# Georgia Tech Logo



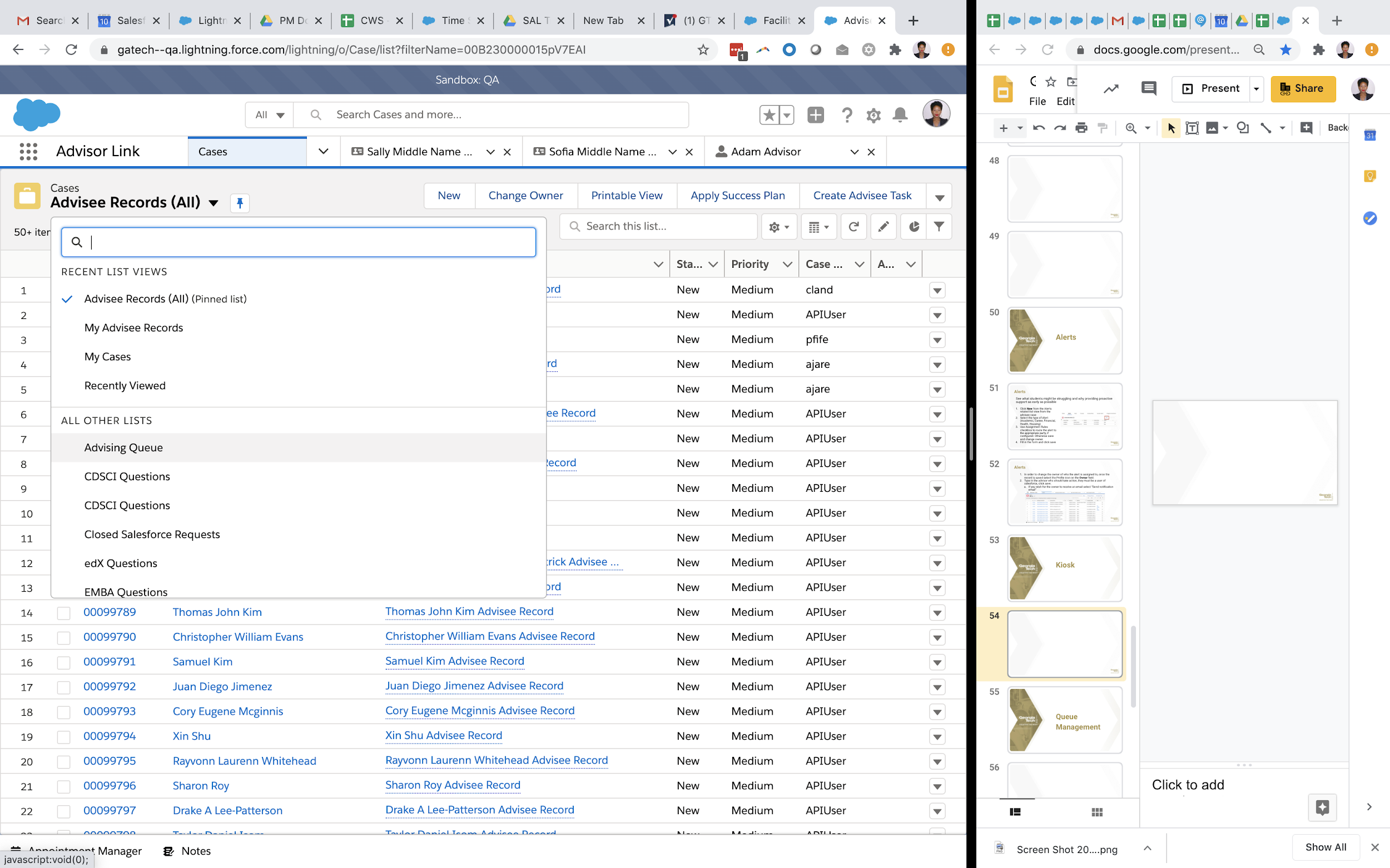
**Queue Management for Advisors**

**Overview**

Queuing is used to manage an individual advisor's walk-in hours or an Advising Pool that has a waiting room, like a one-stop center or front desk. When an advisee visits these locations, they often log a request to meet with someone.

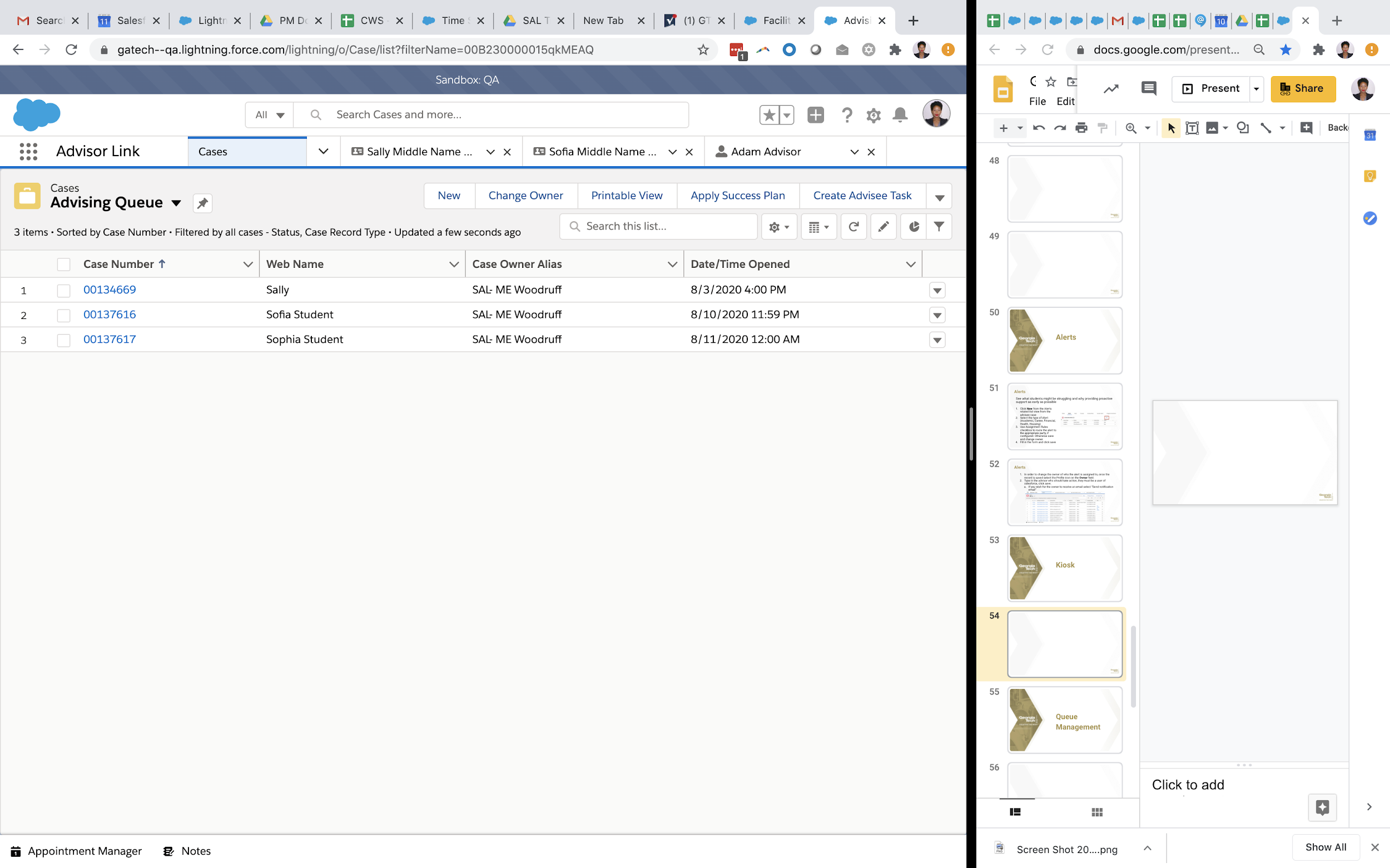
**Accessing the Que**

1. Choose cases from the **Navigation Bar.**
2. Select the drop-down and scroll down to **Advising Queue.**

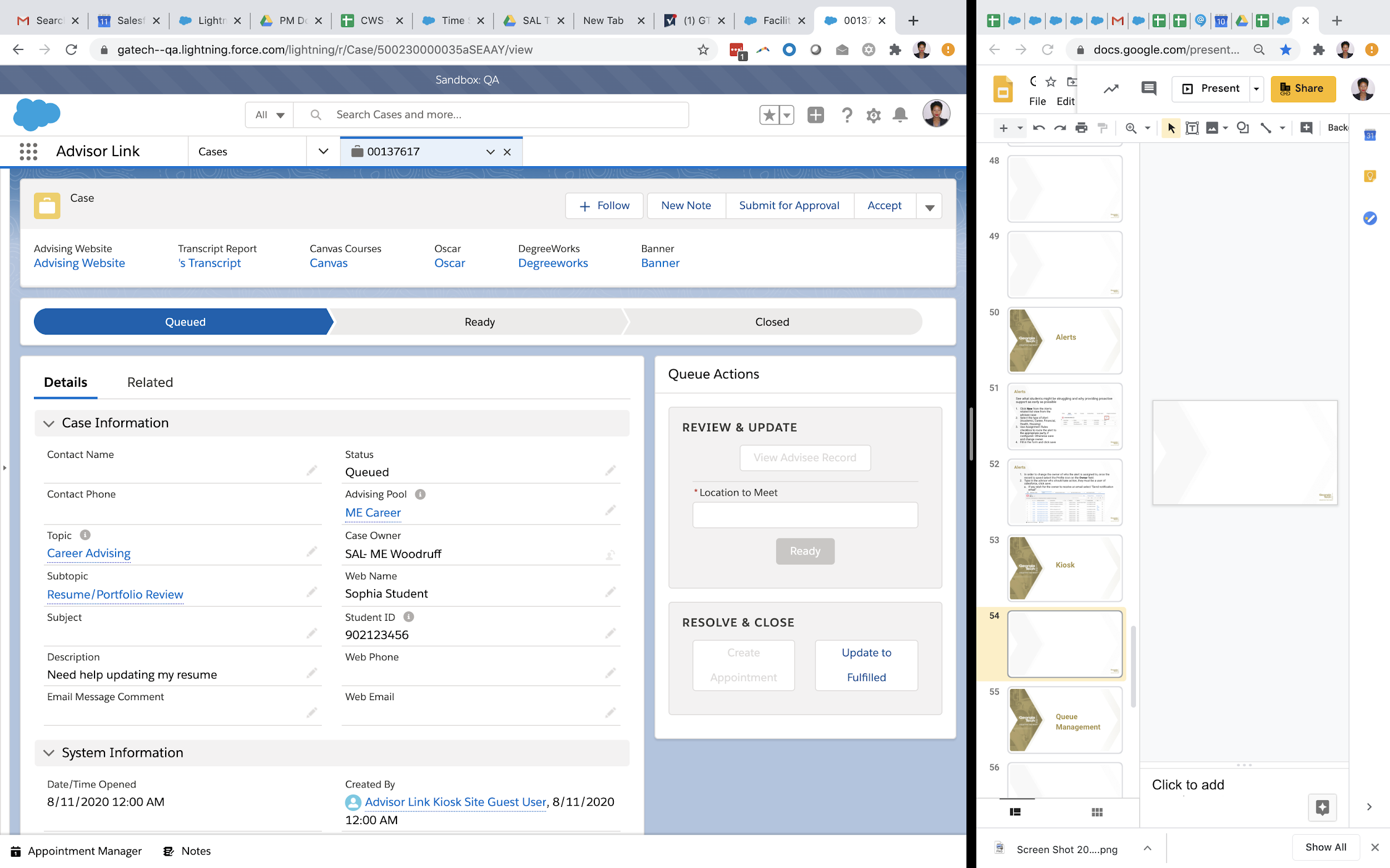




1. Select case Number to open the **Queue Details**.



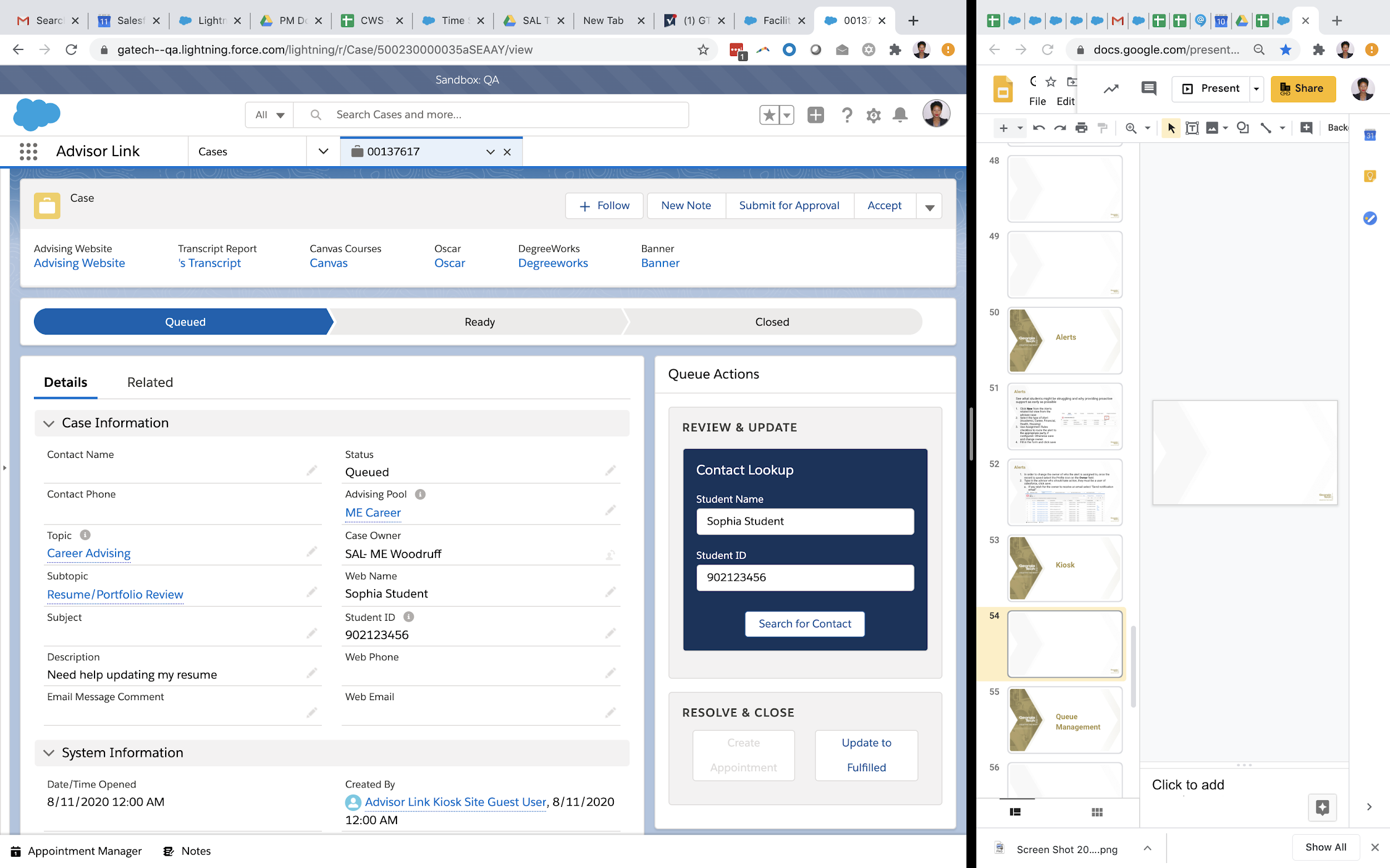
1. Type in a location or Use the a prepopulated one.



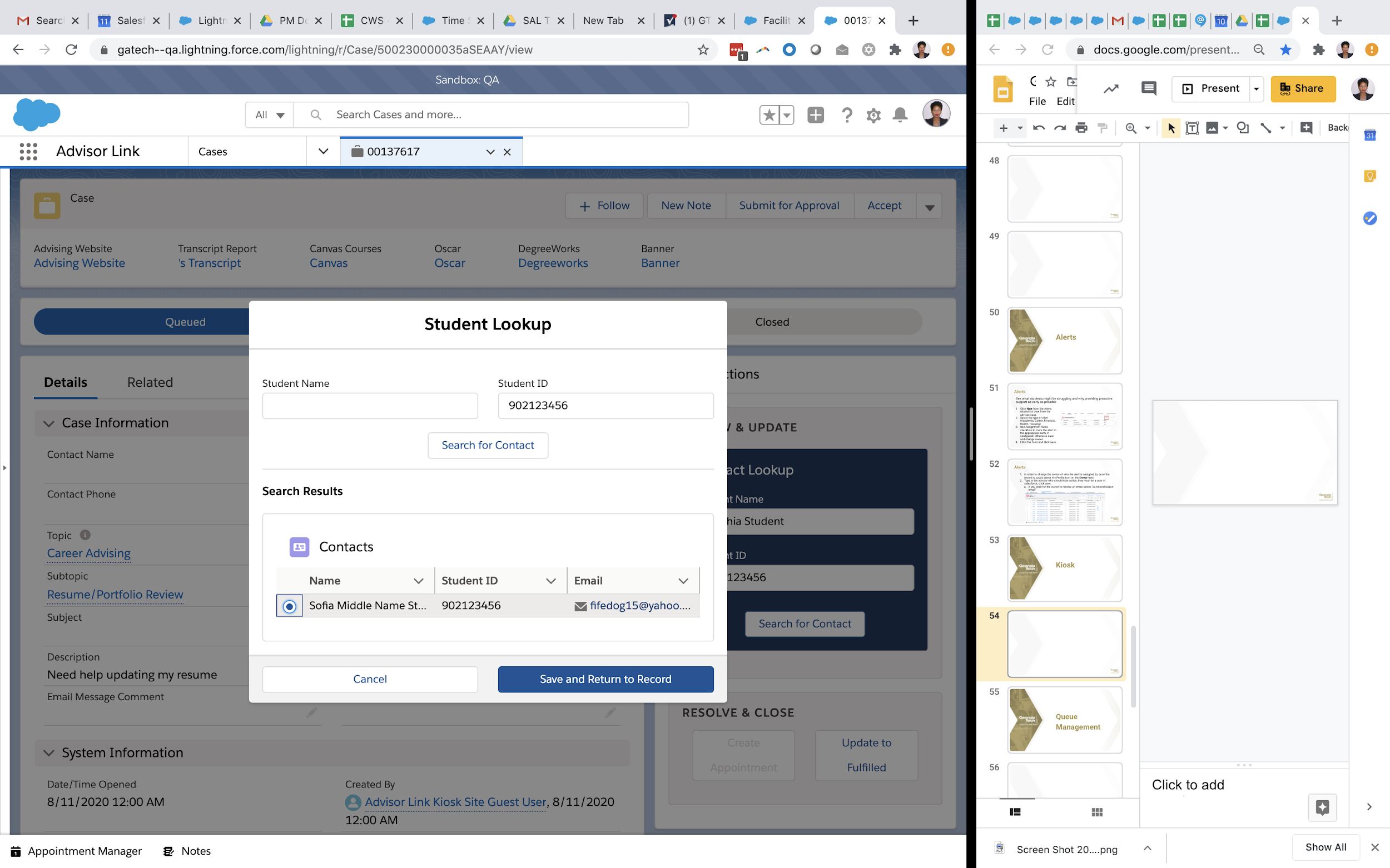


**Setting up the Appointment within the Queue**

1. Enter a location and Press **Ready.**
2. The Contact Lookup Screen will pop-up prompting you to search for the Queue user based on the information they entered at sign-in.

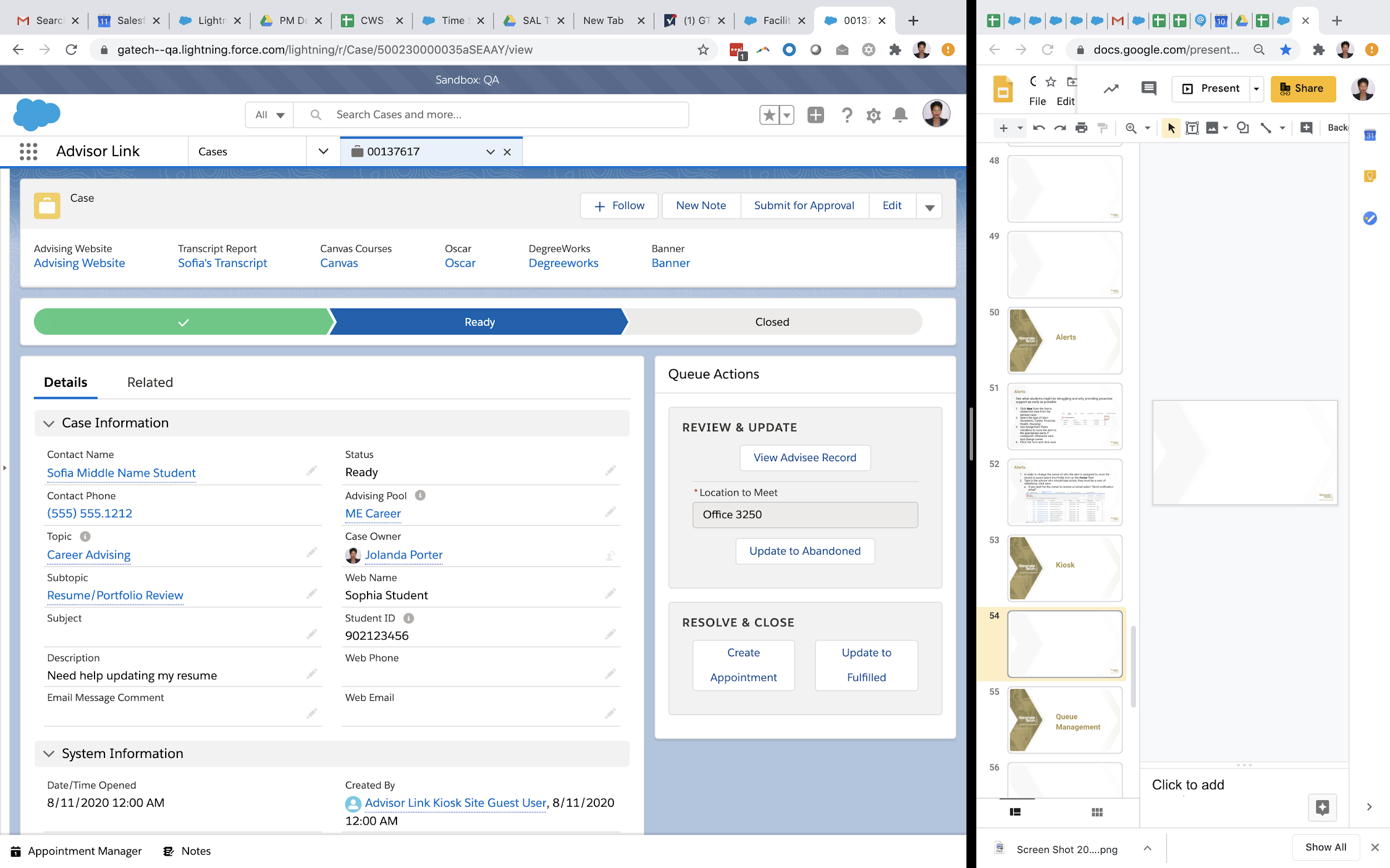


1. Press **Search, Select a Contact,** and Press **Save and Return to Record.**





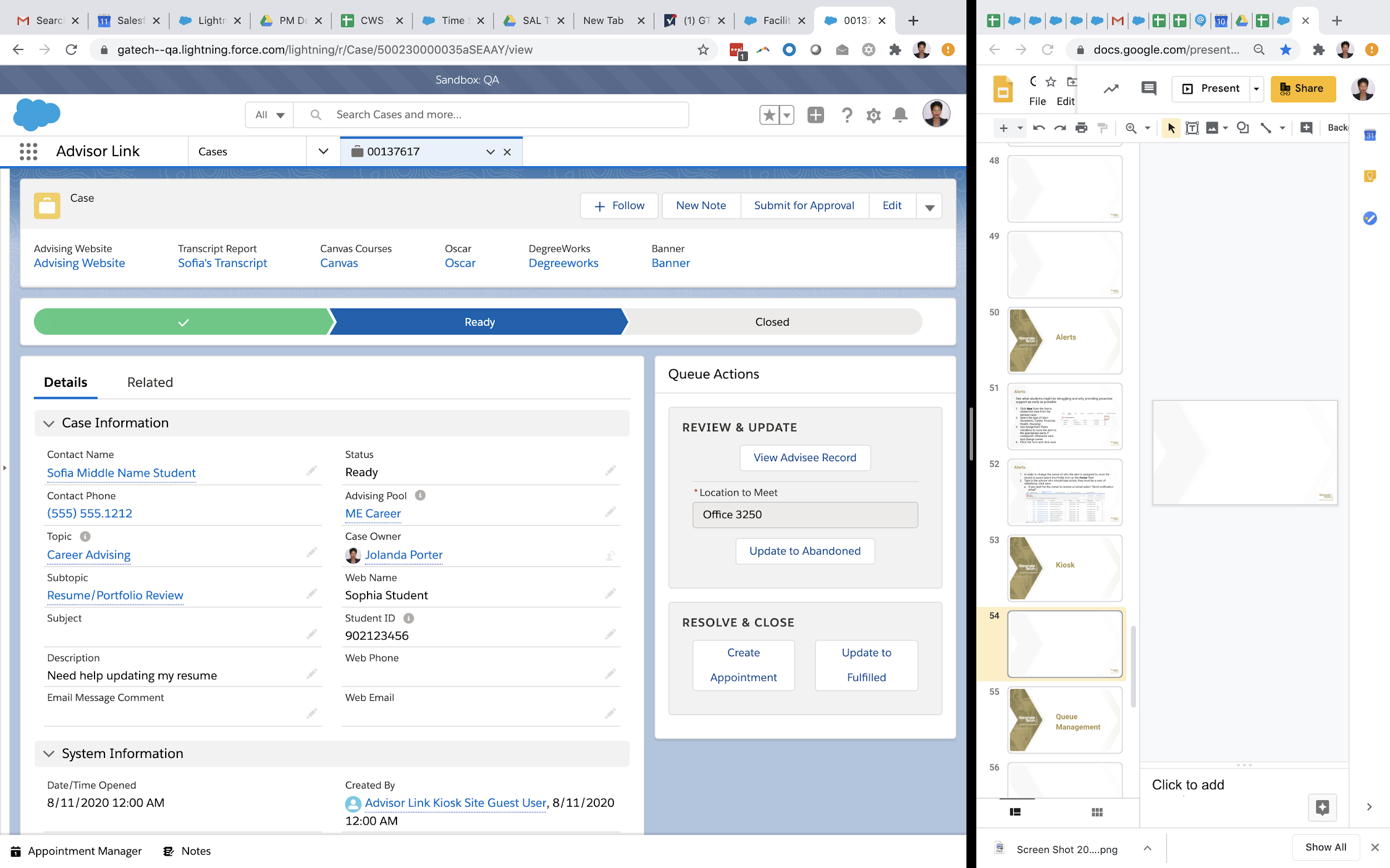
1. The Queue user’s Contact Information will now be loaded to the Queue Record.
2. Status is changed to **Ready.**



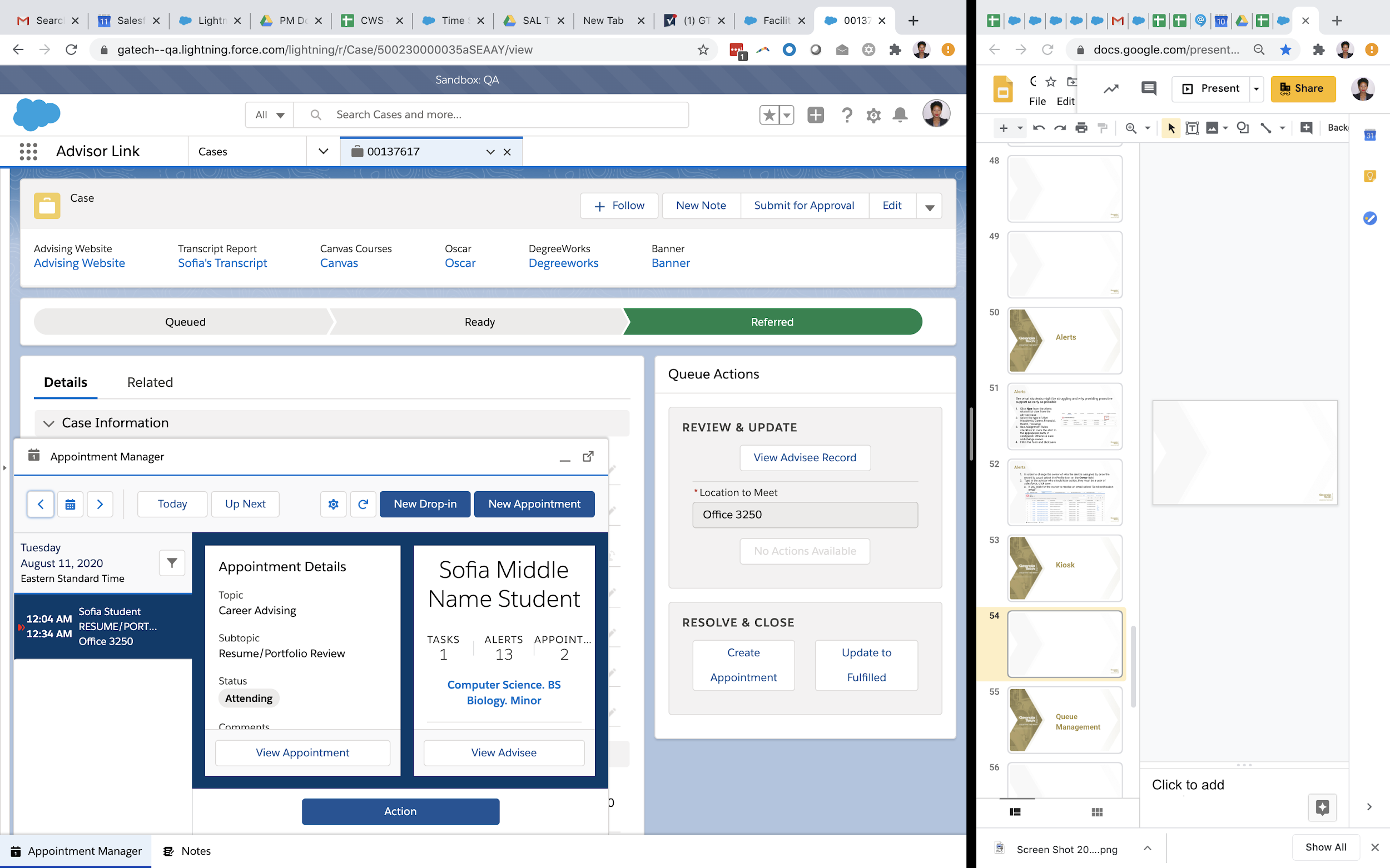


**Confirming the Appointment**

1. Select **Create Appointment.**

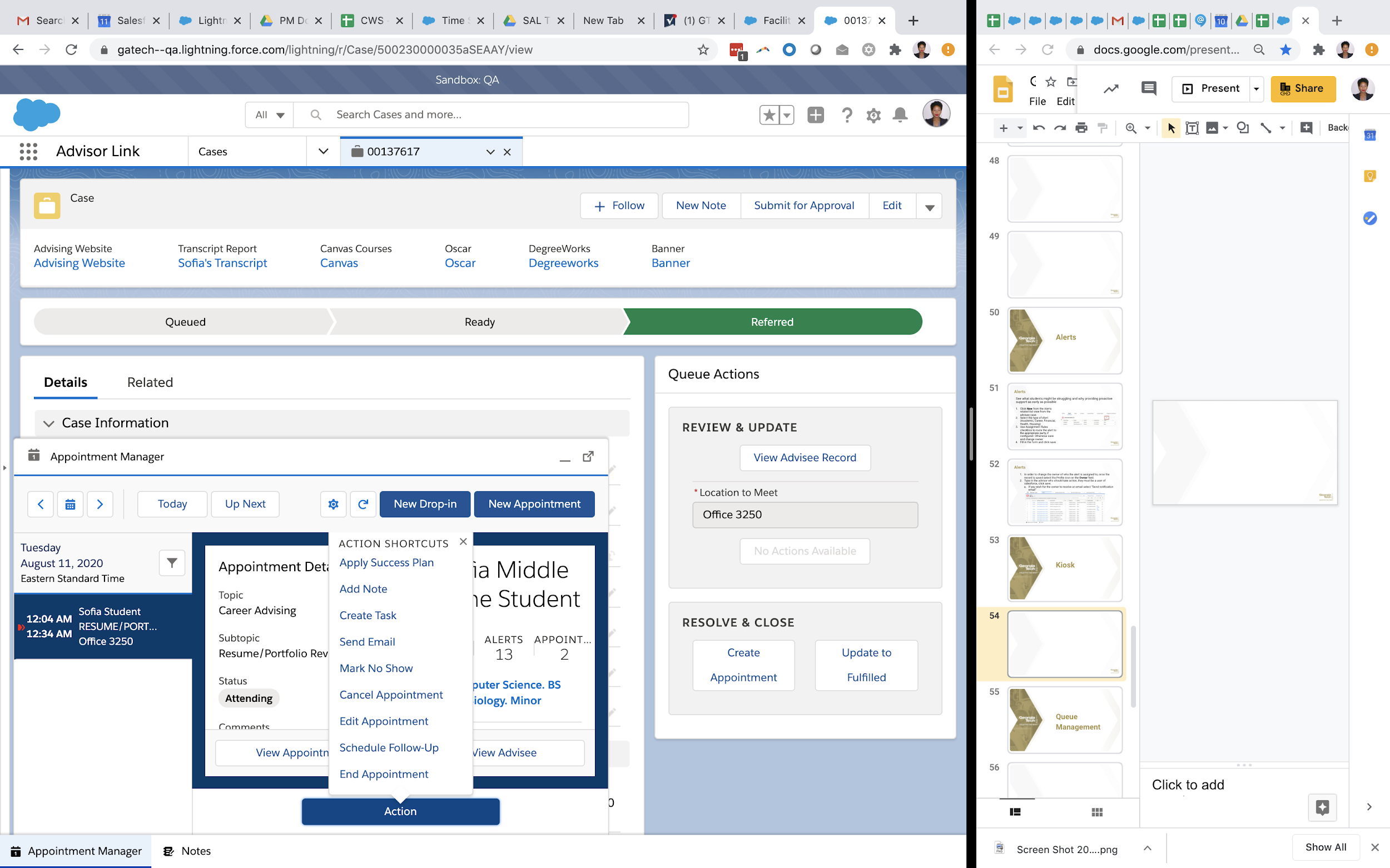


* + The Appointment Manager window will pop-up





1. Select **Action** to be provided with appointment options such as Apply Success Plan, Add note, Send Email, Mark No Show, and Cancel.



1. Tap out of Appointment Manager when finished.