

STANDARD



Admin Manual

Updated January 2018

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INTRODUCTION

The Total Queue Software is developed by Ivant Technologies and Business Solution, a software firm based in the Philippines that specializes in the development of custom business software. The company was established in 2005 and currently works with hundreds of small, medium and big business clients in the Philippines and other countries to develop custom web-based solutions and custom mobile apps.

TOTALQUEUE ACCESS

Using your internet browser (Google Chrome, Mozilla Firefox and IE) you can access the queuing system with this address:

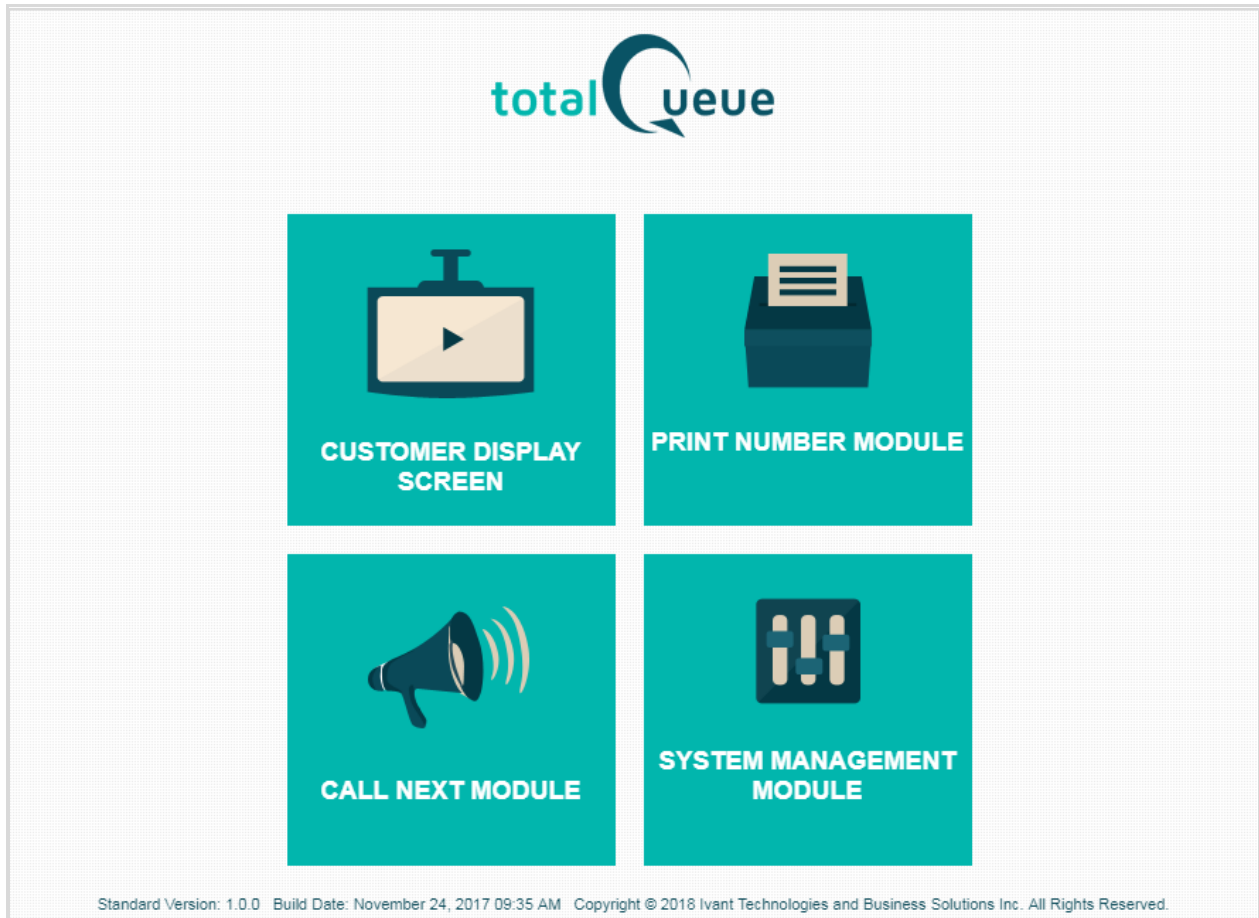
Login URL: <http://<Server IP Address>:8080/totalqueue-standard>

Username: admin

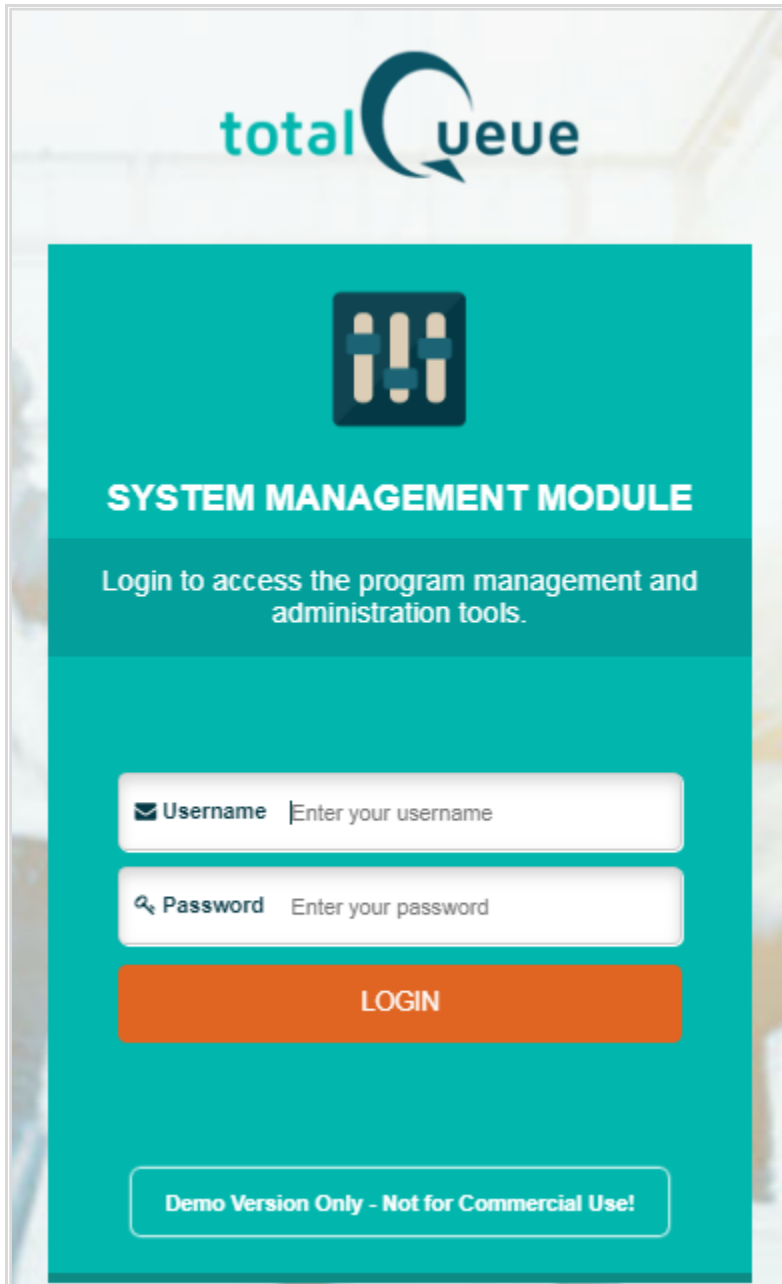
Password: password12345

TOTAL QUEUE MAIN MENU

As you access the Total Queue program, the main menu will be displayed on the screen. This screen has **FOUR MAIN MENU**: Customer Display Screen, Print Number Module, Call Next Module and System Management Module.



TOTAL QUEUE SYSTEM MANAGEMENT AND CALL NEXT MODULE LOG IN SCREEN



The screenshot shows the login interface for the Total Queue System Management Module. At the top, the 'total Queue' logo is displayed. Below it is a teal header with a server rack icon and the text 'SYSTEM MANAGEMENT MODULE'. A sub-header reads 'Login to access the program management and administration tools.' The login form consists of two input fields: 'Username' with a placeholder 'Enter your username' and 'Password' with a placeholder 'Enter your password'. An orange 'LOGIN' button is positioned below the fields. At the bottom, a white box contains the text 'Demo Version Only - Not for Commercial Use!'.

The system will prompt a username and password to enable the user to access the system management and call next module. The Customer Display Screen and the Print Number Module will not require any username and password.

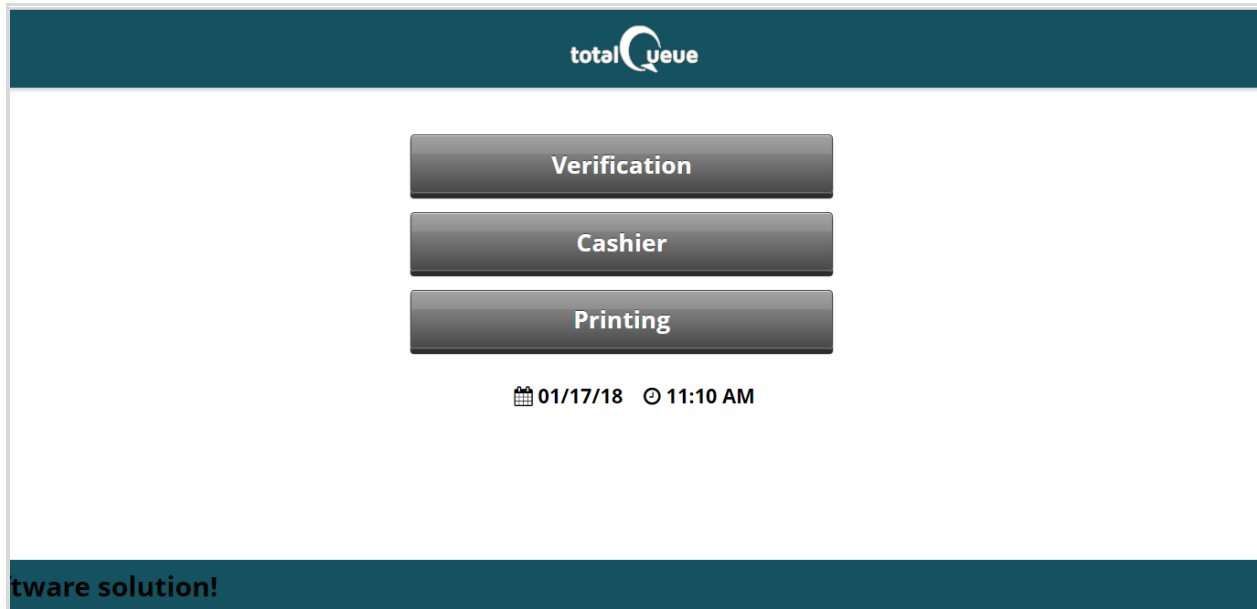
CUSTOMER DISPLAY SCREEN

When you click on the Customer Display Screen, your screen will show the layout as seen by the customers on the LCD screen in the reception area.



PRINT NUMBER MODULE

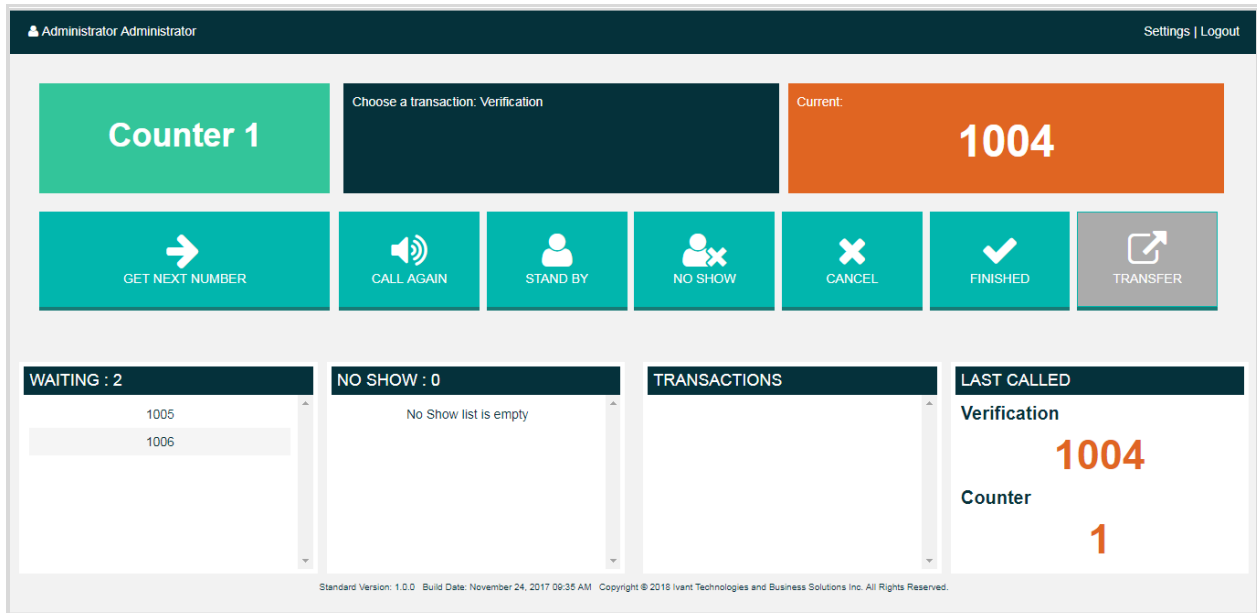
The print number module is the screen display on the kiosk where the customers will get their numbers.



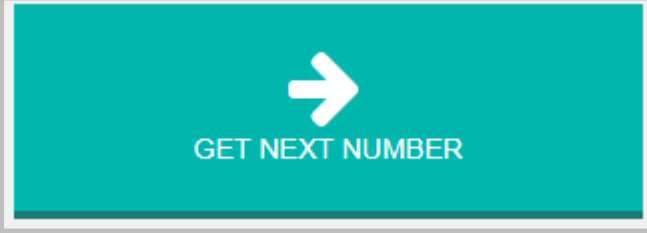
The display window will provide an option for the customer as to which service he or she will be lining up for. The customer will choose by either tapping the screen or using a mouse and clicking on one of the boxes. The queued number will then be printed.

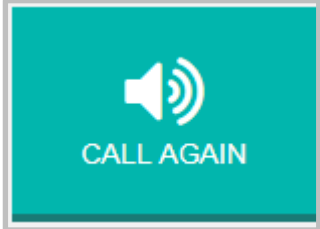
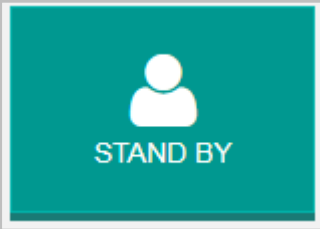
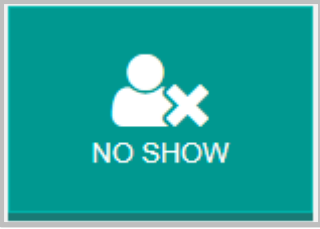
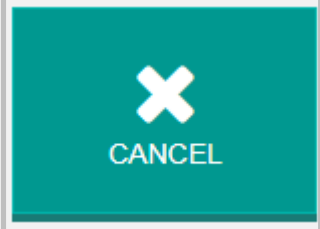
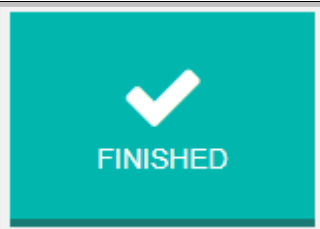
CALL NEXT MODULE

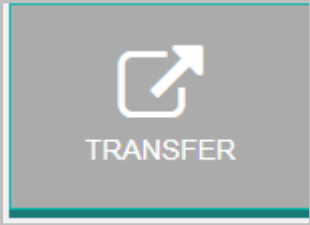
This module is for the representative behind the counters. It requires a username and a password.



Button Functions:

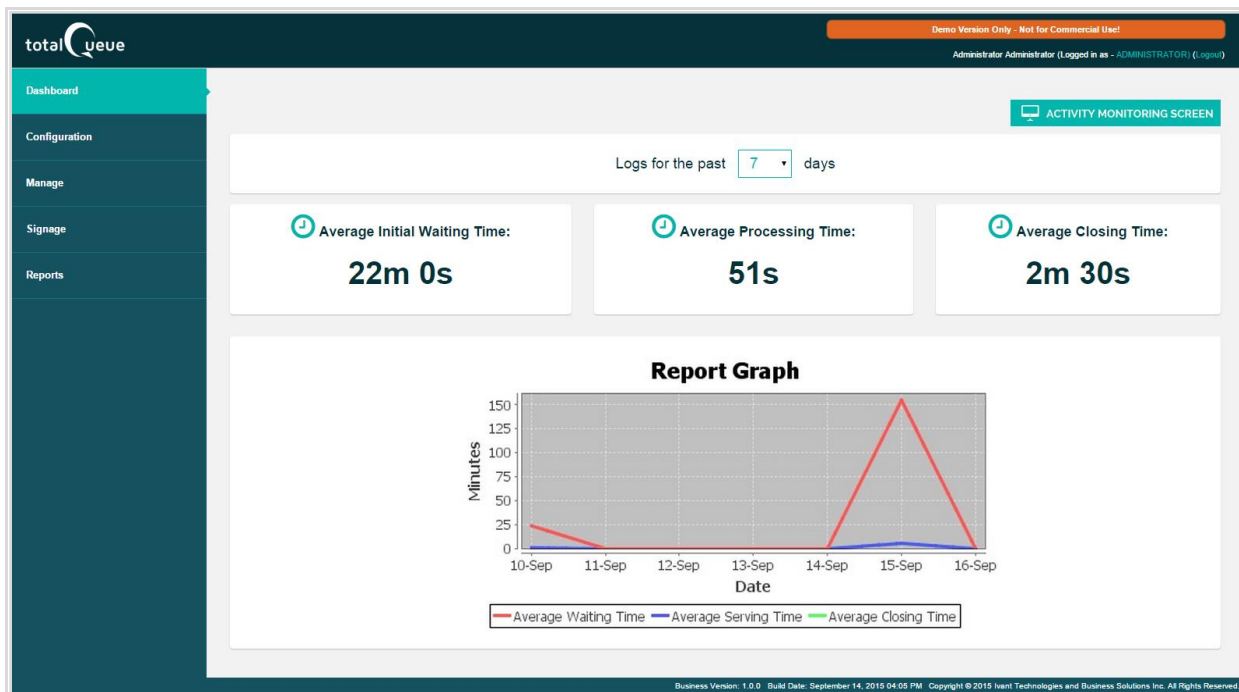
Button	Function
	To call the next customer

	<p>To call the customer again</p>
	<p>For those customers who will be put on standby mode. For this option, the teller can serve the next customer while the previous customer is waiting for the completion of his or her transaction</p>
	<p>For customers that are not at the counters even with repeated calls</p>
	<p>For those customers with terminated transactions. By clicking the cancel tab, the teller is ending the customer's transaction for that counter due to errors or incomplete requirements on the customer's end</p>
	<p>To finish a transaction</p>

	<p>To transfer your currently serving queue no. to another transaction</p>
---	--

SYSTEM MANAGEMENT MODULE

The system management module allows you to access, upload and change the settings in the dashboard, videos, ads, counters, configurations, services, sections and reports. It requires a username and a password. Upon logging in, you will be directed to the dashboard.

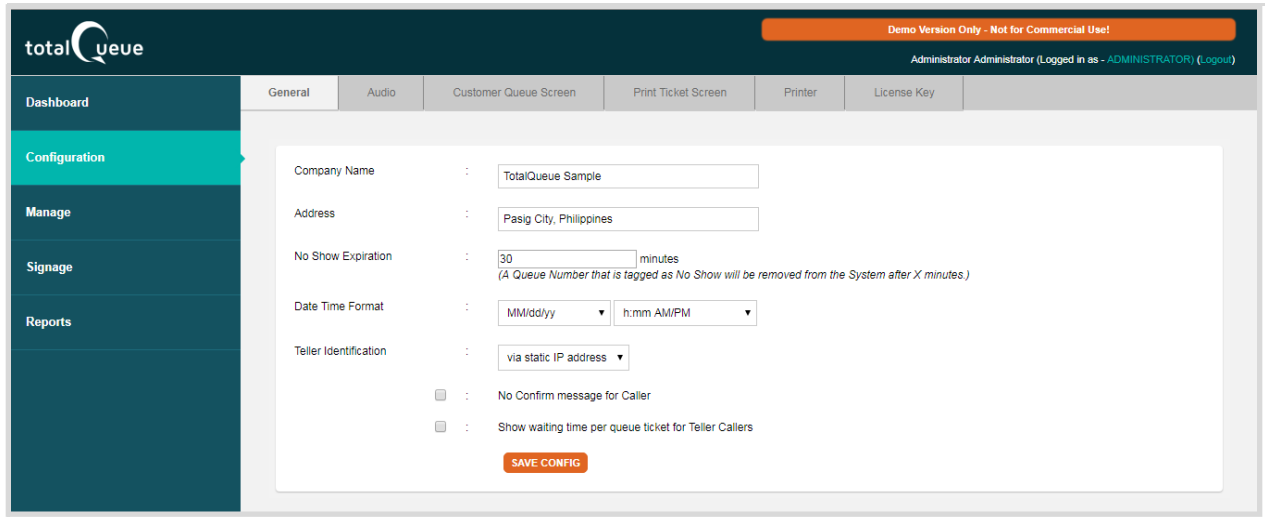


At the topmost part of the dashboard, you have the option to choose how many days' worth of statistics you want the system to generate. The dashboard section shows statistics where you can check the total number of queue tickets, the average initial waiting time, the average processing time and the average closing time. Below these statistics is a graphical representation of the figures reported

CONFIGURATION

GENERAL CONFIGURATION

To make the necessary adjustments, choose configuration and type in the required information.



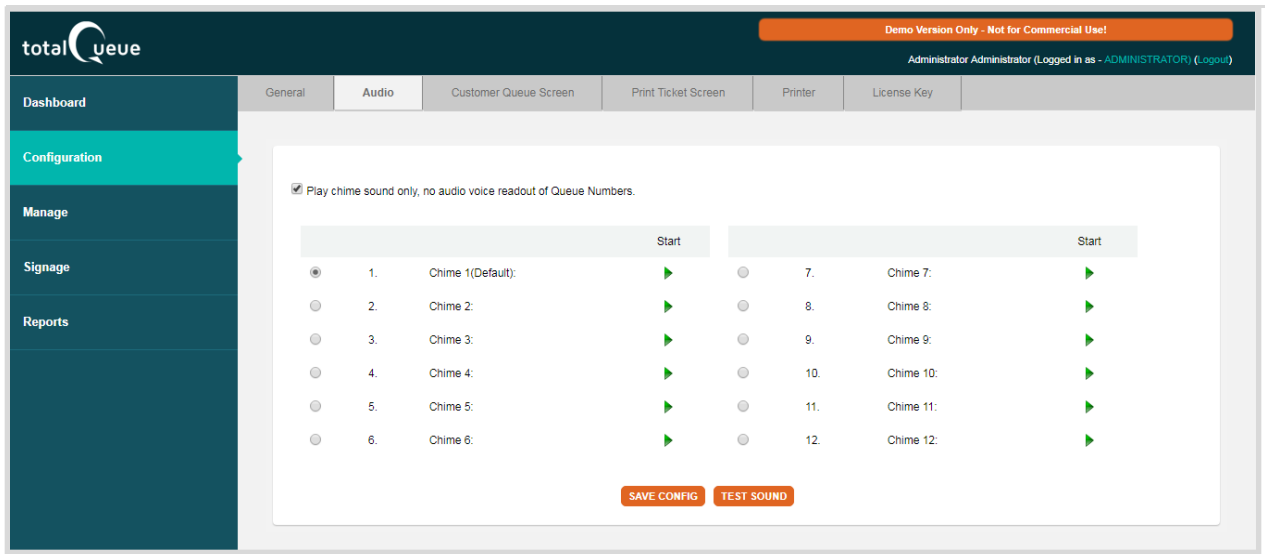
The screenshot displays the 'General' configuration page in the total Queue system. The interface includes a sidebar with navigation options: Dashboard, Configuration (highlighted), Manage, Signage, and Reports. The main content area is titled 'General' and contains the following configuration fields:

- Company Name:** TotalQueue Sample
- Address:** Pasig City, Philippines
- No Show Expiration:** 30 minutes (A Queue Number that is tagged as No Show will be removed from the System after X minutes.)
- Date Time Format:** MM/dd/yy (dropdown) and h:mm AM/PM (dropdown)
- Teller Identification:** via static IP address (dropdown)
- No Confirm message for Caller
- Show waiting time per queue ticket for Teller Callers

A 'SAVE CONFIG' button is located at the bottom of the configuration area. The top right of the interface shows the user is logged in as 'Administrator Administrator'.

AUDIO CONFIGURATION

To select a chime sound to be used in the customer display screen, select an option in the list provided. You may choose to preview your selected sound by pressing the play button beside its name or by pressing test sound. Once done, click on save config.




CUSTOMER QUEUE SCREEN CONFIGURATION

To change the logo display, click on the Choose File button and select the corresponding image file. Once selected, click the Upload button. To change the template of the Customer Queue Screen, click the template and select from the list provided. The screen resolution in the Queue Screen may also be changed by clicking on the selected resolution and selecting from the list of available resolutions. The Font color, announcement text color, header color and footer color can be changed by clicking on their corresponding drop-down box and selecting the color you want to change into.

total Queue Demo Version Only - Not for Commercial Use!
Administrator Administrator (Logged in as - ADMINISTRATOR) (Logout)

General Audio **Customer Queue Screen** Print Ticket Screen Printer License Key

Dashboard
Configuration
Manage
Signage
Reports

Logo Display : 
[Delete this logo]
Choose File | No file chosen **UPLOAD**
NOTE: accepted file types (.jpg, .jpeg, .bmp, .png, .gif)

Customer Queue Display Template : **Template 1**
This basic Customer Overview screen design shows all the Services available for your customers and will only show the latest queue number for each Service. There is no image slide show / video for this design layout, while a ticker tape at the bottom can show important announcements.

Service Name	Service	Queue
Section 1	1	100
Section 2	2	2100
Section 3	3	3201
Section 4	4	4301
Section 5	5	5401

NOTE: If modified and saved please refresh (F5) the browser showing the Customer Display Screen.

Display Screen Resolution : 1280 x 720 **16:9**

NOTE: If modified and saved please refresh (F5) the browser showing the Customer Display Screen.

Customer Queue Announcement : TotalQueue provides your business a complete Customer Queue Management System software solution!

Font Color :

Announcement Text Color :

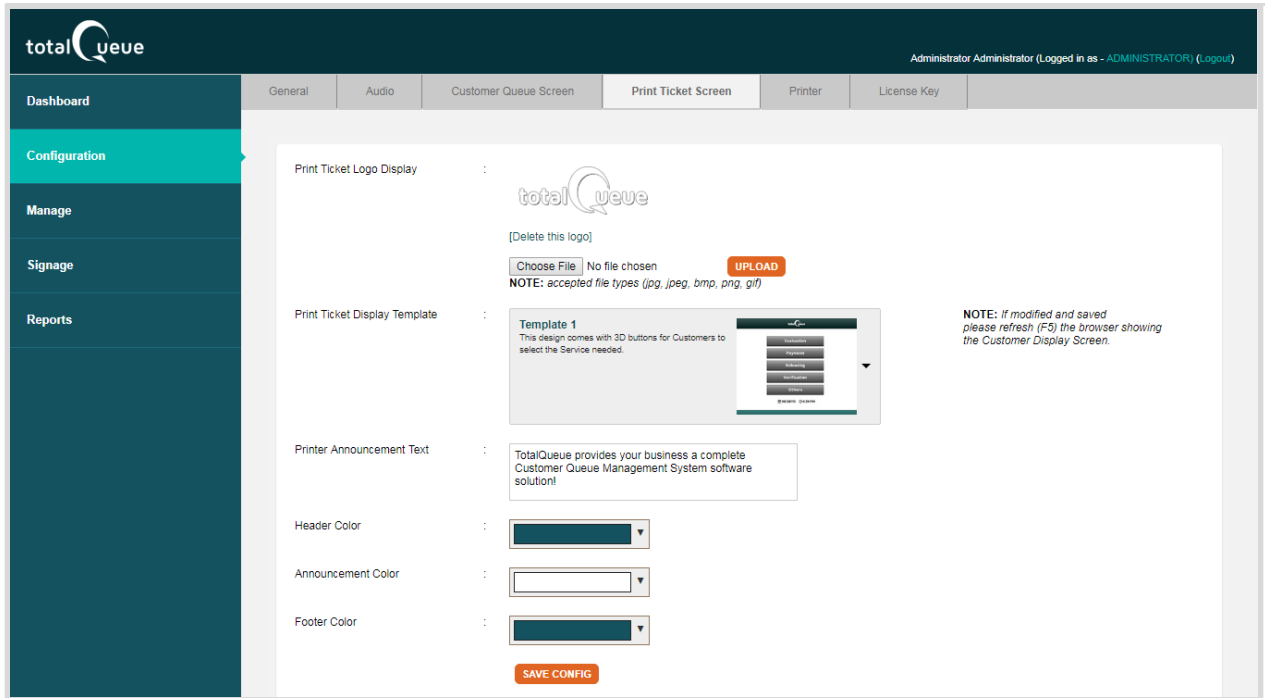
Header Color :

Footer Color :

SAVE CONFIG

PRINT TICKET SCREEN CONFIGURATION

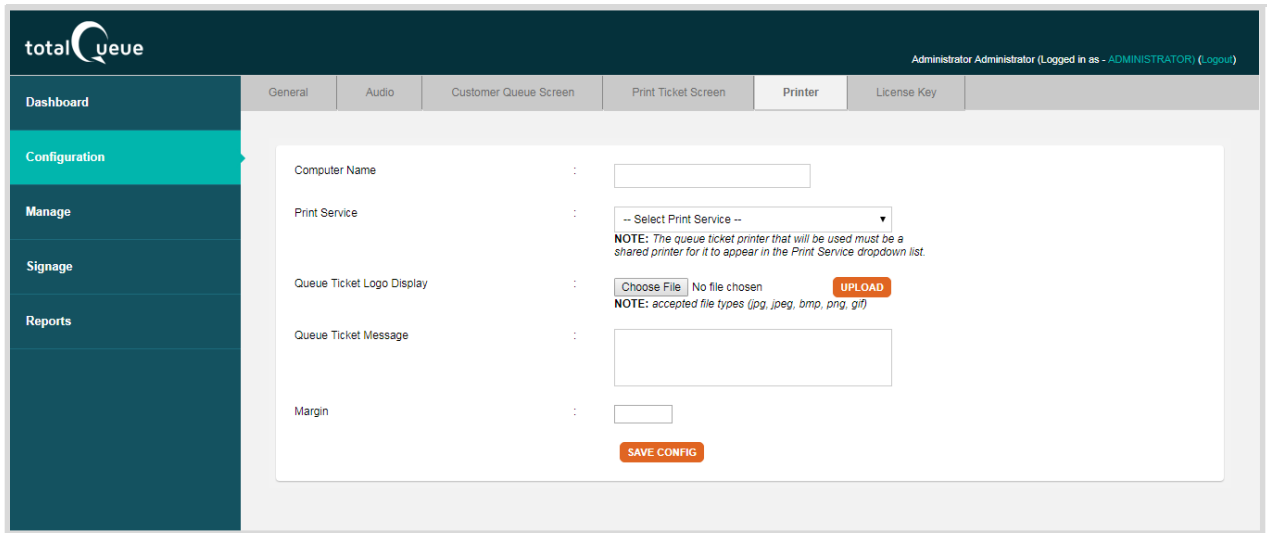
To change the ticket logo display, click on the Choose File button and select the corresponding image file. Once selected, click the Upload button. To change the template of the Print Ticket Display, click the template and select from the list provided. The font color, announcement text color, header color and footer color can be changed by clicking on their corresponding drop-down box and selecting the color you want to change into.



PRINTER CONFIGURATION

Printer Set-up

1. Make sure the printer is turned on and installed.
2. Select the printer to be used in PRINTER SERVICE dropdown list.
3. Click "Save" button to saves changes.



LICENSE KEY CONFIGURATION

To add a license key, put the password and the key on text areas provided. Then click save config.

The screenshot shows the 'License Key' configuration page in the total Queue admin interface. The top navigation bar includes the total Queue logo and the user 'Administrator Administrator (Logged in as - ADMINISTRATOR) (Logout)'. The sidebar on the left has 'Configuration' highlighted. The main content area has tabs for 'General', 'Audio', 'Customer Queue Screen', 'Print Ticket Screen', 'Printer', and 'License Key'. The 'License Key' tab is active, showing three input fields: 'Passcode', 'Key', and 'MAC Address'. The 'MAC Address' field is pre-filled with '70-F1-A1-72-70-E0'. Below the 'Key' field, a red error message reads 'License Key Not Valid - Demo Version Only'. A 'SAVE CONFIG' button is located at the bottom of the form.

MANAGE

Manage User

To add a user, put the user's first and last name on the fields provided, select user type, and fill in the username, password and email fields. Then click on save.

Administrator Administrator (Logged in as - ADMINISTRATOR) (Logout)

Username	Last Name	First Name	Email	User Type	Action
admin	Administrator	Administrator		Administrator	Edit Delete
staff1	Sample	Staff		Administrator	Edit Delete
Staff2	Sample2	Sample2	staff2@gmail.com	Staff	Edit Delete
Staff3	Sample3	Staff3	staff3@gmail.com	Staff	Edit Delete

Add New User

User Type : -- Select User Type --

First Name :

Last Name :

Username :

Password :

Repeat Password :

Email :

SAVE

Manage Service

To add a service, put the service name in the service form. You can opt to put a description if you want to. Then, click on save.

total Queue Administrator Administrator (Logged in as - ADMINISTRATOR) (Logout)

Users Services Counters

Name	Queue Numbering	Action
Transactions	1 - 999	Edit Delete
Payment	2001 - 2999	Edit Delete
Payment	2001 - 2999	Edit Delete

Add Service

Name :

Description :

Number starts at :

Number ends at :

Prefix :

SAVE

Manage Counter

To fill out the data for each counter, type the IP address of the computer to be used on the IP Address bar, and then type the Computer Name. For the Print Service and Section fields, just choose the most appropriate option from the dropdown menu. Then, click on save.

Service	IP Address	Counter Number	Action
Transactions	192.168.10.174	1	Edit Delete
Payment	127.0.0.1	2	Edit Delete
Inquiry	127.0.0.1	3	Edit Delete

Add Counter

Service : -- Select Service --

Additional Services : None -- Select Additional Service -- [Add this Service](#)

IP Address :

Counter Number :

: All Queue numbers for this Counter are clickable. The Teller can manually click and call each Queue Number and override the system as needed.

: This Counter is allowed to transfer Queue numbers from one Service to another Service.

[SAVE](#) [RESET](#)

SIGNAGE

To upload an ad, choose between images or videos. Then, click on browse, choose a file from your from your computer, then choose upload.

You can opt to display images or videos.

Demo Version Only - Not for Commercial Use!

Administrator Administrator (Logged in as - ADMINISTRATOR) (Logout)

Images Video

Show the Image Slide Show Player on the Customer Queue Screen

File Name	Preview	Type	Size	Date Modified	Action
3417802188_201981a6ec_z		jpg	167 KB	May 03, 2017 11:54 AM	Delete
7582-1211813149-blue_hills		jpg	21 KB	May 03, 2017 11:54 AM	Delete
7587-1211814144-sunset		jpg	46 KB	May 03, 2017 11:54 AM	Delete
Garden-620x465		jpg	66 KB	May 03, 2017 11:54 AM	Delete
hqdefault		jpg	12 KB	May 03, 2017 11:54 AM	Delete

Image Transition Duration : 3 seconds

Upload a New Image : No file chosen

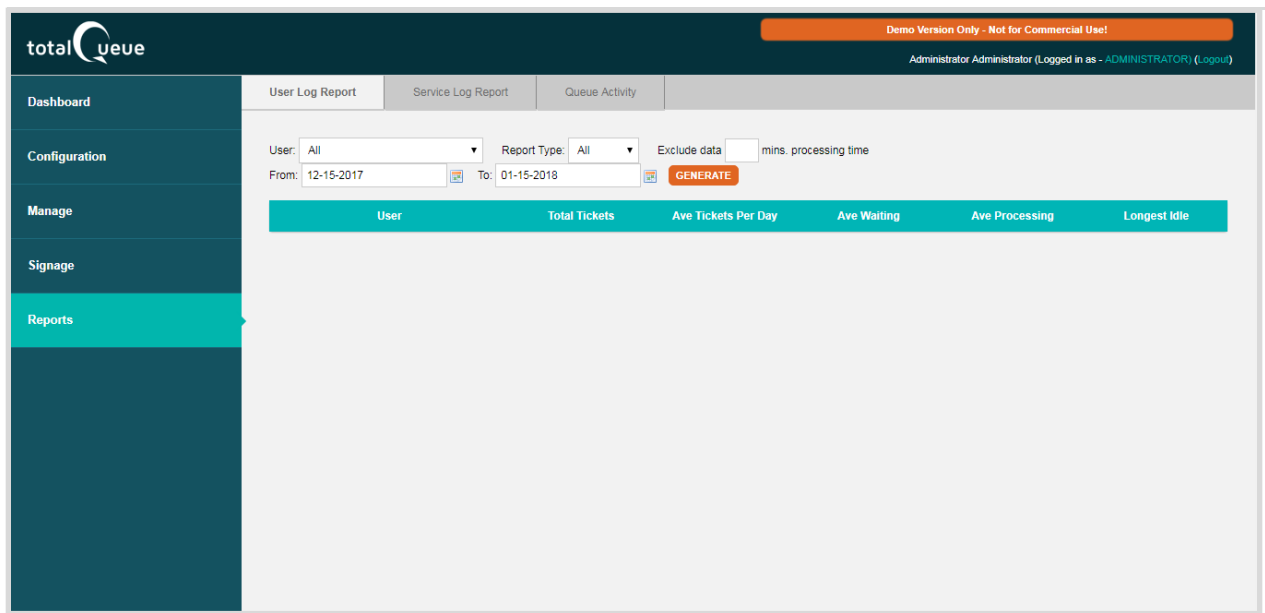
NOTE: accepted file types (jpg, jpeg, bmp, png, gif)

REPORTS

To generate a USER LOG REPORT, enter the date of the queuing transaction that you want to check and choose a user, then click on generate.

To generate a SECTION LOG REPORT, enter the date of the queuing transaction that you want to check and choose a section, then click on generate.

To generate a QUEUE ACTIVITY, enter the date of the queuing transaction that you want to check, then click on generate.



The screenshot shows the 'User Log Report' interface in the total Queue system. At the top right, there is a warning: 'Demo Version Only - Not for Commercial Use!'. Below this, the user is logged in as 'Administrator Administrator (Logged in as - ADMINISTRATOR) (Logout)'. The interface has a sidebar on the left with menu items: Dashboard, Configuration, Manage, Signage, and Reports (which is highlighted). The main content area has three tabs: 'User Log Report' (selected), 'Service Log Report', and 'Queue Activity'. Below the tabs, there are input fields for 'User' (set to 'All'), 'Report Type' (set to 'All'), and 'Exclude data' (set to 'mins. processing time'). There are also date pickers for 'From' (12-15-2017) and 'To' (01-15-2018), followed by a 'GENERATE' button. Below the form is a table header with columns: User, Total Tickets, Ave Tickets Per Day, Ave Waiting, Ave Processing, and Longest Idle.

To log out, click on the logout option at the topmost right corner of the screen.