

Orchestra – Management Information

<u>User case</u>

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 priviliges (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 priviliges, the staff member can select any branch office accessible.

The module has seven tabs containg 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 fro 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.

Quidelopp Soft

Screenshots

Qui	delopp S	oft		Manageme Branch 1	nt Information ~		n SuperAdministrator Logout			
Waitin		time	Customers are served now	Max. served time		Workstations open	Walting customers per 1 workstation	Tickets	HQ LQ	
4	00:07:		1	00:07:00		1 of 3	4	1989		
Alert	ts C	urrent tickets	Served ticke	Served tickets Qu		Staff	Workst	ations	Statistics	
Ticket	Service	Queue	Ticket print / transfer time 🔻	Waiting time	ed tickets Serving time	Workstation	Staff	Status		
A1001	Service 3	Transferred to \rightarrow SP2	12:42	1 mins.	10 mins.	SP2	Ivan Ivanov	Served	^	
A003	Service 1	Transferred to → Ivan Ivanov	12:42	1 mins.	10 mins.	SP1	Ivan Ivanov	Served		
A1001	Service 3	Queue 3	12:41	1 mins.	10 mins.	SP1	Ivan Ivanov	Transferred		
A003	Service 1	Queue 1	12:41	1 mins.	10 mins.	SP1	Ivan Ivanov	Transferred		
A002	Service 1	Queue 1	12:41	0 mins.		SP1	Ivan Ivanov	No show (called SP1 at 12:42)	to	
A001	Service 1	Queue 1	12:41	0 mins.	0 mins.	SP1	Ivan Ivanov	Served		
A0520	Service 2	Queue 2	10:36	0 mins.			Ivan Ivanov	Deleted by staff		



