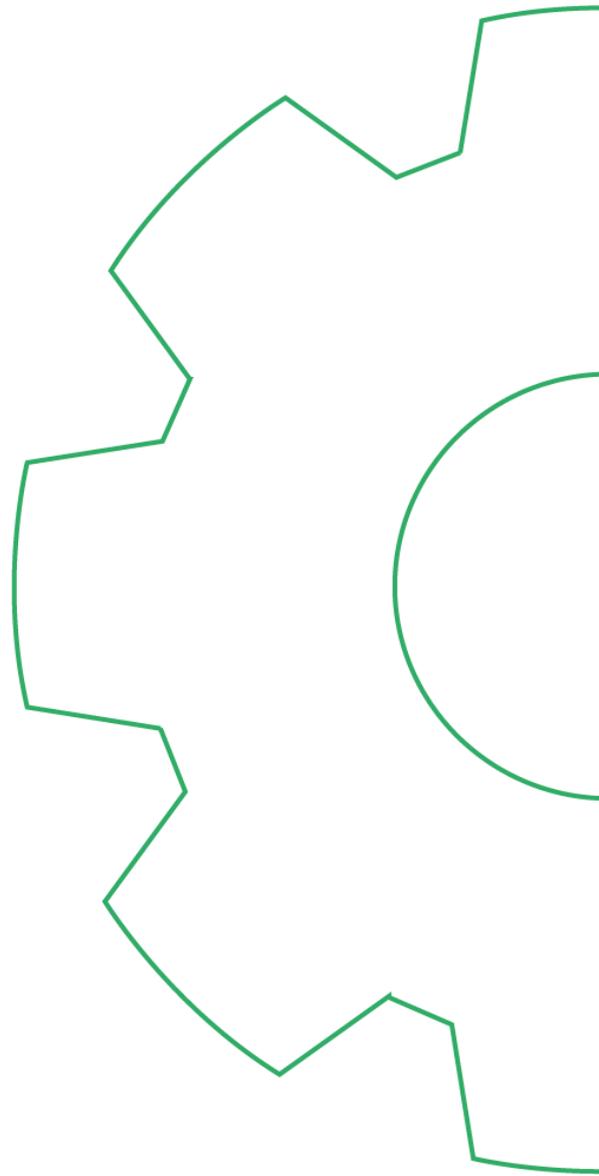


Queue-it Virtual Waiting Room

MAGENTO M2 USER GUIDE



QUEUE•IT

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1 Introduction

This user guide will instruct how businesses on Magento M2 can implement Queue-it's Known User integration, which is a secure server-side integration that prevents end-users from skipping the virtual line.

For information on implementing Queue-it via JavaScript, please consult our [Technical Integration](#) white paper.

1.1 Protect ecommerce sales with a virtual waiting room

Although Magento is a highly-scalable platform and can handle a substantial amount of transactions, it is bound by the same limitations as any other relational database system.

Dynamic requests on search, checkout and payment pages rely heavily on database transactions, which have limited capacity and can be difficult or expensive to scale. What's more, Magento's third-party integrations (e.g. payment gateways) have their own limitations.

When your website or app experiences sudden peaks in online traffic, the strain on your infrastructure may prove too much, leading to website or app failure.

At [Queue-it](#), we've developed a virtual waiting room solution to control website and app traffic peaks by offloading visitors to an online queue. Our powerful SaaS platform enables ecommerce companies around the globe to keep their systems online and visitors informed, capturing key sales and online activity on their most business-critical days.

1.2 Queue-it's Known User integration with Magento

We have specially developed an extension for Magento M2 to make the Known User integration between businesses on Magento and Queue-it as simple as possible.

Visit the [Magento Marketplace](#) to download the extension. For further integration information and documentation, visit our [Developers](#) page.

The extension itself is free of charge, but the usage requires a subscription to Queue-it's SaaS platform. Claim your free trial at queue-it.com/free-trial.

2 Configure the Magento Extension

To configure the Magento extension you need an account on [GO \(https://go.queue-it.net\)](https://go.queue-it.net), Queue-it's web-based admin platform. If you don't have a GO account, please [start a free trial](#).

2.1 Prerequisites

Customer Id: Your Queue-it customer Id can be found in the GO platform under the **Account | Company Profile** menu.

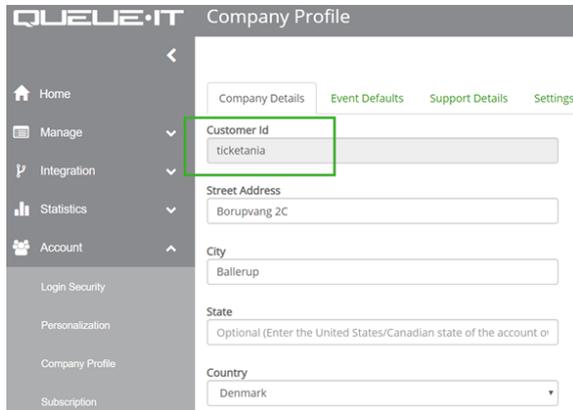


Figure 1. Location of the *Customer Id* in Queue-it's GO platform.

Secret Key: The secret key is used to verify that a user trying to access the website has been through the queue and is not trying to bypass the queue. The secret key can be found under the **Account | Security** menu.

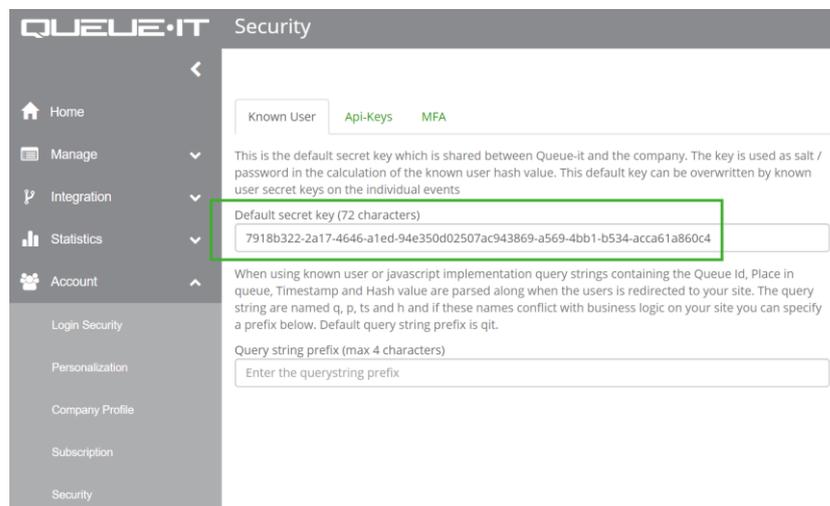


Figure 2. Location of the *Default secret key* in Queue-it's GO platform.

2.2 Setup

After installation of the Queue-it extension a new configuration page is added here in Magento admin: **Store | Configuration | Services | QueueIt KnownUser**

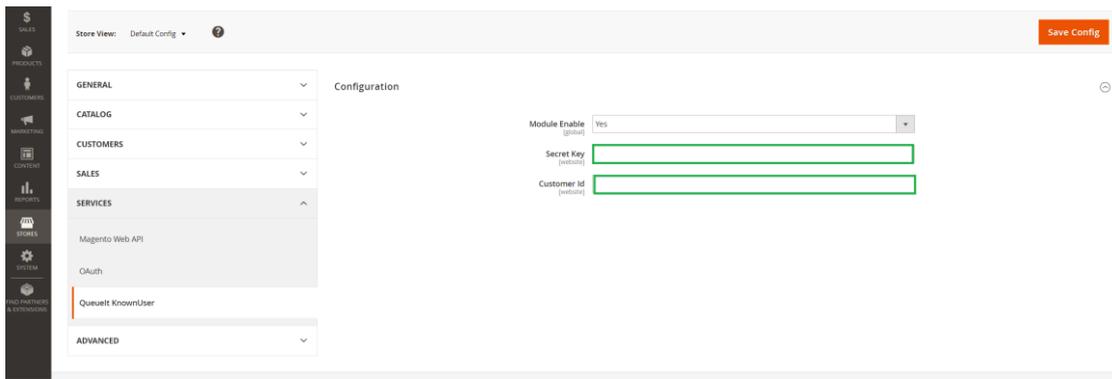


Figure 3. Fields in Magento to configure the Queue-it Known User extension.

Enabled: Enable/disable module execution. Note that end-users might not necessarily see the queue even with the extension enabled, depending on your queue configuration (e.g. if the queue is running in SafetyNet mode). For more information, see the Technical Integration white paper, available in GO at [Help | White Papers](#), or via the [Queue-it website](#).

Secret Key: The 72-character secret key (see Section 2.1). This can be found under the **Account | Security** menu in the GO platform.

Customer Id: Your Queue-it customer Id (see Section 2.1). This can be found in the GO platform under the **Account | Company Profile** menu.

2.3 Setup verification

To verify that setup in the Magento platform is successful, make sure that the fields in **Content | Queueit KnownUser | Admin** are populated.

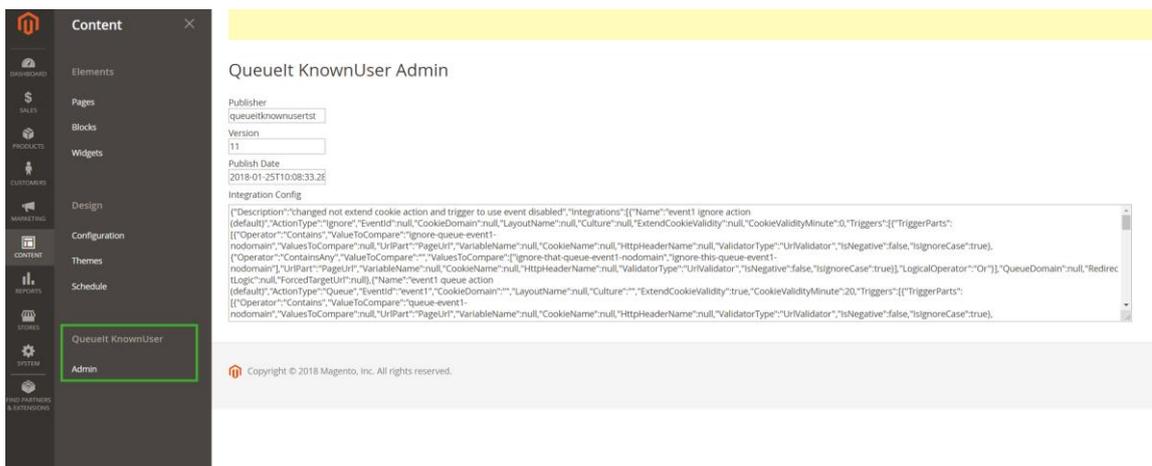


Figure 4. Fields in **Content | Queueit KnownUser | Admin** will be populated if the integration setup is done correctly.

2.4 Integration configuration

In Queue-it's GO platform it is possible to configure when, how, and where the queue should protect the website by specifying Actions, Triggers, and Configuration. With this dynamic Integration Configuration, it is possible to update the behavior of the Queue without the need to update the code on the website.

- **Actions** are used to bind Triggers and Configuration settings to a running Event
- **Triggers** are used to initiate actions in accordance with the queueing logic of a site
- **Configuration** are used to set the cookie information

For more detail, see section 3 in the Technical Integration white paper available from Go Self-service platform under the **Help | Resources | White papers** menu. You can also [request the white paper](#) directly from our website.

This configuration can be provided to the Known User extension by configuring the REST endpoint address and then pushing the configuration from Queue-it GO to your web server.

The REST endpoint address is `{{store_url}}/rest/V1/queueit/integrationinfo`. This is set in **Integration | Overview | Settings | Publish web endpoint**.

The configuration can be pushed to your web server in **Integration | Overview | Publish | Show/Hide Instructions | Push Now**.

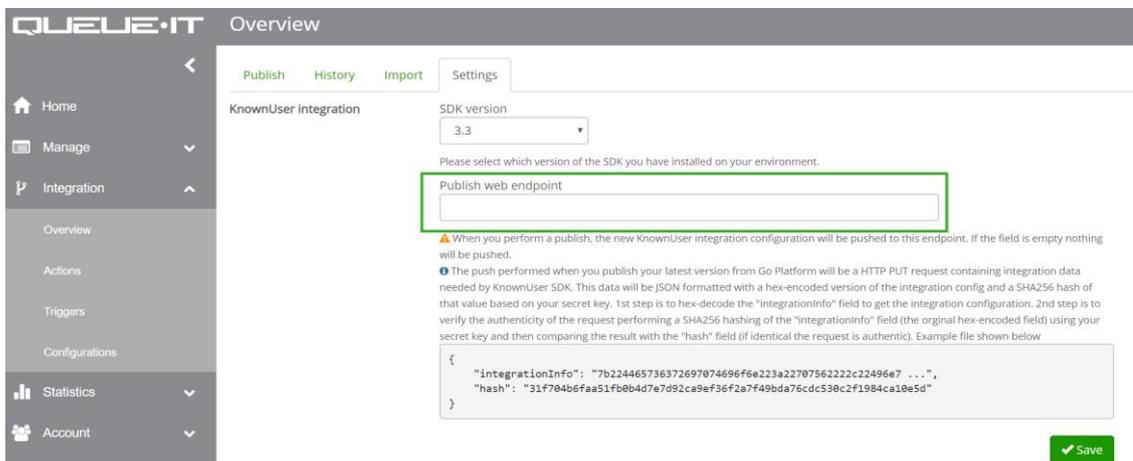


Figure 5. Field to enter the REST endpoint address.

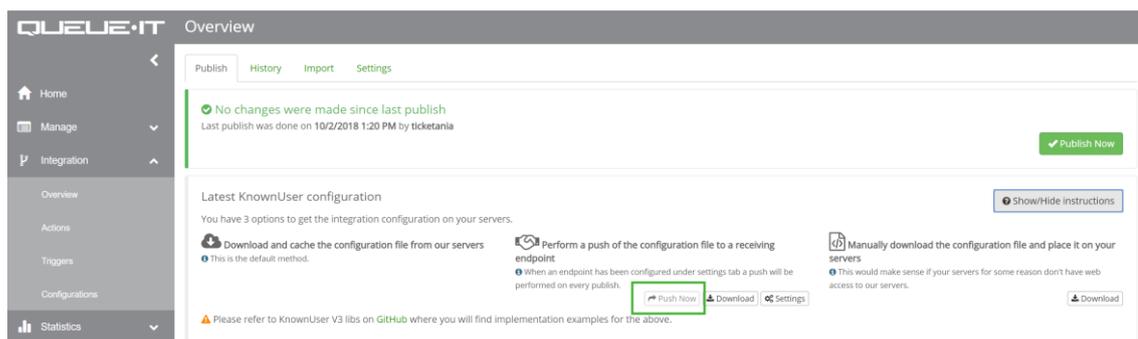


Figure 6. 'Push Now' button that pushes the integration config from Queue-it GO to Magento.

3 Successful Queue-it & Magento Integrations

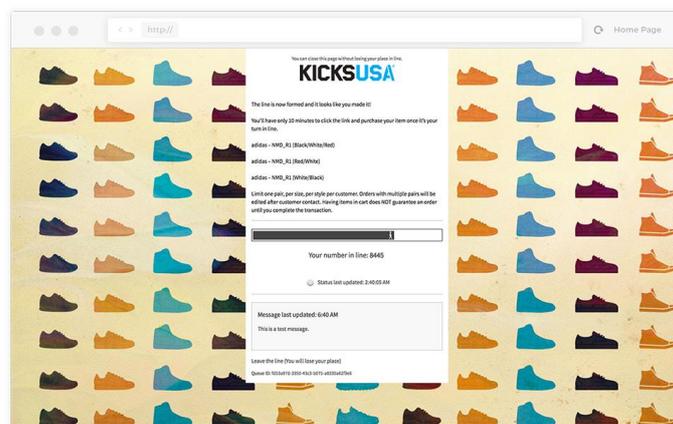
We have a strong track record of supporting businesses running on Magento.

For Jako Enterprises' [Kicks USA and Ubig](#), the allure of limited-collection releases of trendy streetwear and fashionable sneakers created too much hype for their Magento website to handle.

After investing money in server scaling without fixing the root of their problem, Kicks USA and Ubig turned to Queue-it's virtual waiting room. Now the team consistently delivers smooth online collection releases.

"We invested a lot of money into scaling servers and we still had major issues that prevented potential customers from purchasing. Nobody builds a website to handle hundreds of thousands of people just for a limited amount of time. Queue-it is a great solution that saves the day and it works flawlessly."

Virgil Ghic, Director of Digital, Jako Enterprises



[More info](#)

Try the Magento & Queue-it integration for yourself

Sign up for a [free trial](#)

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