

OneQ Qweb QMS SYSTEM INSTRUCTIONAL GUIDE

A Comprehensive Guide to the OneQ Qweb Queue Management System

SYSTEM OVERVIEW

The Qweb is a versatile and reliable queue management system (QMS) designed to improve and facilitate customer service in various institutions, establishments which provide customer oriented services. The system is flexible in configuration and supports wide variety of AKIS hardware components.

The QMS can be used in banks, insurance companies, health care establishments, government institutions and other type of business or establishment. Web-based components eliminate the need to install additional software for the managers, administrators, operators and other users. Whole management of the system is performed through a dedicated Website.

Architecture of the Qweb system supports easy centralization of multiple locations. The queue processing algorithms developed give greater cost efficiency and ease business management.

FIRST LOGIN AND GENERAL SETTINGS

1. First login
Within the EC2 machine open a browser Chrome or Edge.
2. Type in the address bar localhost or 127.0.0.1 , you will see the login screen.
3. Enter default user name: qmsadmin and default password: qmsadmin.
4. Go to configuration then go to Settings.
5. Change the server address field to Server IP.
6. Type in configuration website address <http://ServerIP/> - change ServerIP to real IP of the server.
7. Type in External configuration website address <http://ServerIP/> - change ServerIP to real IP of the server.
8. Click Apply
9. Open Port 80 externally to access the QMS system from other clients machines.
10. Now you are able to access the system from other machines by opening Chrome/Edge/Firefox browsers and typing <http://ServerIP/> - replace ServerIP to real IP of the machine.

CREATE A SECURITY GROUP

Security groups are called "Permission Groups" in the QMS system and manage permissions granted to QMS users. To create a permission group:

1. Navigate to USERS > PERMISSION GROUPS in the Configuration Site

- Click the "New" button to create a new permission group
2. Enter a Name for the permission group
 3. Set Web Access - grant users permission to connect to the Configuration Site
 4. Set Operator - grant users permission to connect to QMS through workplace terminals
 5. Set Personally Identifiable Information (PII) - grant access to client data (emails, phone numbers, etc.)
 6. Configure resource permissions by selecting None, View, or View & Edit for each resource including:
 - Settings
 - Statistics
 - Action logs
 - Queues
 - Operations
 - Users
 - Places
 - Printers
 - And many other system resources
 7. Click Save to create the permission group

CREATE A USER

To create a new QMS user:

1. Navigate to USERS > USERS in the Configuration Site
2. Click the "New" button
3. Enter mandatory information:
 - Username (Name): Used to login to Configuration Site
 - Password/Repeat Password: Used to login to Configuration Site
 - Name/Surname: Actual name of the user
 - Level: User permission level (higher numbers cannot modify lower levels)
 - Group: Select permission group
4. Click Save

CREATING A WORKPLACE (PLACE)

Workplaces are service counters where operators work:

1. Navigate to USERS > PLACES in the Configuration Site
2. Click the "New" button
3. Enter mandatory information:
 - Place name: Workplace identifier

- Show nr.: Unique number displayed on show calls
 - IP/Device name: IP address or device name of terminal
4. Click Save

CONCLUSION

This instructional guide covers the essential functions of the Qweb QMS system. For more detailed information on additional features, refer to the complete QMS manual.