Queueing Module

User Guide

(2.5.02.01)

A. Web Console

Requirement

- Web Browser (Chrome or Mozilla)

Features

- ✓ Request Ticket Number
- ✓ Queue Group Listing
- ✓ Queue Group Monitoring (For TV)
- ✓ Reports (Daily/Monthly/Range)

Operations

Queue Group Listing

To display all queue sections for each group.
To request for a ticket number, just click any of the queue section from the list

- o **URL**

  http://<QUEUE_SERVER_IP>:9980/queueing

- o **Screenshot**

Queue Group Monitoring (For TV)

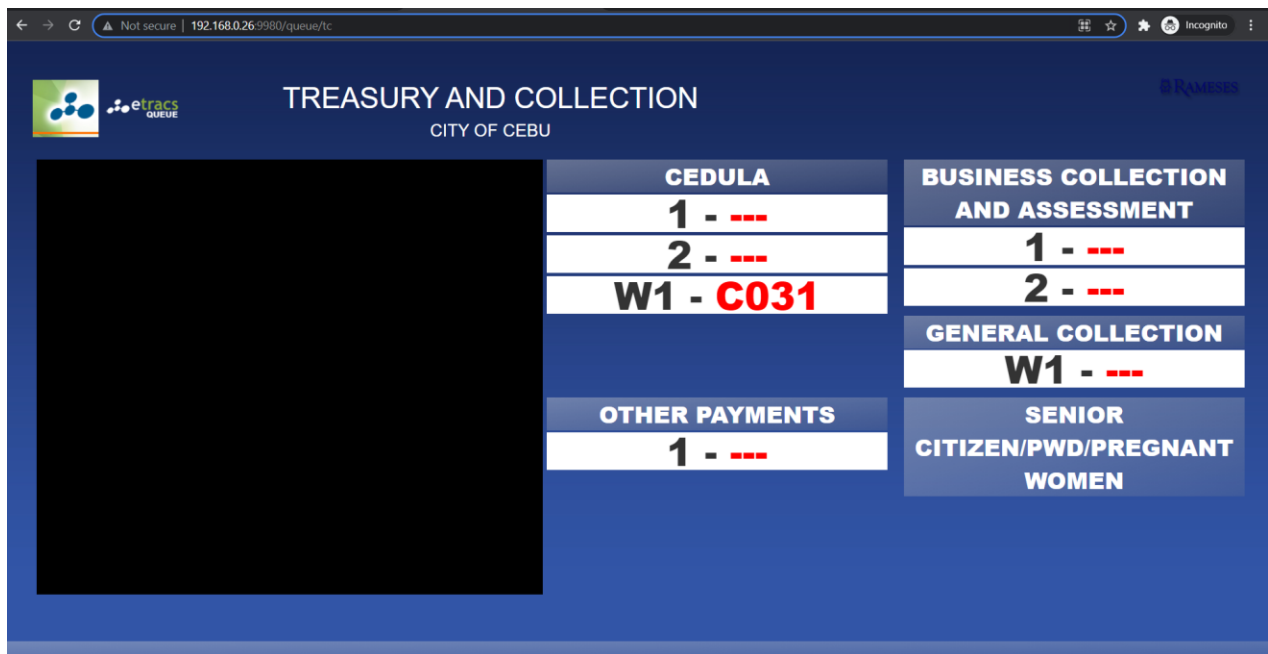To display all queue sections of a particular queue group.

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 removed after a certain period of time or replaced with a new one.

- o **URL**

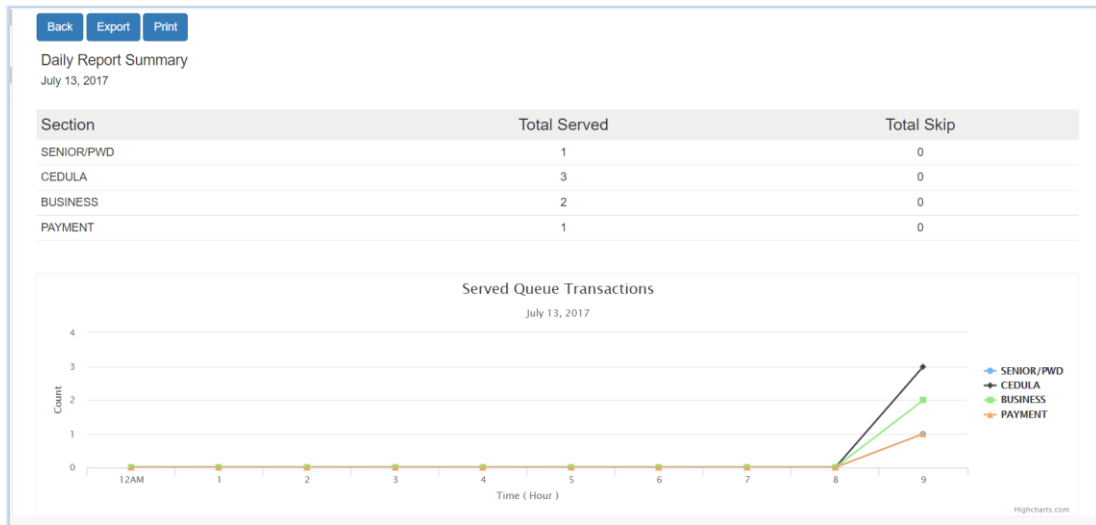 http://<QUEUE_SERVER_IP>:9980/queue/< GROUP_CODE>

- o **Screenshot**

Daily Report Summary

To generate a report summary daily.

- o URL

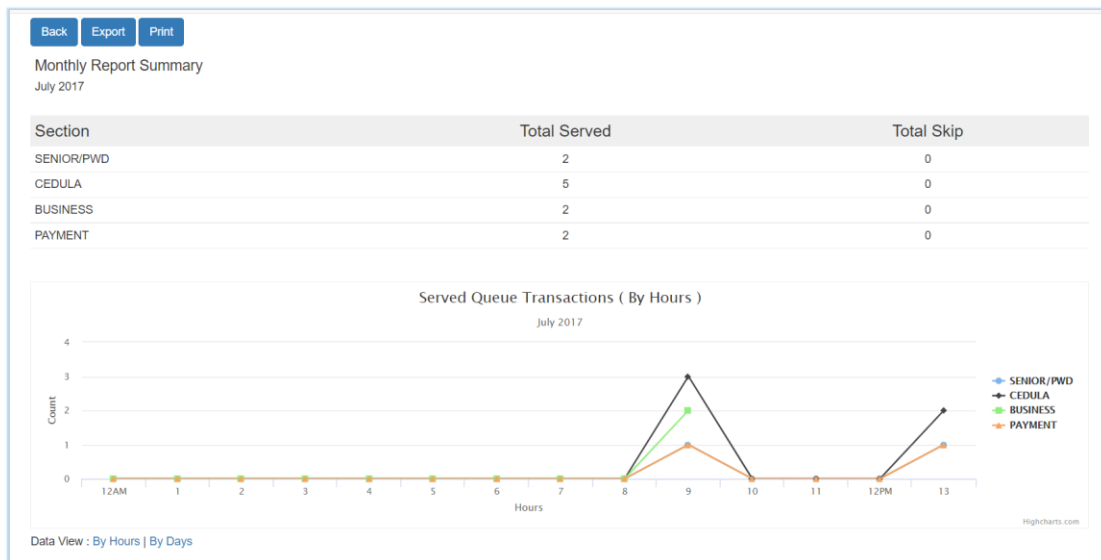 http://<QUEUE_SERVER_IP>:9980/secured/report

- o Screenshot

Monthly Report Summary

To generate a monthly report summary.

- o URL

  http://<QUEUE_SERVER_IP>:9980/secured/report
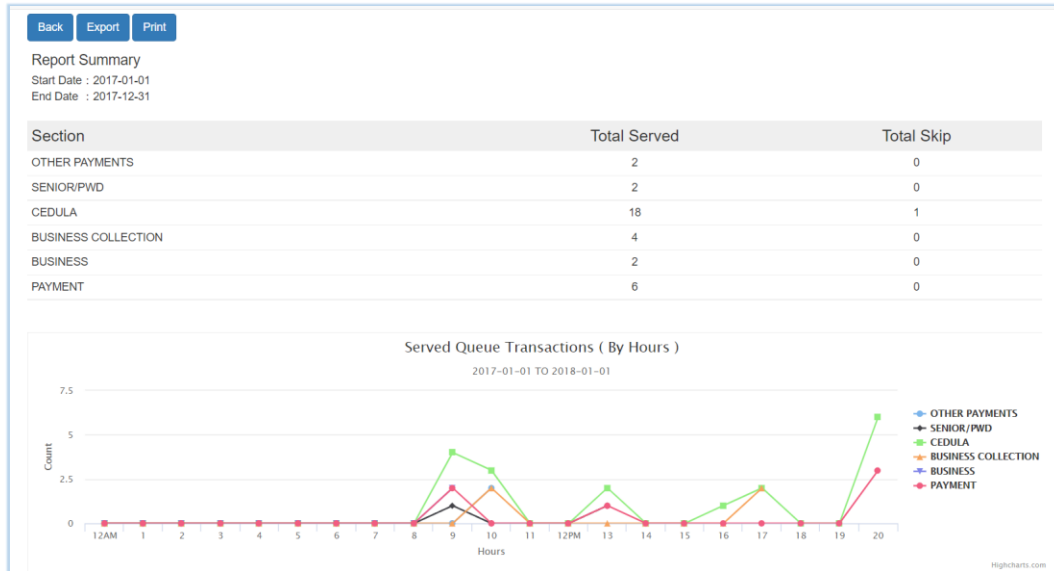
- o Screenshot

Report Summary (Range)

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

- o URL

  http://<QUEUE_SERVER_IP>:9980/secured/report

- o Screenshot

Monthly Listing Report

To generate a monthly listing report.

- o URL

  http://<QUEUE_SERVER_IP>:9980/secured/report

- o Screenshot

Speech Monitor

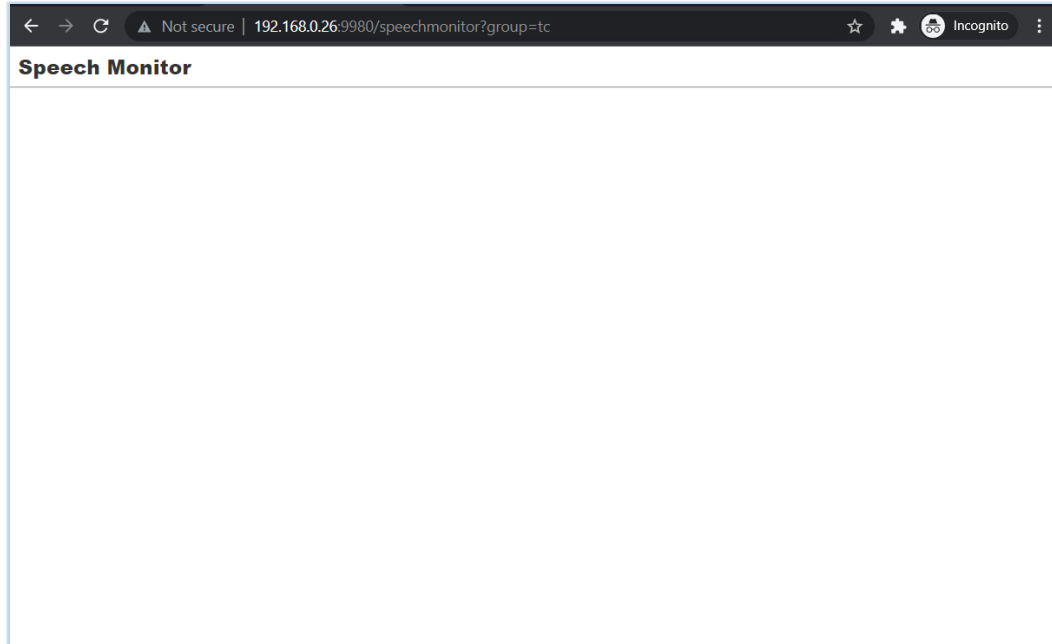To manage the speech rendition of every called tickets.
The speech synthesizer queues the incoming tickets and speak one at a time.

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

- o   URL

    http://<QUEUE_SERVER_IP>:9980/speechmonitor

- o   Screenshot

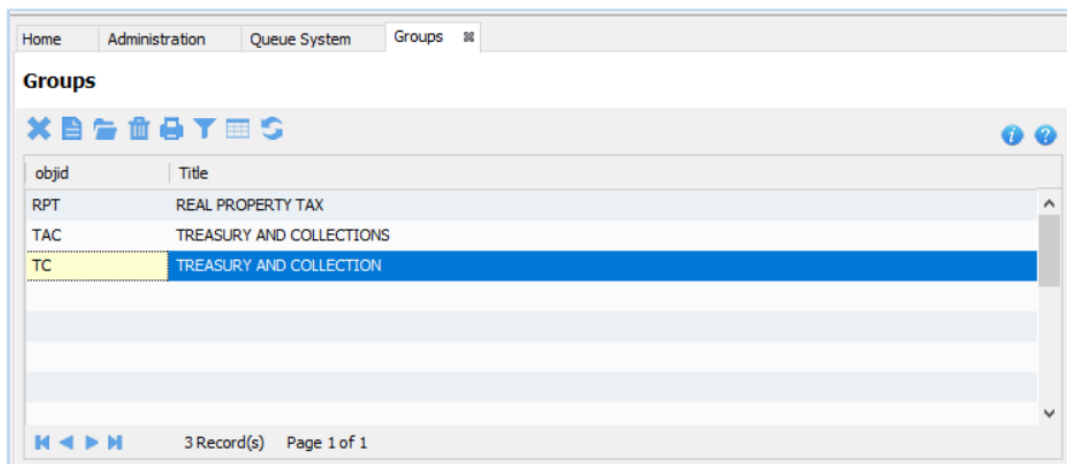# B. ETRACS Client Platform

Roles

- ✓ QUEUE.ADMIN
- ✓ QUEUE.USER

Features

- ✓ Manage Queue Groups
- ✓ Manage Queue Sections
- ✓ Reset Series
- ✓ Announcement
- ✓ Request Ticket
- ✓ View Skip Tickets
- ✓ View Queue Status
- ✓ Manage Queue Counter

Operations

Manage Queue Groups

To create, update and delete queue groups.

- o **Location**
  Home-> Administration-> Queue System-> Groups

- o **List Management**

o **Record Information**

Announcement

You can set a short announcement and displays the info at the bottom of the Queue Monitor (TV)

o **Location**
Settings-> Announcement

o **Record Information**

Request Ticket

To request for a ticket number

- o **Location**
  Settings-> Request Ticket

- o **Record Information**

Queue Counter Registration

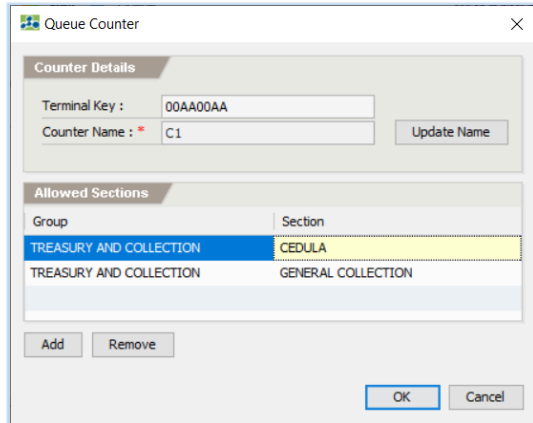To register your terminal or workstation as a queue counter and ready to serve.

- o **Location**
  Settings-> Queue Counter

- o **Registration**
  Provide a counter name where maximum characters not exceed to 2

Manage Queue Counter

Allows to remove or add applicable sections for a particular counter.

- o **Location**

    Settings-> Queue Counter
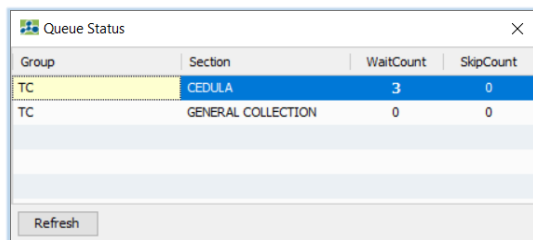
- o **Record Information**

View Queue Status

To check the status of your available queue sections

- o **Location**

    Settings-> Queue Status

- o **Record Information**
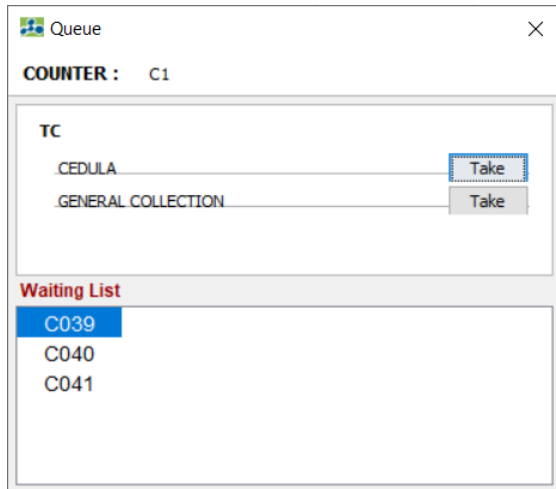

Serving a Queue Ticket

To serve a queue ticket base on the allowed sections tagged to your counter
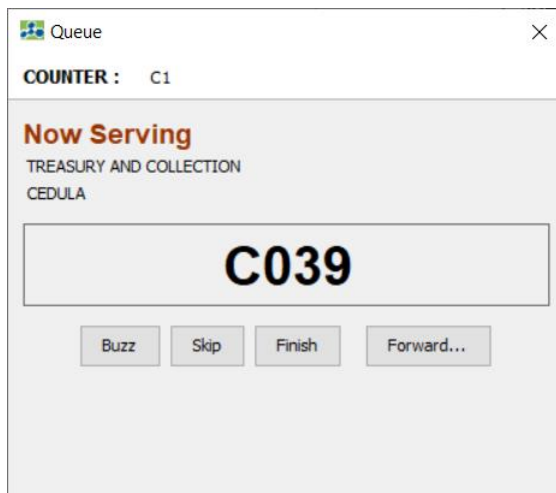
- o **Location**

    Toolbar-> Queue

    Right after the notification bell icon

o **View Information**

Click the **Take** button to any of the sections you want to serve with.

Click the **Finish** button when serving is successful.
Or click the **Skip** button when unsuccessful.