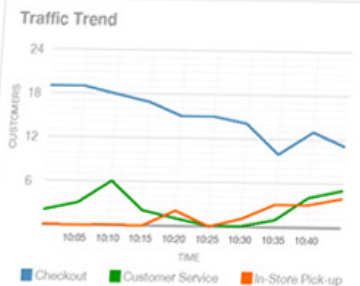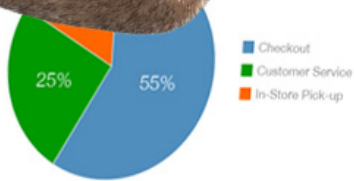QtraciQ®
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Queue Manager Dashboard — January 8, 2015 10:45am

Traffic Percentage

- Checkout — 55%
- Customer Service — 25%
- In-Store Pick-up — 20%

Traffic Trend

Checkout Customer Service In-Store Pick-up

Wait Time Trend

Checkout Customer Service In-Store Pick-up

	QUEUE				SERVICE			
	Count	Line Capacity	Wait Time	Arrival Rate	Service Rate	Avg. Service Time	Open Service Points	Available Service Points
Checkout	11	46%	:45	12/min.	15/min.	2:25	20	2
Customer Service	5	42%	1:55	4/min.	3/min.	4:50	2	0
In-Store Pick-up	4	33%	1:45	3/min.	2/min.	2:00	1	0

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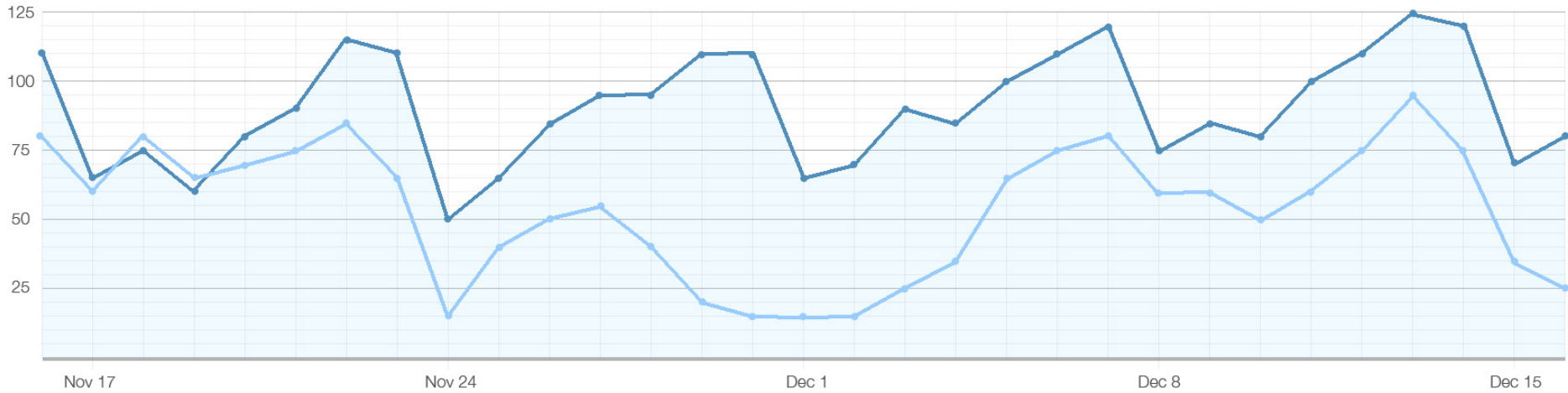qtrac.lavi.com/people-counting

Impression Count

Queue Zone 1 ▾   VS.   Queue Zone 2 ▾   by   hourly avg. ▾

Nov. 16, 2014 – Dec. 16, 2014 ▾

■ Queue Zone 1   ■ Queue Zone 2

| Hourly | Day | Week | Month |

125
100
75
50
25

Nov 17   Nov 24   Dec 1   Dec 8   Dec 15

■ Zone 1   ■ Zone 2

Total Impressions
Queue Zone 1   Queue Zone 2
33,600   vs.   19,920

Avg. Daily Impressions
Queue Zone 1   Queue Zone 2
1,080   vs.   648

Avg. Hourly Impressions
Queue Zone 1   Queue Zone 2
90   vs.   54

Avg. Dwell Time
Queue Zone 1   Queue Zone 2
2:47   vs.   1:33

39%   61%

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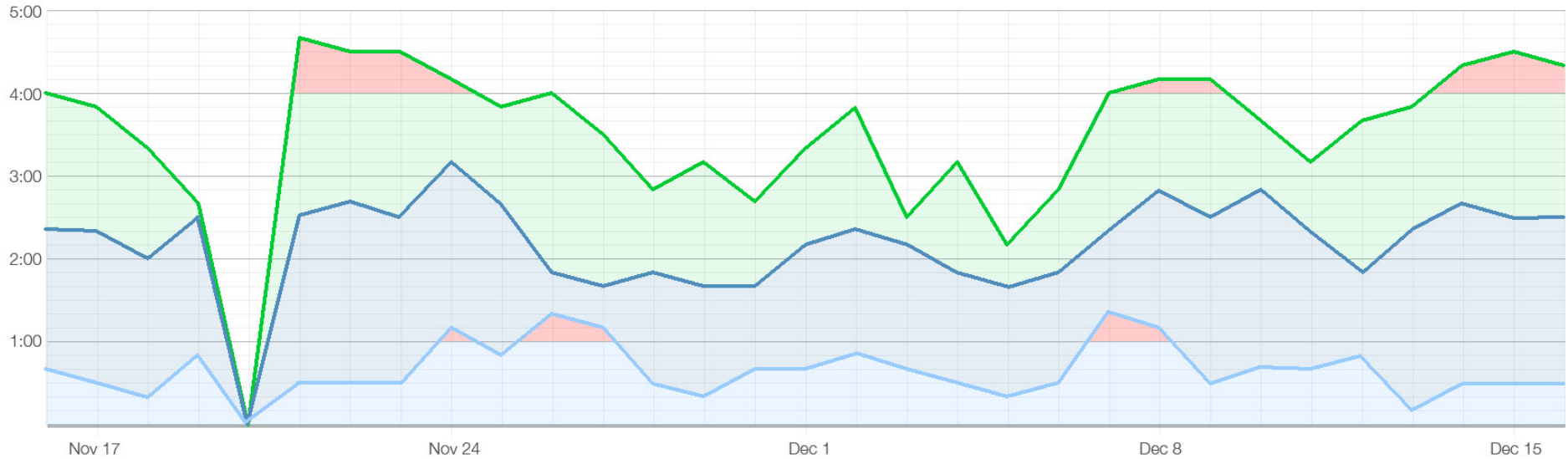
Qtrac iQ
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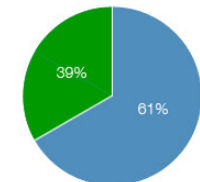
Exposure Time

Main Queue ▼ VS. Service Zone 1 ▼ by hourly avg. ▼

Nov. 16, 2014 – Dec. 16, 2014 ▼

- Main Queue
- Service Zone 1
- Service Zone 1 Idle Time

Hourly | Day | Week | Month

| Nov 17 | Nov 24 | Dec 1 | Dec 8 | Dec 15 |

Avg. Wait Time	Wait Time Target	Avg. Service Time	Avg. Service Idle Time	Service Active Time Target
3:34	70.96%	2:16	0:41	83.89%

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Service Station Distribution

Service Zone 1 ▼

Nov. 24, 2014 ▼

■ Avg. Service Time　■ Total Customers Served　■ Avg. Idle Time　■ Out-of-Target Avg. Idle Time

Hourly | Day | Week | Month
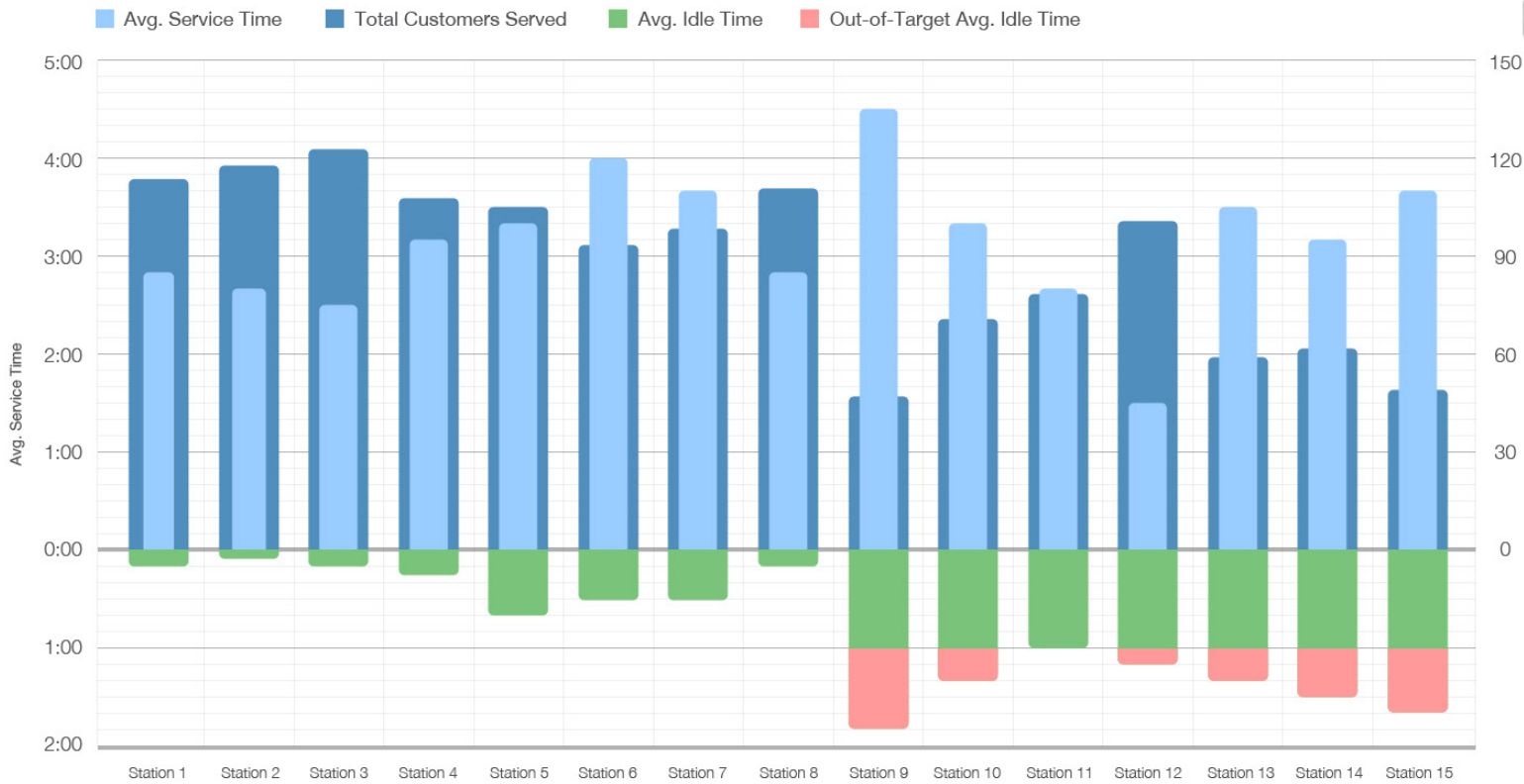
Total Customers Served
1,334
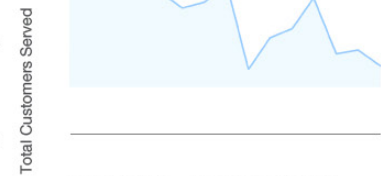
Total Avg. Service Time
3:09

Total Avg. Idle Time
0:49

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