Custom Theme Request Guidelines

This guide is written for Queue-it customers. It outlines how to work with the Front-End Development team to request new Custom Themes for your Waiting Rooms.

The Process

1. Communicate your need to create a Custom Theme to the Solution Architect who is assigned to you. He will then communicate this request internally, and you will be assigned a Front-End Engineer (FED) who will be dedicated to creating and implementing your Custom Theme.
2. Next, you should send the materials outlined in the below 'requirements' section via email. Remember to include all additional notes, assets, details and instructions that may be relevant.
3. Your assigned FED will review your proposed design concept and the material you have sent across to verify its feasibility. If there are any concerns or queries, they will reach out to you accordingly to discuss this.
4. Queue-it's FED team will implement your the Custom Theme and will upload it to your account once it has been completed. This will take approximately 3-5 business days.
5. Once completed and uploaded to your account, you will get a preview link through which you can review the Custom Theme. Should there be anything you wish to alter, you can send us these details via email, and we will make the necessary minor changes.

*Please note that all change requests should be sent altogether within **one email**, and will be processed in approximately 3-5 business days. Once completed, you will receive an updated preview link.*

Requirements for a New Custom Theme

There are two ways in which you can request a new Custom Theme: by basing it on a pre-existing website URL, or by presenting your own, original design ideas.

A) Custom Theme based on a pre-existing website URL
If you would like the Custom Theme to correspond to the assets (logos, fonts, colour schemes ect.) on a website, you can simply provide us with the relevant website URL. Our FED team will then create a Custom Theme matching the graphical design of this website. If you like to have any additional graphical elements implemented, you should provide complementary notes.

B) Custom Theme based on your own Mock-up
If you have the internal resources to do so, you can design an original mock-up of the Custom Theme (a model of the intended final product). Queue-its FED team can then transform this into a working Custom Theme.

To do this the following are required:

- The final version of the design files created using: Adobe XD, Photoshop, Illustrator, Figma, Zeplin, Invision, or as HTML/CSS files.
- All assets (logos, icons, images etc.,) should be attached as separate files.
- Font files (.ttf, .woff, .woff2, .eot), or alternatively shown as a link to the web font (if specific fonts are used).

You are more than welcome to use Queue-it Waiting Room gallery for inspiration.

Design Considerations

- **Text Changes**: Any changes to text shown on the waiting room must be requested in text format and not as an image. If the relevant text is not in English, it is important that you provide a clear indication of the element you are referring to.
- **Wait Time** (the amount of time an end user can expect to remain in the queue): Wait time is displayed in minutes - please be aware that it is not possible to show this wait time in seconds.
- **Design Sizes**: There are no restrictions with regard to size and dimension (e.g. height, width) for the Custom Theme and its components.
- **Videos**: Queue-it does not host videos. However, videos can be hosted on third-party apps including YouTube and Vimeo. If your requested design includes a video, please provide the embed code (a short line of text that you can copy and paste) from the third-party app.
- **Queue-it Logo/What is this? link**: If "White Label" feature is not part of your subscription, then you cannot remove or manipulate these elements.