

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:

Our main focus in Q3 was VACATIONS.

But seriously, we keep pushing our accessibility effort, 4 more service centers across the Baltics have installed the "Portal" devices and many more in the pipeline for the next 6 months, we hope to see them in more and more places, as we continue to improve the accessibility journey, which now supports entering of booking PINs as well.

Hosts can now mark tickets as "sound navigation required", for both virtual and physical tickets, so these customers get notified by voice and navigation sound on when and where to go.

We also now have a new use case available: groups, a little more on this later.

On hardware's end we have a new type of kiosk installation: PoE only. We also have developed custom hinges for our kiosks and custom VESA mounts with angle regulator to make installation of the kiosk easier.

Details

A11Y

1. Mobile app now has dark theme support
2. PINs support in a11y mode
3. Service folders support in a11y mode
4. We have validated and modified some of our tactile icons for the blind
5. Accessibility flag is now added to stats
6. Updates on a11y sound generation and loading performance and stability
7. We have improved accessibility experience for non-blind people (e. g. wheelchair users etc.)
8. The "Continue on phone" function now allows to read venue description and to call personnel for support, same as on kiosk
9. Support for additional MagicInfo devices for accessibility, these are some older devices, but you gotta do what you gotta do to move the a11y initiative to the masses

New functionality

1. Groups use-cases for hosts and operators, hosts form groups, operators call groups, and not individual customers
2. Hosts now have the ability to print out tickets from their desk, not coming to the kiosk and pressing the button there, a much smoother and professional experience, this can be done both on the kiosk or on a separate printer on the operator's desk
3. We now have support of 2-number ticket pools (instead of 3)
4. Service point name (desk number) can now be hidden
5. We have now an option to send a sound signal to the backroom, when a new ticket is taken, useful for pharmacies, document archives, warehouses, and other places, where the person serving the customers does not constantly sit behind the counter
6. We now have better support and stability for vertical and multi-screen signage
7. API updates to allow calling of tickets via API
8. We now have a relatively simple way to add custom logic to "karoo" (our admin panel) for our customers, which require something specific

Hardware

1. We have developed a PoE-only kiosk option, no electricity cabling required
2. We have developed custom quick-release hinges for our kiosks
3. We have developed custom VESA mounts for 10" displays with angle regulators
4. We have developed a custom "master" on-off switch for our kiosks for easier installation and maintenance
5. We have modified the portal to make buttons a little better, and changed some tactile icons for better tactile recognition
6. We have added support for Star Micronics TSP100 printers

Quality

1. Booking page is now showing time in the Service Center's local time, and not in user's local time
2. Printing performance on our Moon I kiosks was increased
3. As usual: visual improvements
4. Signage performance is increased
5. Admin panel performance is increased
6. Statistics optimization and improvements
7. Not like anyone should care, but we've made a HUGE effort to improve our testing procedures. We have more than 5000 device screens to test on the customer-facing side alone.

Random

1. We've shot a blind customer's journey video and a new kiosk installation tutorial

With any further questions, please contact us at ask@leyline.li.

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