



**Center for Service
Quality Enhancement**
... Service Matters

CLIENT REGISTRATION MANUAL

W: www.sqi.csqebd.org

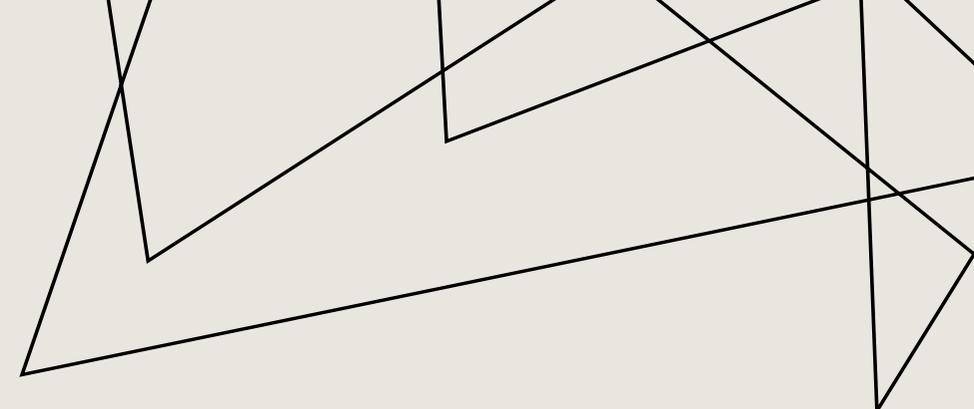
ABOUT THIS MANUAL

- This manual is designed to guide clients through the registration process step by step.
- The instructions provided will remain consistent as the interface will not change; however, updates to features or processes may occur in the future.
- Please read this manual thoroughly to ensure accurate registration.
- Optional features or variations might not be applicable to all users or systems.
- Images and examples provided are for reference purposes only.
- Content is subject to change without prior notice. For the latest updates, refer to the official website.

OPERATING SYSTEM & SOFTWARE SUPPORT

Our system is designed for broad compatibility, ensuring seamless usage across different platforms and devices:

- **Internet Browsers:** The system is fully compatible with all major internet browsers, including Google Chrome, Mozilla Firefox, Microsoft Edge, and Safari. Ensure that you use the latest version for the best experience.
- **Windows Operating Systems:** Supports all versions of Windows, including Windows 10 and 11. Regular updates to your operating system are recommended for optimal performance.
- **Mobile Devices:** Compatible with both Android and iOS devices, enabling access through mobile browsers or dedicated applications.



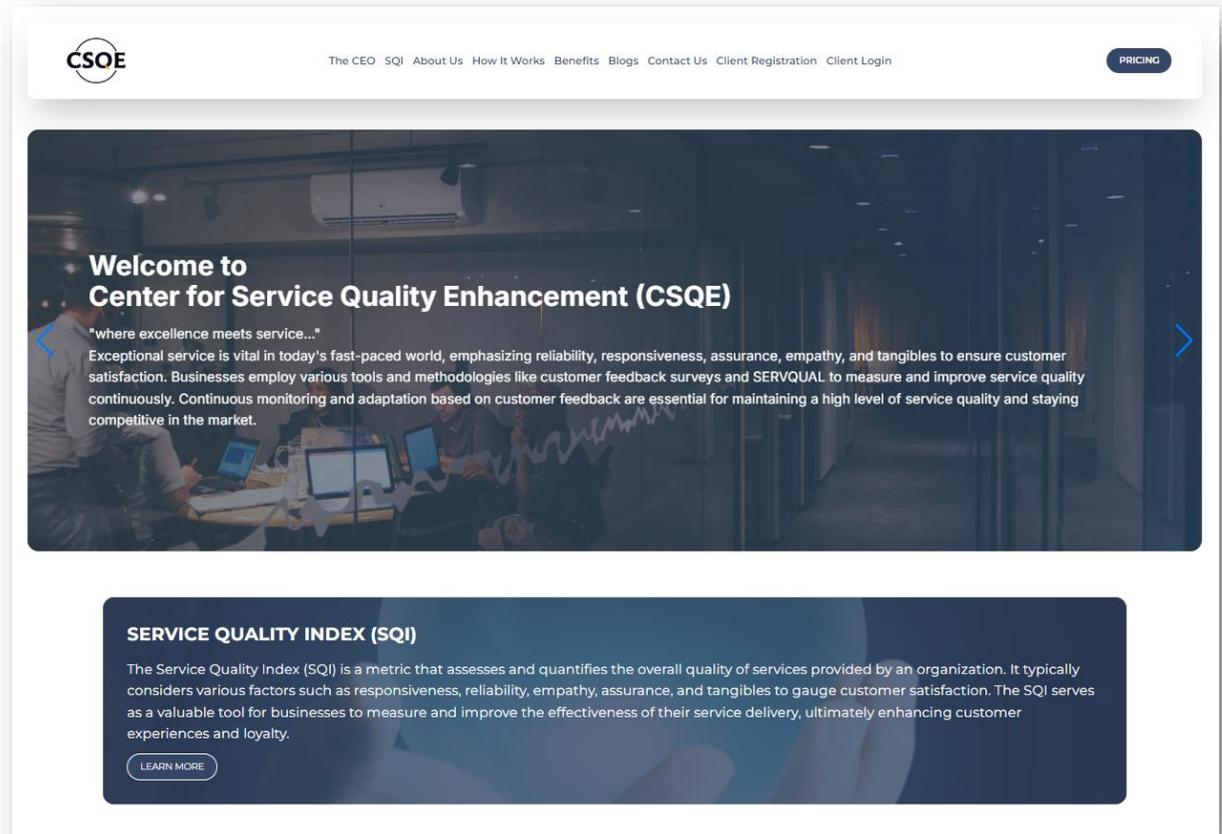
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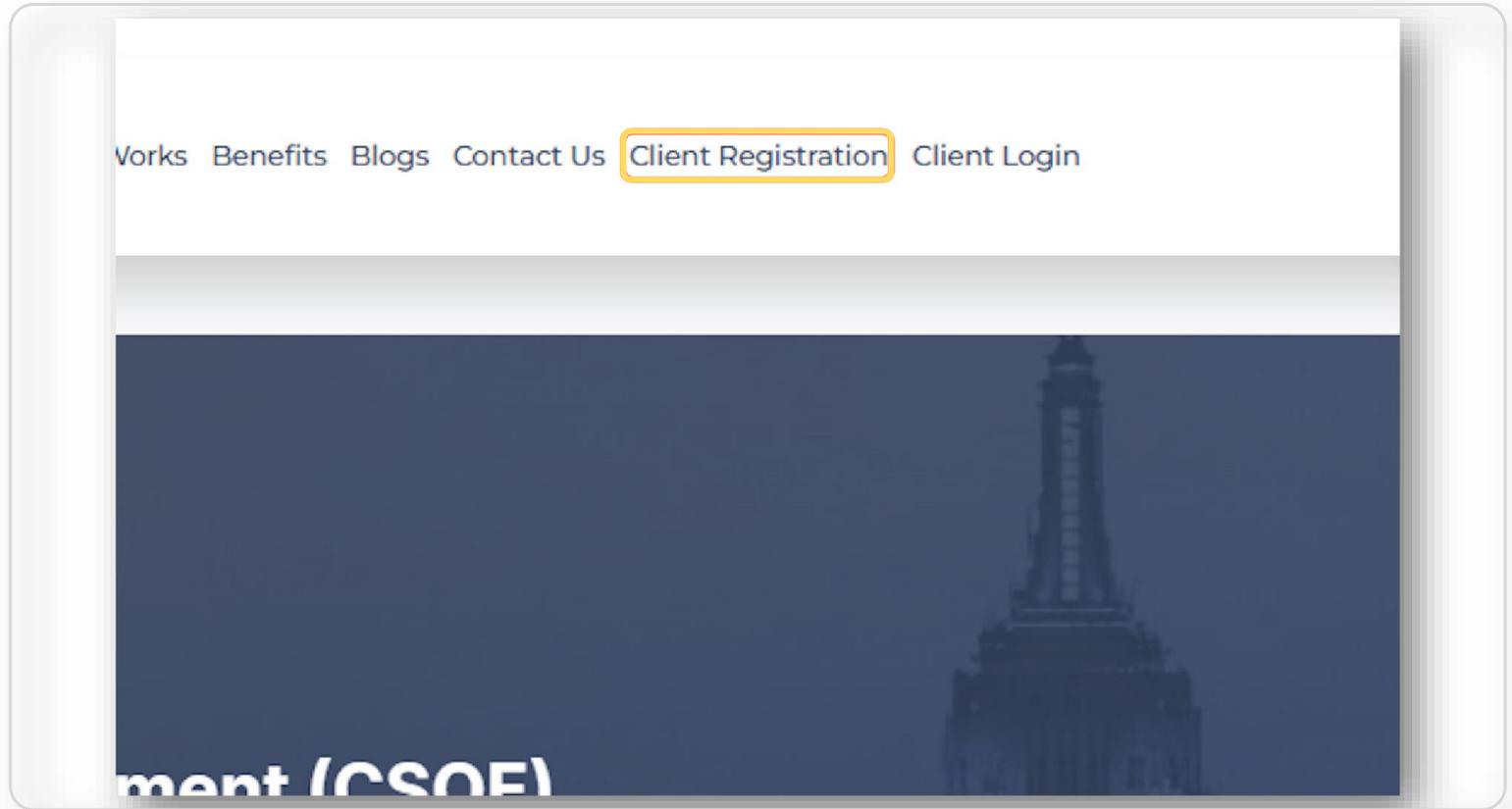
FIRST LOOK OF THE **SQI SYSTEM**

- On the URL bar of the browser type <https://sqi.csqebd.org/> and press enter.



STEP 1

CLICK ON **CLIENT REGISTRATION**



STEP 2

TYPE IN BUSINESS INFORMATION

Register Your Company

Fill all form fields carefully

1 Business Info. 2 Business Details 3 Branch Info. 4 Personal Info. 5 Login Info.

Business Information Step 1-5

* Business Name
In house Cafe

* Business Address
123, Lake Drive Road, Dhaka

* Email Address
info@csqebd.org

* Phone Number
01745241774 11

Company Logo: (Less than 2MB)
⬇️ Click to Upload

Next

Fill in the Company name exactly matching the **Trade License**.

Fill in the Company address exactly matching the **Trade License**.

Fill in the correct company email address

Company Contact Number

Click on the button and upload the Company Logo.

(File format: jpg, File Size: 2MB Max)

STEP 3

CLICK ON NEXT

01711701817

Company Logo: (Less than 2MB)

[Click to Upload](#)

 IMG-20241125-WA0003.jpg

[Next](#)

STEP 4

TYPE IN BUSINESS DETAILS

Register Your Company

Fill all form fields carefully

Business Info. Business Details Branch Info. Personal Info. Login Info.

Business Details Step 2-5

* Industry/ Service Type

Brief Description of Business Activities

* Years in Operation

Ownership Structure

Trade/Licence Number

- Select the appropriate **Industry type** for the company.

STEP 5

TYPE IN BUSINESS DETAILS

The screenshot displays a multi-step registration process. At the top, a progress bar shows five steps: Business Info., Business Details (current step), Branch Info., Personal Info., and Login Info. The 'Business Details' section is titled 'Business Details' and 'Step 2-5'. A dropdown menu for 'Industry/Service Type' is open, showing a list of options: Transport companies, Online Business, Hotels and resort, Commercial Banks, Shopping complexes, Restaurant & Cafe (highlighted with a yellow border), Others, and Automotive Industry. Below the dropdown is a text input field for 'Trade/Licence Number'. At the bottom, there are 'Next' and 'Previous' buttons.

Business Info. Business Details Branch Info. Personal Info. Login Info.

Business Details Step 2-5

* Industry/ Service Type

Transport companies
Online Business
Hotels and resort
Commercial Banks
Shopping complexes
Restaurant & Cafe
Others
Automotive Industry

Trade/Licence Number

Next Previous

STEP 6

TYPE BUSINESS EMAIL

Register Your Company

Fill all form fields carefully

1 2 3 4 5

Business Info. Business Details Branch Info. Personal Info. Login Info.

Business Details Step 2-5

* Industry/ Service Type
Restaurant & Cafe

Brief Description of Business Activities
Describe the business

* Years in Operation

Ownership Structure

Trade/Licence Number

Next

- Type in a brief description about the business.

- Type in years the business is in operation.

STEP 7

TYPE IN BUSINESS INFORMATION

Business Info. Business Details Branch Info. Personal Info. Login Info.

Business Details Step 2-5

* Industry/ Service Type
Restaurant & Cafe

Brief Description of Business Activities
Describe the business

* Years in Operation
1d

Ownership Structure

Trade/Licence Number

Next

Previous

- Select the business Structure.
- Type in the Trade License Number.
- After filling up all the information click **next**.

STEP 8 ADD BRANCH

to the Center for Service Quality Enhancement (CSQE)

Register Your Company

Fill all form fields carefully

Business Info. Business Details **Branch Info.** Personal Info. Login Info.

Registration of Branches Step 3-5

+ Add Branch

Next

Previous

- Click on the add branch button and fill up the information.

STEP 9

BRANCH INFORMATION

- Fill up all the information correctly for the Branch.

Registration of Branches Step 3-5

* Branch Name
Uttara

* Branch Address
H-23, R-10, Sector-9, Uttara, Dhaka-1230

* Branch Representative Name
Rizvi

* Contact No.
01711701817

* Branch Email
uttara.inhousecafe@gmail.com

STEP 10

MULTIPLE BRANCH ADD

* Branch Name
Uttara

* Branch Address
H-23, R-10, Sector-9, Uttara, Dhaka-1230

* Branch Representative Name
Rizvi

* Contact No.
01711701817

* Branch Email
uttara.inhousecafe@gmail.com

Remove

+ Add Branch

Next

Previous

- Click on the add Branch button to add multiple branches.
- After adding another branch fill up the branch information like before.

STEP 11

Remove Branch

Missing 11 digit Phone Number!

* Branch Email

Missing Branch Email

Remove

Next

Previous

- If needed client can remove any branch before going to next step.
- Minimum one branch must be added when registering.
- Click on next.

STEP 12

OWNER/ AUTHORIZED PERSON INFORMATION

Register Your Company

Fill all form fields carefully

Business Info. Business Details Branch Info. Personal Info. Login Info.

Owner/Authorized Representative Information Step 4-5

* Name of Owner/Authorized Representative
Tareque Aziz

* Title/Position
CEO

* Contact Number
0171147854

Next Previous

- Fill up the owner or any authorized persons information correctly.

- Click on **NEXT**.

STEP 13

LOGIN INFORMATION

- Enter the email address that will receive all the emails from CSQE. (Note: Owner's email Recommended).
- This email address will also be used to login to the SQI System.
- Type in your preferred but strong Password to login to the SQI system.

to the Center for Service Quality Enhancement (CSQE)

Register Your Company

Fill all form fields carefully

Business Info. Business Details Branch Info. Personal Info. Login Info. **5**

User Login Step 5-5

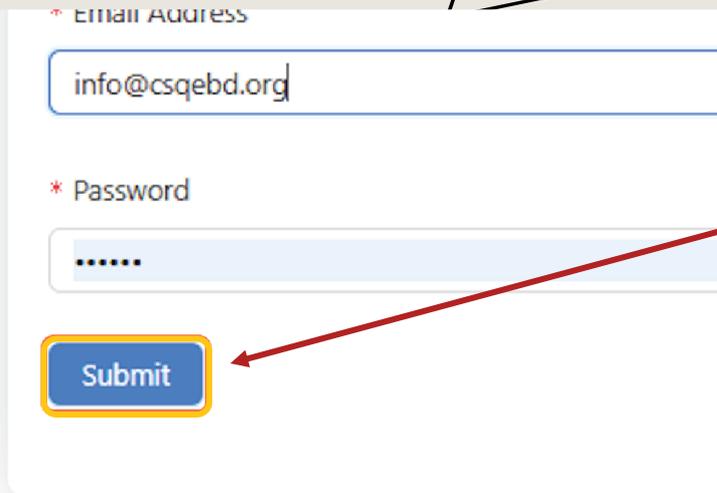
* Email Address
11@gmail.com

* Password
.....

Submit

STEP 14

REGISTRATION REQUEST SUBMIT



The screenshot shows a registration form with two input fields and a submit button. The first field is labeled "Email Address" and contains the text "info@csqebd.org". The second field is labeled "Password" and contains six dots. Below the fields is a blue "Submit" button with a yellow border. A red arrow points from the text "After checking the login info click on Submit." in the adjacent list to the "Submit" button.

- After checking the login info click on Submit.
- Wait for a few second to successfully submit the registration request.

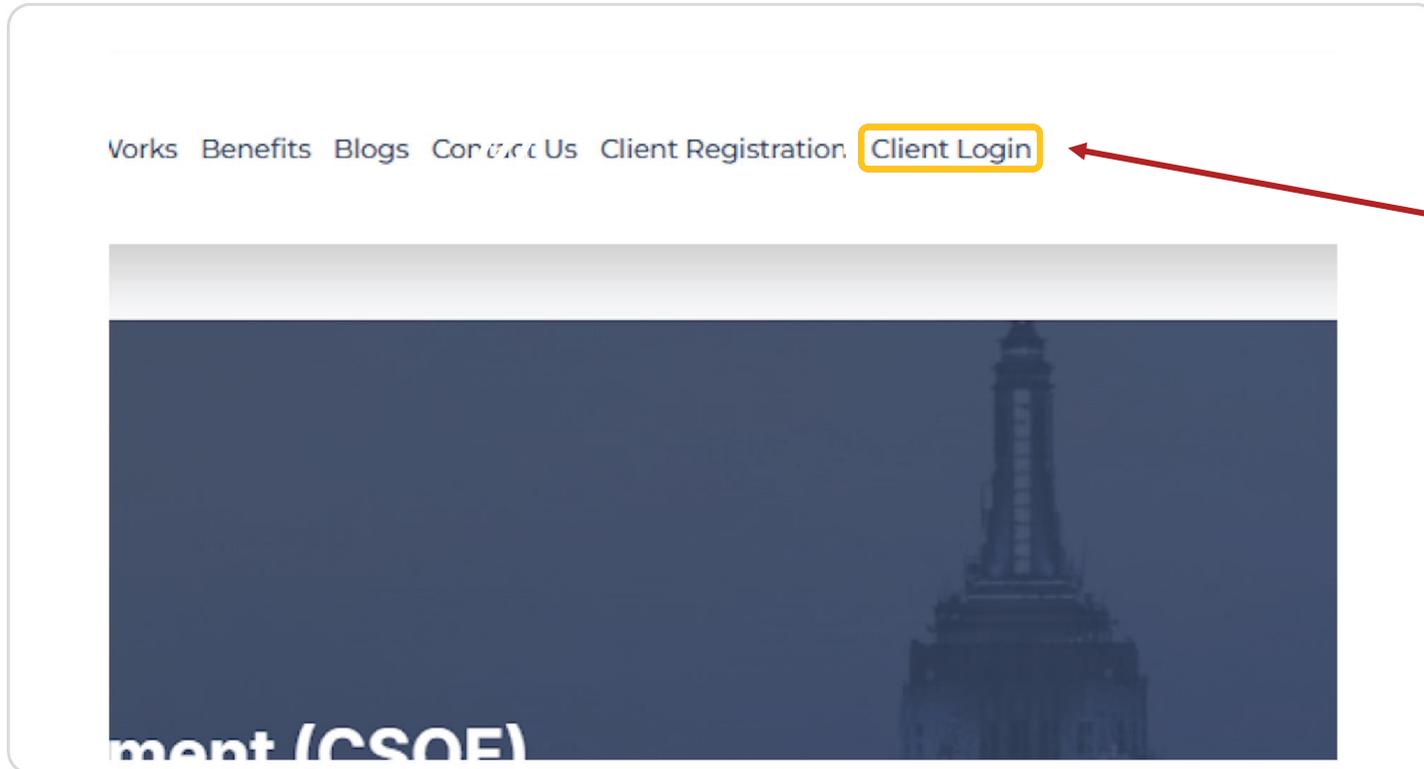


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SQI CLIENT LOGIN PROCESS

STEP 01

CLIENT DASHBOARD LOGIN



- From the Website landing page click on **client login** button.

STEP 02

LOGIN INFORMATION

Log In

Enter your email and password to sign in

Log In

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

- Enter the client login information correctly and click on **Log In**.

STEP 03

CLIENT DASHBOARD

The dashboard features a dark blue header with the CSQE logo on the left and a welcome message on the right. The main content area is divided into several sections: a top row of four performance cards, a table for branch information, and a chart for an in-house cafe overview. A sidebar on the left provides navigation options.

CSQE

Welcome to CSQE Panel SQL: 59.26%

Today's SQI (Dec 15 2024)
0
0% than yesterday

This month's SQI (Dec 2024)
59.26
59.26% since last month

Last week's SQI (Dec 08 - Dec 14)
59.26
59.26% since the week before last week

Last month's SQI (Nov 2024)
0
0% than the month before last Month

Branch List of Inhouse Cafe

BRANCH NAME	SQI SCORE	CUSTOMER SURVEY	STATUS	ACTION
Uttara	59.26%		Active	QR code

Inhouse Cafe Overview

59.26

10 Dec

SQL by Categories

-
-
-
-
-
-
-
-
-
-

CSQE

- Dashboard
- Price Plan
- Payment
- Manage Session
- Customer Support
- Refund Policy
- Privacy Policy
- Profile



THANK YOU!

Contact Us

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P: +88-01778678081

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