

Orchestra – Management Information

User case

The module is a key tool for a Branch Manager wanting to have control of the service processes in the branch. In one web interface the Branch Manager gets a 360-view of the current status in the branch as well as the history for the day.

Available information; number of customers waiting (split by queues and services), staff members currently working, customers served during the day, no-shows during the day, productivity of individual staff members, waiting times and service times, fulfilment of Orchestra KPIs for waiting and servicing, traffic statistics, critical events monitoring and much more.

Functionality

The Management Information module allows for any staff member with proper access privileges (according to the defined role in Orchestra) to access information for a specific (or several) branch office(s) in a comprehensive web interface.

In accordance with Orchestra access privileges, the staff member can select any branch office accessible.

The module has seven tabs containing different information:

- Alerts (information regarding critical events)
- Current tickets (information regarding tickets currently being served, or waiting to be served)
- Served tickets (information regarding all tickets served during the day)
- Queues (information regarding tickets waiting to be served, split by queues)
- Staff (information regarding performance of staff members currently working, and staff members having worked during the day)
- Workstations (information regarding current status of all available workstations)
- Statistics (compact information regarding traffic statistics for the day, and accumulated branch performance according to defined Orchestra KPIs)

There is also an option for each user to set individual user preferences for the data presented.

Screenshots

