Queue·it Features

24/7 visitor peak protection

Run sales and registrations confidently, whenever demand hits your site

What you get

✓ Ability to have long-running waiting rooms that only queue visitors when traffic exceeds the thresholds you configure

What you can do

✓ Use Queue-it as a safety net for sudden traffic surges that keeps you from crashing during influencer campaigns, email blasts, holiday sales & more

✓ Continually monitor your website & app traffic inflow & activate the waiting room only when traffic exceeds your site or app's capacity
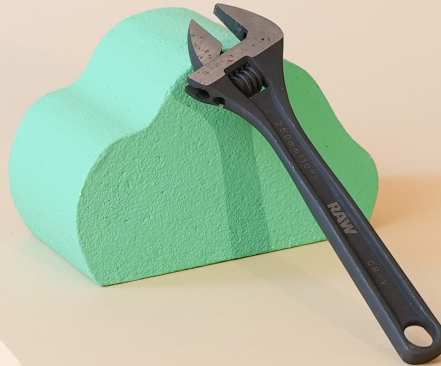
Queue·it Features

API

Save time by automating waiting room management & reporting

What you get

✓ Access to the admin & Queue-item REST-based APIs

✓ The Admin API gives you management options just like in the GO Queue-it Platform, for example:

- Creating, updating, pausing, or ending waiting rooms

- Updating or deleting dynamic info

- Returning waiting room analytics

✓ The Queue-item API lets you retrieve waiting room data for individual visitors such as queue ID, entry time, redirect time, number in line & security token data

What you can do

✓ Expedite waiting room setup, reducing the need for manual work when you're running many sales and/or registrations

✓ Automatically control waiting room speed & other settings based on a value in your system

✓ Pull waiting room analytics in real time into your internal reporting dashboards

✓ Create a more seamless user experience from waiting room to your site by storing & retrieving custom data with the API

✓ Increase security by using the API to validate buyers have been through the waiting room

Queue·it Features

Bots & abuse management

Serve genuine customers, not bad bots

What you get

- ✓ Configurable access rules that let you hard block malicious traffic & challenge suspicious traffic

- ✓ 24/7 protection from bots like scrapers & crawlers

- ✓ Traffic validation via unique identifiers like email address or member ID

- ✓ Automated anomaly & threat detection

- ✓ Ability to let specific traffic like good bots or support staff skip the queue

What you can do

- ✓ Reduce infrastructure costs otherwise wasted on bots

- ✓ Preserve integrity of business analytics without the noise of bot data

- ✓ Prevent crashes & slowdowns from extreme, bot-driven load

- ✓ Deliver a fair experience that puts products in the hands of real customers, not bad bots or scalpers

Queue•it Features

Custom theme

Deliver a seamless online experience

What you get

- ✓ Match the waiting room's look & feel to your brand by customizing the logo, background image, color palette, progress bar icon, language selector, and embedded games or videos using CSS files, HTML iframes, or JavaScript

- ✓ Tailor all copy & messaging to create a personal feel & fit your brand tone

What you can do

- ✓ Give customers a seamless & branded user journey from waiting room to checkout

- ✓ Embed games or videos, upsell additional products, or promote future sales & registrations while visitors wait

- ✓ Deliver a positive experience by clearly explaining the reason for the waiting room & detailing what your visitors should expect

Queue·it Features

Email notifications

Keep customers informed & productive while they wait

What you get

✅ Ability for customers to get an email notification when it's their turn to enter your site or app

What you can do

✅ Provide a positive user experience by removing uncertainty & freeing customers to be productive while they wait

✅ Let customers switch easily between devices while keeping their same place in line

Invite-only waiting room

Control sales access to engage & grow your customer base

What you get

- ✓ Waiting rooms with access for selected visitors who join using unique links

- ✓ Ability to require two-factor authentication for visitors to enter the waiting room

- ✓ Opportunity to collect email addresses in exchange for exclusive or early access

What you can do

- ✓ Control sales access for true exclusivity

- ✓ Engage & grow your customer base

- ✓ Analyze sale success & shopper behavior
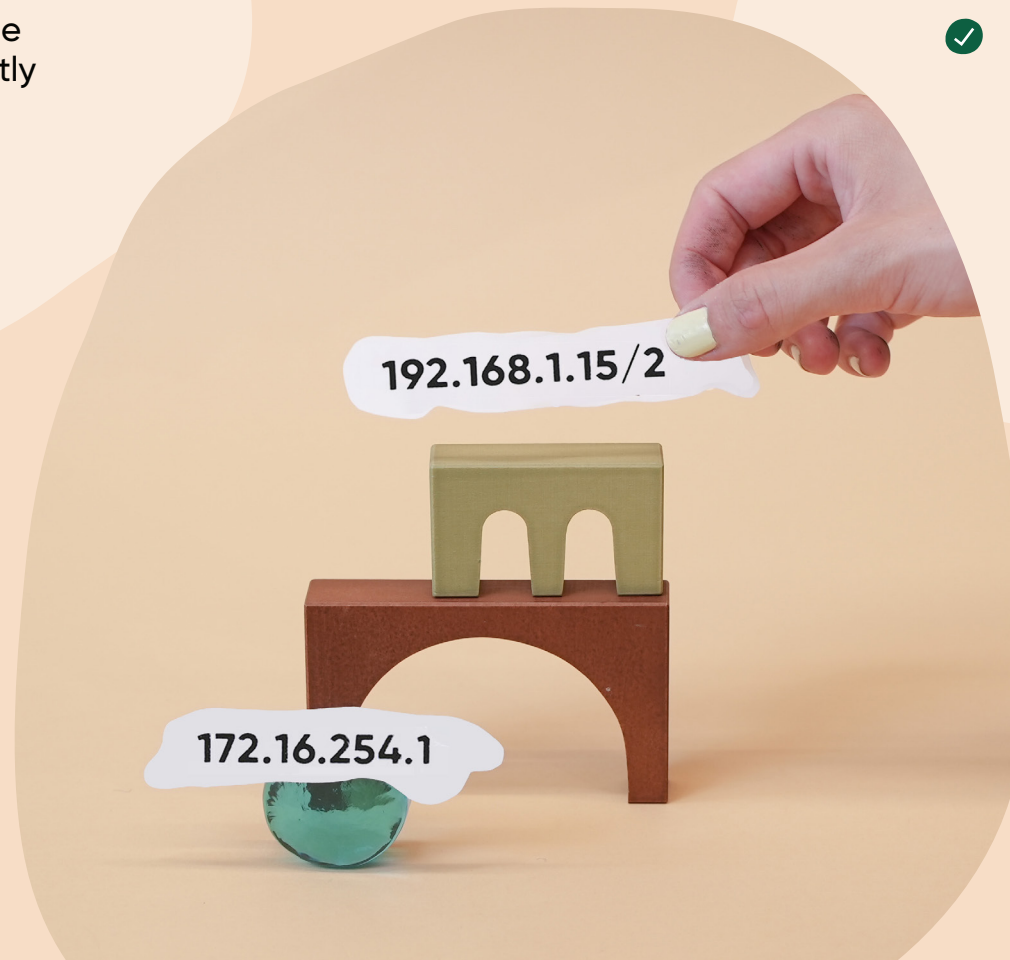
IP address skipping

Access your site at all times

What you get

✓ Ability to whitelist groups of certain IP addresses to skip the waiting room & proceed directly to the website

What you can do

✓ Allow support teams, call centers, or external partners to bypass the waiting room to support customers & verify website performance

192.168.1.15/2

172.16.254.1

Load test

Understand the limitations of your website infrastructure

What you get

- ✓ A sandbox environment stripped of Queue-it's abuse protection tools so you can run load tests with the waiting room

- ✓ A sample JMeter & Gatling test script to run the load test

- ✓ Ability to schedule a load test directly in the GO Queue-it Platform

What you can do

- ✓ Fulfill any mandatory load test policies as required by your organization

- ✓ Validate Queue-it performance meets the load requirements of your use case

Queue·it Features

Notifications & logs

Tighten security, simplify troubleshooting, and increase transparency

What you get

- ✓ Detailed change log that answers "Who did what & when?" For account & waiting room changes in the GO Queue-it Platform

- ✓ Change log items that include updates to max outflow, changes to custom themes, creation of shareable links, timestamps of user access & more

- ✓ Automated email notifications that alert designated user groups to waiting room or account changes

What you can do

- ✓ Simplify your security analysis & expedite troubleshooting

- ✓ Get alerts for sudden traffic spikes so you can update waiting room settings & scale your other systems

- ✓ Improve security with change log data that creates transparency & accountability

Traffic insights & reporting

Get actionable data fast

What you get

- ✅ A visual, actionable overview of waiting room traffic and visitor details with accurate server-side analytics

- ✅ Key data points on waiting room web traffic, behavior, device type, geolocation info, volume by IP address, data center traffic, user agent and much more

- ✅ Time series graphs with unlimited historical data and customizable parameters

- ✅ Data exports for detailed analysis and importing into your existing reporting tools

- ✅ Secured sharing for sharing the monitor with stakeholders who don't have a GO Queue-it Platform account

What you can do

- ✅ Trust the data you get to detect suspicious traffic, understand genuine traffic, and optimize your waiting rooms

- ✅ Get alerts for suspicious traffic and identify unusual user agents, requests, or data center traffic to strengthen your bot and abuse strategy

- ✅ Investigate unexpected traffic spikes and sources to troubleshoot waiting room issues and validate visitor details

Queue·it Features

User management

Control access & keep users informed

What you get

- ✓ Ability to create groups of user accounts for admins, team members & 3rd party consultants or contractors

- ✓ Multifactor authentication for added security

What you can do

- ✓ Control the security level of all employees with access to the GO Queue-it Platform

- ✓ Keep everyone updated by notifying designated user groups by email of any waiting room alerts or account changes (with notifications & logs feature)

Queue·it Features

White label

Control your visitors' visual experience by branding your waiting rooms

What you get

- ✅ Ability to fully brand your waiting room page by:

  - ● Removing Queue-it's logo

  - ● Setting the waiting room page title, favicon, & Apple touch icon

  - ● Modifying the "your turn" sound

- ✅ Ability to use another fully qualified domain name for your waiting rooms, for example: https://queue.yoursite.com/ instead of https://yoursite.queue-it.net

- ✅ Ability to customize the copy & sender address of emails sent using the email notifications feature

What you can do

- ✅ Together with the custom theme feature you create a completely branded wait to provide a seamless experience & build trust with your visitors

- ✅ Improve web analytics & avoid duplicate referral traffic by setting your custom waiting room domain as a subdomain of your website