

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

- URL

http://<QUEUE_SERVER_IP>:9980/queueing

- Screenshot



Queue Group Monitoring (For TV)

To display all queue sections of a particular queue group.

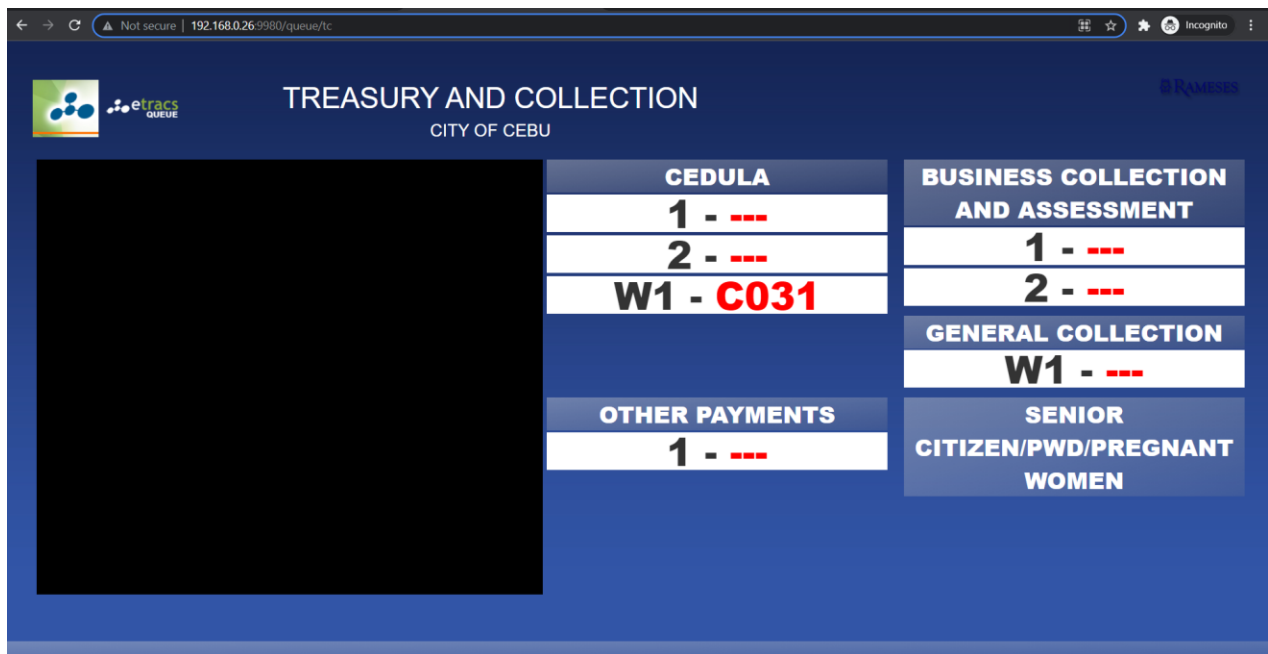
Together with it are the counters registered per section, alongside with the served ticket number if available.

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

- **URL**

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

- **Screenshot**



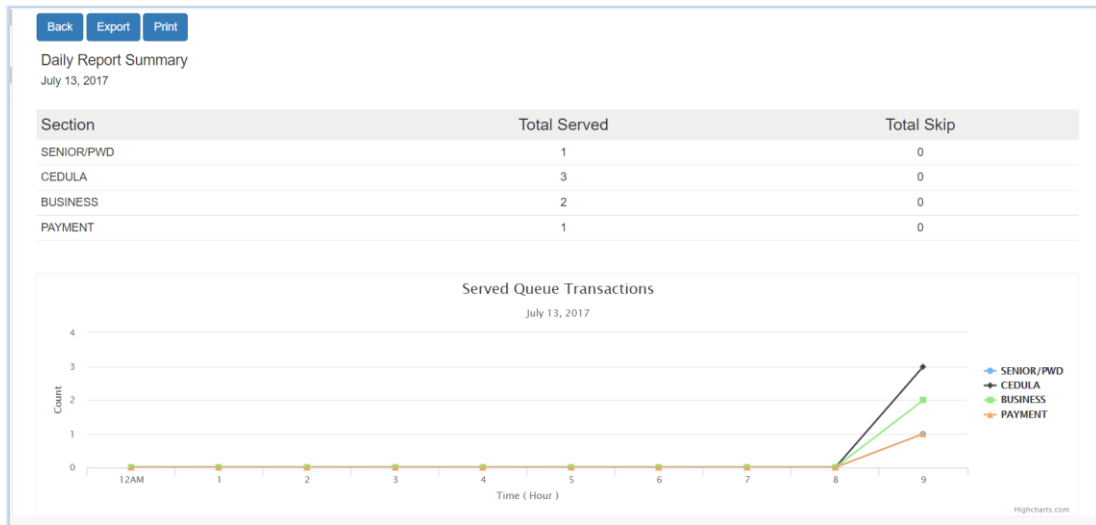
Daily Report Summary

To generate a report summary daily.

- URL

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

- Screenshot



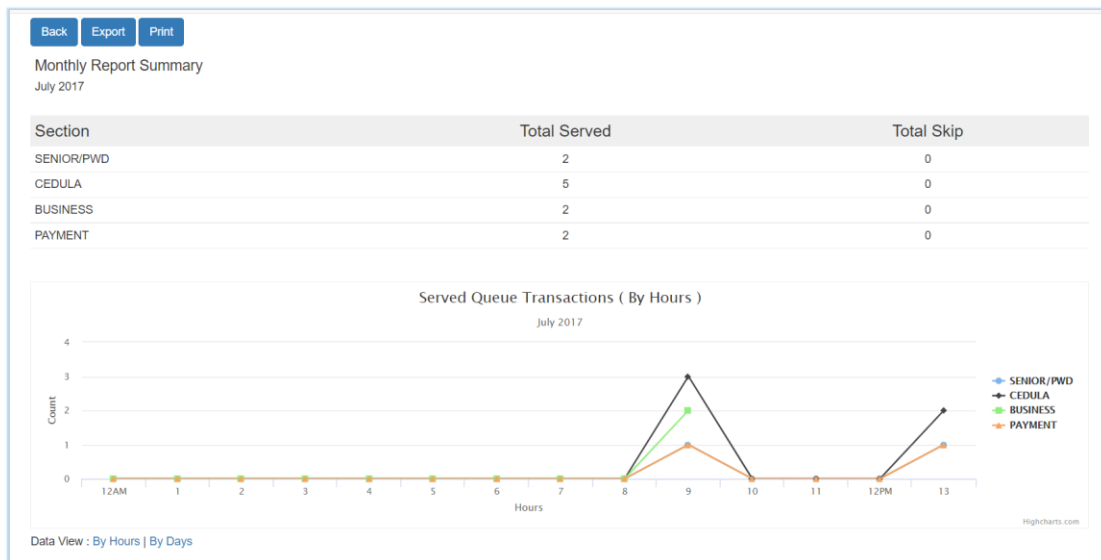
Monthly Report Summary

To generate a monthly report summary.

- URL

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

- Screenshot



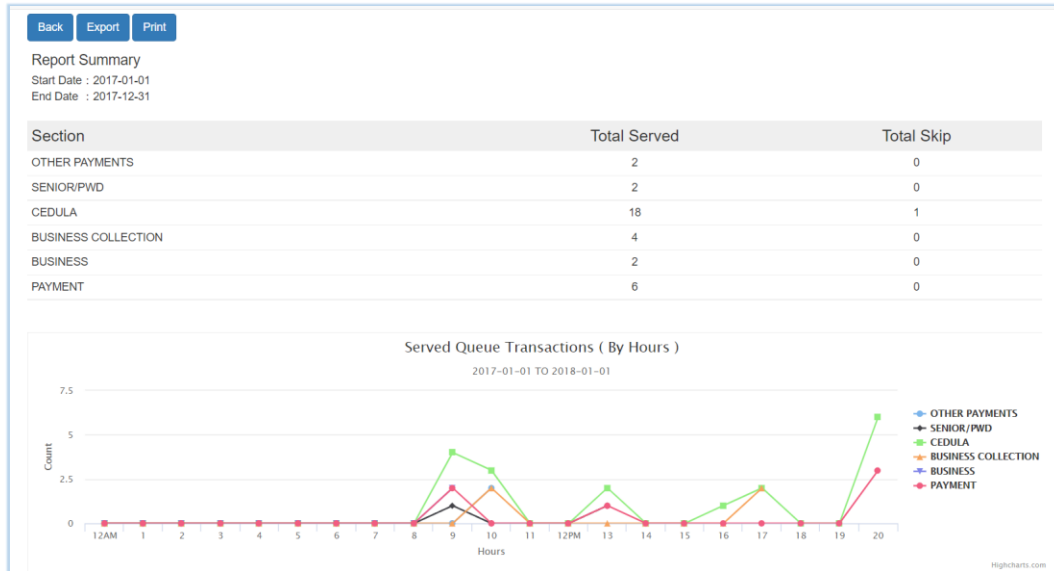
Report Summary (Range)

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

The screenshot displays the 'Monthly Listing' interface for October 2017. At the top, there are buttons for 'Back', 'Export', and 'Print'. Below these, the report title 'Monthly Listing' and the month 'October 2017' are shown. A table follows, detailing daily transaction counts for three categories: CEDULA, BUSINESS COLLECTION, and OTHER PAYMENTS. The table has columns for DAY, SERVED, and SKIP for each category. The data shows that on October 12th, there were 6 served and 1 skip for CEDULA, 0 served and 0 skip for BUSINESS COLLECTION, and 3 served and 0 skip for OTHER PAYMENTS. On October 13th, there were 3 served and 0 skip for CEDULA, 2 served and 0 skip for BUSINESS COLLECTION, and 2 served and 0 skip for OTHER PAYMENTS.

DAY	CEDULA		BUSINESS COLLECTION		OTHER PAYMENTS	
	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	-

Speech Monitor

To manage the speech rendition of every called tickets.

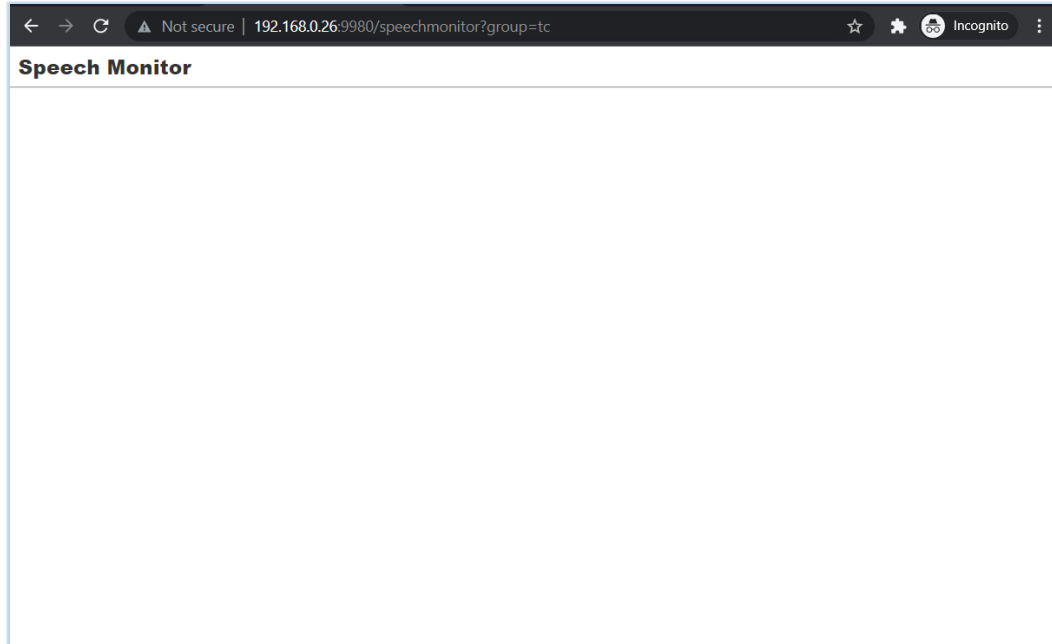
The speech synthesizer queues the incoming tickets and speak one at a time.

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

- URL

http://<QUEUE_SERVER_IP>:9980/speechmonitor

- Screenshot



B. ETRACS Client Platform

Roles

- ✓ QUEUE.ADMIN
- ✓ QUEUE.USER

Features

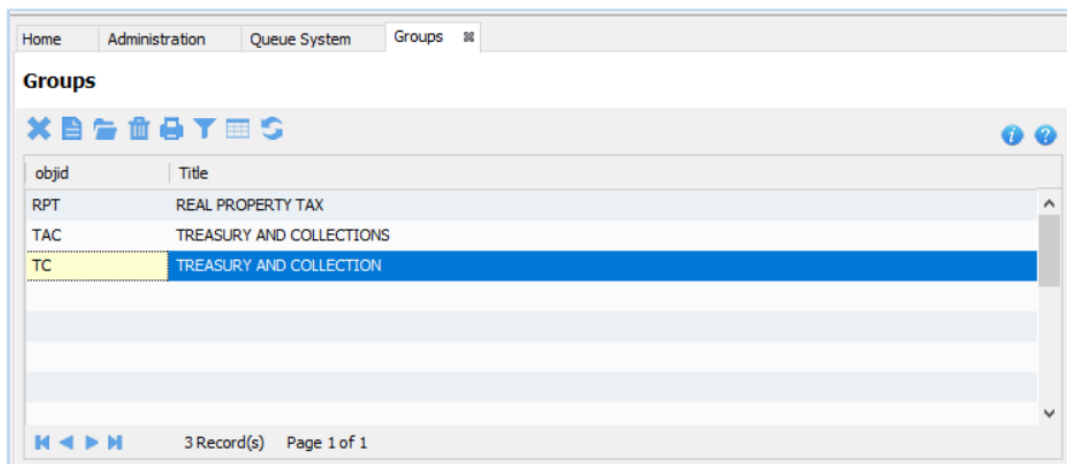
- ✓ Manage Queue Groups
- ✓ Manage Queue Sections
- ✓ Reset Series
- ✓ Announcement
- ✓ Request Ticket
- ✓ View Skip Tickets
- ✓ View Queue Status
- ✓ Manage Queue Counter

Operations

Manage Queue Groups

To create, update and delete queue groups.

- **Location**
Home-> Administration-> Queue System-> Groups
- **List Management**



objid	Title
RPT	REAL PROPERTY TAX
TAC	TREASURY AND COLLECTIONS
TC	TREASURY AND COLLECTION

- **Record Information**

The 'Queue Group' window displays the following information:

General Information

Name : TC
Title : TREASURY AND COLLECTION

Sections

Code	Title	Prefix
TC1	CEDULA	C
TC2	BUSINESS COLLECTION AND ASSESSMENT	B
TC3	GENERAL COLLECTION	G
TC4	OTHER PAYMENTS	P
TC5	SENIOR CITIZEN/PWD/PREGNANT WOMEN	S

Announcement

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

- **Location**
Settings-> Announcement

- **Record Information**

The 'Announcement' window contains a text input field with the text: "Greetings! Wecome to the City of Cebu."

Buttons: OK, Cancel

Request Ticket

To request for a ticket number

- **Location**
Settings-> Request Ticket
- **Record Information**

The screenshot shows a 'Request Ticket' dialog box. It has two main sections: 'RPT' and 'TC'. Under 'RPT', there are two items: 'RECEIVING' and 'ASSESSMENT', each with a 'Pick' button. Under 'TC', there are five items: 'CEDULA', 'BUSINESS COLLECTION AND ASSESSMENT', 'GENERAL COLLECTION', 'OTHER PAYMENTS', and 'SENIOR CITIZEN/PWD/PREGNANT WOMEN', each with a 'Pick' button. An 'Information' pop-up window is displayed in the center, showing 'Your Queue Number' and a large 'C041' in bold. Below the queue number is an 'OK' button. At the bottom of the 'Request Ticket' dialog is a 'Refresh' button.

Queue Counter Registration

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

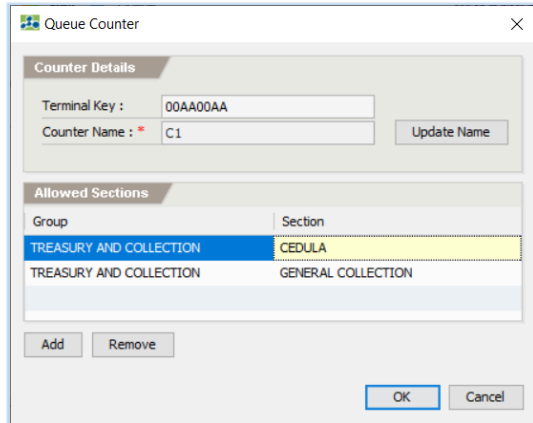
- **Location**
Settings-> Queue Counter
- **Registration**
Provide a counter name where maximum characters not exceed to 2

The screenshot shows a 'Queue Counter' dialog box. It has two main sections: 'Counter Details' and 'Allowed Sections'. Under 'Counter Details', there are two fields: 'Terminal Key' with the value '00AA00AA' and 'Counter Name' with a red asterisk indicating a required field. Under 'Allowed Sections', there is a table with two columns: 'Group' and 'Section'. The 'Group' column has a yellow background, and the 'Section' column has a blue background. At the bottom of the dialog are 'Add' and 'Remove' buttons, and at the very bottom are 'OK' and 'Cancel' buttons.

Manage Queue Counter

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

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



The screenshot shows a dialog box titled "Queue Counter". It has two main sections: "Counter Details" and "Allowed Sections".

Counter Details:

- Terminal Key : 00AA00AA
- Counter Name : C1
- Update Name button

Allowed Sections:

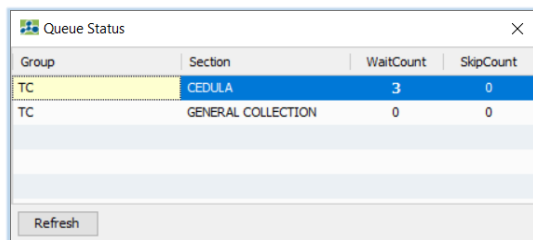
Group	Section
TREASURY AND COLLECTION	CEDULA
TREASURY AND COLLECTION	GENERAL COLLECTION

Buttons: Add, Remove, OK, Cancel.

View Queue Status

To check the status of your available queue sections

- **Location**
Settings-> Queue Status
- **Record Information**



The screenshot shows a dialog box titled "Queue Status". It contains a table with the following data:

Group	Section	WaitCount	SkipCount
TC	CEDULA	3	0
TC	GENERAL COLLECTION	0	0

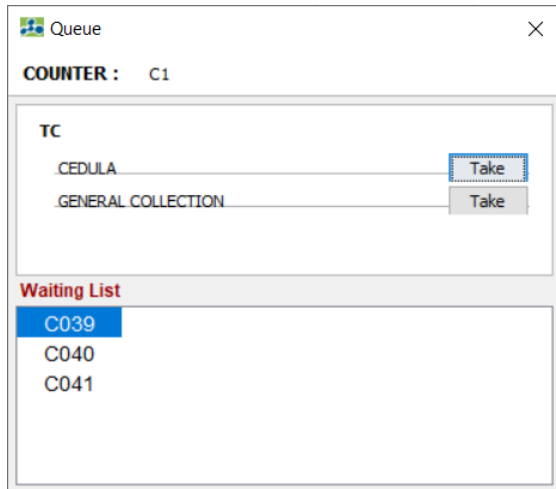
Buttons: Refresh.

Serving a Queue Ticket

To serve a queue ticket base on the allowed sections tagged to your counter

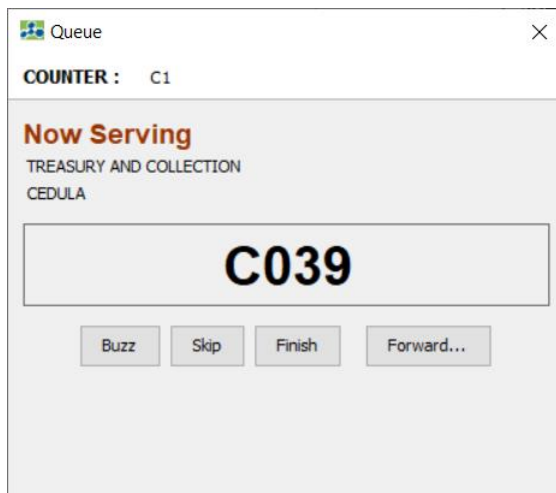
- **Location**
Toolbar-> Queue
Right after the notification bell icon

○ **View Information**



The screenshot shows a window titled "Queue" with a close button (X) in the top right corner. Below the title bar, it says "COUNTER : C1". There are two sections: "TC" and "Waiting List". The "TC" section has two items: ".CEDULA" and ".GENERAL COLLECTION", each with a "Take" button next to it. The "Waiting List" section is highlighted in red and contains a list of numbers: C039, C040, and C041. C039 is highlighted with a blue background.

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



The screenshot shows the same "Queue" window. The "Now Serving" section is highlighted in orange and contains the text "TREASURY AND COLLECTION" and ".CEDULA". Below this, a large box displays the number "C039". At the bottom, there are four buttons: "Buzz", "Skip", "Finish", and "Forward...".

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