



## The waitlist

Ester Andersson - 2024-07-01 - Functions

If you're using our catalog function where you can create your own academy, you can now also use our waitlist function where learners can sign up for the waitlist if the course is full. This way, you will have a great overview of which courses are popular and should be expanded, and which courses you might re-consider.

Note

- [Introduction video](#)
- [How to turn on the waitlist](#)
- [How to use the waitlist](#)

### **Introduction video**

#### **How to turn on the waitlist**

1. Go to the "Waitlist" tab in the project menu and make sure it is turned on in the top right corner. In order for learners to receive the "Join waitlist" button, there needs to be a participant limit on the course, which you can set on the "Settings" tab in the project menu.

#### **How to use the waitlist**

1. When a course is full and the waitlist is turned on, learners will see the "Join waitlist" button:

The screenshot shows the public view of a course titled "Customer Success Playbook". The page includes a navigation bar with "My Courses", "Catalog", and "Awards". The main content area is divided into two columns. The left column contains a "Description" section explaining the course's goal and an "Events" section with a table of sessions. The right column features a course image, a "Course is full" status, a "Join waitlist" button, and course details such as language, participant limits, and categories.

**Customer Success Playbook**

**Description**

The goal of this course is to create a space where you as a member of the Customer Success team can go to find answers to your questions. We want to make sure that all of our work is high-efficient, as well as high in quality. The course is continuously updated as the team develops and new processes are set. Feel free to use the comment field for questions and suggestions.

**Events**

Meeting	Classroom
	<ul style="list-style-type: none"> <li>Unknown location</li> <li>Starts: May 23, 2023 at 1:00 PM Central European Summer Time <i>This date has already passed</i></li> <li>Ends: June 9, 2023 at 4:00 PM Central European Summer Time <i>This date has already passed</i></li> </ul>
Introduction session	Classroom

**Course is full**

[Join waitlist](#)

Language: English (United States)

Max participants: 2

Signed up participants: 2

Categories: Playbooks

1. From the admin view, it will look like this:

The screenshot shows the admin interface for the "Customer Success Playbook" course. It includes a top navigation bar with various system menus and a secondary navigation bar with tabs for "OVERVIEW", "PARTICIPANTS", "WAITLIST", "COURSE PAGE", "EVENTS", "ASSIGNMENTS", "DETAILS", "COMMUNICATIONS", "REPORTS", and "SETTINGS". The main content area displays course metadata, including titles for administrators and learners, creation and update dates, and action buttons like "Edit course", "Preview", "Delete", and "Copy". Below this is a "Waitlist" section with a search bar, a "Settings" button, and a table of participants.

**Customer Success Playbook** (ADMIN)

**Customer Success Playbook** (LEARNER)

CREATED: Demo Ester Friday, July 1, 2022 | UPDATED: Ester Andersson Monday, August 7, 2023

[Edit course](#) [Preview](#) [Delete](#) [Copy](#)

**Waitlist**

[Settings](#)  On

Seat number	Name	Time of registration	Source
- 1 +	Demo Ester	07 Aug 2023	COURSE_CATALOG
- 2 +	Hanna Demo	07 Aug 2023	COURSE_CATALOG
- 3 +	Diana Demo	07 Aug 2023	COURSE_CATALOG

Rows per page: 10 | Showing 1-3 of 3

1. With the "+" and "-" signs, you can move learners up and down in their seat numbers.
2. In order to make a seat available, you must remove a participant from the participant list. Simply go to the "Participants" tab, check the participant's name, and click "Remove".

3. When a seat is available, learners on the waitlist will be enrolled in turn order. If you would like them to receive an invitation email stating that they have been enrolled, we recommend you set up an [automated communication](#).

## **Related Content**

- [Participation limit](#)
- [Automated communication](#)