



Reporting Application

- Displays live queue performance statistics
- Tracks customer feedback and overtime activity
- Analyzes queue traffic and customer satisfaction
- Calculates average processing and waiting times
- Generates timeout and traffic-based reports
- Accessible both locally (via kiosk) and remotely by supervisors/admin



Detailed Queue Report							
Service	Ticket No.	Customer	Ticket Date	Taken Time	Call Time	Wait Time	Status
Teller w/l	T0001	1	5-Sep-2022	9:20:36	11:43:25	12:19:49	
Teller w/l	T0002	1	5-Sep-2022	11:43:06	11:43:36	10:00:30	
Teller w/l	T0003	1	5-Sep-2022	11:43:16	11:43:12	10:01:56	Absent
Customer Service	S0001	1	5-Sep-2022	11:41:36	15:22:30	13:42:54	Absent
Teller w/l	T0004	1	5-Sep-2022	11:41:43	15:25:04	13:43:19	

Feature	Details
Function	Provides real-time and historical insights to monitor and improve queue performance
Visual Content	Current & Previous Ticket Numbers
Statistic Display	<ul style="list-style-type: none">- Queue statistics- Customer evaluation- Overtime tracking
Data Analysis Tools	<ul style="list-style-type: none">- Queue traffic analysis- Customer satisfaction evaluation- Avg. processing & waiting time- Timeout traffic reports
Access Options	<ul style="list-style-type: none">- Viewable from KIOSK- Remotely accessible via supervisor/admin PC