

List of Variables Available in SMS Messages

Message Name	Variable Name	Data Type	Comments
ad_mobile_app	queue	Queue Object	
already_queued	queue	Queue Object	
	wait	WaitTime Object	Customer's current forecast wait
	waitInMin	Integer	Customer's current forecast wait in minutes
	lowerWaitInMin (if Forecast Ranges are configured)	Integer	Lower end of forecast range for customer
	upperWaitInMin (if Forecast Ranges are configured)	Integer	Upper end of forecast range for customer
	target	String	Time at which customer is forecast to be summoned
appointment_canceled	appointment	Appointment Object	
	date	String	Scheduled start date of the appointment
	time	String	Scheduled start time of the appointment
appointment_confirmation	appointment	Appointment Object	
	date	String	Scheduled start date of the appointment
	time	String	Scheduled start time of the appointment
appointment_reminder	appointment	Appointment Object	
	date	String	Scheduled start date of the appointment
	time	String	Scheduled start time of the appointment
appointment_uncancel_failed	appointment	Appointment Object	
	date	String	Scheduled start date of the appointment
	time	String	Scheduled start time of the appointment
appointment_uncanceled	appointment	Appointment Object	

	date	String	Scheduled start date of the appointment
	time	String	Scheduled start time of the appointment
feedback	customProp-<property name>	String	A custom consumer property with name <property name>.
joined	queue	Queue Object	
	spot	QueueSpot Object	
	spots	Integer	Number of customers in front of this customer in the queue
	name	String	Customer's first name
	wait	WaitTime Object	Customer's current forecast wait
	waitInMin	Integer	Customer's current forecast wait in minutes
	lowerWaitInMin (if Forecast Ranges are configured)	Integer	Lower end of forecast range for customer
	upperWaitInMin (if Forecast Ranges are configured)	Integer	Upper end of forecast range for customer
	target	String	Time at which customer is forecast to be summoned
	removeOldCallAheadSpot sIntervallnMins (if queue is configured to automatically remove call ahead spots that do not check in)	Integer	Number of minutes that the customer will have to check in on site before being automatically removed from the queue
	customProp-<property name>	String	A custom consumer property with name <property name>.
joined_appointment	queue	Queue Object	
	spot	QueueSpot Object	
	spots	Integer	Number of customers in front of this customer in the queue

	name	String	Customer's first name
	wait	WaitTime Object	Customer's current forecast wait
	waitInMin	Integer	Customer's current forecast wait in minutes
	lowerWaitInMin (if Forecast Ranges are configured)	Integer	Lower end of forecast range for customer
	upperWaitInMin (if Forecast Ranges are configured)	Integer	Upper end of forecast range for customer
	target	String	Time at which customer is forecast to be summoned
	removeOldCallAheadSpotsIntervalInMins (if queue is configured to automatically remove call ahead spots that do not check in)	Integer	Number of minutes that the customer will have to check in on site before being automatically removed from the queue
	customProp-<property name>	String	A custom consumer property with name <property name>.
joined_interest	queue	Queue Object	
	spot	QueueSpot Object	
	spots	Integer	Number of customers in front of this customer in the queue
	name	String	Customer's first name
	customProp-<property name>	String	A custom consumer property with name <property name>.
leave_all	queues	Integer	Number of queues the customer is currently in
leave_other	queue	Queue Object	
left	queue	Queue Object	
	wait	WaitTime Object	Amount of time customer has to rejoin the queue and get his old spot back

	waitInMin	Integer	Number of minutes customer has to rejoin the queue and get his old spot back
left_all	location	MerchantLocation Object	
left_removed	queue	Queue Object	
	wait	WaitTime Object	Amount of time customer has to rejoin the queue and get his old spot back
	waitInMin	Integer	Number of minutes customer has to rejoin the queue and get his old spot back
left_ticketed	queue	Queue Object	
	wait	WaitTime Object	Amount of time customer has to rejoin the queue and get his old spot back
	waitInMin	Integer	Number of minutes customer has to rejoin the queue and get his old spot back
	excludeRejoinText	Boolean	True if customer does not have the ability to rejoin the queue. False otherwise.
list_queues	names	List of Strings	Names of queues
list_transaction_types	names	List of Strings	Names of transaction types
location_welcome_get_party_size	location	MerchantLocation Object	
	name	String	Customer's first name
location_welcome_select_queue	location	MerchantLocation Object	
	name	String	Customer's first name
location_welcome_select_transaction_type	location	MerchantLocation Object	
	name	String	Customer's first name
moved	oldQueue	Queue Object	
	newQueue	Queue Object	

	spots	Integer	Number of customers in front of this customer in the new queue
	wait	WaitTime Object	Customer's new forecast wait
	customProp-<property name>	String	A custom consumer property with name <property name>.
moved_appointment	oldQueue	Queue Object	
	newQueue	Queue Object	
moved_lost_appointment	oldQueue	Queue Object	
	newQueue	Queue Object	
	spots	Integer	Number of customers in front of this customer in the new queue
	wait	WaitTime Object	Customer's new forecast wait
	customProp-<property name>	String	A custom consumer property with name <property name>.
notification_target_set	wait	WaitTime Object	Customer's current forecast wait
	waitInMin	Integer	Customer's current forecast wait in minutes
pulled_status_update	queue	Queue Object	
	spots	Integer	Number of customers in front of this customer in the queue
	wait	WaitTime Object	Customer's current forecast wait
	waitInMin	Integer	Customer's current forecast wait in minutes
	lowerWaitInMin (if Forecast Ranges are configured)	Integer	Lower end of forecast range for customer
	upperWaitInMin (if Forecast Ranges are configured)	Integer	Upper end of forecast range for customer
	target	String	Time at which customer is forecast to be summoned

push_back	wait	WaitTime Object	Customer's new forecast wait
	waitInMin	Integer	Customer's new forecast wait in minutes
	lowerWaitInMin (if Forecast Ranges are configured)	Integer	Lower end of forecast range for customer
	upperWaitInMin (if Forecast Ranges are configured)	Integer	Upper end of forecast range for customer
	onePushBackRemaining	Boolean	True if customer only has one push-back left. False otherwise.
push_back_appointment_restored	appointment	Appointment Object	
	date	String	Scheduled start date of appointment
	time	String	Scheduled start time of appointment
push_back_help	(none)		
push_back_max	wait	WaitTime Object	Customer's new forecast wait
	waitInMin	Integer	Customer's new forecast wait in minutes
	onePushBackRemaining	Boolean	True if customer only has one push-back left. False otherwise.
push_back_queue_empty	(none)		
pushed_please_return_status_update	queue	Queue Object	
	spots	Integer	Number of customers in front of this customer in the queue
	wait	WaitTime Object	Customer's current forecast wait
	waitInMin	Integer	Customer's current forecast wait in minutes
	lowerWaitInMin (if Forecast Ranges are configured)	Integer	Lower end of forecast range for customer

	upperWaitInMin (if Forecast Ranges are configured)	Integer	Upper end of forecast range for customer
	target	String	Time at which customer is forecast to be summoned
pushed_status_update	queue	Queue Object	
	spots	Integer	Number of customers in front of this customer in the queue
	wait	WaitTime Object	Customer's current forecast wait
	waitInMin	Integer	Customer's current forecast wait in minutes
	lowerWaitInMin (if Forecast Ranges are configured)	Integer	Lower end of forecast range for customer
	upperWaitInMin (if Forecast Ranges are configured)	Integer	Upper end of forecast range for customer
	target	String	Time at which customer is forecast to be summoned
queue_welcome_empty	queue	Queue Object	
	spots	Integer	Number of parties currently queued
	wait	WaitTime Object	Forecast wait for next customer to join
	waitInMin	Integer	Forecast wait in minutes for next customer to join
	lowerWaitInMin (if Forecast Ranges are configured)	Integer	Lower end of forecast range for next customer to join
	upperWaitInMin (if Forecast Ranges are configured)	Integer	Upper end of forecast range for next customer to join
queue_welcome_get_name	queue	Queue Object	
queue_welcome_not_empty	queue	Queue Object	
	spots	Integer	Number of parties currently queued

	wait	WaitTime Object	Forecast wait for next customer to join
	waitInMin	Integer	Forecast wait in minutes for next customer to join
	lowerWaitInMin (if Forecast Ranges are configured)	Integer	Lower end of forecast range for next customer to join
	upperWaitInMin (if Forecast Ranges are configured)	Integer	Upper end of forecast range for next customer to join
select_queue	location	MerchantLocation Object	
select_transaction_type	Either location or queue, depending on context & configuration	Queue or MerchantLocation Object	
	name	String	Customer's name
sms_opt_in	locatoin	MerchantLocation Object	
sms_opt_in_offer	location	MerchantLocation Object	
sms_opt_out	(none)		
ticket_consumer	queue	Queue Object	
	spot	QueueSpot Object	
	customProp-<property name>	String	A custom consumer property with name <property name>.
ticket_consumer_specify_queue	queue	Queue Object	
	spot	QueueSpot Object	
	customProp-<property name>	String	A custom consumer property with name <property name>.
ticket_expired	wait	WaitTime Object	Amount of time customer has to rejoin the queue and get his old spot back
	waitInMin	Integer	Number of minutes customer has to rejoin the queue and get his old spot back
	excludeRejoinText	Boolean	True if the customer is not allowed to rejoin the queue because he has used all of his allowed rejoins. False otherwise.

	customProp-<property name>	String	A custom consumer property with name <property name>.
ticket_ping	spot	QueueSpot Object	
	customProp-<property name>	String	A custom consumer property with name <property name>.

QueueSpot Object commonly-accessed properties

Property	Data Type	Comments
partySize	Integer	
phone	Phone Object	
queue	Queue Object	
notes	String	
callAhead	Boolean	
ticketClassifier	TicketClassifier Object	
transactionType	TransactionType Object	
appointment	Appointment Object	

Queue Object commonly-accessed properties

Property	Data Type	Comments
name	String	Staff-facing queue name
description	String	Customer-facing queue name
location	MerchantLocation Object	
unconfirmedTicketTimeout	WaitTime Object	Amount of time customers have to be marked arrived after being summoned if they have not confirmed their intent to return
confirmedTicketTimeout	WaitTime Object	Amount of time customers have to be marked arrived after being summoned if they have confirmed their intent to return
rejoinTimeout	WaitTime Object	Amount of time customers have to rejoin the queue after moving to Expired List

state	State Object	ACTIVE, INACTIVE, CLOSING, or CLOSED
appointmentsEnabled	Boolean	True if appointments are enabled for this queue
maxPartySize	Integer	Maximum allowed party size
minPartySize	Integer	Minimum allowed party size
targetTicketListSize	Integer	Number of customers that will be kept in Summoned Customers list at all times if possible
ticketBatchSize	Integer	Number of customers that are summoned at a time

MerchantLocation Object commonly-accessed properties

Property	Data Type	Comments
name	String	Staff-facing location name
description	String	Customer-facing location name
usePartySize	Boolean	True if party sizes are used at this location
merchant	Merchant Object	
location	PhysicalLocation Object	
primaryPhone	Phone Object	Phone number to call to speak to a human at this location
fax	Phone Object	Fax number at this location
displayPhone	String	QLess Voice number at this location
maxSimultaneousQueues	Integer	Maximum number of queues that a customer can be in at once at this location (-1 means unlimited)

WaitTime Object commonly-accessed properties

Property	Data Type	Comments
duration	Integer	
units	TimeUnit Object	NANOSECONDS, MICROSECONDS, MILLISECONDS, SECONDS, MINUTES, HOURS, or DAYS

displayValue	String	
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Appointment Object commonly-accessed properties

Property	Data Type	Comments
partySize	Integer	
customer	MerchantConsumerInfo Object	
queue	Queue Object	
status	Status Object	PENDING, APPROVED, REJECTED, CANCELED, QUEUED, FAILED, or SERVED_EARLY
notes	String	
transactionType	TransactionType Object	
confirmationCodePlusId	String	Appointment confirmation code

TransactionType Object commonly-accessed properties

Property	Data Type	Comments
name	String	Staff-facing name
description	String	Customer-facing name

Merchant Object commonly-accessed properties

Property	Data Type	Comments
name	String	Business name

TicketClassifier Object commonly-accessed properties

Property	Data Type	Comments
location	MerchantLocation Object	
name	String	Staff-facing name
description	String	Customer-facing name
issuingEmployee	Employee Object	The employee that summoned the customer

Employee Object commonly-accessed properties

Property	Data Type	Comments
merchant	Merchant Object	
firstName	String	
lastName	String	
name	String	First name and last name
email	String	

PhysicalLocation Object commonly-accessed properties

Property	Data Type	Comments
address	StreetAddress object	
timeZone	String	

StreetAddress Object commonly-accessed properties

Property	Data Type	Comments
city	String	
line1	String	
line2	String	
line3	String	
state	String	
postalCode	String	
country	String	