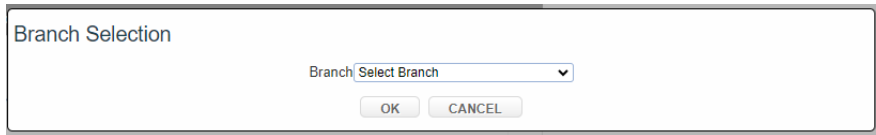
4. Using Service Scheduler

Topics in this chapter

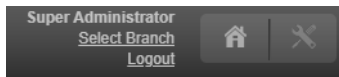
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4.1 Overview Service Scheduler

The configuration in Service Scheduler is mainly done per branch. When you open Service Scheduler, you first need to select a branch.

A dialog box titled "Branch Selection" with a text input field containing "Branch" and a dropdown menu labeled "Select Branch". Below the input field are two buttons: "OK" and "CANCEL".

To change branch while you are working, click **Select branch** in the top right corner.



In Service Scheduler, you have the following menu tabs:

A screenshot of the Service Scheduler interface. At the top is a dark grey menu bar with tabs: "Branch" (highlighted in red), "Touchscreen", "Templates", "Services", "Buttons", "Copy Template", "Link Template", "New Template", and "Global Settings". Below the menu bar is a white box containing the text "Maximum number of tickets" followed by a text input field with the value "-1". To the right of the input field is the text "(if set to -1 than there is no max number of tickets for this branch)".

- **Branch:** Set a max number of tickets for the branch
- **Touchscreen:** Set up schedules per touchscreen
- **Templates:** See and edit templates
- **Services:** Set up schedules per services
- **Buttons:** Set up schedules per button
- **Copy Template:** Copy templates to services
- **Link Template:** Map templates to services
- **New Template:** Create new templates
- **Global Settings:** Schedule open hours for all branches and instantly close services on all branches.

Changes in Service Scheduler are applied within 60 seconds after saving.

4.2 Pages in Surface Editor

To be able to schedule services and buttons and define what happens when they are closed or disabled, you need some pages in your touch surface. Exactly which pages you need depends on the configuration and the desired flow.

ⓘ Make sure to set the **Return to start page** time for the surface to 0 and instead set an individual time for each page.

Some commonly needed pages are the following:

- A start page, usually with either services, service group buttons, or a choice between checking in for an appointment or selecting a service for a drop-in visit.

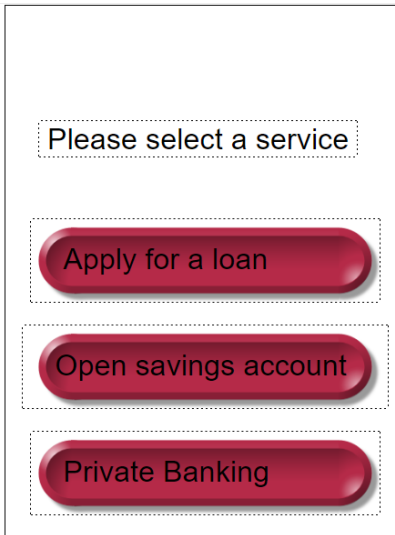
Welcome!

Do you have an appointment or
would you like to do a drop-in visit?

Drop-in visit

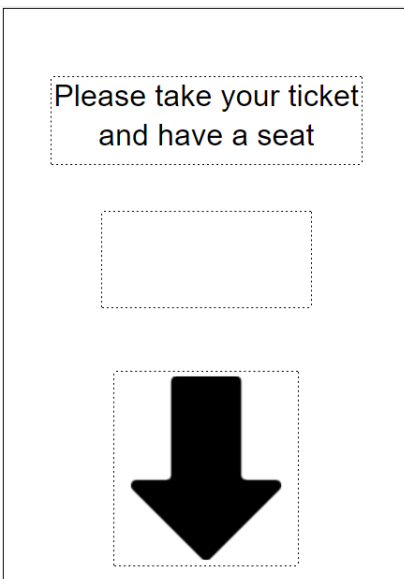
Check in for
appointment

- Page or pages with service selection buttons



A vertical rectangular frame containing four elements from top to bottom: a dashed rectangular box with the text "Please select a service"; a red rounded rectangular button with the text "Apply for a loan"; another red rounded rectangular button with the text "Open savings account"; and a third red rounded rectangular button with the text "Private Banking".

- Page to show when ticket is printed



A vertical rectangular frame containing three elements from top to bottom: a dashed rectangular box with the text "Please take your ticket and have a seat"; an empty dashed rectangular box; and a dashed rectangular box containing a large black downward-pointing arrow.

The empty text box is there to be able to show the ticket number.

- Page with the button schedule SMS widget, either on a page where customers can enter their phone number, or on a page which is never shown (if you don't want to use the phone number input feature)

Would you like to get updates about your queue position on SMS?

Please enter your phone number





Service Scheduler and SMS logic

We will not save your information

OK

Would you like to get updates about your queue position on SMS?

Please enter your phone number



1	2	3
4	5	6
7	8	9
<	0	C

We will not save your information

OK

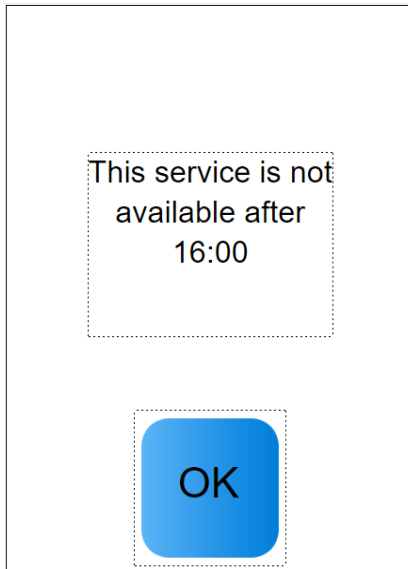
- Yes or no page where you ask customers if they want to add their phone number (optional)

Would you like to get updates about your queue position by text?

Yes

No

- Page or pages to show when services are closed according to schedule (optional)



- Page or pages to show when services are instantly closed due to an unforeseen event (optional)
- Page or pages to show when buttons are disabled (optional)
- Page or pages to show when max number of tickets is reached (optional)
- Pages for appointment check-in. See the Appointment Arrival Widget guide for more information.

4.3 Multi-language widget configuration

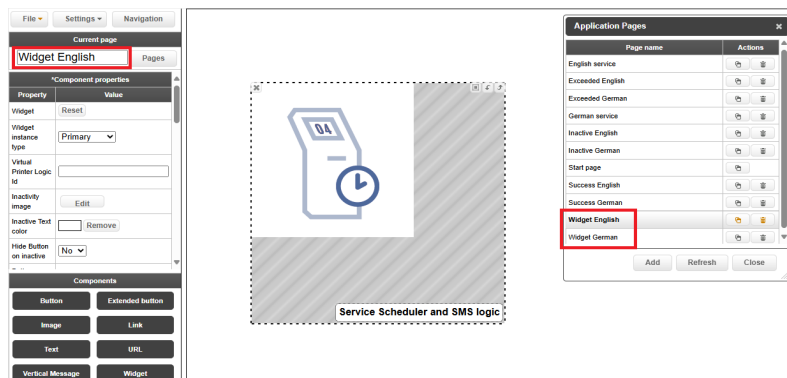
If your system needs to support multiple languages, you must configure one Service Scheduler and SMS widget per language. This ensures proper display and behavior of scheduled services and buttons on touch surfaces with different locales.

Step 1: Add system languages

- Use the General Admin app to add the required languages to your system.

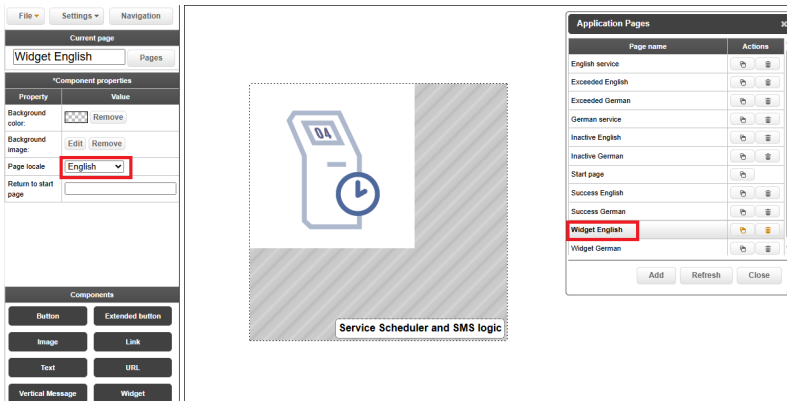
Step 2: Create one page per language

- In the Surface editor: Create one page per language
- Place a **Service Scheduler and SMS Widget** on each page.
 - Do not place other components on the widget pages.
- Recommended naming convention: e.g., Widget English, Widget German, etc.



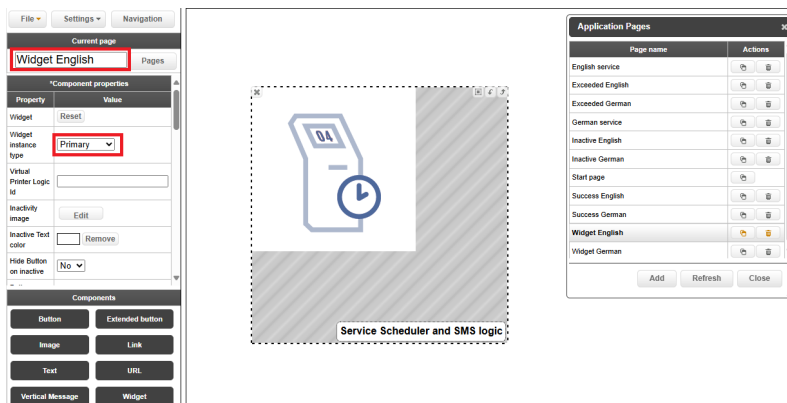
Step 3: Set Page Locale

- In Surface Editor, set the **Page Locale** of each widget page to match its intended language. To display the surface settings, click on the surface area outside the widget.

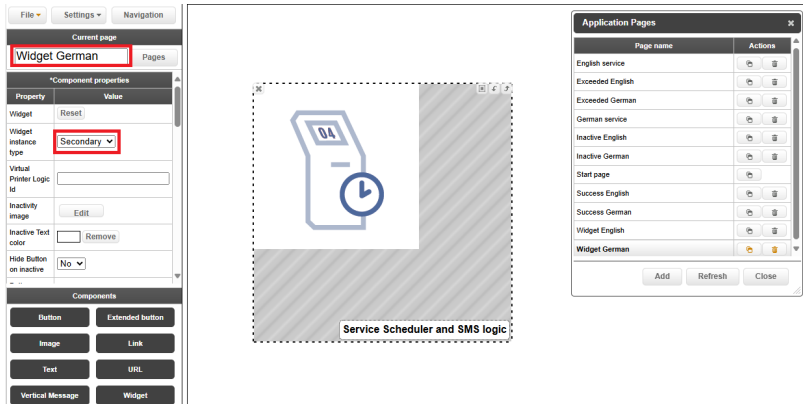


Step 4: Configure widget instance type

- Set one widget as **Primary** – this widget checks buttons and links on pages with the same or no locale.



- Set all other widgets as **Secondary** – these check only buttons and links on pages with the same locale.



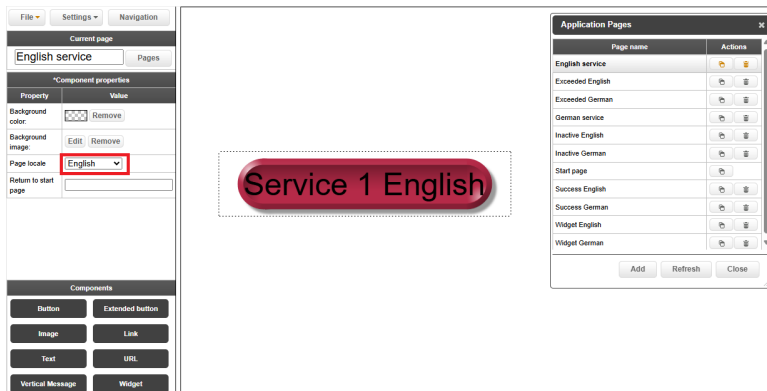
- If using a single widget, set its type to **Standalone** (default).

Step 5: Create all pages, adjusts widget settings by locale, and link navigation

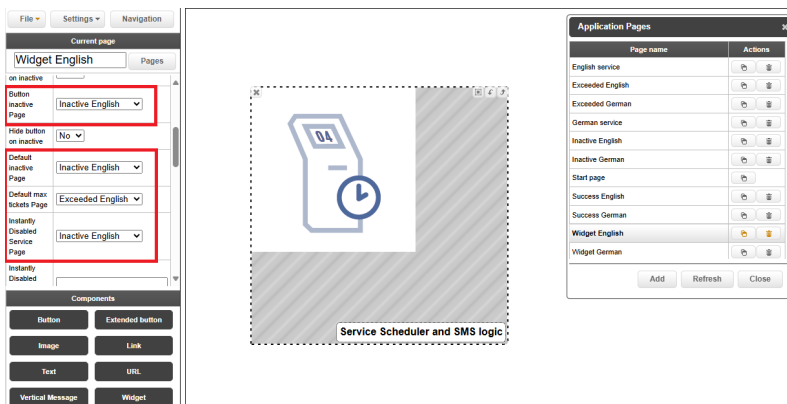
- Create the pages for each language that are to be used by the widgets



- Set each page to use the relevant **Page locale**.



- Make sure that buttons and links on surface pages navigate to the correct locale-specific pages.
- Set all language-dependent links in the widget settings to the correct pages (e.g., "Default inactive page", etc.).



4.4 Suggested setup order

1. In Surface Editor, set up all pages you need if you don't already have them in place. See "4.2 Pages in Surface Editor" on page 11.
2. Add the widget Service Scheduler and SMS logic to surfaces that should use the configuration from Service Scheduler. The widget is displayed as a keyboard, so place it on the phone number input page. If you are not going to use the keyboard, place the widget on a page which is never shown.

ⓘ To be able to add the widget, it needs to be mapped to the surface type. This can be done in System Administration

ⓘ If your system needs to support multiple languages, you must configure one Service Scheduler and SMS widget per language. For more information, see "4.3 Multi-language widget configuration" on page 15.

3. Change the widget settings to your liking. For example, you can define what happens when services and buttons are inactive. You can also change the look of the on-screen keyboard. See "4.15 Widget settings" on page 35 for a full list of widget settings.
4. In Service Scheduler, set up open hours for services and schedule the availability of buttons.
5. Configure Mobile Ticket to use the service open hours set in Service Scheduler. For more information, see the Mobile Ticket Deployment guide.

4.5 Set up open hours for services

In many cases, you want to set up the open hours for specific services as some services may not be available the whole time that the branch is open. Open hours for services can be applied in Mobile Ticket and on kiosks. You can configure up to 4 open periods per day.

4.5.1 Set up regular open hours for services

You can set up regular open hours per week for services.

1. In the **Services** tab, select a service.
2. If services are closed for a whole day, you can disable those services for that day by using the **Enable/disable** checkbox. By default, services are disabled (closed) on Saturdays and Sundays.
3. For each day, select the number of periods and set up open hours using the sliders.

The screenshot shows the 'Services' configuration page for the 'Passport' service. At the top, there are tabs: Branch, Touchscreen, Templates, Services (selected), Buttons, Copy Template, Link Template, New Template, and Global Settings. Below the tabs, a dropdown menu shows 'Service: Passport'. The main content area is divided into two sections: 'Closed dates' and 'Open Schedules'.

The 'Closed dates' section has two sub-sections: 'Annual' and 'One-Time Only'. Each has a 'Branch' field (set to 'No dates set') and a 'Global' field (set to 'No dates set'), with an 'EDIT' button next to each.

The 'Open Schedules' section is a table with the following columns: 'Weekday', 'Enable/disable', 'Open Schedules', and '# of periods'. The rows represent the days of the week from Sunday to Friday. The 'Enable/disable' column contains checkboxes. The 'Open Schedules' column contains sliders showing the open hours for each day. The '# of periods' column contains a dropdown menu set to '1'.

Weekday	Enable/disable	Open Schedules	# of periods
Sunday	☐	07:00 - 22:00	1
Monday	☒	07:00 - 18:30	1
Tuesday	☒	07:00 - 18:30	1
Wednesday	☒	07:00 - 22:00	1
Thursday	☒	07:00 - 18:30	1
Friday	☒	07:00 - 22:00	1

4. Enter a value in minutes in **Close Mobile Ticket X min earlier** if you want to close the possibility to take a ticket in Mobile Ticket a few minutes earlier before the service closes on kiosks (for example if customers use it to take a ticket before they have arrived at the premises).

Maximum number of tickets	-1
Page to show for max tickets	
Close Mobile Ticket X min earlier	10
Instantly deactivate Service on	All enabled

In the example above, the service will close 10 minutes earlier in Mobile Ticket.

5. Save. Changes are applied within 60 seconds.

4.5.2 Set up planned closed days

You can set up planned closed days either for all branches (in Global Settings), for only one service in one branch, or for a template.

1. Go to Service Scheduler > **Services/Templates/Global Settings**.
2. In the Closed dates section, click **Edit**.
3. Select if the closed date or dates occur every year or only one time.

Closed dates for Default Schedule

Select the dates on which this service should be closed from the Calendar below.

Annual: ☒ One-Time Only: ☐

December						
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

APPLY SETTINGS

CLOSE CLEAR DATES

4. Select the closed date or dates. To clear all dates you have selected, click **Clear dates**.
5. Click **Apply settings**.

4.6 Define what happens when service is closed

For kiosk surfaces, you can define what happens when a service is closed. In Mobile Ticket, closed services are outgrayed and not selectable.

4.6.1 Before you begin

If you want to link to a page when the service is closed, make sure a page for that is set up. See “4.2 Pages in Surface Editor” on page 11.

4.6.2 Step 1: Configure the widget

1. In the touch surface in Surface Editor, mark the Service Scheduler and SMS logic widget.
2. In the widget settings, define what will happen on the screen when a service is closed:
 - If you want closed services to be hidden, select **Yes** for the **Hide Service on inactive** setting. If you hide closed services, you don't need to do any other settings, because the service button won't show anyway.
 - If you want the service button to look different, for example to be grayed out, upload a button image for **Inactivity image**. You can also select a text color for inactive services
 - If you want to link to another page, saying something like “This service is currently not available”, select a page for **Default service inactive page**. If you don't want to link to another page, select [None].

Inactivity image	button-qmatic_grey.png Edit
Inactive Text color	Remove
Hide Button on inactive	No ▼
Button inactive Page	button_inactive_default ▼
Hide Service on inactive	No ▼
Default Service inactive Page	service_inactive_default ▼

3. Save the surface and publish the branch or branches when you wish to apply the changes.

4.6.3 Step 2: Change the settings per service

1. Go to **Service Scheduler > Services/Templates**.

-
2. In the service/template settings, enter the page name manually in the **Page to show when service is deactivated by schedule** setting. The name needs to be exact, so it's recommended to copy the name from Surface Editor and paste it here. If you don't want to link to a page specific for the service, leave the field empty.

The screenshot shows a settings form with the following elements:

- A text input field labeled "Page to show when service is deactivated by schedule" is highlighted with a red rectangular box.
- Below it, "SMS/Email Settings" is followed by a checked checkbox and a dropdown menu currently showing "Waiting Customers".
- Below that, "Maximum number of tickets" is followed by a text input field containing "-1".
- At the bottom, "Page to show for max tickets" is followed by an empty text input field.

3. Save the service/template schedule. Changes are applied within 60 seconds.

4.7 Instantly close services

It's possible to instantly close a service if something unexpected has happened. The service will only be closed on the current day and will then automatically follow the schedule the next day.

You can either close services in one branch or on all branches.

4.7.1 Before you begin

Make sure you have set up pages to be displayed on kiosk surfaces. See “4.2 Pages in Surface Editor” on page 11.

4.7.2 Instantly close services the same day

1. In Service Scheduler > Services, select a service.
2. In the **Instantly deactivate Service on** setting, select if the service should be should be closed both in Mobile Ticket and on kiosks, or only on one of them.
3. Check the **Instantly deactivate service only today** checkbox
4. Optionally, enter a custom message that will be shown in the touch surface.

The screenshot shows a configuration form for 'Instantly deactivate Service on'. At the top, there is a dropdown menu set to 'All enabled'. Below this, a section titled 'For today only' contains several settings: 'Instantly deactivate service only today' is checked with a blue checkbox; 'Page to show when instantly deactivated' has an empty text input field; 'Message to show when instantly deactivated' has a text area containing the message 'Due to unplanned system maintenance, we cannot issue passports today.'; and 'Maximum number of tickets for today' has a text input field with '-1'. A note at the bottom right of the form states: '(if set to -1 then there is no max number of tickets. will reset on the next day.)'

ⓘ For the message to be shown, you need to have defined the element where the message should be shown in the widget.

5. Save. The changes are applied within 60 seconds and the service will be closed.

You can also close selected services for all branches. In that case, go to **Global Settings** and follow the on-screen instructions in the **Instantly deactivate service only today for all branches** section. Note that you cannot add a custom message when closing services for all branches.

4.8 Change what happens when service are instantly closed

What happens when a service is instantly closed mainly uses the same settings as when services are closed based on the regular scheduler. However, you can make some specific settings related to instantly closed services

4.8.1 Before you begin

Depending on your settings, you may need to have set up pages to link to when services are instantly closed.

4.8.2 Step 1: Configure the widget

1. In the Service Scheduler and SMS logic widget, you can select a page for the **Instantly Disabled Service Page** setting. If you don't want to link to another page, select [None].

Default max tickets Page	[None]
Instantly Disabled Service Page	Instantly disabled default
Instantly Disabled Message Element	text_14
Background Color	Remove

2. If you want to be able to show a specific message when a service is instantly closed, insert an empty text component. This will be filled with the message written in Service Scheduler. Save the component ID for the next step.
3. In the **Instantly Disabled Message Element** setting, enter the component ID for the empty text component.
4. Save the surface and publish the branch or branches if you wish to apply the changes.

4.8.3 Step 2 (Optional): Change the settings per service

1. Go to **Service Scheduler > Services/Templates**.
2. In the service/template settings, enter the page name manually in the **Page to show when instantly deactivated** setting. The name needs to be exact, so it's recommended to copy the name from Surface Editor and paste it here.

If you don't want to link to a page specific for the service, leave the field empty.

Page to show when service is deactivated by schedule	
SMS/Email Settings	☒ Waiting Customers
Maximum number of tickets	-1
Page to show for max tickets	

3. Save the service/template schedule. Changes are applied within 60 seconds.

4.9 Schedule disabled buttons

There are buttons that are not tied to services that you may want to deactivate during certain time periods, for example if you have a button which links to a group of services. In this case you don't need to disable all services individually, but can instead disable only the button which leads to the group of services.

4.9.1 Step1: Set up schedules for buttons

1. In the **Buttons** tab, select a button, e.g. "button 1".
2. If you want to hide/disable a button for a whole day, use the **Enable/disable** checkboxes per day. By default, buttons are disabled on Saturdays and Sundays.
3. For each day, select the number of periods and set up the available hours using the slider.

Weekday	Enabled/Disable	Open Schedules	# of periods
Sunday	☐	09:00 - 22:00	1
Monday	☒	09:00 - 22:00	1
Tuesday	☒	09:00 - 22:00	1
Wednesday	☒	09:00 - 22:00	1
Thursday	☒	09:00 - 22:00	1
Friday	☒	09:00 - 22:00	1

4. Save. The changes are applied within 60 seconds

4.9.2 Step 2: Link buttons in a surface to a schedule

1. To link a button on a surface to the button schedule, go to **Surface Editor** and open the touch surface.
2. In the surface layout, select the button you want to schedule.
3. In the Text field, type [bsX], followed by the actual button text. For example, to link to the Button 1 schedule, type "[bs1] Passport services".

❗ The tag is not displayed on the actual surface. Only the text after the tag is displayed.



4. Save the surface and publish the branches if you want the changes to apply.

It is also possible to set up a one-time occasion or annually recurring dates when a button should be disabled.

4.10 Change what happens when a button is disabled

What happens when a button is closed is mainly defined in the widget. There is also a possibility to set a page specific for the button in the Service Scheduler application.

4.10.1 Before you begin

Depending on your settings, you may need to have set up pages to link to when buttons are disabled.

4.10.2 Step 1: Configure the widget

1. In the Surface Editor, open the touch surface and go to the page where the Service Scheduler and SMS logic widget is placed and mark it.
2. In the widget settings, define what will happen on the screen when a button is disabled:
 - If you want disabled buttons to be hidden, select **Yes** for the **Hide Button on inactive** setting. If you hide disabled buttons, you don't need to do any other settings, because the button won't show anyway.
 - If you want the button to look different when disabled, for example to be grayed out, upload a button image for **Inactivity image**. You can also select a text color for inactive services. Note that these settings are shared with the closed services settings.
 - If you want to link to another page, saying something like "This button is currently not available", select a page for **Button inactive page**. If you don't want to link to another page, select [None].

Inactivity image	button-qmatic_grey.png Edit
Inactive Text color	Remove
Hide Button on inactive	No ▾
Button inactive Page	button_inactive_default ▾

3. Save the surface and publish the branch or branches when you wish to apply the changes.

4.10.3 Step 2 (Optional): Change the settings per button

1. Go to **Service Scheduler > Buttons** and select a button schedule.
2. In the service/template settings, enter the page name manually in the **Page to show when button is deactivated by schedule** setting. The name needs to be exact, so it's recommended to copy the name from Surface Editor and paste it here. If you don't want to link to a page specific for the button, leave the field empty.

Saturday
☐

07:00

Page to show when service is deactivated by schedule

3. Save the button schedule. Changes are applied within 60 seconds.

4.11 Add option to enter phone number

You may want to ask customers to enter their phone number so that they can get updates about their place in line in their phone. You can either send a link to Mobile Ticket so they can follow their queue position online, or you can send a text when their ticket reaches certain positions. The text message content and at which positions texts are sent is defined in Notification Admin and the Notification unit type.

4.11.1 Before you begin

Make sure there is a page for phone number input where the Service Scheduler and SMS logic widget is placed. The page must contain the following components:

- a component for the phone number input field
Tip: Have one image component which shows the input field border and one text component where the text input is displayed.
- an OK button
- a Skip button

Write down the component ID of the components. To see the component IDs, open the navigation panel.

You may also want to have a Yes/No page where you ask the customer if they want to leave their phone number.

4.11.2 Step 1: Set up the phone number input page

1. In Surface Editor, open the touch surface and go to the page where the Service Scheduler and SMS logic widget is placed.
2. Mark the Service Scheduler and SMS logic widget and change the following widget settings:
 - **Input Id:** Component ID of the text component showing the input value.
 - **Ok button Id:** Component ID of the component which will add the phone number to the visit.
 - **Skip Button Id for keyboard page:** Component ID of the component which will skip entering the phone number.
 - **Skip Button Id for Yes/No page:** Component id of the component which will skip to go the input page (only needed if you have a "Add phone number: Yes/No" page)
 - **Link to page on level exceeded:** Select the page to link to when the SMS setting is triggered (i.e. the phone number input page in most cases).

Ok Button Id	button_5
Skip Button Id for Keyboard page	
Skip Button Id for Yes/No page	button_18
Input Id	text_21
Max Length	10
Min Length	9
Link to page on level exceeded	Enter phone number ▼

3. If you want to customize the look and feel of the keyboard, and also change the max and min length of the input, change the following settings:
 - **Background Color:** Keyboard background color
 - **Font:** Font used for the text on the keyboard keys
 - **Font Color:** Font color for the text on the keyboard keys
 - **Key (0-9) Image:** Image for the keys 0-9
 - **Key (Del, Clear) Image:** Image for the Delete and the Clear keys
 - **Max Length:** Max number of characters the input can be
 - **Min Length:** Min number of characters before the OK button becomes active.
4. Save the surface and publish the branch or branches if you wish to apply the changes.

4.11.3 Step 3: Define when phone number input page is shown

You can set up the phone number input page to be shown when there are x number of waiting customers, or when the waiting time is x minutes. You can also configure the phone number input field to always be shown after the customer selects a service.

1. In Service Scheduler > **Services/Templates**, select a service/template.
2. To enable the SMS feature, check the **SMS/Email Setting** checkbox. This triggers the phone number input page to be shown.
3. Select if the SMS feature should be based either on number of waiting customers, or current waiting time.

4. Enter a value in the **Active Above** field. Set the value to -1 to always trigger the SMS feature (as long as the SMS/Email setting is enabled).



In the example above, the customer will be linked to the enter phone number page when the number of waiting customers for the service exceeds 5.

5. Save. The changes are applied within 60 seconds.

4.12 Limit number of tickets

If you have a small waiting area, and you for example want to prevent for example infections from spreading, you can limit the number of tickets in a branch or per service. The limit refers to the number of tickets created during one day. The limit is enforced in self-service kiosks, and optional to show as a warning in Concierge.

- To limit the number of tickets per branch, go to Service Scheduler > **Branch** and set a maximum number of tickets.
- To limit the number of tickets per service or template, go to Service Scheduler > Services/Templates and enter a value in the **Maximum number of tickets** field. To show a warning in Concierge when limit is reached, enable **Use Max Tickets in Concierge**.

When done, save. Changes are applied within 60 seconds.

To remove the limit for max number of tickets, set the value to -1 (default).

By default, the max number of tickets includes the appointment visits. You can change this in the Service Scheduler unit type.

4.12.1 Define max tickets page

In the Surface Editor, in the settings for the Service Scheduler and SMS logic widget, select a **default max tickets Page**. You can also define a **Page to show for max tickets** per service in Schedule Service unit type.

4.13 Create and manage templates

Templates make it easier to handle the scheduling of services in large organizations with many services. You can create schedule templates and link them to services.

4.13.1 Create a template and link it to services

If you link a schedule template to a service, the service's open hours are affected if you change the template.

1. In Service Scheduler, go to **New Template**.
2. Give the template a name which makes it easy to identify.
3. Set up open hours and changes the other settings to your liking.
4. Save the template.
5. To link the schedule template to a service, go to **Link Template**.
6. Select the template and click on the services you want to link to the template so that they are shown in the list of selected services.
7. Click **Link template to service(s)**.

4.13.2 Copy template

If you don't want the settings and open hours for a service to be affected when you make changes to the template, you can still save some time by copying a template to a service.

1. Go to **Copy Template**.
2. Select the template and click on the services you want to copy the template to so that they are shown in the list of selected services.
3. Click **Copy template to service(s)**.

4.13.3 Edit templates

1. In Service Scheduler, go to **Templates** and select a template.
2. Change the open hours or some other settings to your liking.
3. Save. Changes will be applied to all services that are linked to the template within 60 seconds after saving.

4.13.4 Remove template

To remove a template, go to Service Scheduler > **Templates** and select a template. Scroll down and click **Remove template**. It cannot be restored.

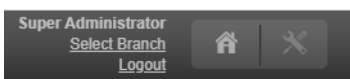
4.14 Back up settings

The settings for each service are stored in a branch variable and global variable. Branch variables are saved in the qp_agent database. The qp_agent database is wiped when the agent is updated/upgraded or when new agent profile is received. When the schedule widget connects it will check for the branch variable first. If not available it will copy the backup from Central.

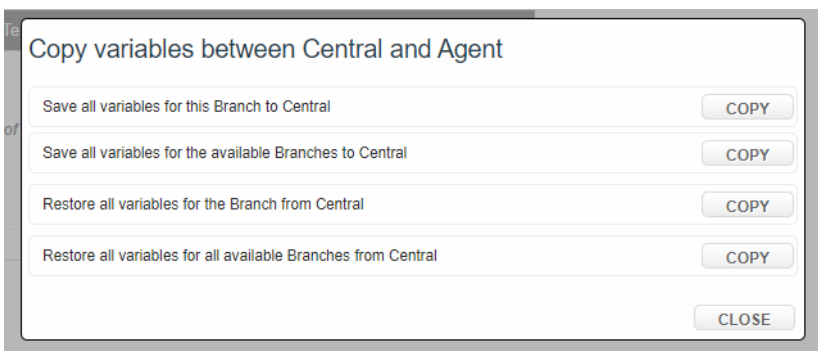
Before upgrading an agent, it's recommended to save branch variables to Central. You can do this from the Service Scheduler application.

4.14.1 Back up branch variables to Central

1. In Service Scheduler, click Settings in the top right corner.



2. Copy the variables for either one branch or all branches to Central.



3. Close the modal.

4.15 Widget settings

Table 1: Settings in Service Scheduler and SMS logic widget

Setting	Description
Virtual Printer Logic Id	Value for the Virtual Printer Logic Id, only to be filled in when using the Multi Department feature
Widget instance type	Defines if there are multiple instances of the widget placed on the surface or if its standalone. • Standalone = widget is only placed once. • Primary = A primary widget must be defined when multiple instances of the widget are placed. • Secondary = A secondary widget must be defined when multiple instances are placed and a primary widget has been defined
Inactivity image	Image to be shown when the button or service is disabled
Inactive Text color	Font color when the button or service is inactive
Hide Button on inactive	Determine if a service should be hidden when disabled
Button inactive Page	Page to switch to when a button is disabled
Hide Service on inactive	Determine if a service should be hidden when disabled
Default Service inactive Page	Page to switch to when a service is disabled
Default max tickets Page	Page to switch to when the max tickets for a service has been reached
Instantly Disabled Service Page	Page to switch to when the service is temporary (current day) disabled

Table 1: Settings in Service Scheduler and SMS logic widget

Setting	Description
Instantly Disabled Message Element	Id of the element which will show the message for temporary disabled
Background Color	Background color for the widget (must be set on a TP/Intro8)
Font	Font used for the text on the keyboard keys
Font Color	Font color for the text on the keyboard keys
Key (0-9) Image	Optional Image to be used for the keys 0 - 9
Key (Del, Clear) Image	Optional Image to be used for the Del and Clear key
Ok Button Id	Component id of the component which will add the phone number
Skip Button Id for Keyboard page	Component id of the component which will skip the enter of data on the input page
Skip Button Id for Yes/No page	Component id of the component which will skip to go the input page
Input id	Component id of the text component showing the input value
Max length	Max length the input can be
Min Length	Min length of the input before the ok button becomes active
Link to page on level exceeded	Page to switch to when the level for waiting or waiting time is exceeded
Visit Field	Visit field used to store the phone number
appCache Fields	Comma separated list of fields which should be taken from the appCache and added to the visit
Country Code	Default country code for phone number
Ticket No Id (Comma separated)	Comma separated list of element id's which should be filled with the ticket number ones the visit is created

Table 1: Settings in Service Scheduler and SMS logic widget

Setting	Description
Waiting area Id (Comma separated)	Comma separated list of element id's which should be filled with the Waiting area name from the Zoneadmin ones the visit is created
Out of Paper Page	Page to be shown when the printer is out of paper, requires the IntroX_Schedule unit types

4.16 UTT settings

The followings settings exist for the unit type Schedule Service.

Table 2: Settings in Schedule Service unit type

Setting	Description
Equipment Profile Level	
Include appointments in max tickets.	If disabled, appointments are not counted for the max number of tickets. Default enabled.
Branch level	
Log data from UTT (debug)	If enabled, data is logged from the UTT. Use with care since it will make the log file grow.
Log data	If enabled, data is logged from the widget. Use with care since it will make the log file grow.
Use Max Mobile Tickets	Use Mobile issued as Max value for Schedule Mobile Tickets. To use this, unit id for VisitApp must be VisitApp.

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