



Date: 28. 9. 2022.

## Queuing System Reports for Bank

### Number of Visitors on the last 30 days

Services	Volume
Customer Service	75
Foreign Exchange	36
Deposit Money	45
Bills Payment	162
Senior Citizen/PWD	15

### Average Serving Time on the last 30 days

Services	Time
Customer Service	18 mins
Foreign Exchange	10 mins
Deposit Money	8 mins
Bills Payment	4 mins
Senior Citizen/PWD	15 mins

Service that needs improvement:

Customer Service **14% slower than the previous system**

**Total volume on the last 30 days: 333** 25% increase from last month