Queue-it

- Overview
- Wordpress Implementation - Part 1
- Wordpress Implementation - Part 2

Overview

Queue-it is a virtual waiting room solution that is used to control the follow of traffic for event ticket sales.

It was implemented following issues with the Puffing Billy website and CustomLinc booking widgets struggling with capacity.

It is to be utilised for Polar Express, Day Out With Thomas x 2 and Train of Lights.

Puffing Billy's Queue-it instance can be accessed at https://puffingbilly.go.queue-it.net/

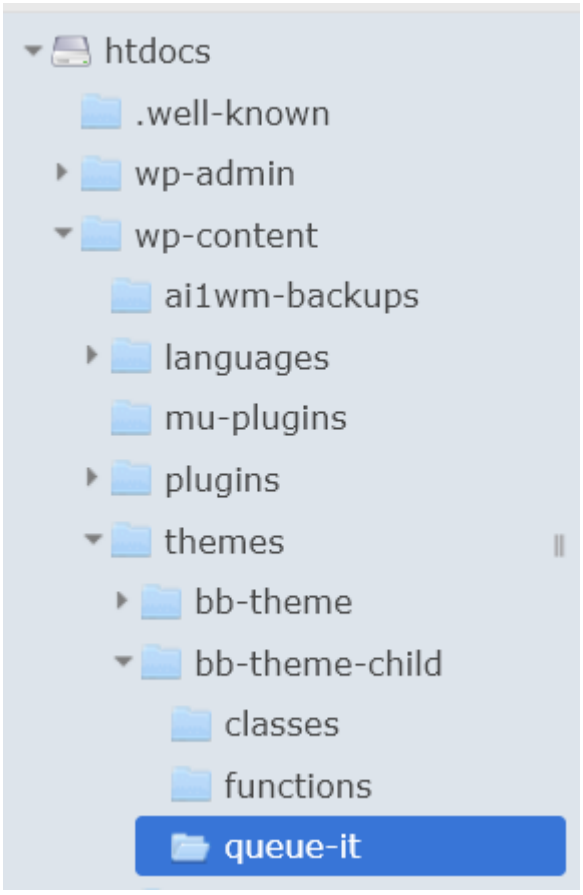
Wordpress Implementation - Part 1

Queue-it is implemented server side using PHP. The required PHP files can be downloaded via the Queue-it GitHub repository located at https://github.com/queueit/KnownUser.V3.PHP

The *WP File Manager* plugin is used to access the WordPress folder structure and upload the required files. It can be located in the left hand menu after logging into WordPress.



The Queue-it files should be placed in the following folder:



The required PHP files are below. The file integrationconfig.json is generated via the Queue-it portal and uploaded.

Name	Permissions	Modified	Size	Kind
integrationconfig.json	read and write	Oct 30, 2023 02:30 PM	778 b	Application
IntegrationConfigHelpers.php	read and write	Oct 18, 2023 02:31 PM	11 KB	PHP source
KnownUser.php	read and write	Oct 18, 2023 02:29 PM	22 KB	PHP source
Models.php	read and write	Oct 18, 2023 02:29 PM	3 KB	PHP source
QueueITHelpers.php	read and write	Oct 18, 2023 02:29 PM	6 KB	PHP source
UserInQueueService.php	read and write	Oct 18, 2023 02:31 PM	10 KB	PHP source
UserInQueueStateCookieRepository.php	read and write	Oct 18, 2023 02:31 PM	8 KB	PHP source

Wordpress Implementation - Part 2

Once the required php files have been uploaded to the web server, additional php code must be added to WordPress to enable the queuing functionality. The code is accessed via PBR's private GitHub repository at https://github.com/pbr-it/queue-it

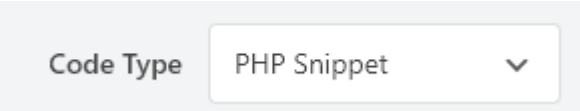
Credentials are located in the IT password store.

Before adding the code, ensure that the variable *$secretKey* is set to the secret key specified in the Queue-it portal.

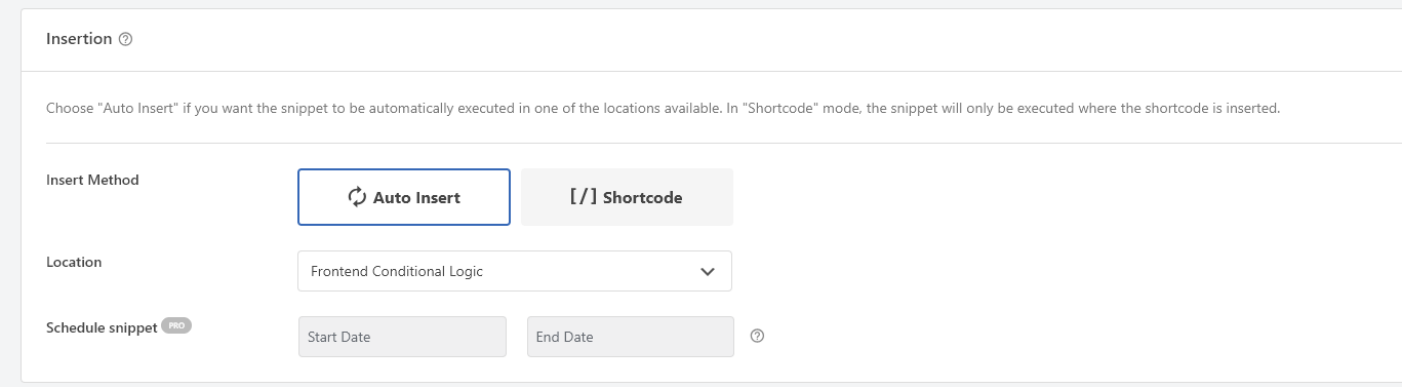
The Code Snippets Wordpress plugin is used to add the code to Wordpress.

After opening the plug in, create a new snippet.

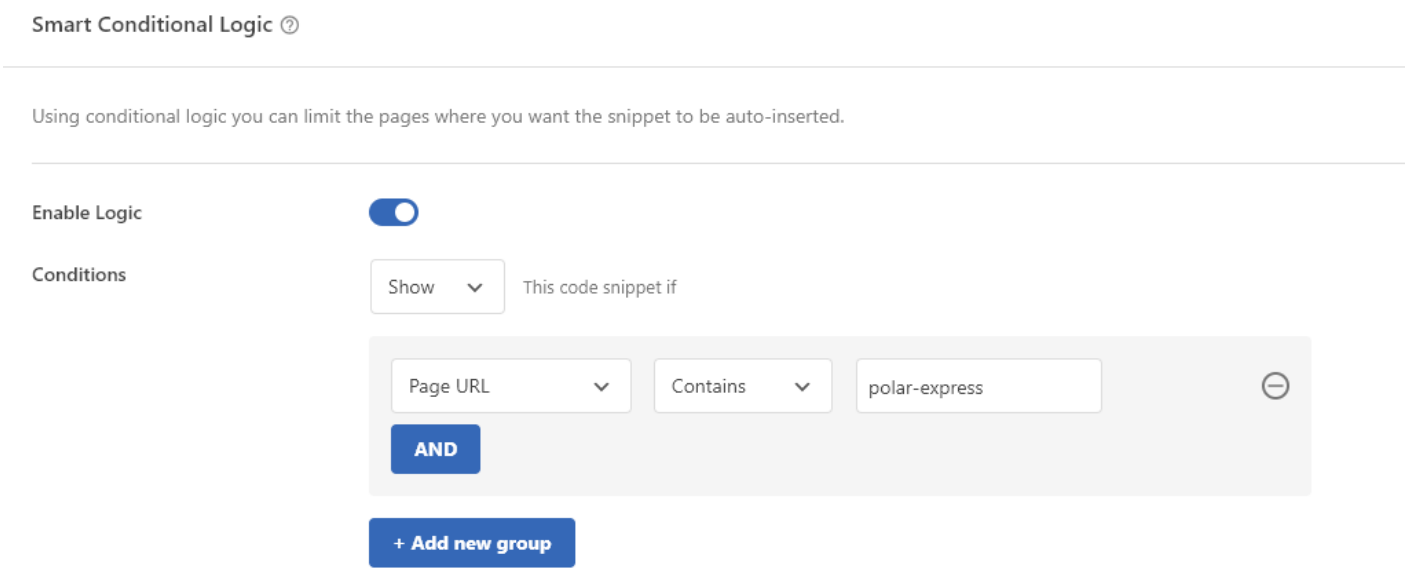
Add the code to the code preview window, ensuring that 'Code Type is set to PHP Snippet'



Ensure that the insertion options are the same as below. Selecting 'Frontend Conditional Logic' ensures that the code is only executed by visitors and not when attempting to edit the page.



Under 'Smart Conditional Logic', specify the criteria that should apply for the code to run,



Save the code snippet.

At this point the code is in place to make the call to Queue-it at page load.

Remaining configuration is performed via the Queue-it portal.