

Sample Queue Report

Fri Nov 15 2019

Operating Hours: 08:00 - 19:00

Last Period (Thu Nov 14 2019)

▲
▲
▼
▼
 Indicate differences from last period. ➤ Denotes no change.

🕒 Live Info - at Fri Nov 15 2019 12:26:03

Queue	Waiting	Next Ticket	Queued At
Self-Medication	2	S124	12:17
Prescription	2	P122	12:17
Pre-Packed Collections	0		
Total	4		

Overall Results

 Total Transactions (inc. forwards)

118

▼ -61%

 Waited under 5 min

30%

▼ 1%

 Waited between 5m - 10m

39%

▼ -1%

 Waited over 10 min

29%

▼ -1%

 Average Wait

08:08

▲ 00:13

 Average Serve

04:18

▲ 01:00

 Active Agents

7/8

▼ -1

 SMS Sent

6

▼ -12

 Longest Wait

24:47

▲ 02:50

 Joined Queue

11h53

Fri Nov 15

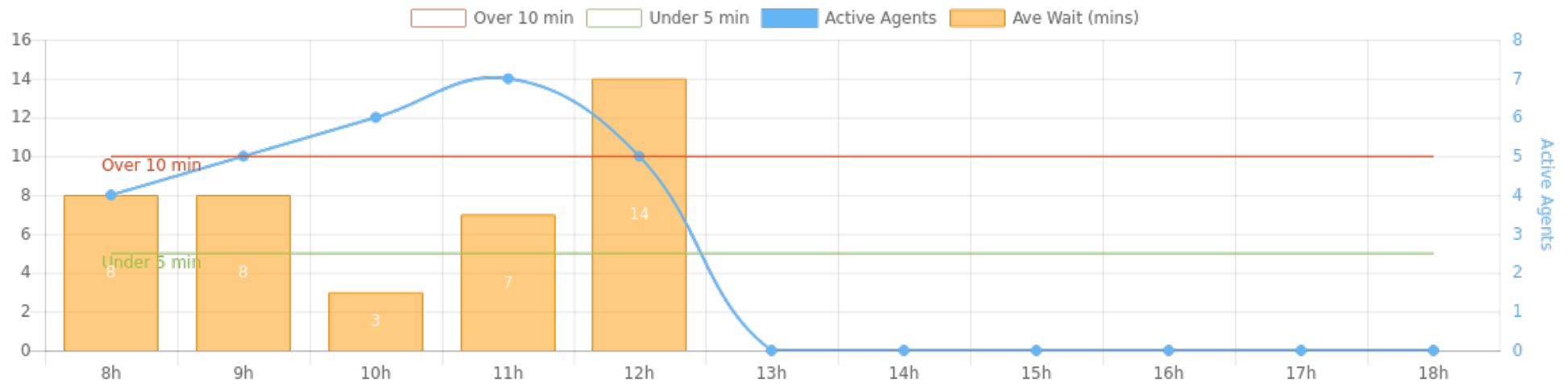
 Ticket

S112

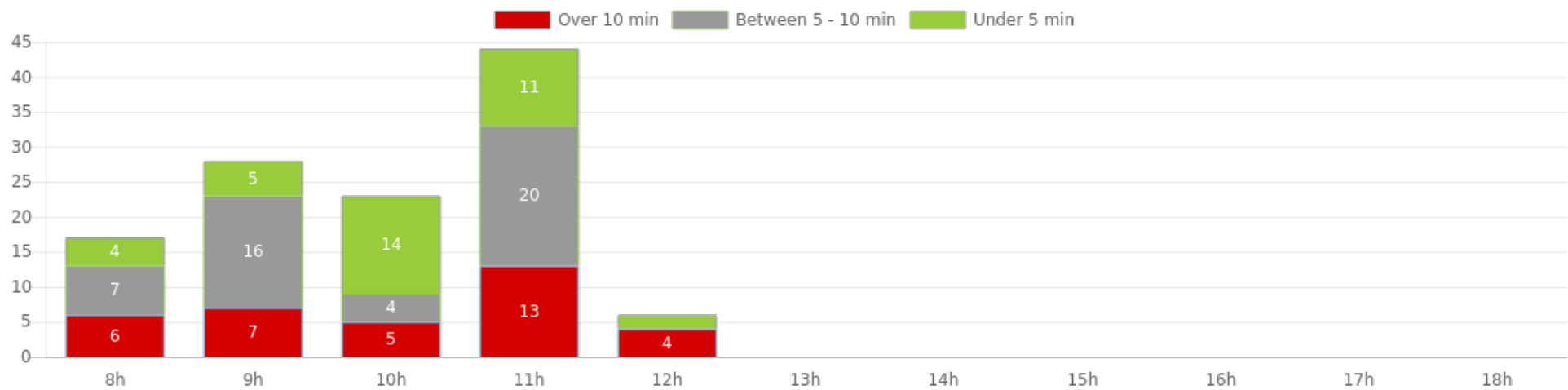
 Service

Self-Medication

Average wait (min) by hour of the day



Customers Waiting (vol) by hour of the day



Service Results

Service	Served Cust	Under 5 min	Over 10 min	Ave Wait	Ave Serve
Self-Medication	39 ▼	33% (13) ▼	30% (12) ✓	08:10 ▲	02:02 ✓
Prescription	63 ▼	25% (16) ▼	31% (20) ✓	08:38 ✓	06:05 ▲
Pre-Packed Collections	16 ▼	43% (7) ▼	18% (3) ✓	06:05 ▲	02:48 ✓
Total	118	(36)	(35)		

Agent Results

Location	Served Cust	Under 5 min	Over 10 min	Ave Wait	Ave Serve	First Serve	Last Serve
Counter 1	24 ▼	25% (6) ▼	20% (5) ✓	07:49 ▲	05:59 ▲	08:08:34	12:24:11
Counter 2	24 ▼	45% (11) ▼	29% (7) ✓	06:55 ✓	03:32 ▲	08:50:53	12:25:25
Counter 3	33 ▼	42% (14) ▼	21% (7) ✓	07:23 ✓	03:08 ✓	09:11:26	12:24:16
Counter 4	10 ▼	20% (2) ▼	50% (5) ✓	09:20 ▲	04:20 ▲	09:04:18	12:04:08
Counter 5	8 ▼	12% (1) ▼	50% (4) ✓	12:11 ▲	09:08 ▲	10:09:31	12:22:33
Counter 6	14 ▼	7% (1) ▼	50% (7) ✓	10:02 ✓	03:04 ✓	08:45:43	12:09:05
Counter 7	5 ▼	20% (1) ▼	0% (0) ➤	06:14 ▲	03:18 ✓	10:08:13	11:30:10