

## Orchestra – Q-Break

### **User case**

Q-Break allows for online monitoring and registration of statistical data regarding the worktime distribution for all employees having a full workday in the Orchestra system, from login in the morning to logout at the end of the workshift.

- Serving customers
- Waiting for customers to be served
- Taking breaks in the service process

When an employee wants to take a break from servicing customers (e.g. close the workstation, but not log out, to do some other work or take a break), the employee is given the option to take a break. When pushing the button "Break" in the workstation, a pop-up window asks for the reason for the break, and starts a timer.

When returning from the break, the employee pushes the button "End break", the system stops the timer, registers the data (reason and time stamps) in the Orchestra statistical database, and opens up the workstation for servicing customers.

Q-Break is integrated with the module Management Information, thus allowing the Branch Manager to see when an employee has taken a break, and the reason for the break.

### **Functionality**

Q-Break is a plug-in module (no programming needed) to the standard Orchestra workstation, providing the following main functionality:

- A button in the workstation: "Break" (closing the workstation and starting a break)
- A pop-up window with a scrollable list of alternative reasons for the break
- A timer for the break
- A button for "End break" (registering the data in the statistics database and opening the workstation for continued servicing)

The available reasons for a break in the servicing process are defined as suitable for the organization in the Orchestra configuration.

The statistical data can be used by any module of the Orchestra Business Intelligence module, for performance reports for individual employees or a branch office as a whole.

In the module Management Information, the Branch Manager can see not only the fact that an employee has taken a break, but also the reason for the current break.

## Screenshots

QMATIC Counter Branch1 > WebServicePoint > Universal Edit Super Administrator

Click  
"Call next" or "Walk in" to start serving

My pool: No customers waiting  
Counter pool: No customers waiting

My Queues 8

Queue name	Customers	Wait time
Deposits	3	1 MIN
Loans	3	1 MIN
Credit cards	1	< 1 MIN
Investment Products	1	1 MIN
Deposit Boxes	0	--

Walk in Call next Close counter Break

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QMATIC Counter Branch1 > WebServicePoint > Universal Edit Super Administrator

Break reason  
Break started at 10:35:44

Type any key to search within the list

- Back-office work
- Conference call
- Lunch
- Technical break

Cancel Start break End break

Walk in Call next Close counter Break

My pool: No customers waiting  
Counter pool: No customers waiting

My Queues 8

Queue name	Customers	Wait time
Deposits	3	70 MIN
Loans	3	70 MIN
Credit cards	2	69 MIN
Deposit Boxes	0	--
Investment Products	0	--

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QMATIC Counter Branch1 > WebServicePoint > Universal Edit Super Administrator

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