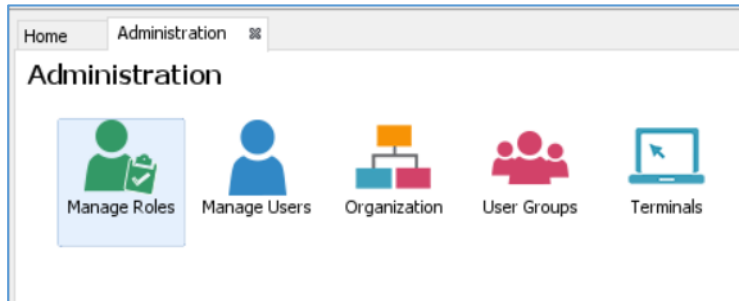# Queueing Module

User Guide
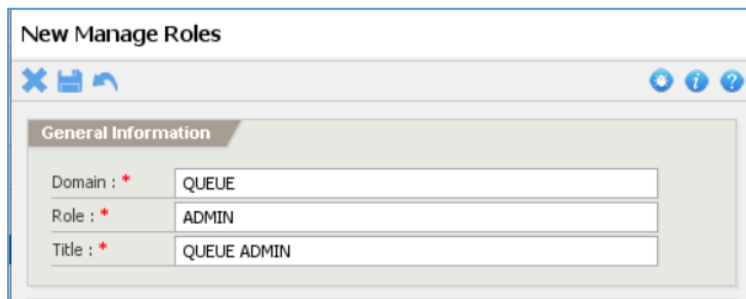
(2.5.02.01)

October 19, 2023

A. Setup Roles

To setup the Roles needed for the **Queueing** module, you need first to login to the **ADMIN** account and perform the following steps:

1. Go to the menu **Home-> Administration-> Manage Roles**

2. In the **Manage Roles** screen, click the icon 📄 to create a new record
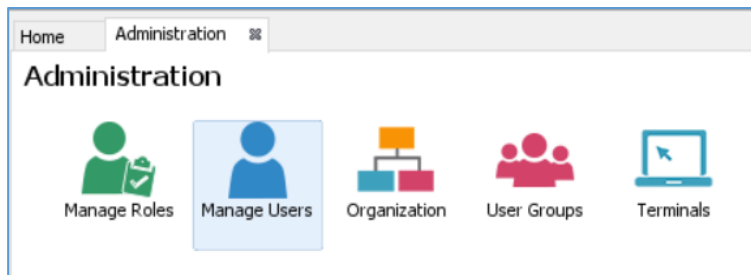

   Set the Domain to **QUEUE**, then set the Role to **ADMIN**,
   and then click the icon 💾 to save the record

3. Repeat the Step-2 but providing the following data below for the new record

   Domain: **QUEUE**
   Role   : **USER**

4. Go to the menu **Home-> Administration-> Manage Users**

5. Open the **ADMIN** user account and add the role **QUEUE.ADMIN**

6. Add the role **QUEUE.USER** to the user accounts who will serve the queueing tickets

B.   Terminal Registration

All PC workstations intended to assist in processing queued tickets must go through the Terminal Registration procedure. During this process, the workstation is officially registered and associated with a specific counter number or code. To setup and establish the connection correctly, you need to follow these steps:

1. Login using the user account associated with the **QUEUE.USER** role and you should be able to see the button menu **Queue**
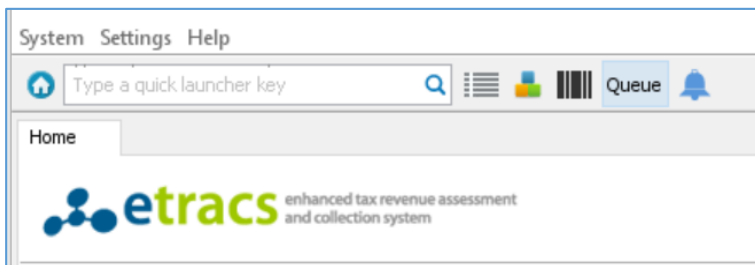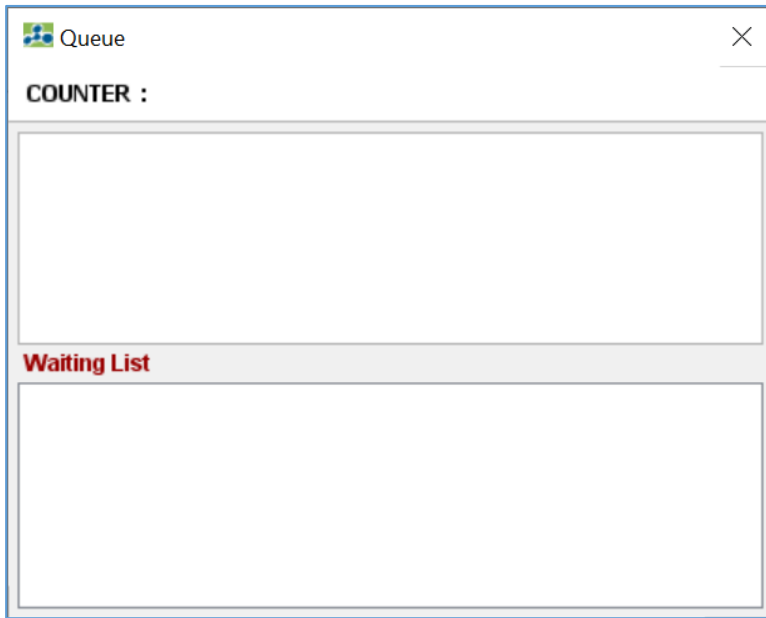

2. Click the button menu **Queue** to open the Queue Counter screen

For example, we set the Counter Name to W1. That is the short name for Window No. 1.
The number of characters to be filled in the Counter Name must not exceed to 2 characters.
Then click the **OK** button to save the settings.

3. After a successful registration you will be redirected to this window

Just close the window for now and later we will go back to this particular window to configure the queue sections.
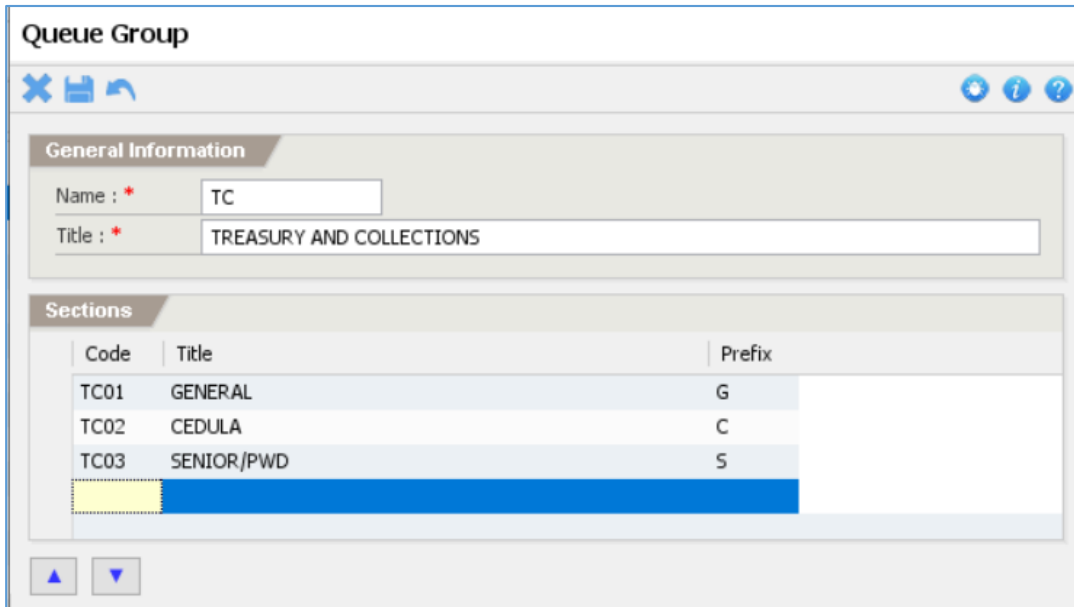
C. Manage Queue Groups

The management of **Queue Groups** is the responsibility of either the ADMIN user account or any user account that is linked to the **QUEUE.ADMIN** role. To set up these configurations, follow these steps:

1. Login to the system

2. Go to the menu **Home-> Administration-> Queue System-> Groups**
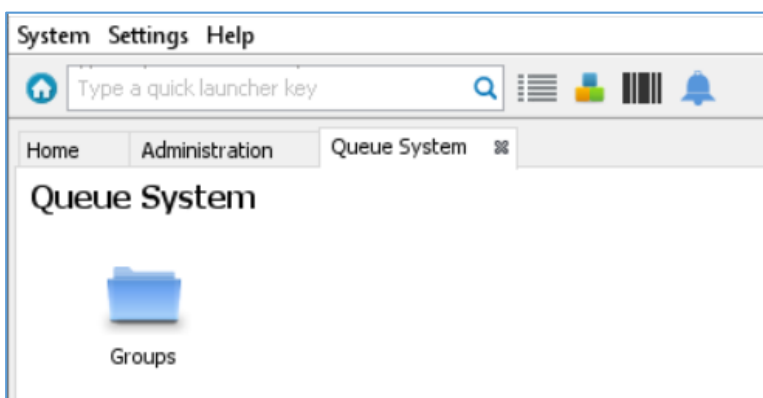
3. In the **Queue Groups** screen, click the icon 📄 to create a new record

Set the Name and Title and then provide the list of sections with their Code and Title. The Prefix column is just optional but if you wanted to set a value to this column then the number of characters to be filled must not exceed to 1 character only.

Click the icon 💾 to save the record. Repeat this step if you want to create another record.

D. Manage Service Counter

A service counter, in queueing systems, is a designated location where customers receive the services they require. It serves as the point of interaction between customers and service personnel, providing a structured and organized approach to processing customer needs. Service counters ensure efficient and equitable service delivery, often employing ticket or number systems to manage customer queues.

In order to oversee service counters in a queueing system, a user needs to have the **QUEUE.USER** role, granting them the authority to assign queue sections that specify which types of services should be offered at each counter. To manage and configure, follow these steps:

1. Login to the system

2. To assign queue sections, go to menu **Settings-> Queue Counter**
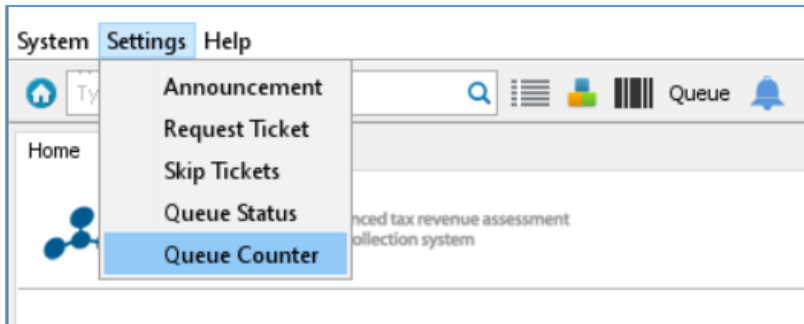
3. In the **Queue Counter** window, click the **Add** button to display the available sections
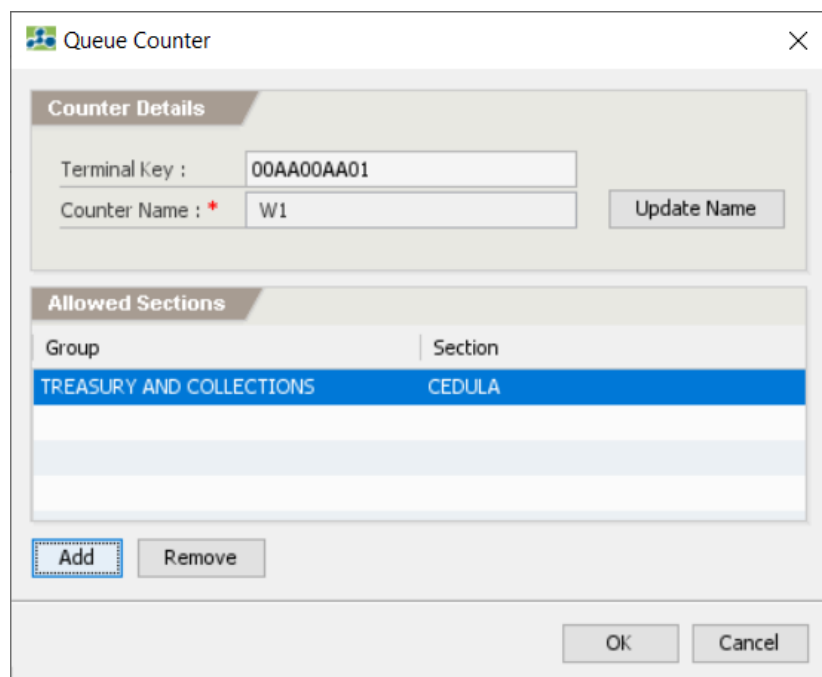
4. In the **Lookup Section** window, select an item and then click the **OK** button

5. After adding, the selected section will appear in the **Allowed Sections** category
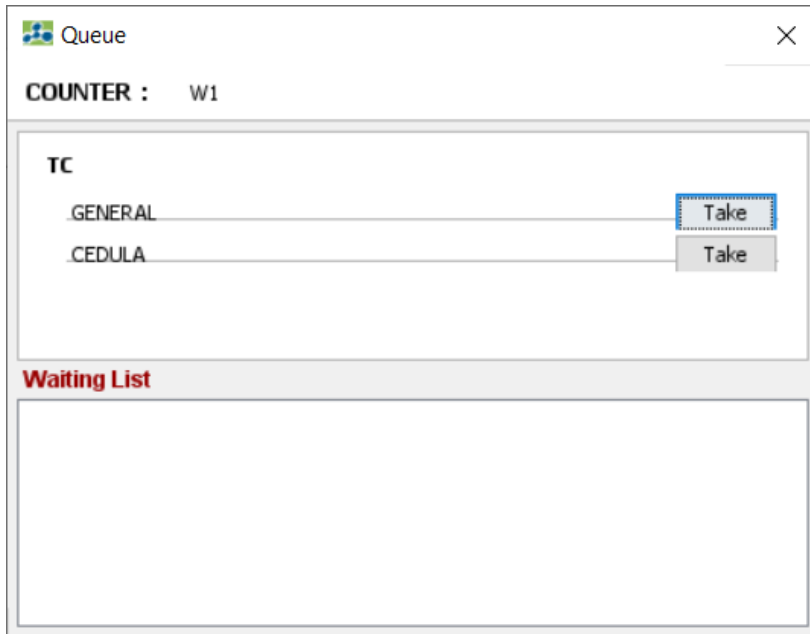
If you want to add another section, you may repeat the Step-3
Otherwise proceed to the next step.

6. Click the **OK** button to close the **Queue Counter** window

7. Click the button menu **Queue** to begin offering services
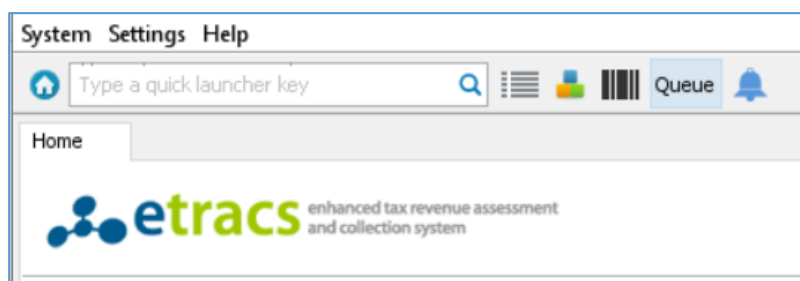
8. In the **Queue** window, click the **Take** button of a section to display what particular ticket number is now serving. This ticket number is also shown in the **Queue Monitor TV** screen to inform the queued customers.

9. In the **Now Serving** screen, the ticket number is shown along with the **Queue Group** and the **Queue Section**
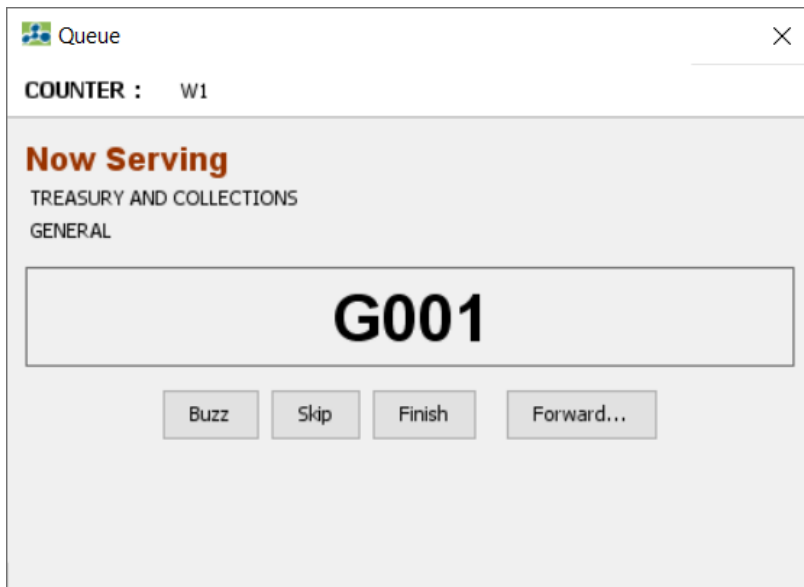

Buzz
- o Click this button to remind and notify again the queued customers.

Skip
- o Click this button to mark the ticket as Skip.
  This is usually done after the customer fails to approach the service counter within a certain time period.

Finish
- o Click this button to indicate that this ticket is successfully served.
  This is usually done after the customer approached the service counter and processed the customer's request.

Forward

   o   Click this button to forward this ticket to a particular section

10. Repeat the Step-8 to service again. Otherwise close the **Queue** window.

E. Issuing Ticket Number

A website is provided for customers to select their desired service section and receive a queue ticket number accordingly.

- URL

   http://<Queue-Server-IP>:9980/queueing

- Screenshot
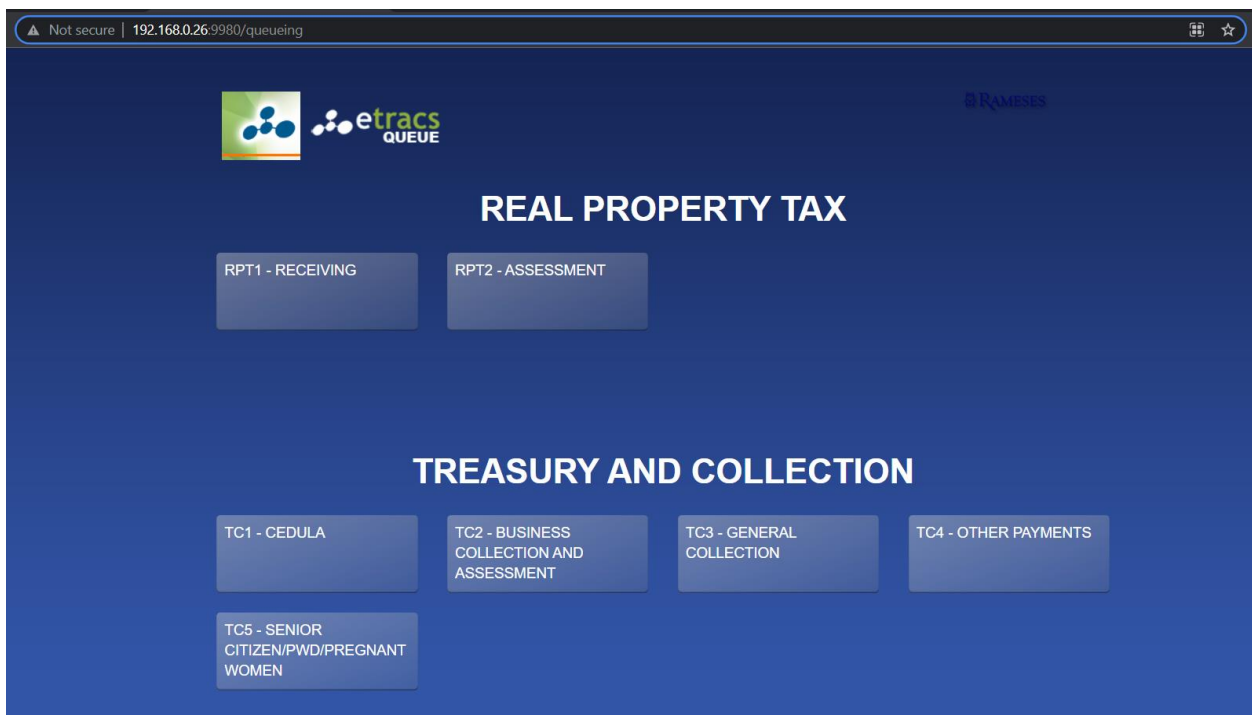
F. Queue Group Monitoring (For TV)

To display all queue sections of a particular queue group.

Together with it are the counters registered per section, alongside with the served ticket number if available.

The newly called tickets will be blinking, while served tickets are remove after a certain period of time or replaced with a new one.

- URL

  http://<Queue-Server-IP>:9980/queue/<Group_Code>

- Screenshot

G.Reports

Daily Report Summary

To generate a report summary daily

- URL

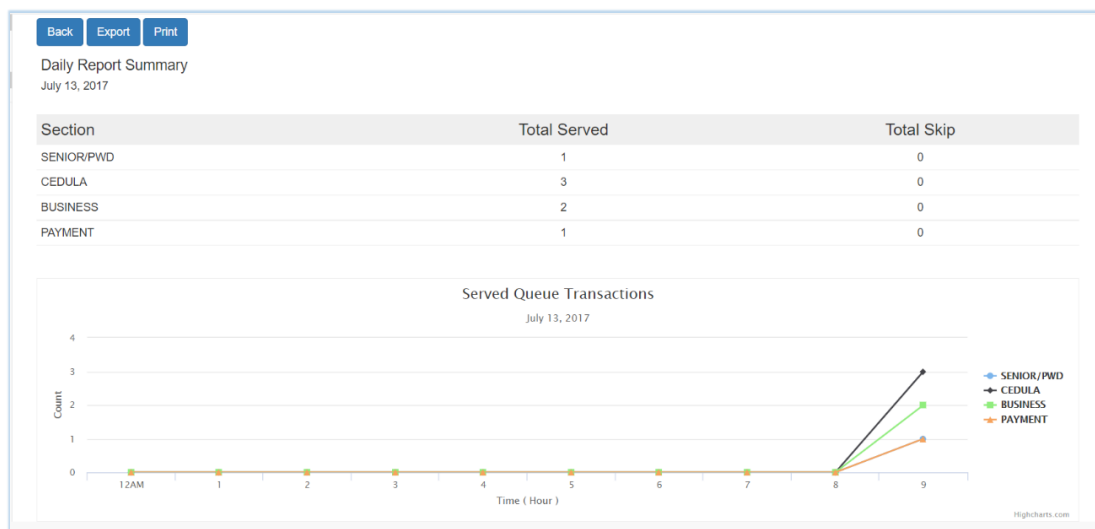 http://<Queue-Server-IP>:9980/secured/report

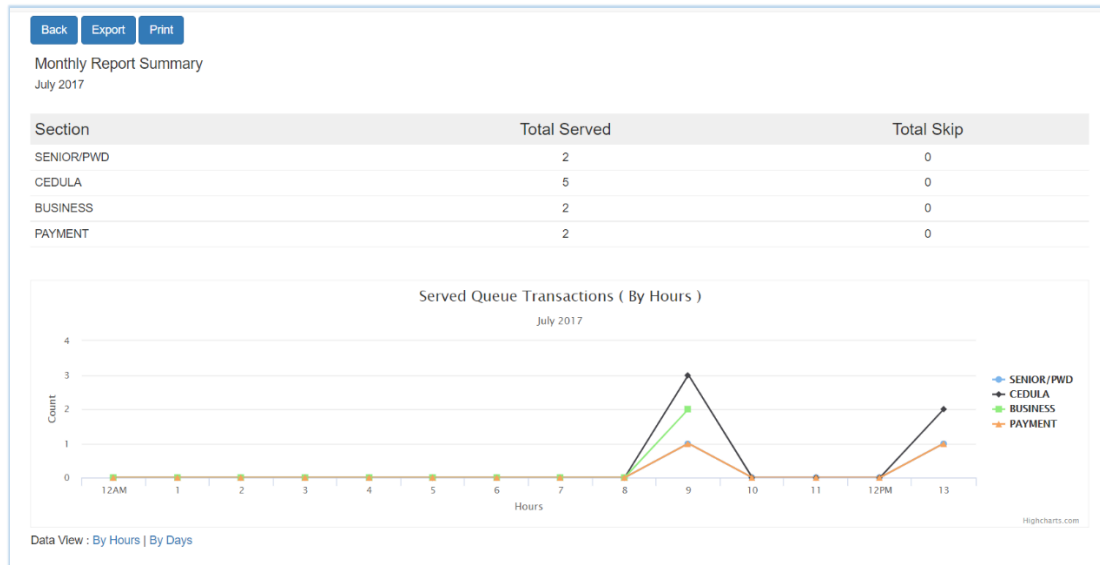- Screenshot

Monthly Summary Report

To generate a monthly report summary

- URL

  http://<Queue-Server-IP>:9980/secured/report
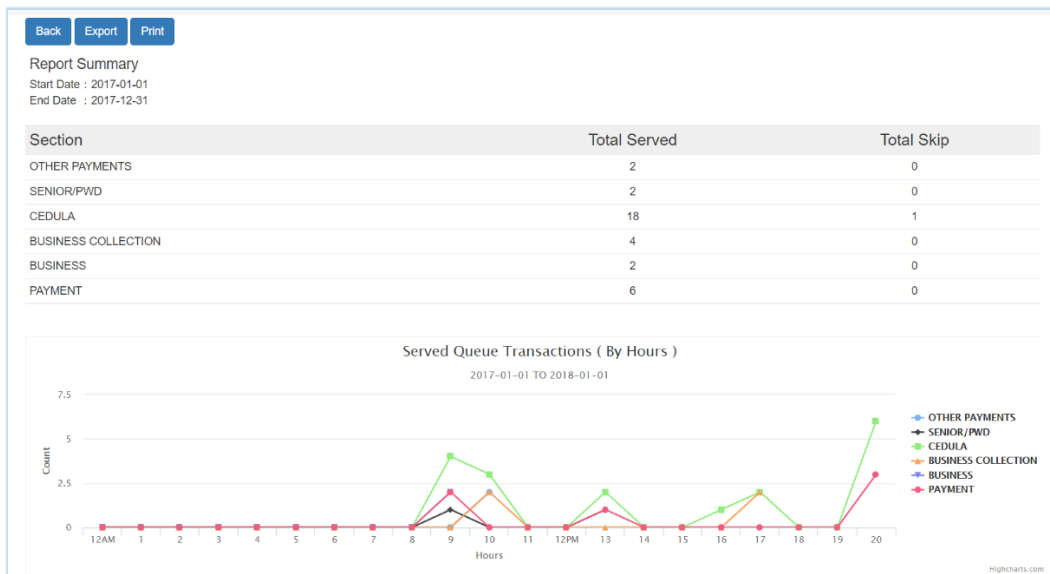
- Screenshot

Report Summary (Range)

To generate a report summary according to start date and end date.

- URL

  http://<Queue-Server-IP>:9980/secured/report

- Screenshot

Monthly Listing Report

To generate a monthly listing report

- URL

  http://<Queue-Server-IP>:9980/secured/report

- Screenshot

	CEDULA		BUSINESS COLLECTION		OTHER PAYMENTS	
DAY	SERVED	SKIP	SERVED	SKIP	SERVED	SKIP
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	-	-	-	-	-	-
4	-	-	-	-	-	-
5	-	-	-	-	-	-
6	-	-	-	-	-	-
7	-	-	-	-	-	-
8	-	-	-	-	-	-
9	-	-	-	-	-	-
10	-	-	-	-	-	-
11	-	-	-	-	-	-
12	6	1	-	-	3	-
13	3	-	2	-	2	-

Monthly Listing
October 2017

Back Export Print

H. Speech Monitor

To manage the speech rendition of every called tickets.
The speech synthesizer queues the incoming ticket and speak one at a time.

This requires an internet connection to transform text to audio format.

- URL

  http://<Queue-Server-IP>:9980/speechmonitor

- Screenshot