

# Leyline

## Hello,

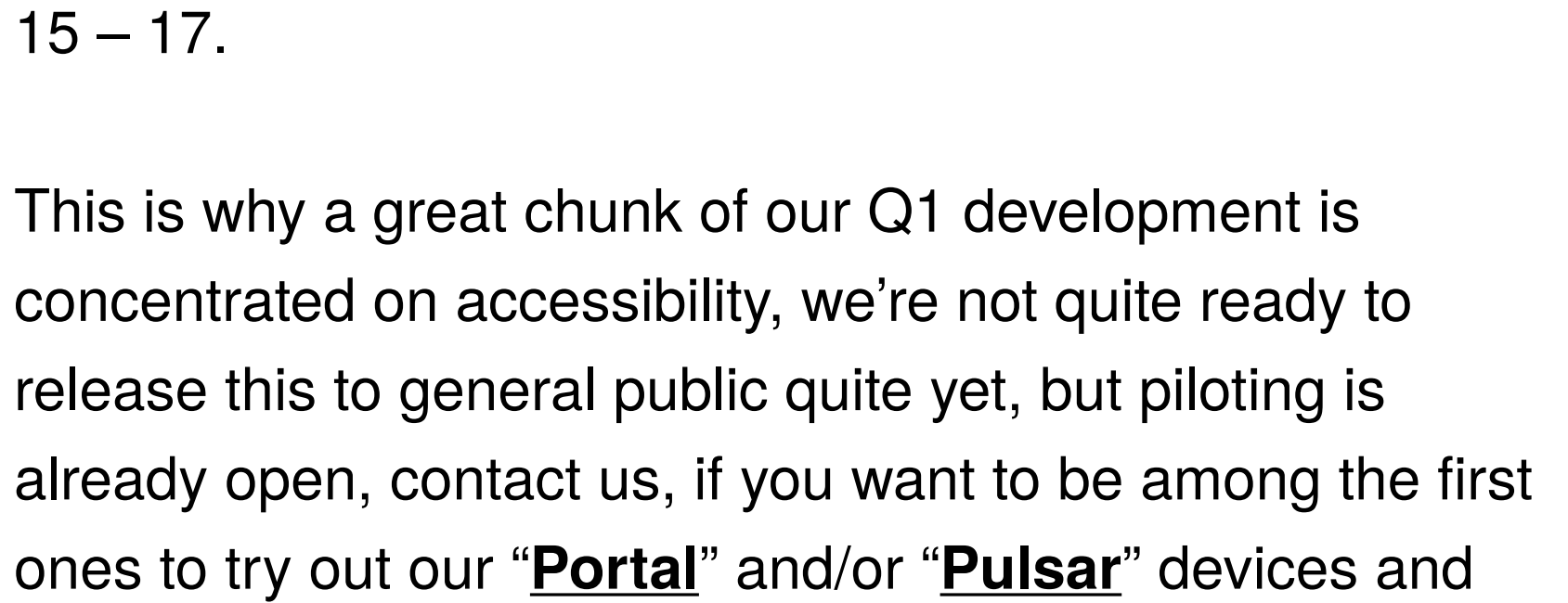
This is our quarterly newsletter for our dear customers, esteemed partners, and all sympathizers.

Read our newsletter and learn more about what was happening in Leyline development and events.

Here's what happened since our last newsletter.

## Highlights:

### Accessibility

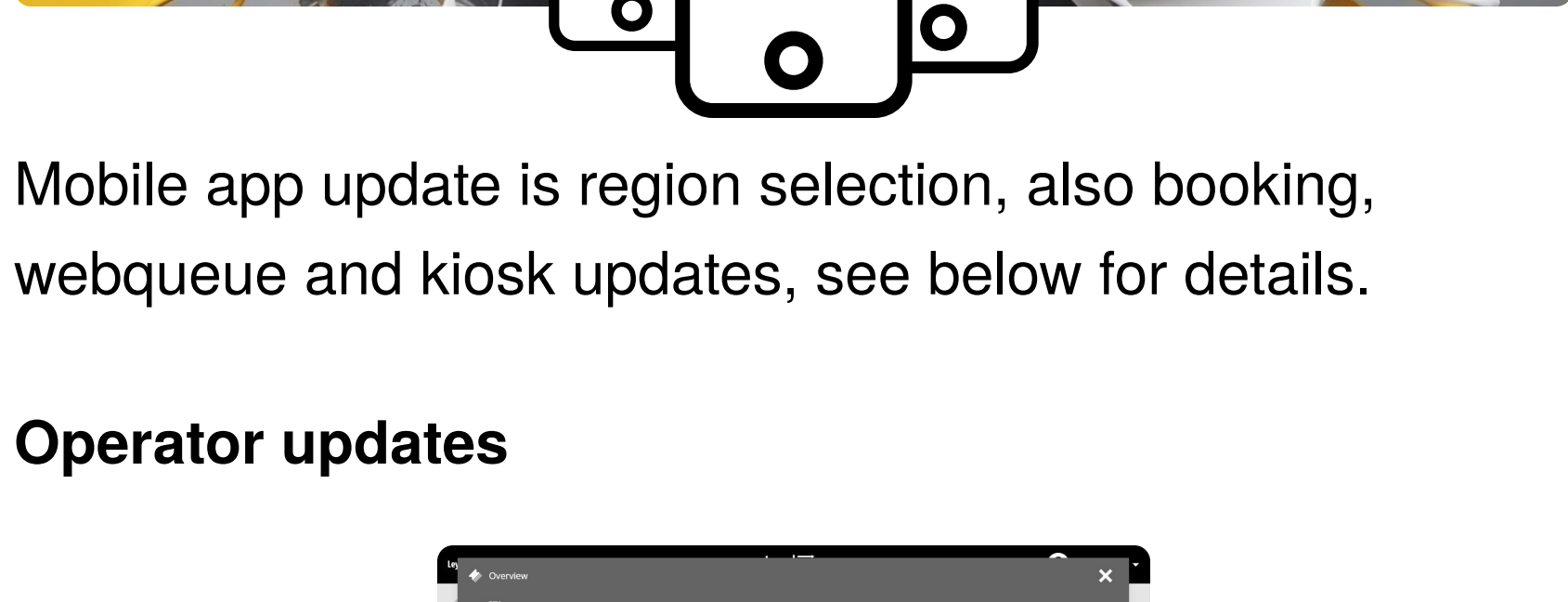


Leyline will be attending an exhibition for blind and visually impaired this year, called "SightCity" in Frankfurt am Main, Germany, come meet us live at our booth L2.01R on May 15 – 17.

This is why a great chunk of our Q1 development is concentrated on accessibility, we're not quite ready to release this to general public quite yet, but piloting is already open, contact us, if you want to be among the first ones to try out our "**Portal**" and/or "**Pulsar**" devices and provide your valuable feedback.

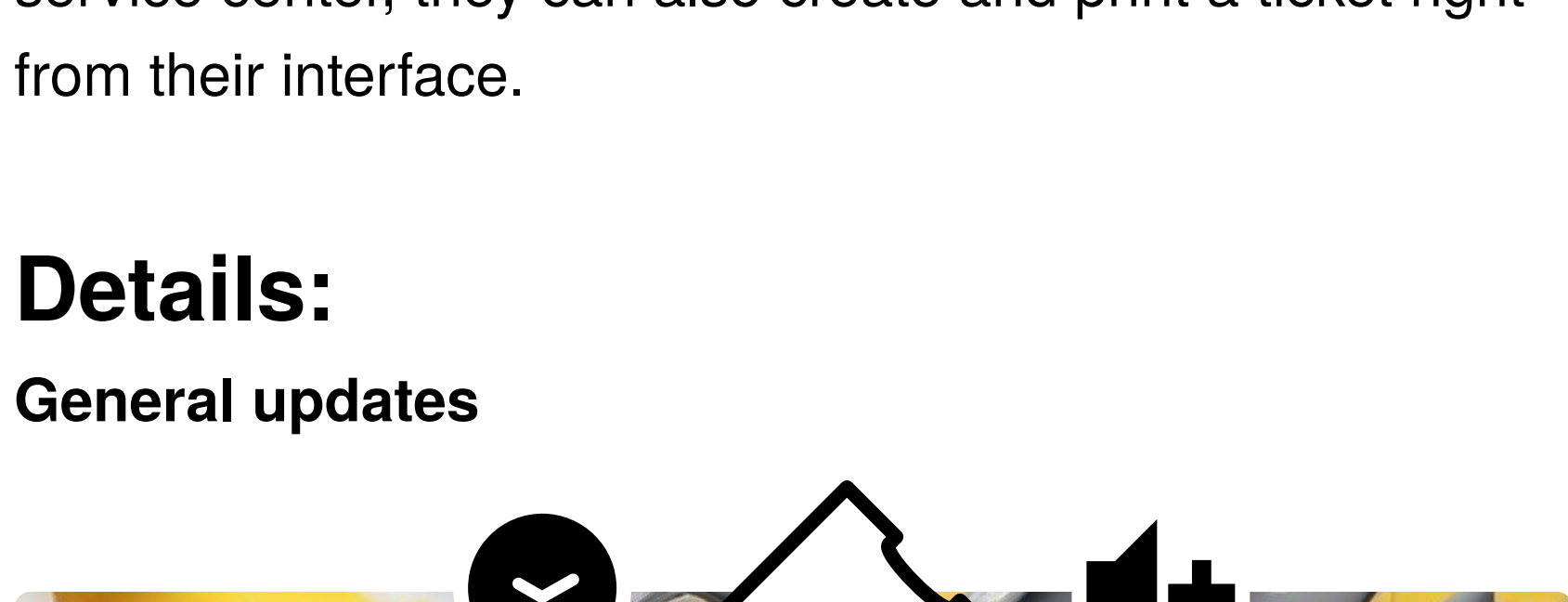
In the meantime, booking page, webqueue, mobile app are all getting accessibility updates already.

### Hardware



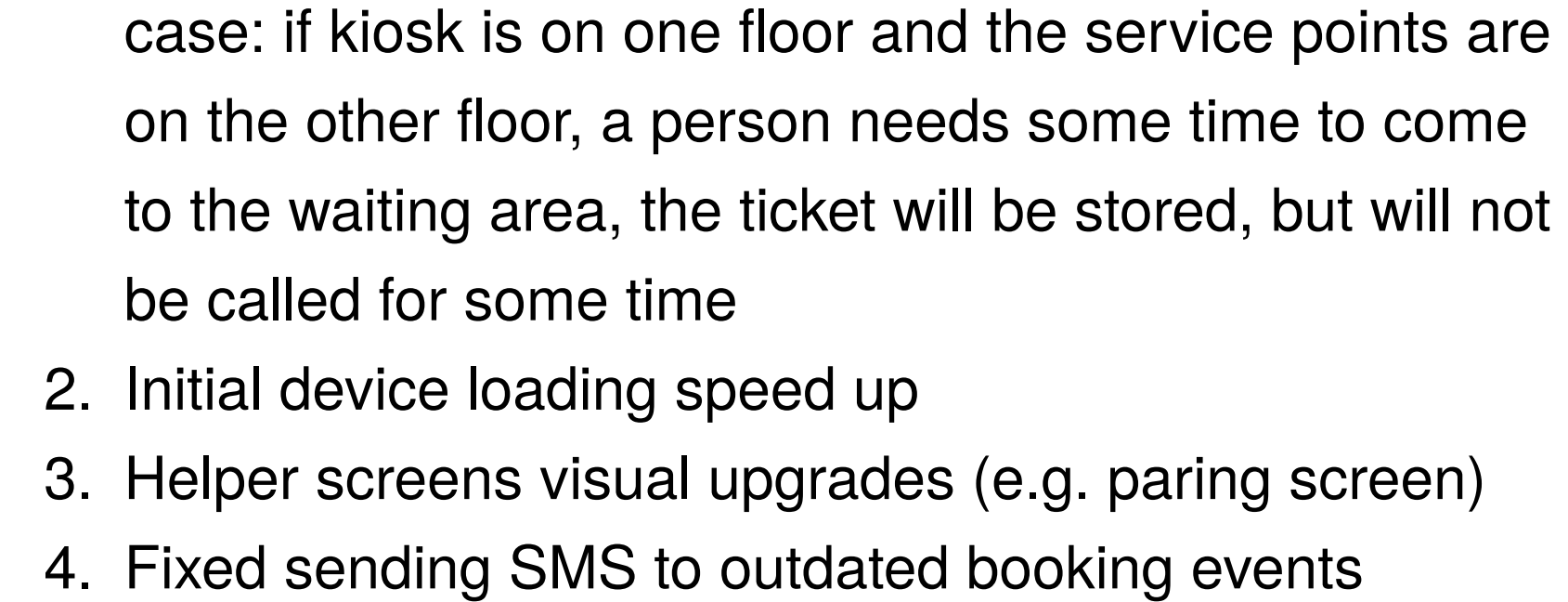
We have set up our first 3-letter outdoor display with sound.

### Customer-facing updates



Mobile app update is region selection, also booking, webqueue and kiosk updates, see below for details.

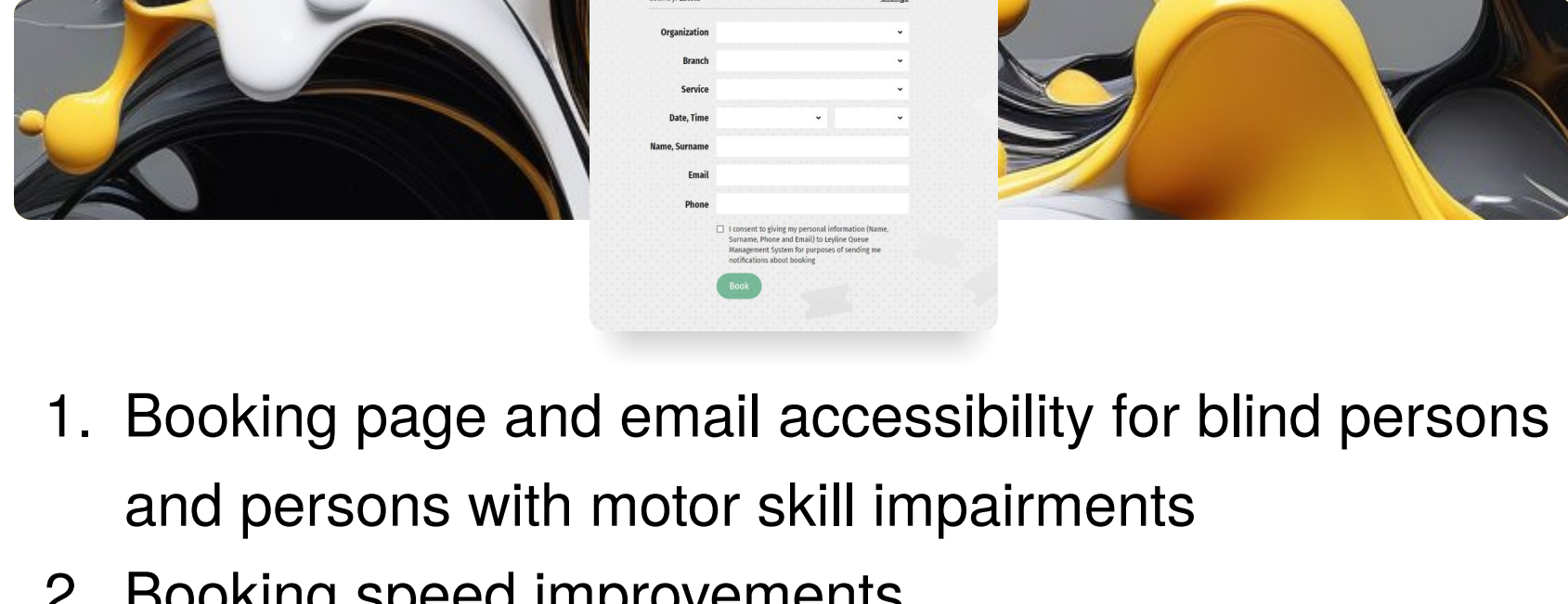
### Operator updates



Operators now have an ability to see "Overview" of the service center, they can also create and print a ticket right from their interface.

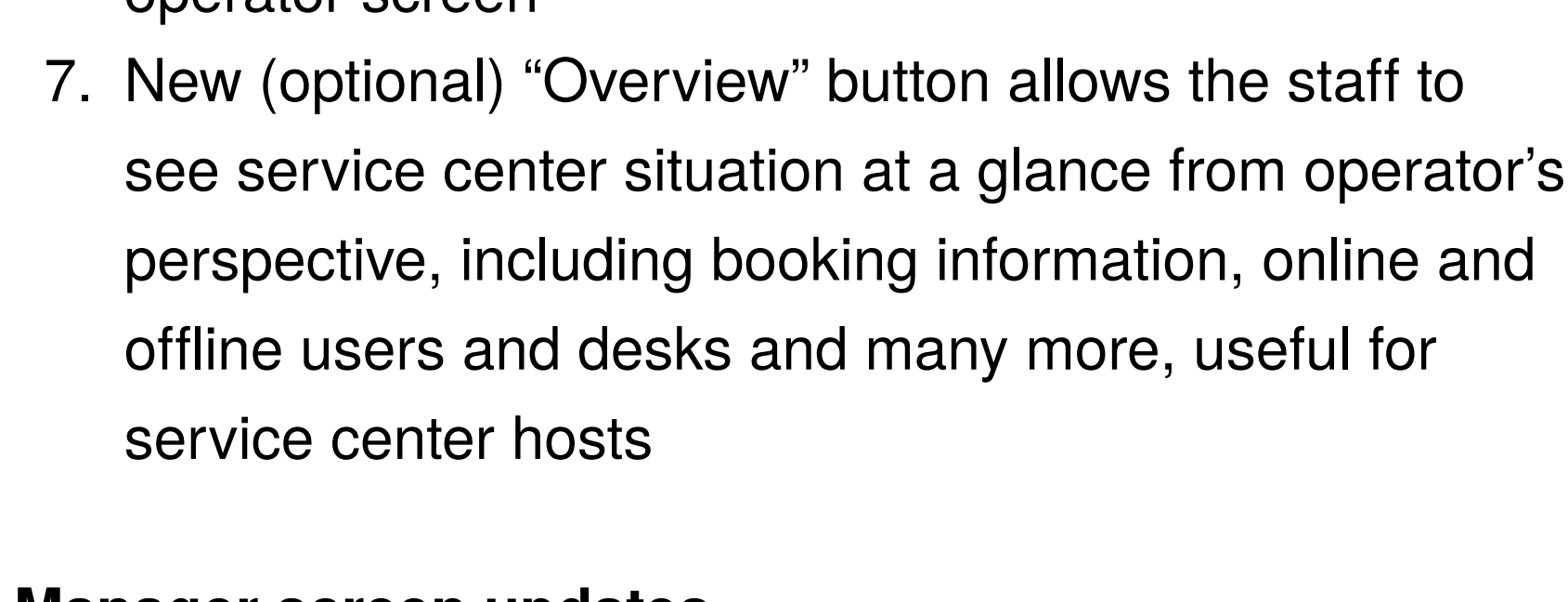
## Details:

### General updates



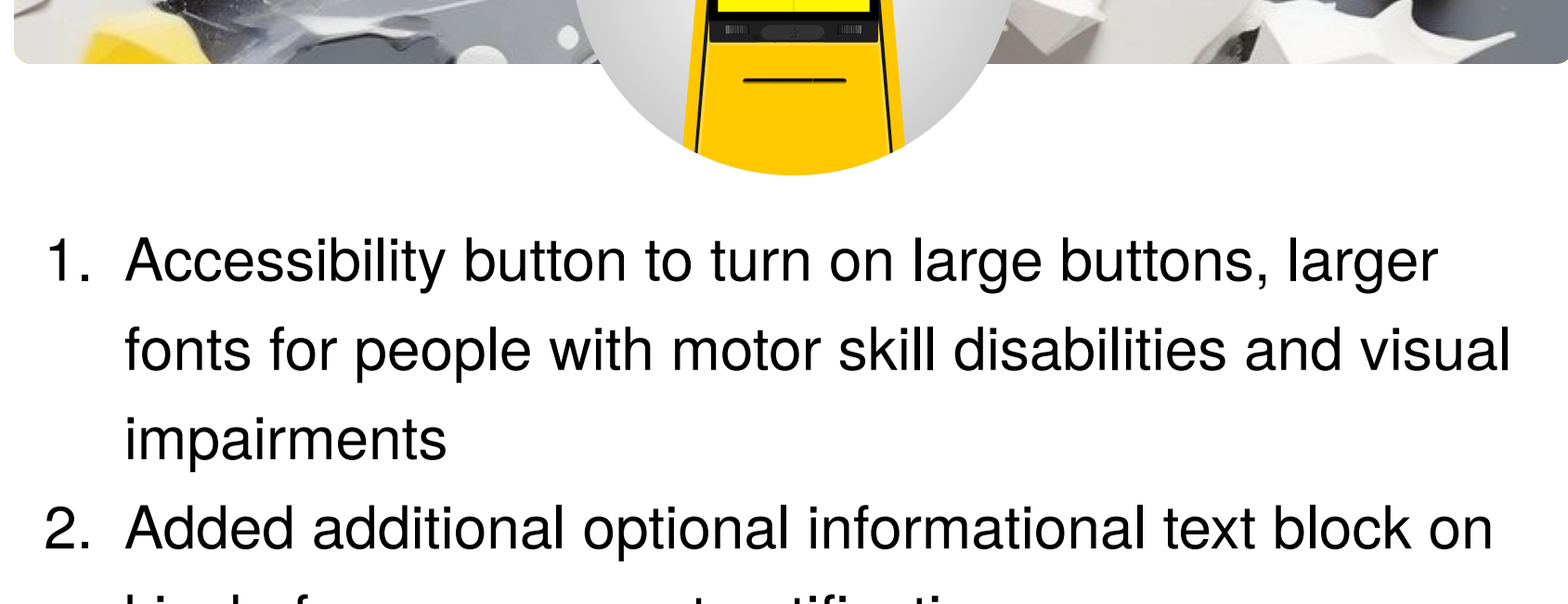
- Added ability to create a delayed ticket: a ticket that is called only after some time after printing. Example use case: if kiosk is on one floor and the service points are on the other floor, a person needs some time to come to the waiting area, the ticket will be stored, but will not be called for some time
- Initial device loading speed up
- Helper screens visual upgrades (e.g. paring screen)
- Fixed sending SMS to outdated booking events
- Allow 1 service point display (vision) to handle more than one operator service point: last operator service point that made action will be displayed
- Added additional (louder) sound for outdoor cases
- Some text updates (mostly for our Lithuanian colleagues)

### Booking page updates



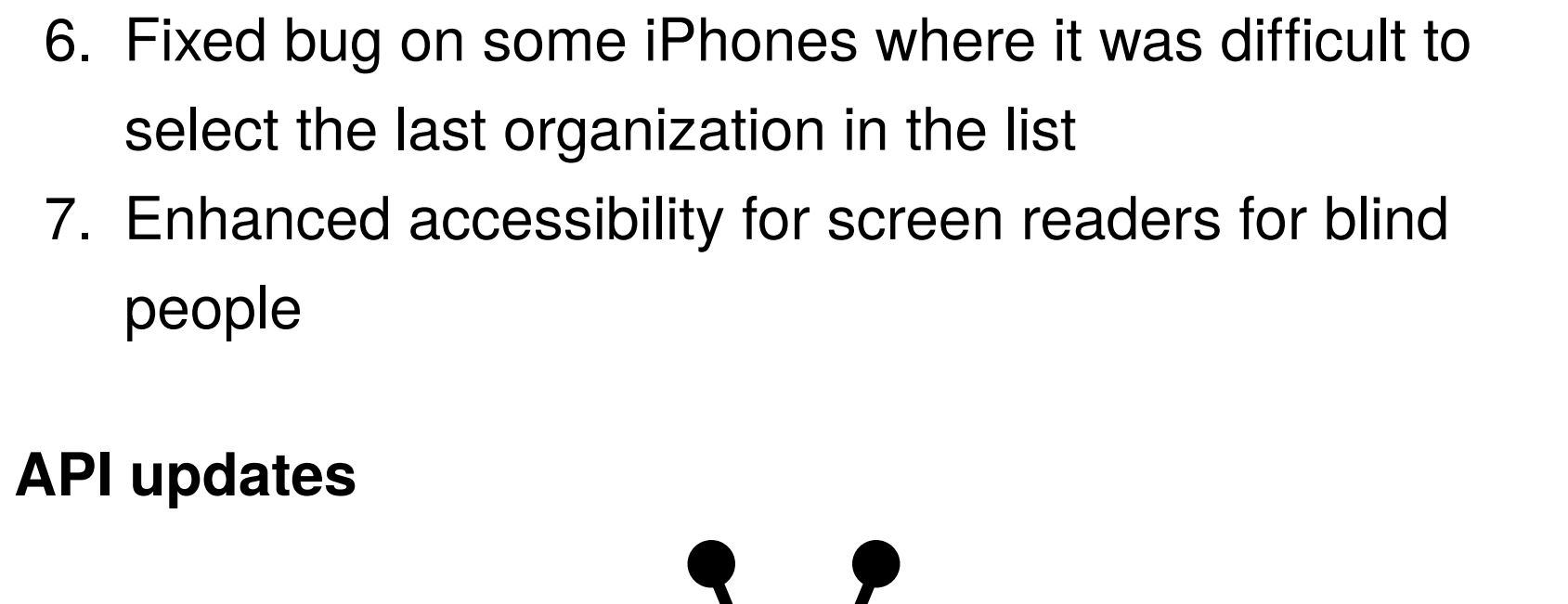
- Booking page and email accessibility for blind persons and persons with motor skill impairments
- Booking speed improvements
- Booking email visual updates

### Operator screen updates



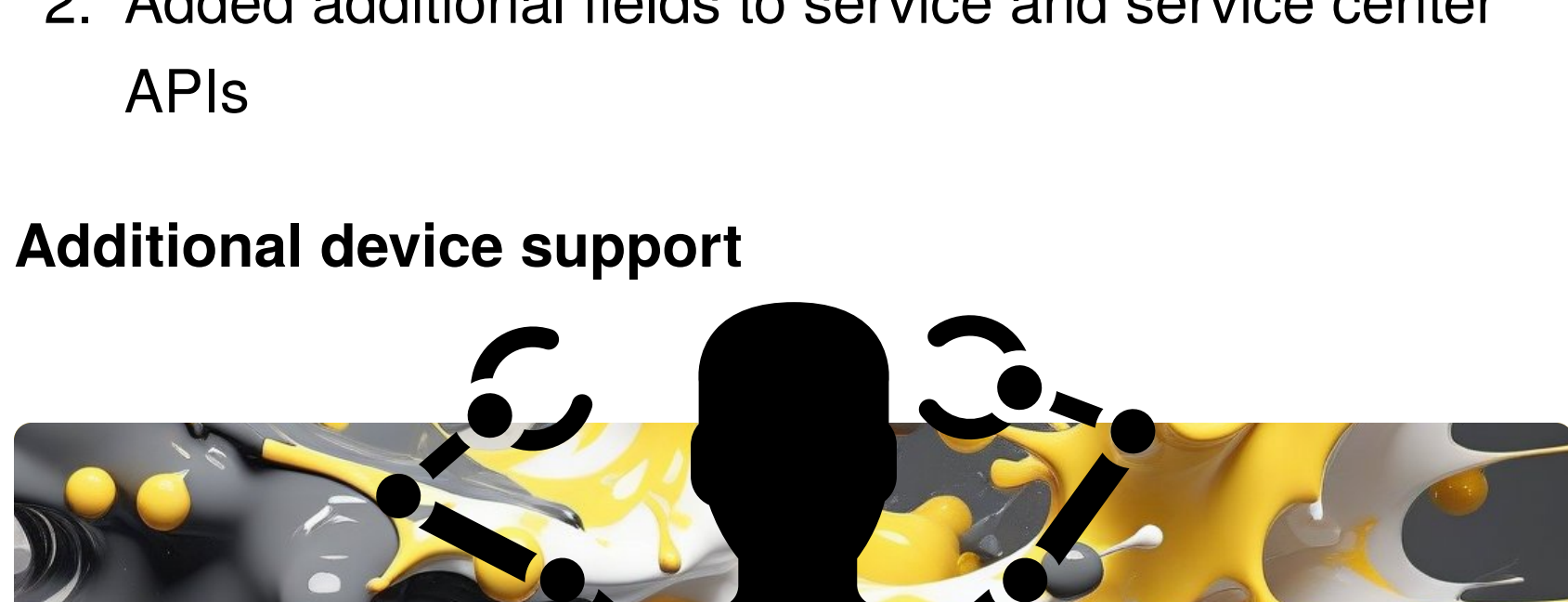
- New ticket forward options:
  - Operators can now forward on operator, not just service points or services
  - Forwarding now allows to add comment during the operation
  - Forwarding now allows to close operator desk after the operation
  - Forwarding now allows to change service and forward to another service point/operator in one action
- Additional information is now displayed on the operator screen, e.g. booking information etc.
- A warning is displayed when trying to close operator window without moving it to "stopped" status
- Operator screen can now display an icon for "special needs" tickets
- "Esc" button now closes dialogs
- Added an option to create and/or print ticket from operator screen
- New (optional) "Overview" button allows the staff to see service center situation at a glance from operator's perspective, including booking information, online and offline users and desks and many more, useful for service center hosts

### Manager screen updates



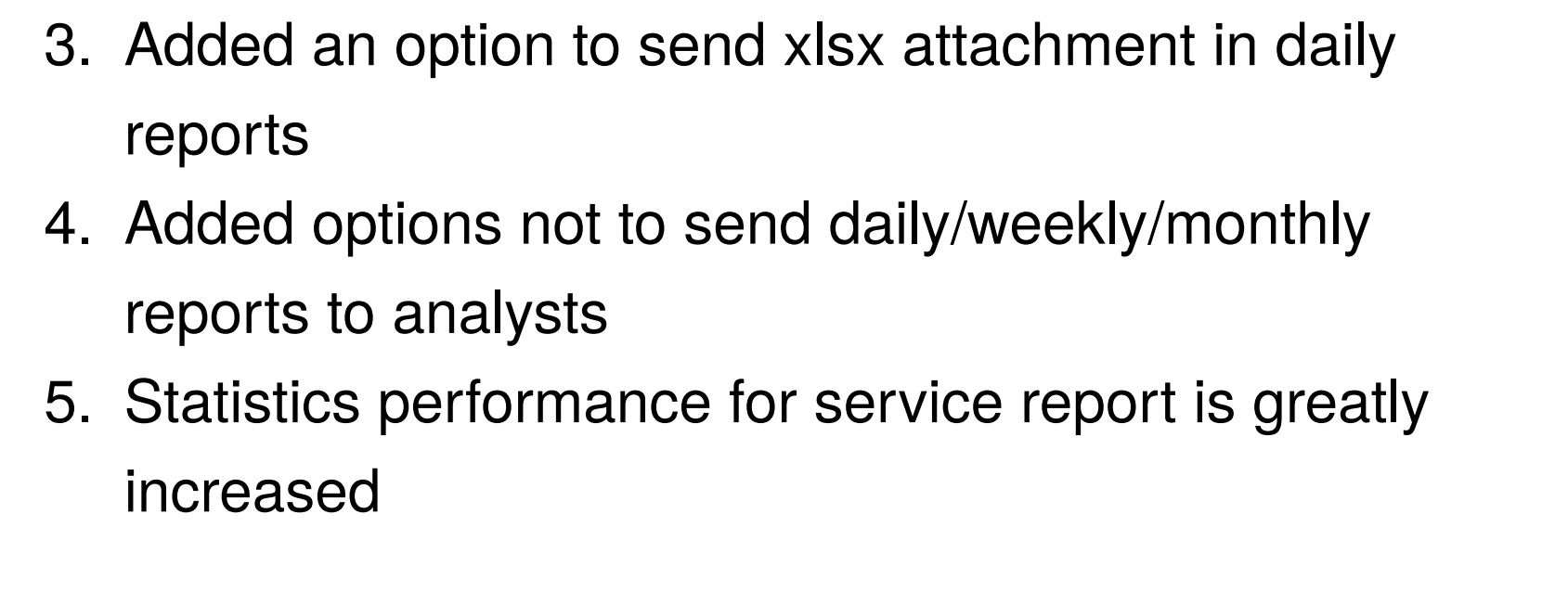
- New ticket forward options (same as operator screen)

### Kiosk updates



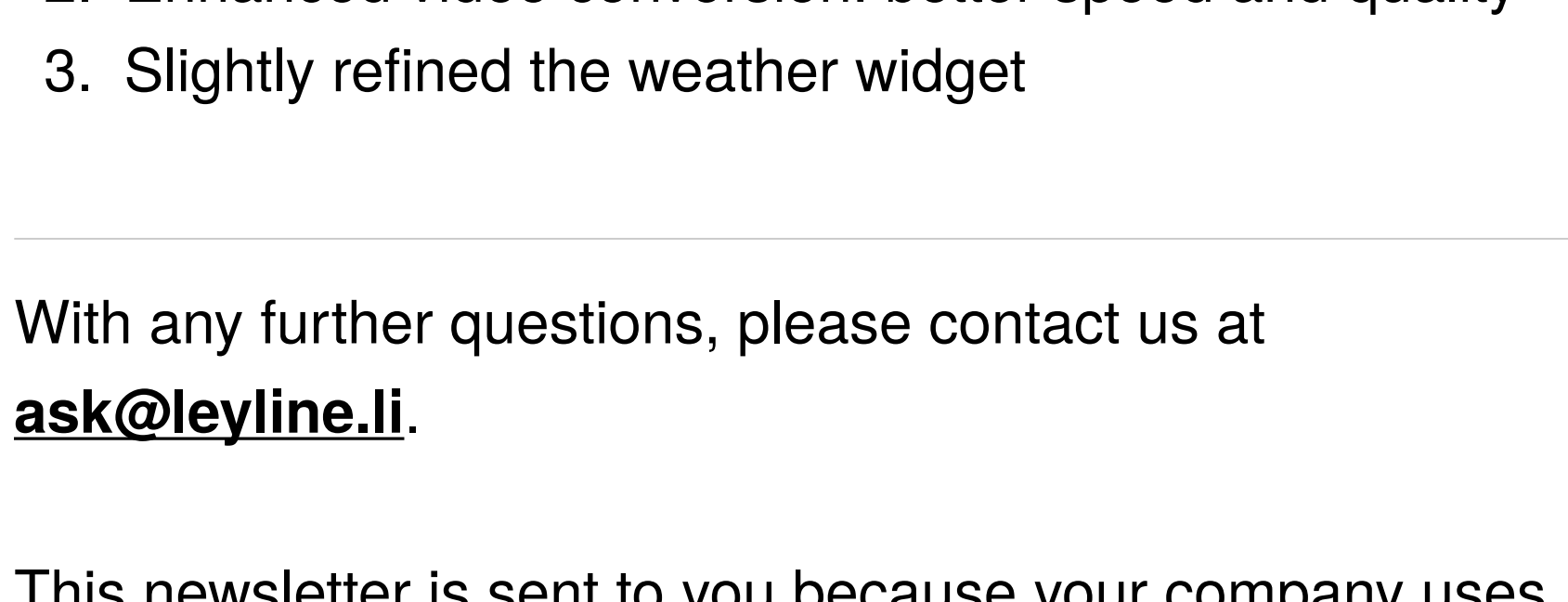
- Accessibility button to turn on large buttons, larger fonts for people with motor skill disabilities and visual impairments
- Added additional optional informational text block on kiosk, for some urgent notifications
- Improved printing speed by ~2 seconds
- Improved error screens, e.g. "wrong pin" screen
- Added support for more than 3 languages on kiosk
- Errors on kiosk enhancements (e.g. if all tickets are already taken)

### Karoo updates



- Improved calendar internationalization
- Improved performance of signage page
- Added placeholders for default values, so it is clear what value is implied when not specified
- You can now see all organization bookings in one place (provided you have the right access, of course)
- General visual cleanup

### Mobile updates



- Improved time prediction
- New settings page with language and region selection
- Restarting app with active ticket now automatically opens ticket page
- Booking calendar speed is greatly improved, especially on slower devices
- Booking calendar now shows all available dates on one page, improving overall UX
- Fixed bug on some iPhones where it was difficult to select the last organization in the list
- Enhanced accessibility for screen readers for blind people

### API updates



- Enhanced APIs for ticket handling
- Added additional fields to service and service center APIs

### Additional device support



- Added support for 3-letter outdoor LED displays
- Added support for CHD desktop printers

### Statistics



- Added format to columns in xlsx, e.g. dates are dates, numbers are numbers, instead of all strings
- Added an option to download reports in CSV format
- Added an option to send xlsx attachment in daily reports
- Added options not to send daily/weekly/monthly reports to analysts
- Statistics performance for service report is greatly increased

### Signage



- Enhanced video caching mechanism, more compatibility with video formats and devices
- Enhanced video conversion: better speed and quality
- Slightly refined the weather widget

With any further questions, please contact us at [ask@leyline.li](mailto:ask@leyline.li).

This newsletter is sent to you because your company uses Leyline (ex InOut) Queue Management System. If you are not the correct person, [click here](#) to never receive our newsletters.

Was this email forwarded to you? [Subscribe here](#).

Best,

**Leyline**

— queue management system,  
all rights reserved, 2014 — 2024

[ask@leyline.li](mailto:ask@leyline.li)

[Unsubscribe](#)