

# USER MANUAL

(Client SQL Interface)

Let's take a quick tour



**Center for Service  
Quality Enhancement**

*... Service Matters*



## Log In

Enter your email and password to sign in

Log In

New to this account? [Register now!](#)

### *Step-01*

Use **Client login credential** to login to the client Dashboard.



The dashboard features a dark blue header with the CSQE logo on the left, a welcome message "Welcome to CSQE Panel" in the center, and the current SQI score "SQI: 56.54%" on the right. Below the header are four summary cards for different time periods: Today's SQI (0, 0% than yesterday), This month's SQI (0, -100% since last month), Last week's SQI (55.19, 55.19% since the week before last week), and Last month's SQI (56.54, 56.54% than the month before last Month). The main content area is divided into two columns. The left column contains a table titled "Branch List of Inhouse Cafe (Test Case)" with one row for "Uttara" showing an SQI score of 56.54% and a status of "Active". The right column contains a section titled "SQI by Categories" listing various categories such as Reliability, Responsiveness, Assurance, Empathy, Tangibles, Systemization of Service Delivery, Communication, Access, and Security, all with a score of 0%. A sidebar on the left lists navigation options like Dashboard, Price Plan, Payment, Manage Session, Customer Support, Refund Policy, Privacy Policy, and Profile.

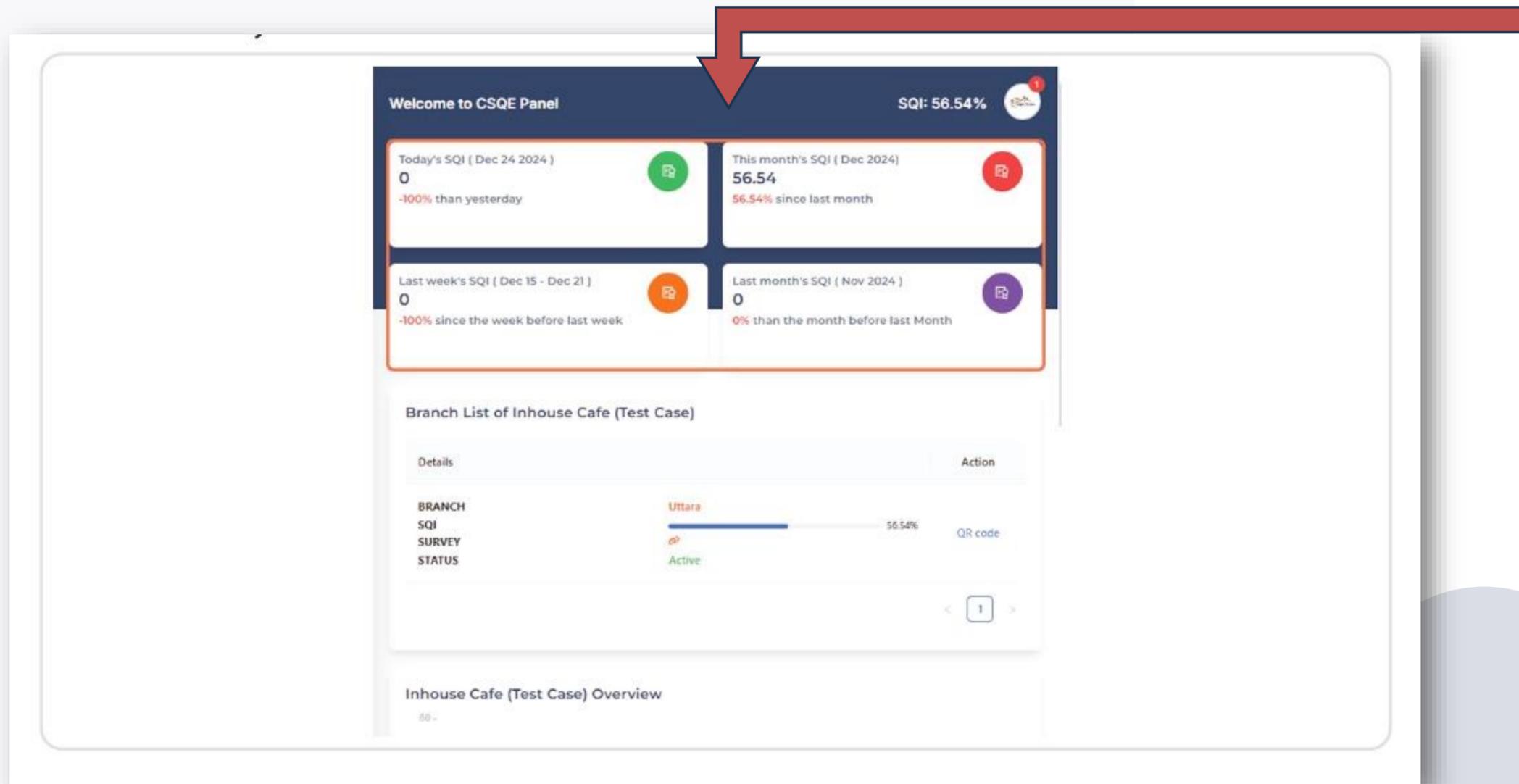
BRANCH NAME	SQI SCORE	CUSTOMER SURVEY	STATUS	ACTION
Uttara	56.54%		Active	QR code



Dashboard contains different types of features based on the pricing plan.



Under dashboard first rows shows following **Scores of the Company:**



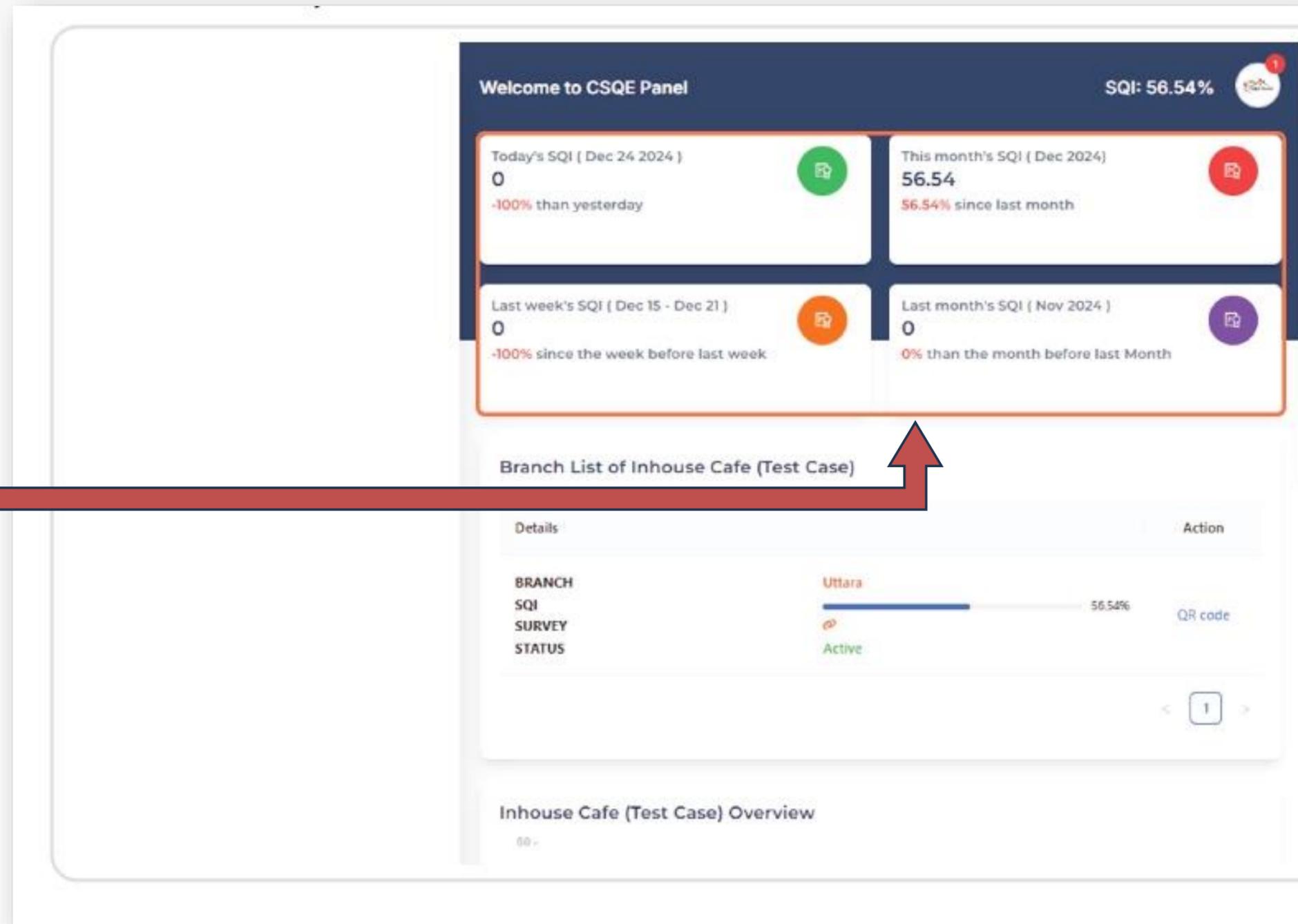
Top two Cell contains:

- Per Day (12:00am to 11:59pm).
- This Month (12:00am, 1<sup>st</sup> Day of the Month to 11:59pm Last day of the month).

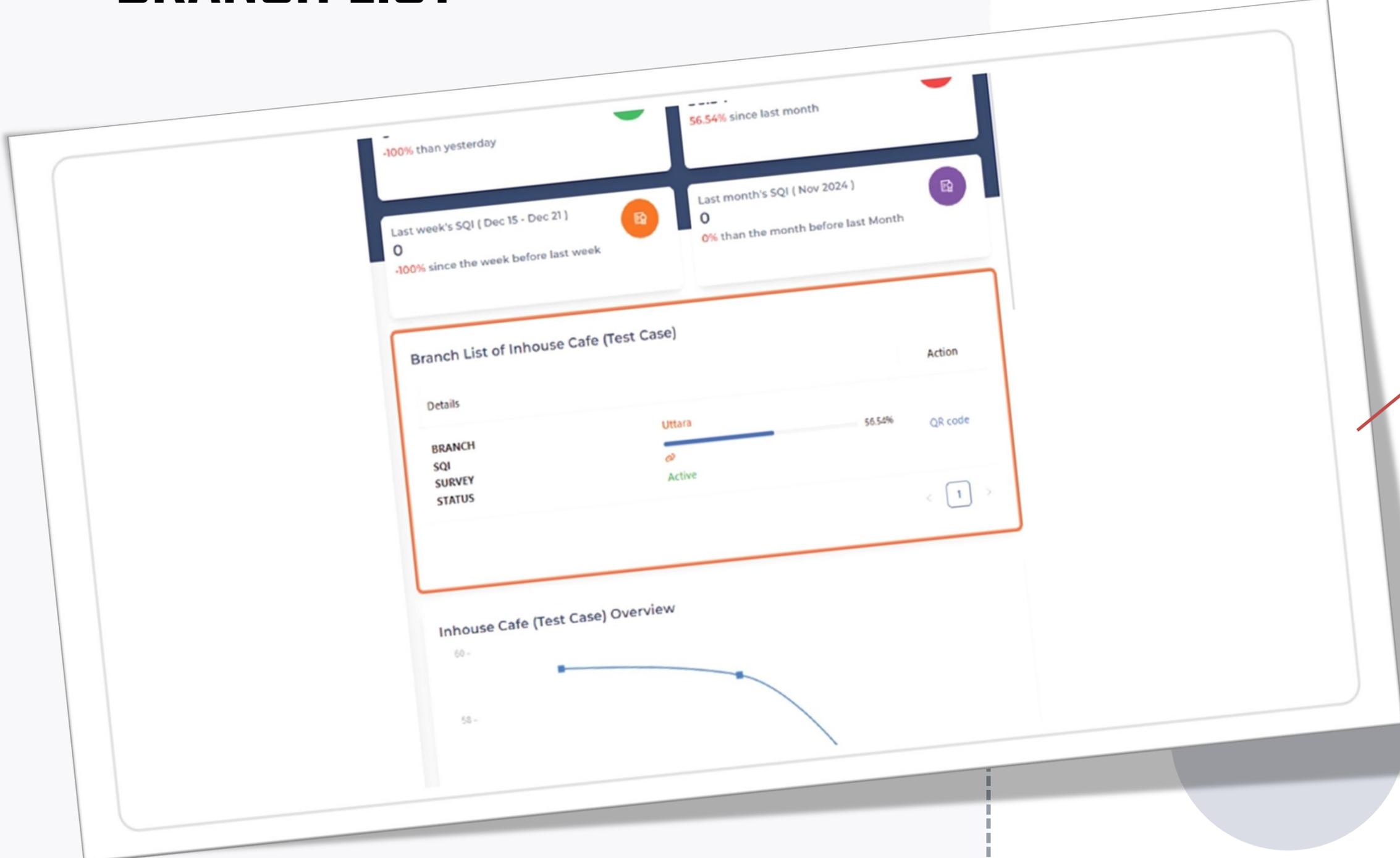


Bottom two Cell contains:

- Last Week Score (12:00am, Saturday to 11:59pm Friday).
- Last Month (12:00am, 1<sup>st</sup> Day of the Month to 11:59pm Last day of the month).



# BRANCH LIST

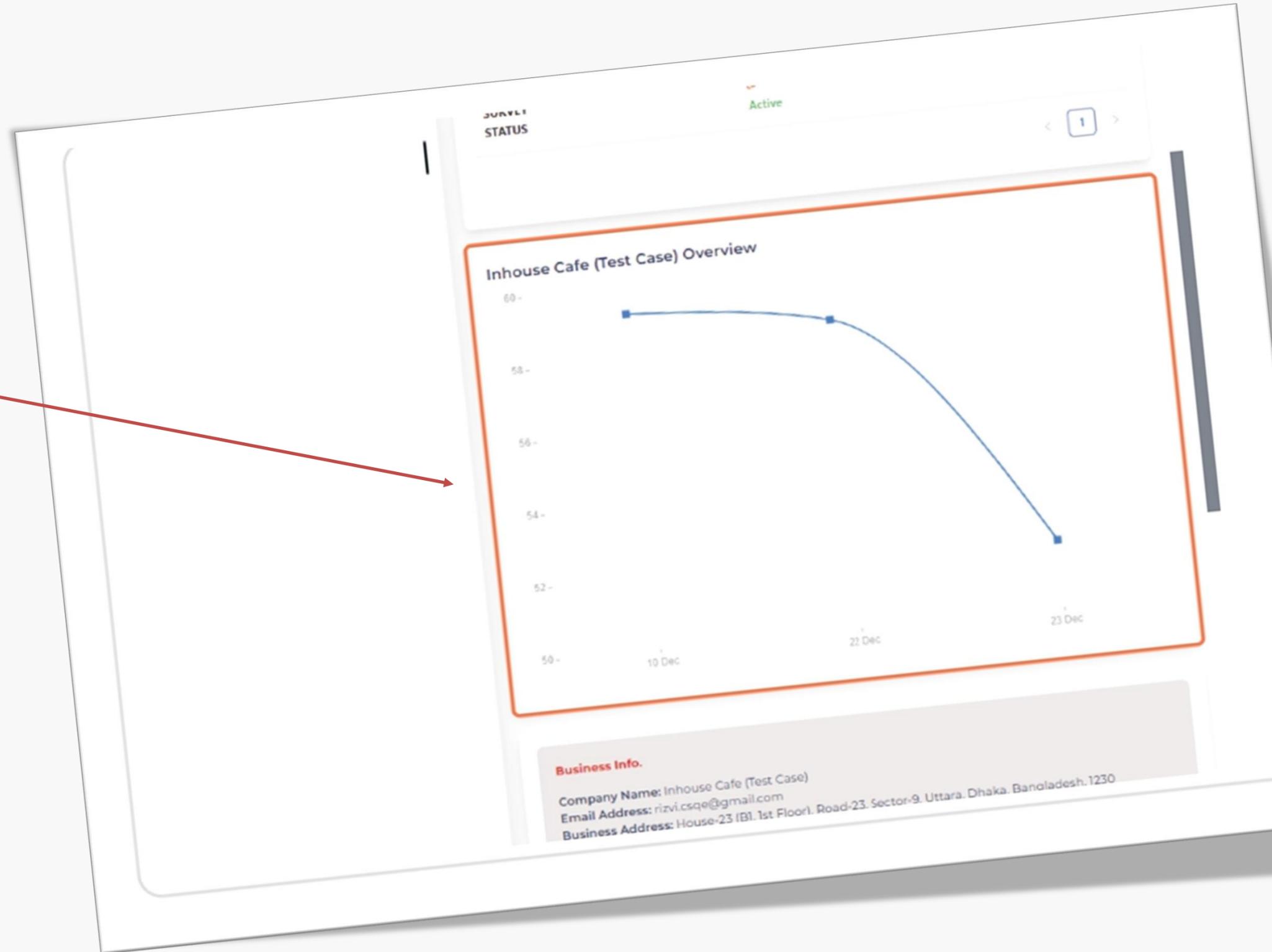


List of the Branches registered under this company.



## Step-02

A graphical Presentation of incoming surveys count from the company`s customer





Industry/Service type: Restaurant & Cafe  
Operation Year: 8  
Ownership Structure: Public Limited Company  
Description of Business Activities: null

#### SQL by Categories

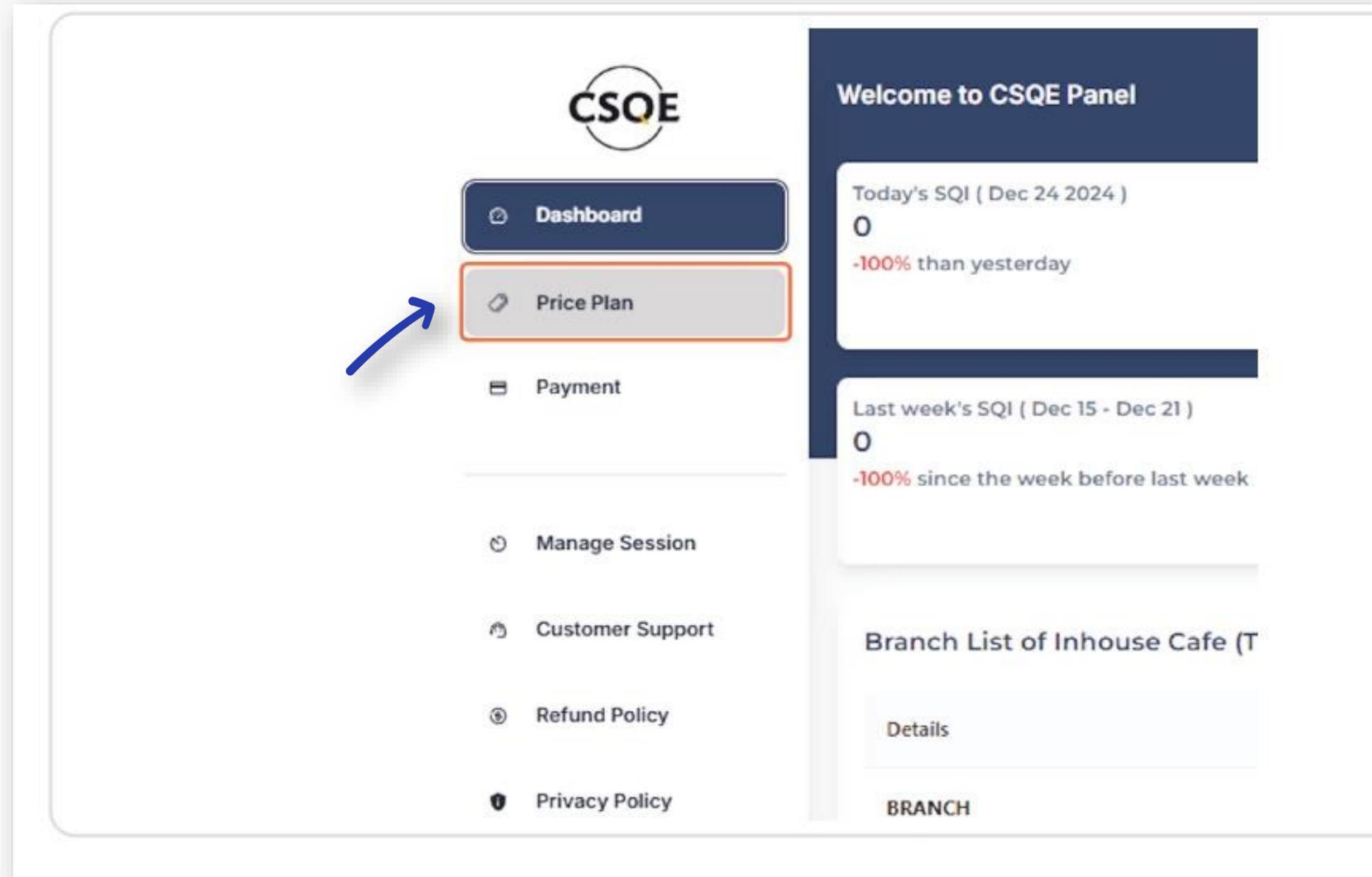
Reliability	<b>46.67%</b>
Responsiveness	<b>51.11%</b>
Assurance	<b>64.44%</b>
Empathy	<b>60%</b>
Tangibles	<b>55.56%</b>
Systemization of Service Delivery	<b>55.56%</b>
Communication	<b>60%</b>
Access	<b>62.22%</b>
Security	<b>55.56%</b>

*Step-03*

The Base of SQL,  
**9 Standards of service  
Quality measuring.**

*Step-04*

Click on Pricing Plan



The screenshot shows the CSQE dashboard interface. At the top center is the CSQE logo. On the left side, there is a vertical navigation menu with the following items: Dashboard, Price Plan (highlighted with a red box and a blue arrow pointing to it), Payment, Manage Session, Customer Support, Refund Policy, and Privacy Policy. On the right side, there is a main content area with a dark blue header that says "Welcome to CSQE Panel". Below the header, there are two summary cards. The first card shows "Today's SQI ( Dec 24 2024 )" with a value of 0 and a note "-100% than yesterday". The second card shows "Last week's SQI ( Dec 15 - Dec 21 )" with a value of 0 and a note "-100% since the week before last week". Below these cards, there is a section titled "Branch List of Inhouse Cafe (T)" with a "Details" button and a "BRANCH" label.





Dashboard

Subscription Plan

Subscription

Manage Session

Customer Support

Privacy Policy

Terms Policy

File

Welcome to CSQE Panel

SQI: 56.54%

BASIC	SILVER	GOLD	DIAMOND
1 year Subscription	1 year Subscription	1 year Subscription	1 year Subscription
<b>First Year Subscription</b>	<b>5,500 BDT</b>	<b>9,500 BDT</b>	<b>45,500 BDT</b>
<b>PAY NOW</b>	<b>PAY NOW</b>	<b>PAY NOW</b>	<b>PAY NOW</b>
Device Access Limit - up to 3	Device Access Limit - up to 5	Device Access Limit - up to 10	Device Access Limit - up to 20
✓ SQI Score of Company			
✗ SQI Score of Branches	✓ SQI Score of Branches	✓ SQI Score of Branches	✓ SQI Score of Branches
✗ Individual Standards SQI Scores	✗ Individual Standards SQI Scores	✓ Individual Standards SQI Scores	✓ Individual Standards SQI Scores
✗ Raw Data of Customer Servey	✗ Raw Data of Customer Servey	✗ Raw Data of Customer Servey	✓ Raw Data of Customer Servey
✗ Certification (2 Years Validity)			
✗ Consultation	✗ Consultation	✗ Consultation	✗ Consultation
✗ Seminar	✗ Seminar	✗ Seminar	✗ Seminar

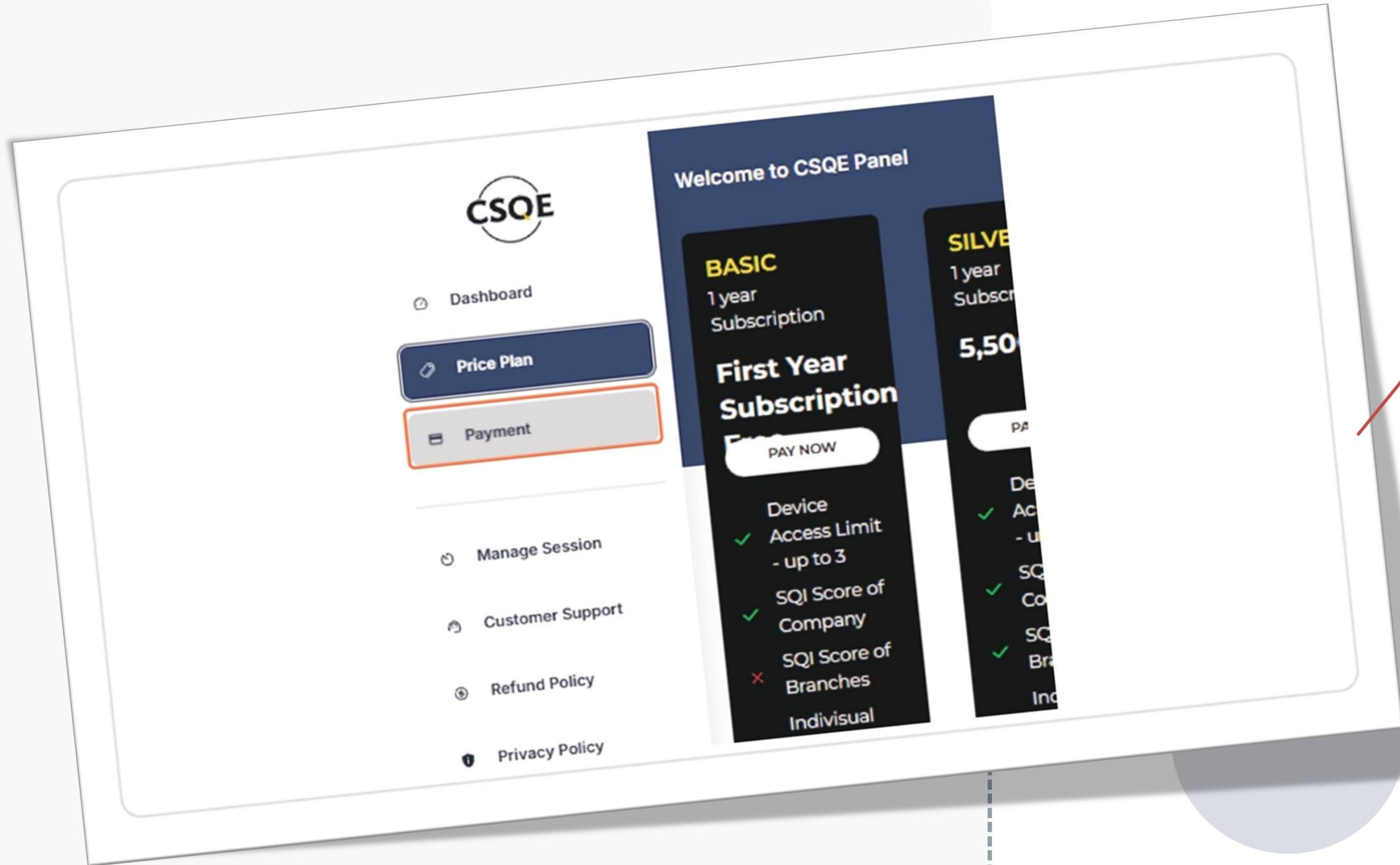
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## Step-05

All the pricing plan available will be displayed here.

(Note: Payment Manual is Attached on our website.)



*Step-05*

Click on Payment



Welcome to CSQE Panel SQI: 56.54%

### Payment History

Details

SL	1
TRX	dhgfgjcvbnbvjh
AMOUNT	45500.00
PAYING DATE	10 Dec, 2024
PAYMENT METHOD	Bank
STATUS	Approved
REMARKS	

SL	2
TRX	Tsfdsrwfsd4556645
AMOUNT	5500.00
PAYING DATE	2 Dec, 2024
PAYMENT METHOD	bkash
STATUS	Approved
REMARKS	Payment not receive, only for test purpose

Current Plan Upgrade

Company Name: Inhouse Cafe (Test Case)  
Plan Name: **DIAMOND**  
Expiry Date: **15 Dec, 2025**  
Plan Status: **Active**

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On the payment page All the Payment history will display with all the details and current status of the payment.

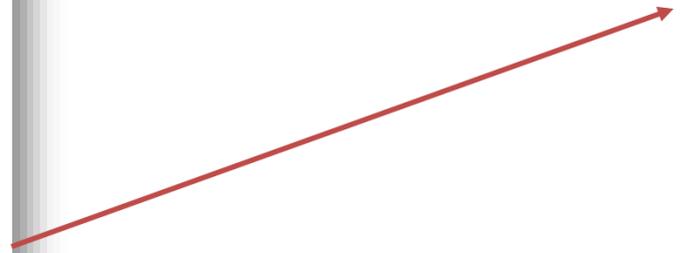


IKK	anrgqjcvonovjn
AMOUNT	45500.00
PAYING DATE	10 Dec, 2024
PAYMENT METHOD	Bank
STATUS	Approved
REMARKS	
<hr/>	
SL	2
TRX	Tstdsrwtfsd4556645
AMOUNT	5500.00
PAYING DATE	2 Dec, 2024
PAYMENT METHOD	bkash
STATUS	Approved
REMARKS	Payment not receive, only for test purpose

**Current Plan** [⬇️ Upgrade](#)

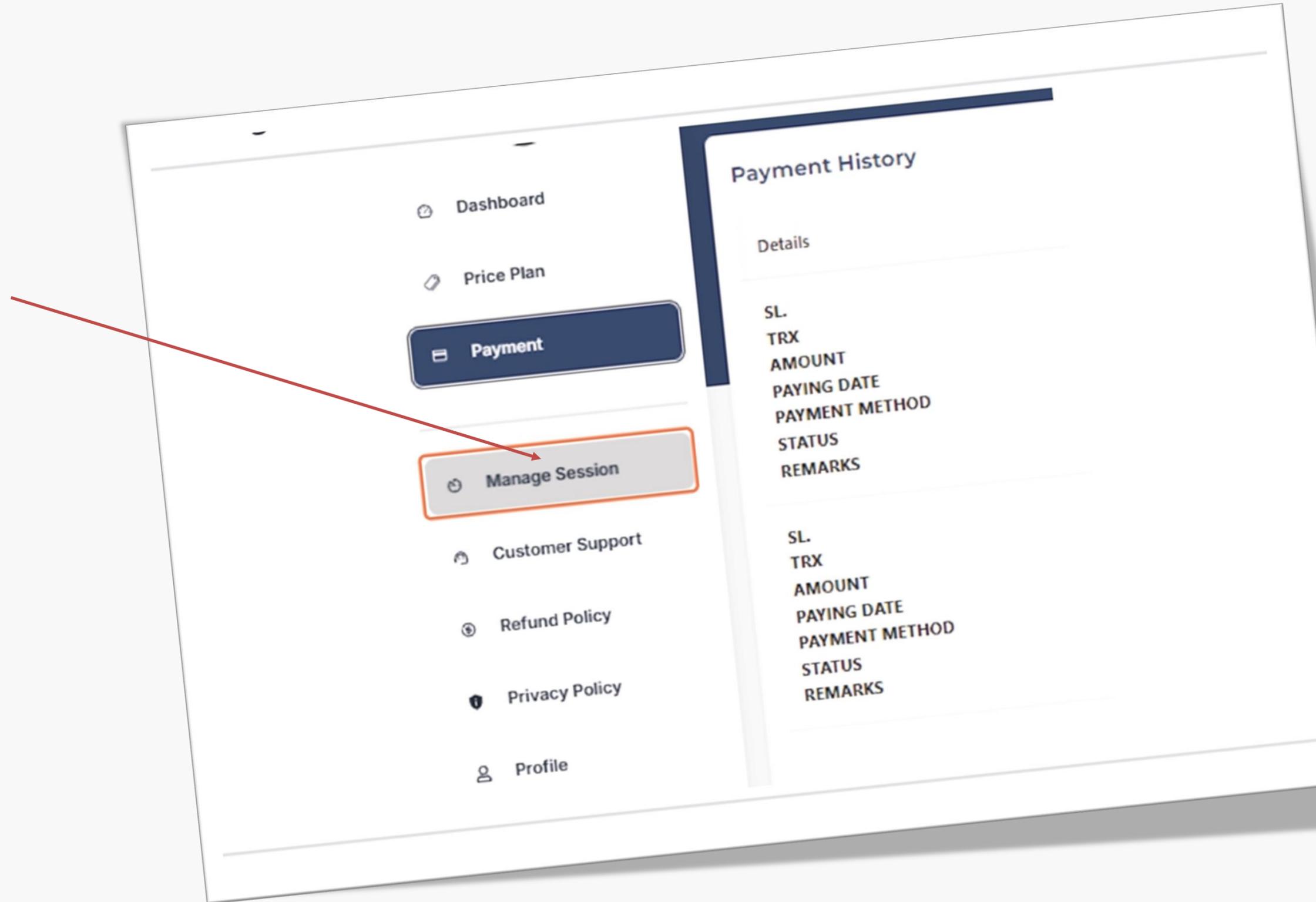
Company Name: **Inhouse Cafe (Test Case)**  
Plan Name: **DIAMOND**  
Expiry Date: **15 Dec, 2025**  
Plan Status: **Active**

Currently active plan name, expiry date and Plan status.



## Step-06

Click on Manage Session



Welcome to CSQE Panel SQI: 56.54% 

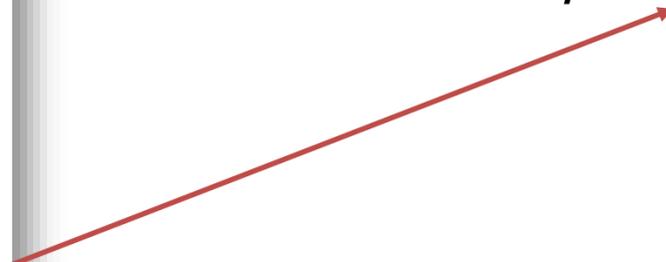
### User Session

Details	Action
SL: 1 EMAIL: info@csqebd.org IP ADDRESS: 100.64.0.9 CREATED AT: 24 Dec, 2024, 1:47 pm	

< 1 >

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Under user session client can delete any session if client want.



# REFUND POLICY

Welcome to CSQE Panel

SQI: 58.54%

## Refund Policy

We strive to provide the best service quality for our clients. However, we understand that there may be situations where refunds are necessary. Please carefully review our refund policy below for each plan.

### 1. BASIC Plan (Free)

Since this plan is provided free of charge for 365 days, no refunds are applicable. Clients are encouraged to fully explore the plan's features before considering an upgrade to a paid plan.

### 2. SILVER Plan (5,500 TAKA BDT)

**Refund Eligibility:**

- **Partial Refund:** If a cancellation request is submitted within **7 days** of the purchase date, the client will be eligible for a **75% refund** of the total payment. This refund is subject to a **25% administrative** fee deduction to cover the costs of account setup, system access, and other operational expenses.
- **No Refund:** After the **7-day** period, no refunds will be granted unless there are **significant technical issues** that prevent the client from using the service, and these issues are unresolved within 15 working day time frame. In such cases, we will issue a partial refund based on the duration of service inaccessibility and the severity of the issue.

**Conditions :**

- Clients must provide documented evidence of the technical issues faced, such as error messages, screenshots, or email correspondence with our technical support team.

## Step-07

On Refund policy page, all the terms and condition about the refund policy is included. Recommended to read it carefully before making any Payment.



# PRIVACY POLICY

## Step-08

On Privacy policy page, all the terms and condition about the privacy of the SQL system information is included. Recommended to read it carefully.

Welcome to CSQE Panel

SQL: 56.54%

### Privacy Policy

#### Introduction

Welcome to the Service Quality Indexing (SQI) web application. We value your privacy and are committed to protecting your personal information. This Privacy Policy outlines how we collect, use, disclose, and safeguard your information when you visit and use our application. By using our application, you consent to the practices described in this policy.

#### Information We Collect

We may collect personal information in a variety of ways, including but not limited to, when you visit our application, register on the site, fill out a form, and in connection with other activities, services, features, or resources we make available in our application. The types of personal information we may collect include:

- Personal Identification Information: Name, email address, phone number, organization name, and job title.
- Usage Data: Information about how you use our application, including the features you use and the actions you take.

#### How We Use Your Information

- To provide and maintain our application
- To personalize your experience and respond to your individual needs.
- To improve our application based on the information and feedback we receive from you.
- To provide customer support and address technical issues.

#### Sharing Your Information

We do not sell, trade, or otherwise transfer your personal information to outside parties without your consent, except as described below:

- Service Providers: We may share information with third-party service providers who perform services on our behalf, such as data hosting, analytics, and customer support. These providers are contractually obligated to protect your information and use it only for the

## Step-09

To log out of the system

Click on the company logo on the Top Right side of the Page, and click on the logout button.

(Note: Recommend logout every time, so that the login limit doesn't exceed.)





# THANK YOU!

## Contact Us

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