



We ask you to process this form digitally for environmental reasons.

Welcome to cleverQ

We are happy to welcome you to cleverQ and would like to get started with you right away.

In order for us to set up the cleverQ service for your location in the best possible way, we ask you to fill out the following pages and send us the document by mail.

If you don't have all the information to fill out this form in full, send us the form anyway, we will be happy to fill in the missing details in a personal meeting.

For optimal functionality of this form, we recommend that you use the free Adobe version of Acrobat Reader for editing.
Your team cleverQ.

IMPORTANT NOTICE:

The form provides helpful information for filling in the individual fields. Hover the mouse pointer over a field and the tooltips will be displayed automatically. If you still need help, just give us a call: 786-709-9550

General information about your location

Location Name	
Street & house number	
ZIP CODE	
City	
Phone number	
Fax number	
E-Mail adress	
Homepage of your Company	
Imprint of your Companies Website	
Privacy policy of your company	

Continue to services

Service

Service name			
Processing time:			
Appointment booking and or ticket issuing active for customers?			
Period for automatic appointment provision:			
Active for internal use only?			
Headline to the service:			
Descriptions in the service tooltips:			

Standard appointment template times

Example	08:00–10:30	2	10:30–12:30	4	14:00–06:30	1				
MO										
TUE										
WED										
THUR										
FRI										
SAT										
SUN										

Annex for this service	
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CREATE ANOTHER SERVICE ([click here](#))

Request

Request Name	
Processing time per request	
Subsequent processing time per request	
Booking possibility per request/maximum possible processes	
Enable online appointment booking for customers?	
Request for internal use only?	
Request title	
Request info text	
Description in the request tooltips	
Assignment to services	

Attachment for this request	
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[CREATE ANOTHER REQUEST](#) (klick here)

Workstation

Workstation name		
Display name on monitor		
Name in statistics		
Allocation to the services		
Permissions for this workstation	Ticket call	
	Ticket creation	
	Forward ticket	
	Receive forwarding possible	
	Allow intermediate calls	
	End ticket	
	Park ticket	
	Button for "Not appeared after call"	
	Book & cancel appointments	
	Generate invitation to an appointment	
	Allocation of appointments possible	
Display of workstation	Display of ticket list / show next ticket	
	Possibility of mini view	
	View calendar with already booked appointments	
	View waiting times (green/yellow/red)	
	Number of waiting tickets	
	Utilization display	
	Show only own parked tickets	
	Ticket creation in service selection	

[CREATE ANOTHER WORKSTATION](#) (click here)

User

Username	
E-Mail adress of user	
User roles	
Workstation allocation	
Shall receive appointment confirmation emails	
Alias for statistics	
In case of multiple sites: Which ones is this user allowed to view?	
Is the user allowed to view all appointments of all locations?	

User

Username	
E-Mail adress of user	
User roles	
Workstation allocation	
Shall receive appointment confirmation emails	
Alias for statistics	
In case of multiple sites: Which ones is this user allowed to view?	
Is the user allowed to view all appointments of all locations?	

[CREATE ADDITIONAL USER \(click here\)](#)

Appointments

Should an appointment template be set as default?		
Please specify whether the appointment slot procedure ^ should apply across all services.		
Would you like to send your customers an appointment reminder?	Days	
	Hours	
	Minutes	
When do you want an appointment to join the current schedule? Please specify the desired number of hours before the scheduled appointment.		
Should an appointment booked online be confirmed on site? For example, by scanning the QR code via the service terminal available on site?		
If you are also working with the ticket system, should the appointments be scheduled automatically? If "yes", how many minutes before the start of the appointment should the queuing take place? If "no" then leave this field empty		
How long after the appointment should the customer have the possibility to integrate another appointment on site into the current operation?	Days	
	Hours	
	Minutes	
Should the employee be able to send appointment invitations? It is important to note that appointment invitations must be confirmed by the customers.		
How long should an appointment invitation be active? Specification option in days, up to four weeks.		
Should a customer confirm an appointment booked by him/herself again by e-mail within a certain time? Specify from one hour to 24 hours		

Please exclude the following exception days from the appointment booking:

Please include the following public holidays in your appointment booking:

Appointment functions

Should customers be able to book multiple appointments with the same email address? Please indicate yes/no.	
Should customers be able to book multiple appointments on the SAME DAY using the same email address? Please indicate yes/no.	
Should customers have the option to cancel booked appointments and to change them in the confirmation email? Please indicate yes/no.	

cleverQ App

Should this location be integrated into the free cleverQ app?	
With our cleverQ app the customer can draw a digital waiting ticket or book an appointment via the app in a specific radius around your location.	

Storage of past appointments

How long should the specified customer data be stored? You have the option to choose this freely. The data will be stored for at least 48 hours and can be stored for a maximum of 180 days. After that, the data will be deleted in full. Please specify how long the data should be stored. Note: In terms of data protection, the responsibility lies on your side. We will only implement your storage request in the system settings. Important: The storage period can be adjusted at any time at your request.	
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reCaptcha V2 from Google

Should the security procedure "reCaptcha v2 by Google" be activated? This will give you the opportunity to better protect yourself from "mass appointment bookings".	
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Logos & Images & Attachments

Please send us in an e-mail a logo of your company and if desired, a background image for your individual web appointment service. Please send the files only as JPEG or EPS.
If you wish to send attachments with the confirmation email, please provide them to us as a PDF.
If you would like to add an individual text to your e-mail, please let us know here.

Opening hours

Monday	
Tuesday	
Wednesday	
Thursday	
Friday	
Saturday	
Sunday	
Time Commissioning of the monitors and service terminals	
Time idle state of the monitors and service terminals	

Hardware

Ticket printing times/service times for tickets

Monday	
Tuesday	
Wednesday	
Thursday	
Friday	
Saturday	
Sunday	

Info for the IT department

The Internet connection is only built "out"
Port 443 (https) and port 80 (http) must be enabled
Clearance for TeamViewer and/or AnyDesk is desired for commissioning
Is the MAC address required?
Specification of the server address (cqm, cqm2, ...)

More general info needed:

Is there a different delivery address?	
Contact IT	
Contact person electrical company	
Desired delivery date of the hardware	
Opening/reopening date	



We ask you to process this form digitally for environmental reasons.

Thank you for choosing cleverQ and taking the time to fill out this form. This will allow us to set up the cleverQ service tailored to your needs. If you still have any questions, please contact us personally and we will be happy to help you.

Your cleverQ team

786 709 9550

info@cleverQ.us