



Smart Queue System User Guide

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Phần 1. INTRODUCTION OF SMART QUEUE SYSTEM

I. Purpose of the document

This document is compiled to guide users to operate and operate the Smart Queue system (Smart QMS) in an efficient, accurate and safe way.

The content of the document includes:

- Overview of the system.
- Professional operation process.
- Instructions for use of functions.
- Configuration and administration guide.
- Guide to handling common problems.
- Notes during actual operation.

The material is used for the following subjects:

- System Administrator.
- Counter clerks.
- Kiosk operators.
- Branch management.
- Engineering and Information Technology Department.
- The management monitors customer service activities.

II. Introducing the Smart Queue system

Smart Queue is a smart queue management system developed to digitize the process of receiving and serving customers at units with large transaction volumes.

The system helps organize the reception of customers in order, reduce waiting time, improve service quality and provide statistical data for management.

Smart Queue is suitable for deployment for many different models such as:

- Hospitals.
- Clinics.
- Public Administration Center.
- Banking.
- Customer Care Center.
- Electricity.

- Water supply.
- Telecommunications.
- Public Service Center.
- The transaction points have many service counters.

Through Smart Queue, the entire process from retrieving numbers, allocating queues, calling numbers, displaying information, playing audio, statistical reports, and operational management are all carried out on a centralized platform.

III. Objectives of the system

The Smart Queue system is built to meet the following objectives:

Standardization of service processes

Customers are served in the right order or according to the configured priority policy.

Enhance customer experience

Customers can easily get a number, track queue status, and know exactly when it's their turn to serve.

Reduce pressure on employees

Employees do not need to make manual customer calls, but are automatically supported by the system.

Increased transparency

The entire history of numbering, calling and serving is recorded and stored on the system.

Administrative Support

Provide statistical reports to help leaders evaluate operational performance and service quality.

Support digital transformation

Reduce the use of manual paperwork and enhance integration with other systems.

IV. Main components of the system

Smart Queue consists of many modules that work in sync with each other.

1. Number Retrieval Kiosk

1.1. A kiosk is a terminal that allows customers to:

- Select the service to perform.

- Get the order number.
- Print transaction slips.
- Follow the instruction information.

1.2. Kiosks can be implemented as:

- Dedicated touch kiosk machine.
- Tablets.
- Touch screen.
- The Web browser runs in full-screen mode.

2. Calling Desk

This is the working screen of the staff at the transaction counter.

Employees use this display to:

- Call the next guest.
- Call the guest back.
- Complete the serving.
- Transfer the customer to another counter.
- Transfer guests to another service.
- Keep track of waiting lists.

3. TV Display

The TV screen is installed in the waiting area to display:

- The number is being called.
- The counter is serving.
- Guest waiting list.
- Internal Notifications.
- Media videos.
- Corporate logo.
- Content to promote the service.

The TV screen is updated in real time.

4. Numerical LED Display Panel

LED panels are used to display:

- The order number is being called.
 - Service counter.
 - Reception area.
- LED panels are especially useful at:
- Hospitals.
 - Public Administration Center.
 - Station.
 - Areas with high customer density.

5. Sound system

When an employee calls a number, the system can automatically play a notification sound.

For example:

"Invite customer number A015 to Counter 03."

Audio can be played through:

- TV speakers.
- Speakerphone.
- Center sound system.

6. Online Registration System

Customers can register to get a number from their phone or computer before arriving at the transaction location.

Forms of support:

- Scan the QR code.
- Go to the direct link.
- Enterprise Website Integration.
- Mobile app integration.

7. System admin page

The admin page is the center for configuration and monitoring of the entire system.

Administrators can:

- User management.
- Service management.
- Counter management.
- Kiosk management.
- TV management.
- LED management.
- View the statistics report.
- System copyright management.

V. General operating model

The standard operating procedure of the system is as follows:

Step 1: The customer gets the number.

Customers choose the service at the kiosk or register online.

Step 2: Ticketing system.

The system generates ordinal numbers and puts them in the queue.

Step 3: Queue is allocated.

The system automatically allocates guests to the appropriate counter according to the configuration.

Step 4: The employee calls the number.

Employees use the Calling Desk to call the next customer.

Step 5: Update the TV and LEDs.

The information is displayed simultaneously on the TV screen and the LED panel.

Step 6: Play the audio.

The sound system invites customers to the transaction counter.

Step 7: Complete serving.

Employees complete the transaction or move the guest to the next step.

Step 8: Record statistics.

All data is stored for reporting and evaluating service quality.



VI. Benefits of implementing Smart Queue

For customers

- Reduce waiting time.
- Transparency of the order of service.
- Proactively track transactions.
- Pre-registration is possible remotely.

For employees

- Reduce manual operations.
- Easily manage customers.
- Limit confusion when serving.

For Management

- Real-time activity tracking.
- Evaluate the performance of each counter.
- Service Quality Control.
- Make decisions based on statistical data.

For Businesses

- Professional image enhancement.
- Increase customer satisfaction.
- Support digital transformation.
- Reduce long-term operating costs.

Phần 2. DETAILED INSTRUCTIONS FOR USING THE SYSTEM INITIALIZATION CONFIGURATION SOFTWARE

I. About Us

After successfully installing the Smart Queue system, administrators need to perform initial data initialization steps before putting the system into official operation.

Configuring in the right sequence helps ensure that the components in the system operate synchronously and limit errors during use.

It is recommended to take turns following the steps presented in this chapter.

II. Detailed steps

1. Configure enterprise and server information

The screenshot displays a configuration window titled "Thông tin Máy chủ" (Server Information). It contains three main sections: 1. "Machine ID" showing the value "6EB0BE11461F7EA9" with a note "Gửi Machine ID này cho nhà cung cấp để tạo file license". 2. "Chưa kích hoạt" (Not activated) status with a "Chưa kích hoạt license." message and an "INACTIVE" label. 3. "Import License" section with the instruction "Chọn file .lic do nhà cung cấp cấp để kích hoạt hoặc gia hạn license." and a file selection interface showing a "Chọn file license (.lic)" button and "No file chosen" text.

Business information is identification data that will be used throughout the system.

This information can be displayed at:

- Number Retrieval Kiosk
- Printed tickets
- TV Display
- Reporting
- Notifications to customers

1.1. Information to be declared

Basic Info

- Business name
- Address
- Phone Number
- Email
- Website

Identification Information

- Corporate Logo
- Brand Colors
- Slogan
- Wallpaper Show

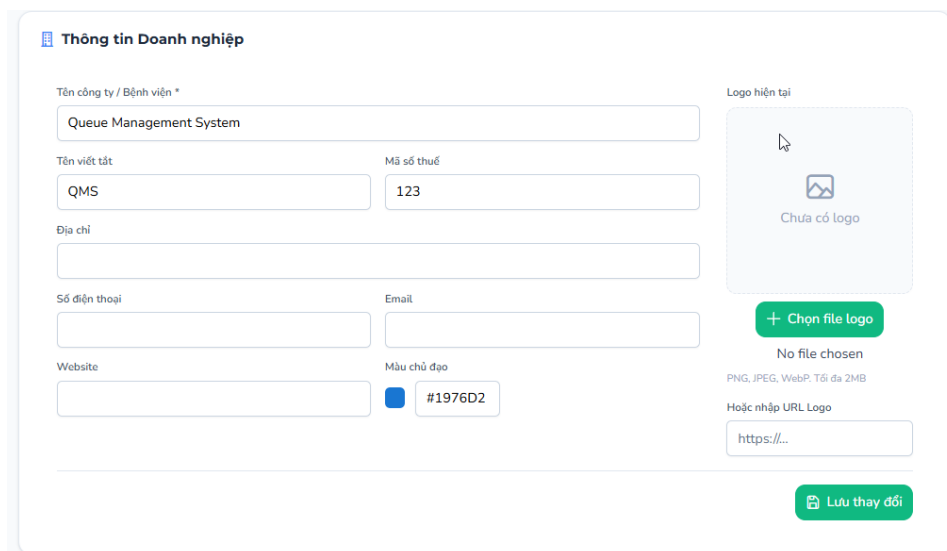
1.2. Implementation steps

Step 1: Go to the "License Management" menu

Step 2: Enter all business information.

Step 3: Upload the unit logo.

Step 4: Click the Save button.



The screenshot shows a web form titled "Thông tin Doanh nghiệp" (Business Information). The form contains several input fields for business details:

- Tên công ty / Bệnh viện *: Queue Management System
- Tên viết tắt: QMS
- Mã số thuế: 123
- Địa chỉ: (empty field)
- Số điện thoại: (empty field)
- Email: (empty field)
- Website: (empty field)
- Màu chủ đạo: A color selection box showing a blue square with the hex code #1976D2.

On the right side of the form, there is a section for the corporate logo:

- Logo hiện tại: Chưa có logo (No logo currently)
- + Chọn file logo (Select file logo button)
- No file chosen
- PNG, JPEG, WebP. Tối đa 2MB
- Hoặc nhập URL Logo (Or enter URL Logo)
- https://... (input field)
- Lưu thay đổi (Save changes button)

2. Service Catalog Configuration

Services are the most important object in the Smart Queue system.

Each customer when getting a number must choose a service.

For example:

- Register for medical examination
- General examination
- Specialist Examination
- Tests
- Payment
- Customer Consultation
- Receiving dossiers

Service Building Principles

Each service should:

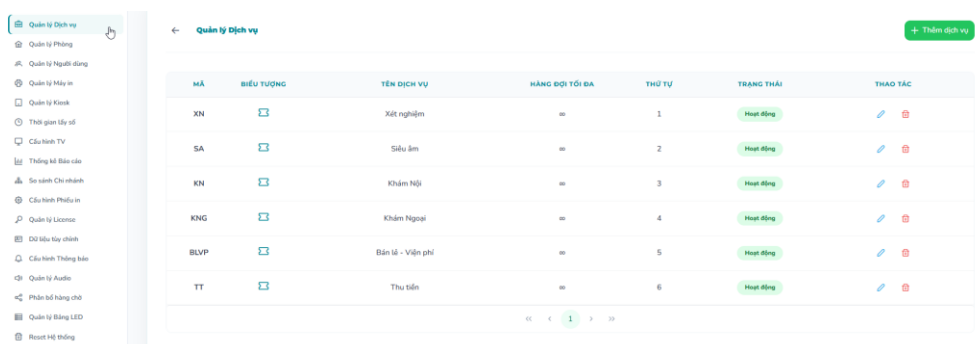
- Clearly named.
- Have a unique identifier.
- Has its own ordinal number prefix.
- There is a function description.

For example:

MÃ	BIỂU TƯỢNG	TÊN DỊCH VỤ	HÀNG ĐỢI TỐI ĐA	THỨ TỰ	TRẠNG THÁI	THAO TÁC
XN		Xét nghiệm	∞	1	Hoạt động	
SA		Siêu âm	∞	2	Hoạt động	
KN		Khám Nội	∞	3	Hoạt động	
KNG		Khám Ngoại	∞	4	Hoạt động	
BLVP		Bản lẻ - Viện phí	∞	5	Hoạt động	
TT		Thu tiền	∞	6	Hoạt động	

Create a new service

Step 1: Go to System Administration → Service Management



The screenshot shows the 'Quản lý Dịch vụ' (Service Management) page. On the left is a sidebar with various system administration options. The main area displays a table of services, identical to the one in the example above. A green button labeled 'Thêm dịch vụ' (Add service) is visible in the top right corner of the main area.

Step 2: Select **Add Service**

Step 3: Declare information:

- Service Name

- Service Code
- Description
- Operating Status
- Select the Icon that suits your service

Step 4: Click Save

3. Configuring the Counter/Service Room category

After creating a service, service counters need to be created.

A counter is where employees make transactions with customers.

For example:

- Counter 1 : Reception
- Counter 2 : Reception
- Counter 3 : Medical Examination
- Counter 4 : Payment

Create a new counter

Step 1: Go to System Administration → Counter Management

Mã phòng	Tên phòng / quầy	Dịch vụ	Trạng thái	Thao tác
BLVP-P1	Quầy BLVP 1	BLVP	Hoạt động	
KN-P1	Phòng Khám Nội 1	KN	Hoạt động	
KN-P2	Phòng Khám Nội 2	KN	Hoạt động	
KN-P3	Phòng Khám Nội 3	KN	Hoạt động	
KNG-P1	Phòng Khám Ngoại 1	KNG	Hoạt động	
KNG-P2	Phòng Khám Ngoại 2	KNG	Hoạt động	
SA-P1	Phòng Siêu âm 1	SA	Hoạt động	
SA-P2	Phòng Siêu âm 2	SA	Hoạt động	
TT-P1	Quầy Thu tiền 1	TT	Hoạt động	

Step 2: Select Add Room

Step 3: Enter your information

- Counter/room name
- Counter/room code
- Status
- Services in charge, where only the services that were created in the previous step can be selected

Chi tiết Phòng

Dịch vụ phụ trách

Chọn dịch vụ

- Xét nghiệm
- Siêu âm
- Khám Nội
- Khám Ngoại
- Bán lẻ - Viện phí

Trạng thái hoạt động ☒

Hủy Lưu

Step 4: Click Save.

4. User Account Configuration

After configuring the service and counter, it is necessary to create an account for the staff to use the system.

Commonly used account groups

Admin

Example: admin

Counter Staff

For example:

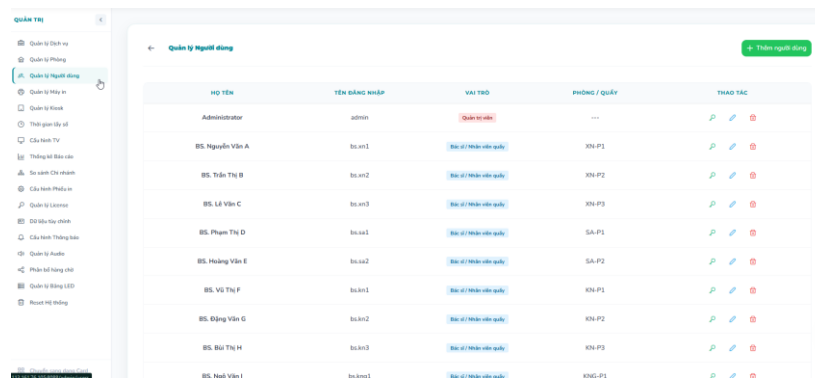
- counter01
- counter02
- counter03

Monitoring

Ví dụ: supervisor01

Steps

Step 1: Go to System Administration → User Management



Step 2: Select **Add User**

Step 3: Enter information such as

- Name
- Username
- Email
- Phone Number
- Password

Step 4: Choose a role

Vai trò

Bác sĩ / Nhân viên quầy

Quản trị viên
Bác sĩ / Nhân viên quầy
Màn hình Kiosk
Màn hình TV

Step 5: Choose a room for this user

Phòng trực

Chọn phòng

Quầy BLVP 1
Phòng Khám Nội 1
Phòng Khám Nội 2

Step 6: Click Save

Reset user password

On the User Management page, with Admin rights, you can reset the password for the User to whatever you want by clicking the Button with the key icon:

QUẢN TRỊ

Quản lý Dịch vụ

Quản lý Phòng

Quản lý Người dùng

Quản lý Máy in

Quản lý Kiosk

Thời gian lấy số

Cấu hình TV

Thông kê Báo cáo

Sơ đồ Chi nhánh

Cấu hình Phân bổ

Quản lý License

Dữ liệu máy chính

Cấu hình Thông báo

Quản lý Audit

Phân bổ hàng chờ

Quản lý Bảng LED

Reset hệ thống

Quản lý Người dùng

+ Thêm người dùng

HỌ TÊN	TÊN ĐĂNG NHẬP	VAI TRÒ	Phòng / quầy	THAO TÁC
Administrator	admin	Quản trị viên	---	p e d
BS. Nguyễn Văn A	bs.vn1	Bác sĩ / Nhân viên quầy	XN-P1	p e d
BS. Trần Thị B	bs.vn2	Bác sĩ / Nhân viên quầy	XN-P2	p e d
BS. Lê Văn C	bs.vn3	Bác sĩ / Nhân viên quầy	XN-P3	p e d
BS. Phạm Thị D	bs.sa1	Bác sĩ / Nhân viên quầy	SA-P1	p e d
BS. Hoàng Văn E	bs.sa2	Bác sĩ / Nhân viên quầy	SA-P2	p e d
BS. Võ Thị F	bs.kn1	Bác sĩ / Nhân viên quầy	XN-P1	p e d
BS. Đặng Văn G	bs.kn2	Bác sĩ / Nhân viên quầy	XN-P2	p e d
BS. Bùi Thị H	bs.kn3	Bác sĩ / Nhân viên quầy	XN-P3	p e d
BS. Ngô Văn I	bs.kn1	Bác sĩ / Nhân viên quầy	KNG-P1	p e d

5. Check the data after initialization

After completing the above steps, it is necessary to check again:

- ✓ Business information
- ✓ Service Catalog
- ✓ Counter List
- ✓ Service link - counter

✓ User List

✓ Employee-counter link

If all the data is correct, the administrator can proceed with the configuration:

- Kiosk
- Printers
- TV Display
- LED Display

6. Kiosk and printer configuration

The kiosk is the first point of contact between the customer and the Smart Queue system.

Through Kiosk, customers can:

- Select the service to perform.
- Get the order number.
- Print transaction slips.
- Follow the instruction information.
- Access online services (if configured).

In order for the Kiosk to work correctly, the administrator needs to perform the Kiosk device configuration, printer configuration, and check the numbering process before putting it into official operation.

Create a new Kiosk

Each Kiosk device needs to be declared in the system before use.

For example:

KIOSK-01 – Main Lobby

KIOSK-02 – Medical Examination Ward

Steps

Step 1: Go to the System Administration → Kiosk Management menu

Step 2: Select Add Kiosk

Step 3: Enter your information

- Kiosk Name
- Kiosk Code
- Location
- Slip Printer Information
- Services to be displayed

Step 4: Assign Services to the Kiosk

Not every Kiosk needs to display all services.

For example:

The kiosk at the reception area only shows:

- Receiving dossiers
- Register for medical examination

While the Kiosk at the checkout area only shows:

- Payment of hospital fees
- Pay for services

Step 5: Press the Save button

Thêm Kiosk mới

Mã kiosk
Kiosk-1

Tên kiosk
Kiosk sảnh chính

Vị trí
Sảnh chính

Máy in mặc định
Máy in Sảnh chính

Dịch vụ
Tất cả dịch vụ

Để trống = hiển thị tất cả dịch vụ

X Hủy ✓ Lưu

Recommendation: Only those services that are really necessary are shown.

It is not recommended to display too many services on the same screen because it will make it difficult for customers to operate.

Kiosk Interface Configuration

Step 1: Open Kiosk Management

Step 2: Select Interface Configuration

Step 3: Upload

- Logo

- Banner
- Wallpapers

Step 4: Configure the brand colors.

Step 5: Click Save.

Configuring the Order Slip Printer

A ticket printer is a device used to print an order number for a customer.

Smart Queue supports a wide range of popular thermal printers on the market.

For example:

- XPrinter
- Epson

Information to be configured

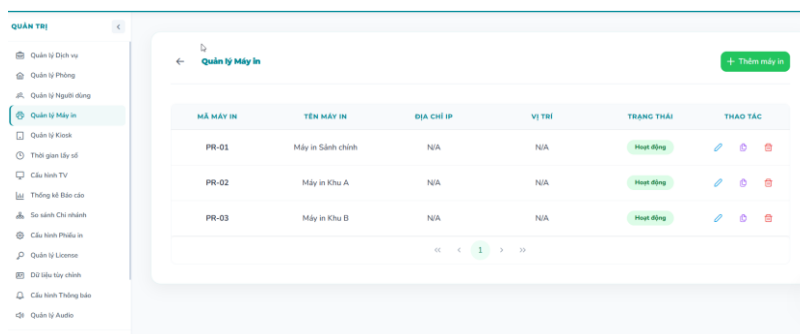
Basic Info

- Printer Name
- Description
- **Connectivity**
- IP Address
- Port
- Printer Driver

Status

- Operation
- Decommissioning

Declaration steps



Step 1: Go to System Administration → Manage Printers

Step 2: Select Add New

Step 3: Enter the printer information.

Step 4: Click Save**Configure the content information of the printed slip**

The ticket template is the content that will be printed out when the customer gets the number.

Commonly Displayed Information**• Company Information**

- Unit Name
- Logo
- Address

• Ticket Information

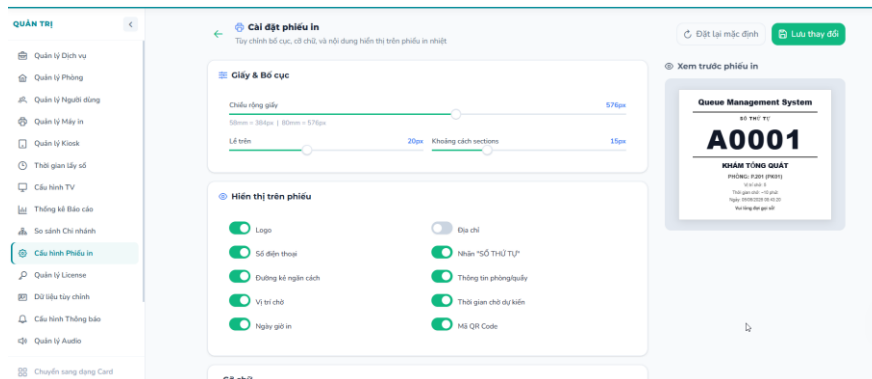
- Order Number
- Services
- Date and time to get the number

• Instructional information

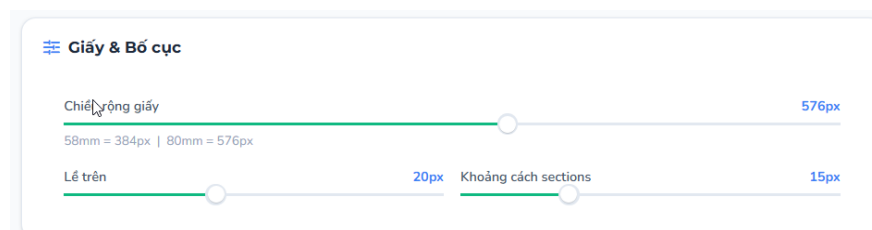
For example, please monitor the display screen to know when it will be served.

Steps

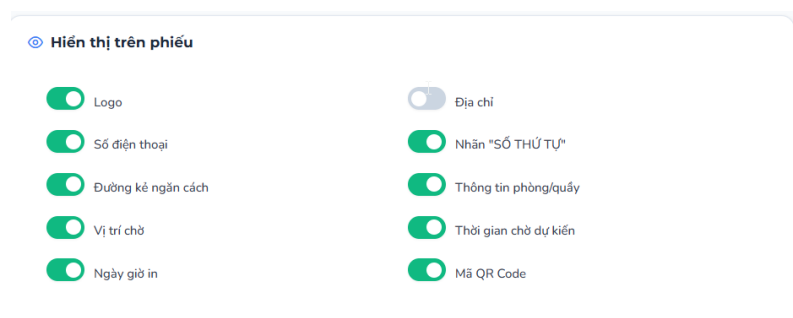
Step 1: Go to System Administration → Configure Print Slips



Step 2: Configure the paper size and layout to suit the printer



Step 3: Configure the information to be displayed on the ticket



Step 4: Configure the font size and what to display

Cỡ chữ

Tên công ty	28pt	Số thứ tự	100pt
Tên dịch vụ	24pt	Phòng / Quầy	20pt
Chi tiết	16pt	Footer	16pt
Chữ nhỏ (ĐC, SĐT)	13pt	Logo max height	80px
Kích thước QR			180px

Nội dung tùy chỉnh

Nhãn số thứ tự	Số chữ số ticket
SỐ THỨ TỰ	4 chữ số (0001)
Lời chào (màn hình chờ)	Dòng cuối phiếu in
Chào mừng quý khách!	Vui lòng đợi gọi số!
Dòng chữ thêm (đầu phiếu)	Dòng chữ thêm (cuối phiếu)
VD: Chào mừng quý khách	VD: Cảm ơn quý khách!

Step 5: Preview the printed slip after adjusting the information in the right corner

↺ Đặt lại mặc định

💾 Lưu thay đổi

👁 Xem trước phiếu in

Queue Management System

SỐ THỨ TỰ

A0001

KHÁM TÔNG QUÁT

PHÒNG: P.201 (PK01)

Vị trí chờ: 5

Thời gian chờ: ~10 phút

Ngày: 05/06/2026 08:43:20

Vui lòng đợi gọi số!

Step 6: Click Save

7. Configuration of TV display and LED panel

TV Display and LED panel are two components that help customers monitor the service status in real time.

When an employee calls a number, the Smart Queue system will automatically:

- Update the information to the TV Display.
- Update the information to the LED panel.
- Play notification sounds.
- Displays the counter/room being served.

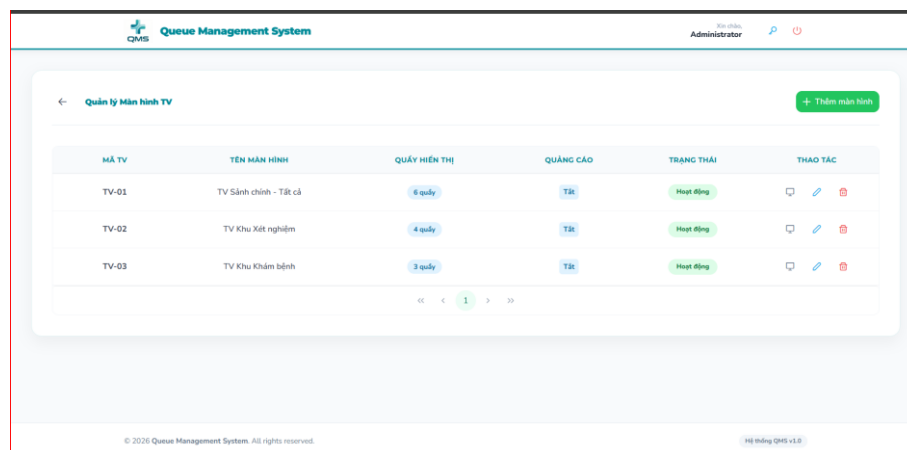
The correct configuration of the TV Display and LED Display makes it easy for customers to identify services and reduce missed calls.

The TV Display can display:

- The number is being called.
- Counter/service room.
- Guest waiting list.
- Promotional videos.
- Media banners.
- Internal Notifications.
- Real-time clock.
- Corporate logo.

Steps to Create a TV Profile

Step 1: Go to System Administration → TV Configuration



Step 2: Select Add Screen

Step 3: Enter the screen information such as Screen Code, Screen Name

Step 4: Select the display counter, here it is necessary to display information about which counter to choose to enter that counter

Chọn quầy hiển thị

5 items selected

- ☒ Quầy BLVP 1
- ☒ Phòng Khám Nội 1
- ☒ Phòng Khám Nội 2
- ☒ Phòng Khám Nội 3
- ☒ Phòng Khám Ngoại 1

Step 5: Configure the font size for display

Cấu hình Hiển thị & Cỡ chữ

Dạng hiển thị
Dạng Card (Tên trên, STT dưới)

Tên Bệnh viện (36px) Tên Quầy (32px)

Số Thứ Tự (48px) Ngày/Giờ (24px)

Chữ chạy Footer (20px)

Khoảng cách Hàng (20px) Khoảng cách Cột (20px)

Số cột Số hàng

3 2

Mỗi hàng chiếm: 40.00% chiều cao màn hình

Step 6: Configure the screen display layout structure

Bố cục màn hình (Click để chọn quầy)

Phòng Khám Nội 1 Phòng Khám Nội 1 Phòng Khám Nội 2

Quầy BLVP 1 Phòng Khám Nội 3 Phòng Khám Nội 3

Chiều rộng (px) Chiều cao (px)

1920 1080

Chiều cao Header (%)

10

Link Logo (Góc trái)

<https://.../logo.png>

Định dạng thời gian

Giờ:Phút:Giây (24h) Hiển thị ngày ☒

Step 7: Configure Video and Banner Ads

The TV Display can play:

- Promotional videos.
- Instructions for use.
- Internal communication content.
- Information and propaganda.

LED Display Panel Configuration

LED panels are used to quickly display call numbers in crowded areas.

Information to be declared

Basic Info

- LED Name
- Description

Connection Information

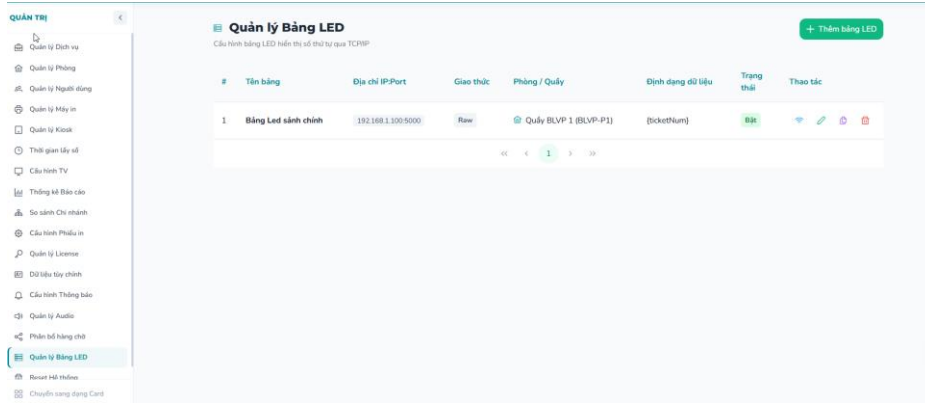
- IP Address
- Port
- Connection Protocol

Display Information

- Number of lines

- Number of characters
- LED Type

Step 1: Open the LED Panel Management Manager



Step 2: Select Add LED Panel

Step 3: Enter important information

- LED Panel Name
- LED panel IP address – port of LED panel (usually default 5000)
- Assigning rooms/counters that need to display the order number on the LED board
- Communication Protocol section to default

Step 5: Click Save.

8. Queue allocation and retrieval time configuration

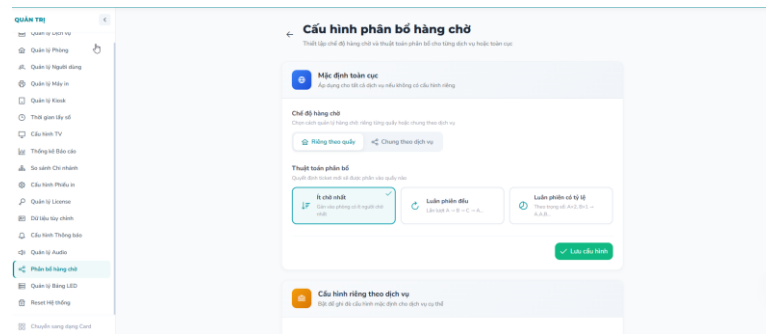
The Queue Allocation function allows administrators to configure how the system delivers customers to service counters.

Objectives:

- Balance the load between the counters.
- Reduce wait times.
- Optimize service performance.
- Limit the situation where one counter is overloaded while other counters have no customers.

Access Queue Allocation

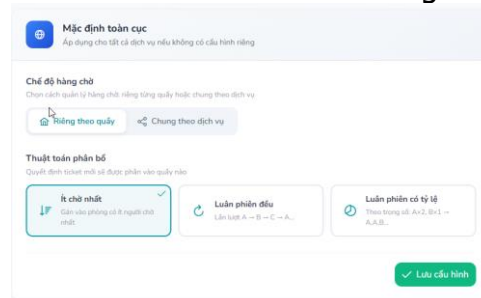
Go to the menu: System Administration → Queue Allocation



Global default configuration

Here the User can configure the allocation of queues according to 2 types

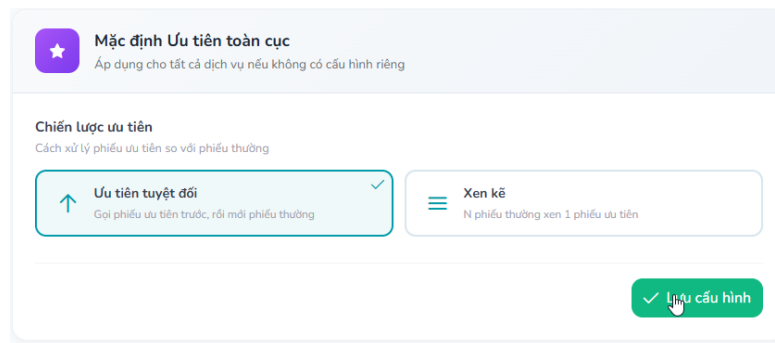
- Separately by counter: will be allocated according to the algorithm



- Least Waiting: Assign to the room with the least waiting people
 - Alternate : Assign one by one by the counters of the service
- Shared by service: All counters of that service will share 1 queue

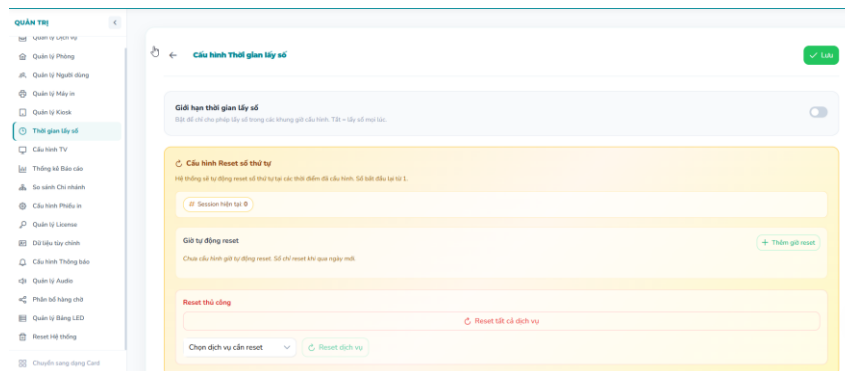


Global Priority Default Configuration: Configuration that allows priority calls to be preceded or will be interspersed

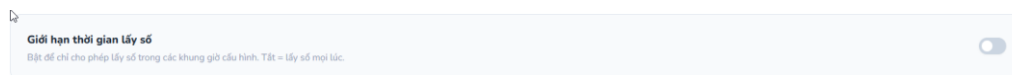


Access the Time to Retrieve Function

Go to the menu: System Administration → Queue Allocation



Here the Admin has the right to Enable/Disable the limit of the time to get the number, the purpose is to lock the number retrieval when it is overloaded or has problems



Configure Reset the ordinal number, the default will be through the new day (00h00) will automatically reset the number to 0, to serve the next day's working session.

Or Admin can actively add Reset hours to break the division of 2 shifts in 1 day (After the morning shift, it will be reset to prepare for the afternoon shift working session)



9. Dial-in audio configuration

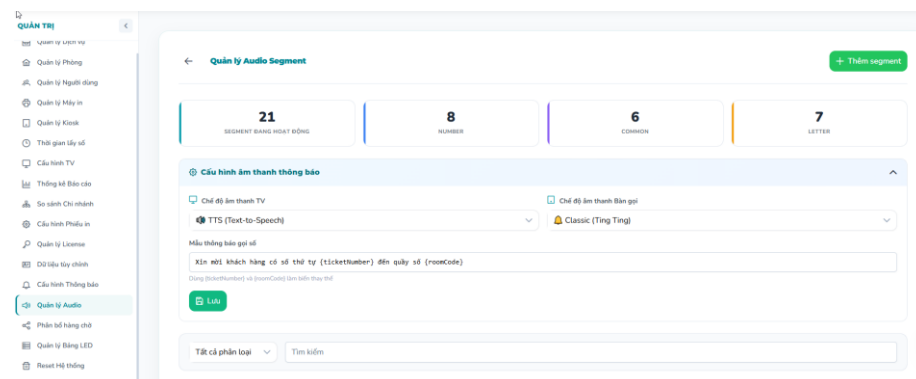
The Dial Audio function allows the system to automatically play a notification when an agent makes a customer call.

Audio makes it easy for customers to recognize their service without constantly monitoring the TV screen.

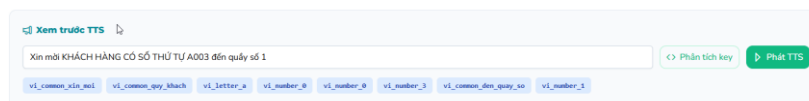
Example: Invite customer No. A015 to Counter No. 03

Access the Audio Management function

Go to the menu: System Administration → Audio Management



Here the system has prepared a few Audio that can be used at all times



Or you can add new ones at will by

Step 1: Click **Add Segment**

Step 2: Enter important information such as

- Key Code
- Display name of the key
- Select Classification

- Audio data (*): In this section, the base64 code of the audio file to be played will be pasted here so that the system can decode itself and output the sound

- For example, base64 would look like this:

Audio file: Please have the order number

Code Base64:

UklGRi6PAQBxQVZFZm10IBAAAAABAAEAIiYAAESsAAACABAATEITVBoAA
ABJTkZPSVNGVA4AAABMYXZmNjAuMTYuMTAwAGRhdGHOjgEAAAAAAAAA
AA
.....AA

Step 3: Listen to the newly added audio again in the overview interface below

MÃ KEY	TÊN HIỂN THỊ	PHÂN LOẠI	KÍCH THƯỚC	TRẠNG THÁI	THAO TÁC
vi_common_dien_quay_so	ĐIỆN QUẦY SỐ	common	108.1 KB	Hoạt động	  
vi_common_say_khach	KHÁCH HÀNG CÓ SỐ THỨ TỰ	common	332.1 KB	Hoạt động	  
vi_common_xin_moi	XIN MỜI	common	192.1 KB	Hoạt động	  
vi_letter_c	C	common	202.6 KB	Hoạt động	  
vi_number_2	2	common	99.1 KB	Hoạt động	  
vi_number_3	3	common	99.1 KB	Hoạt động	  
vi_letter_a	A	letter	148.6 KB	Hoạt động	  
vi_letter_h	H	letter	170.1 KB	Hoạt động	  

Step 4: Click Save

10. Statistics and reporting

The Statistics and Reporting function helps administrators and managers monitor the operation of the Smart Queue system.

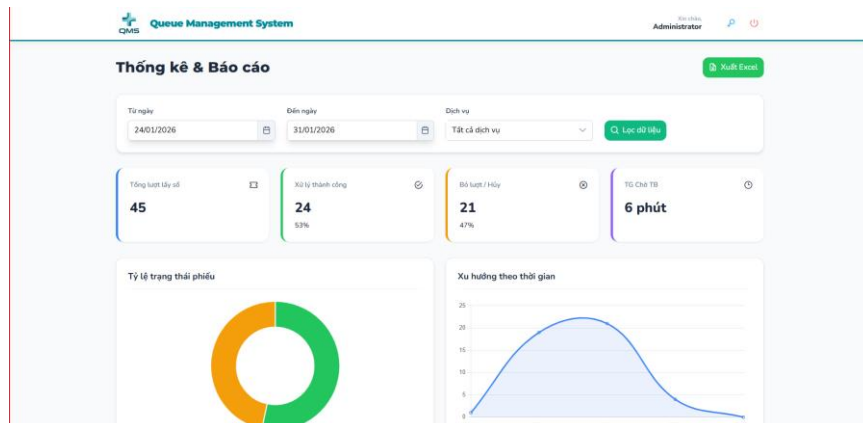
The reports provide figures on:

- Number of customers.
- Service performance.
- Waiting time.
- Service time.
- The efficiency of each counter.
- The performance of each service.

These figures help the unit evaluate the quality of service and make decisions to improve the operating process.

Access the Report Statistics function

Go to the menu: System Administration → Reporting Statistics



Overview Report

The overview report provides operational indicators for the selected time period.

Steps

Step 1: Select the time period to watch.

For example:

- Today
- This Week
- This Month

Step 2: Filter by service or all services

Step 3: Filter by Designated Room/Counter or All

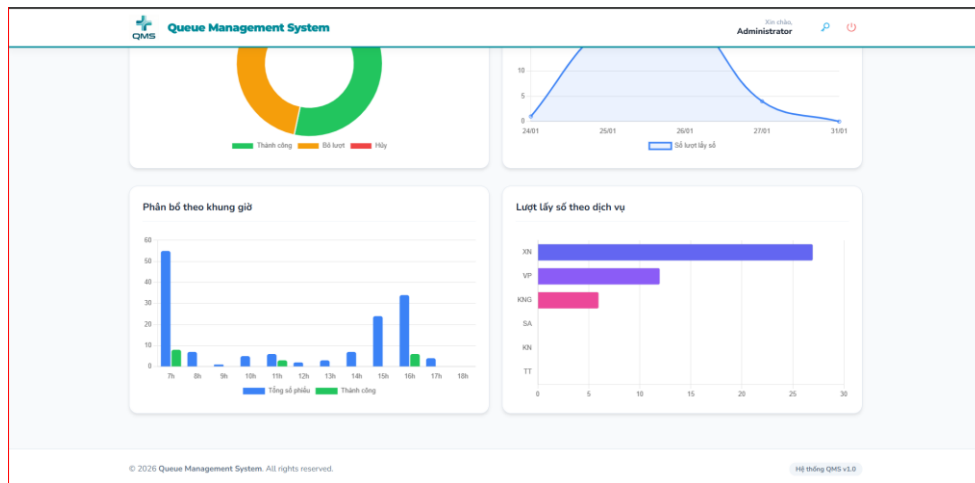
Step 4: Click Filter Data

Results

Display System

- Total number of tickets issued.
- Total number of guests served.
- Total number of guests waiting.
- Total number of guests who skip.
- Total number of cancellations.

Accompanied by a visual chart that accurately depicts the data



Export reports

Admins can export reports to all filtered data as a metric

11. Calling Desk User Guide (Staff Screen Calling Number)

Calling Desk is the working screen of employees at the counter.

Main functions:

- Log in to the counter.
- Call the next number.
- Call back the number.
- Complete the serving.
- Ignore customers.
- Switch counters.
- Transfer of Services.
- Waitlist tracking.

Desk Login

Steps

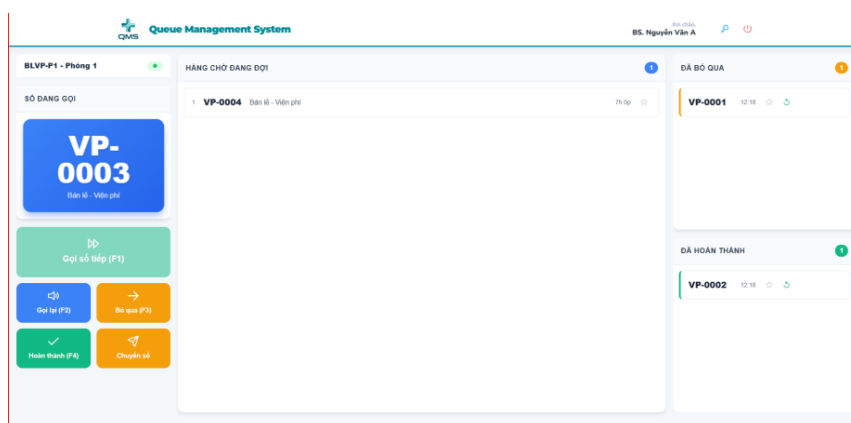
Log in to the system using the account provided.

Results

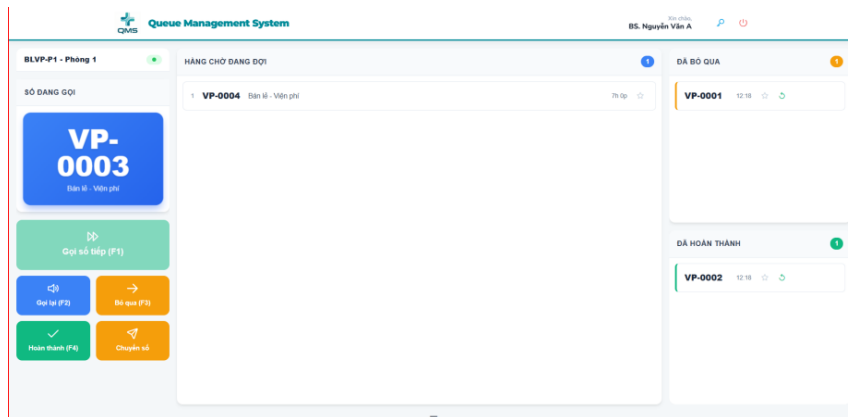
- The system displays counter information.
- The waiting list is uploaded.
- Staff are available to call the number.

Function keys

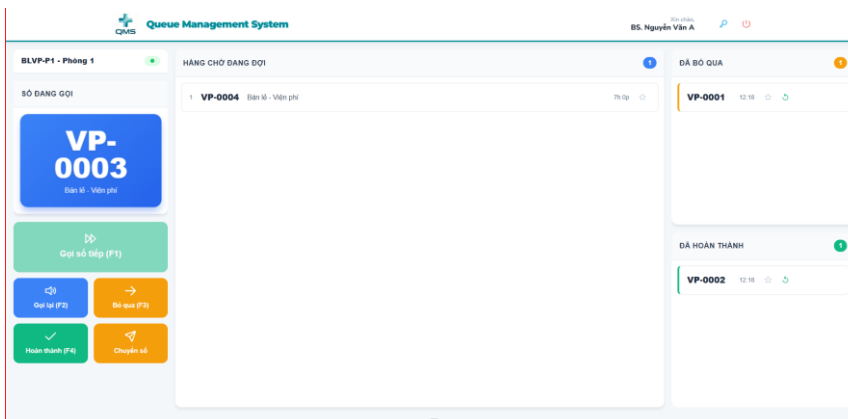
- Call the next number (F1 shortcut): Call the next patient in the queue



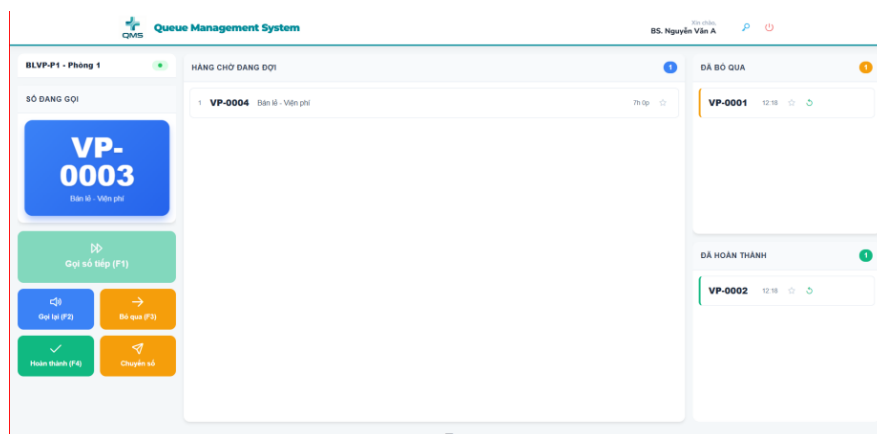
- Callback (F2 Shortcut): Play the speaker to recall the current number if the patient has not entered



- Skip (F3 Shortcut): Skip the current number if the patient is absent



- Complete (F4 Shortcut): End the session and save the successful status



- Transfer: Transfer the patient to another room or other service

