

STANDARD



Admin Manual

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INTRODUCTION

The Total Queue Software is developed by Ivant Technologies and Business Solution, a software firm based in the Philippines that specializes in the development of custom business software. The company was established in 2005 and currently works with hundreds of small, medium and big business clients in the Philippines and other countries to develop custom web-based solutions and custom mobile apps.

TOTALQUEUE ACCESS

Using your internet browser (Google Chrome, Mozilla Firefox and IE) you can access the queuing system with this address:

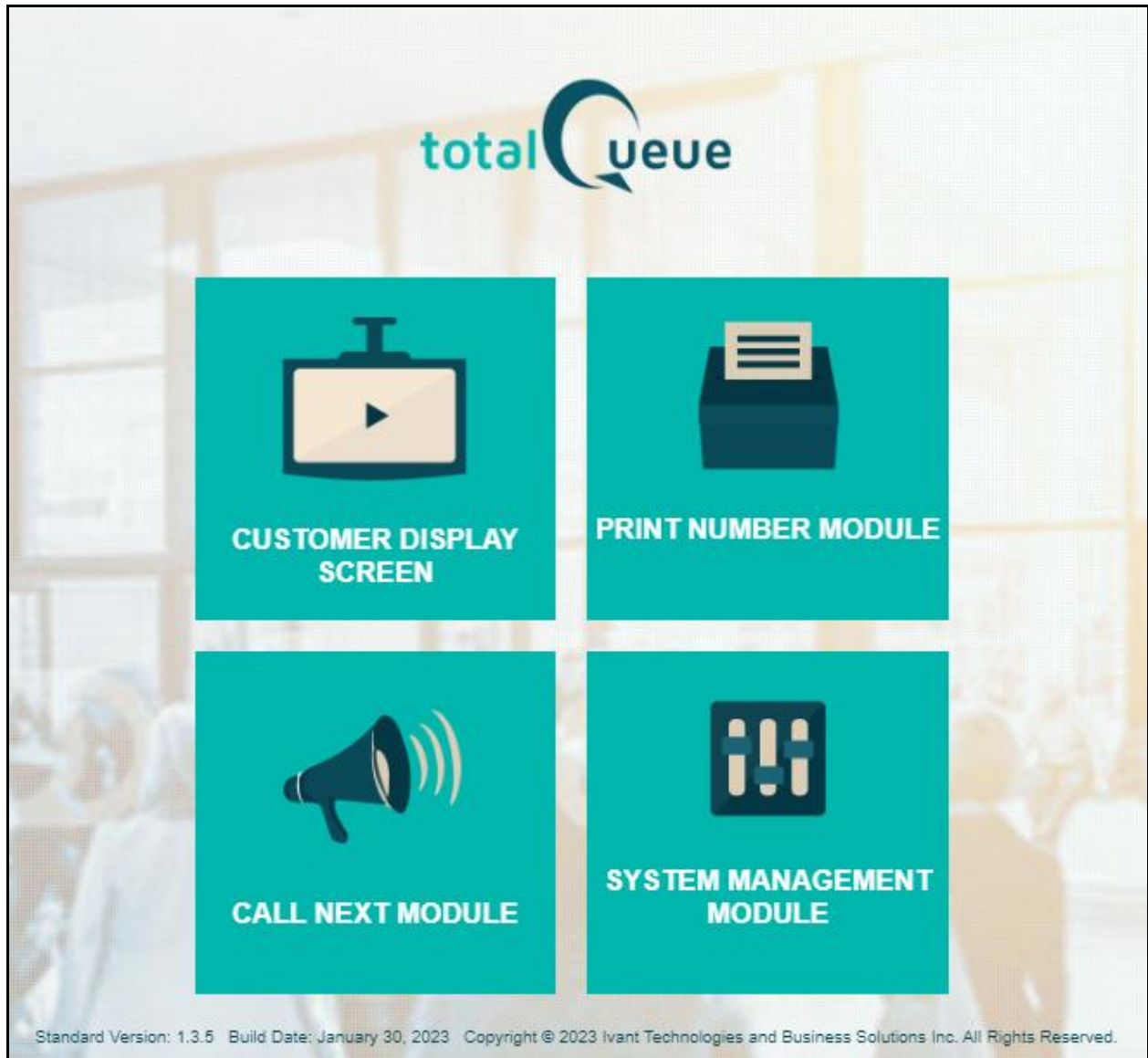
Login URL: <http://<Server IP Address>:8088/totalqueue-standard>

Username: admin

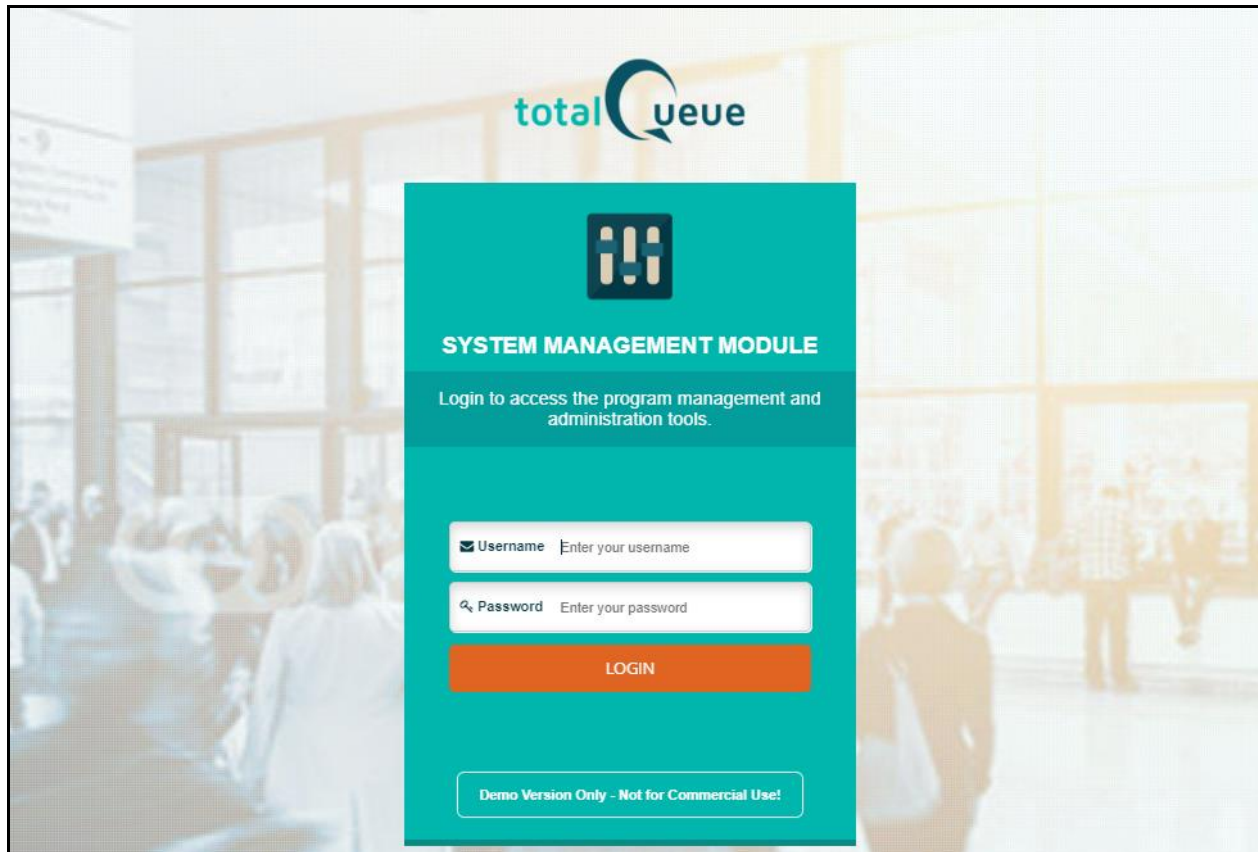
Password: password12345

TOTAL QUEUE MAIN MENU

As you access the Total Queue program, the main menu will be displayed on the screen. This screen has **FOUR MAIN MENU**: Customer Display Screen, Print Number Module, Call Next Module and System Management Module.



TOTAL QUEUE SYSTEM MANAGEMENT AND CALL NEXT MODULE LOG IN SCREEN



The system will prompt a username and password to enable the user to access the system management and call next module. The Customer Display Screen and the Print Number Module will not require any username and password.

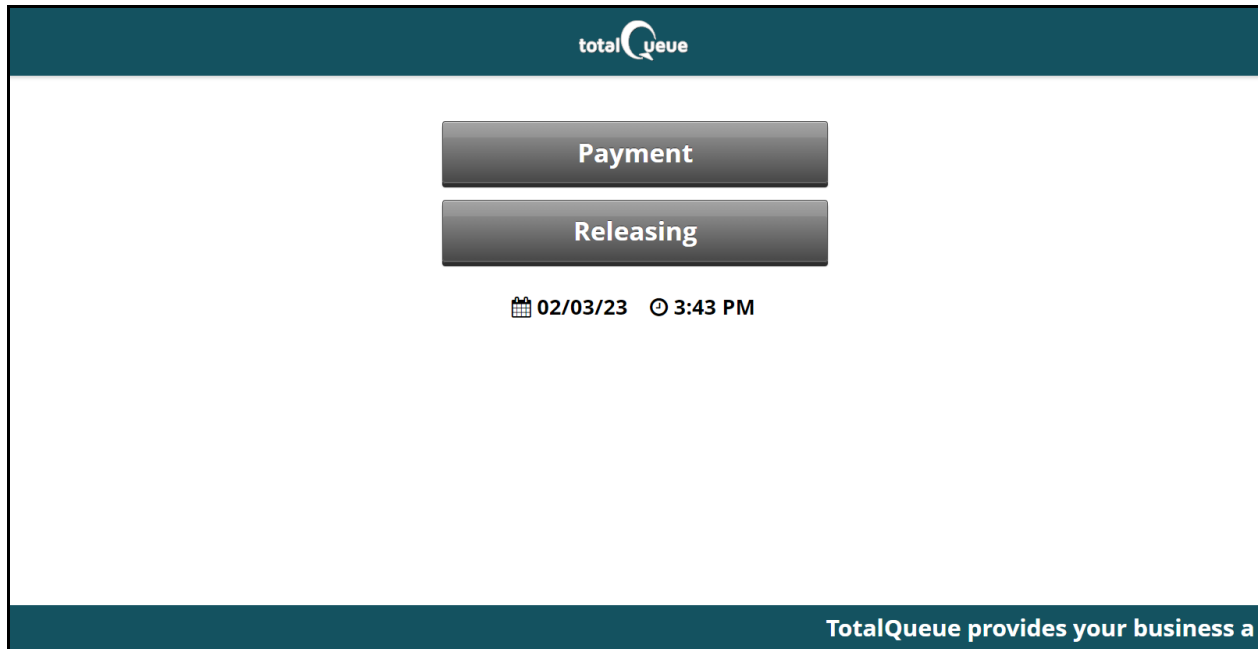
CUSTOMER DISPLAY SCREEN

When you click on the Customer Display Screen, your screen will show the layout as seen by the customers on the LCD screen in the reception area.

totalQueue		
NOW SERVING	COUNTER	CUSTOMER
PAYMENT	1	1002
RELEASING	2	2003
02/03/23 3:42 PM Management System software solution!		

PRINT NUMBER MODULE

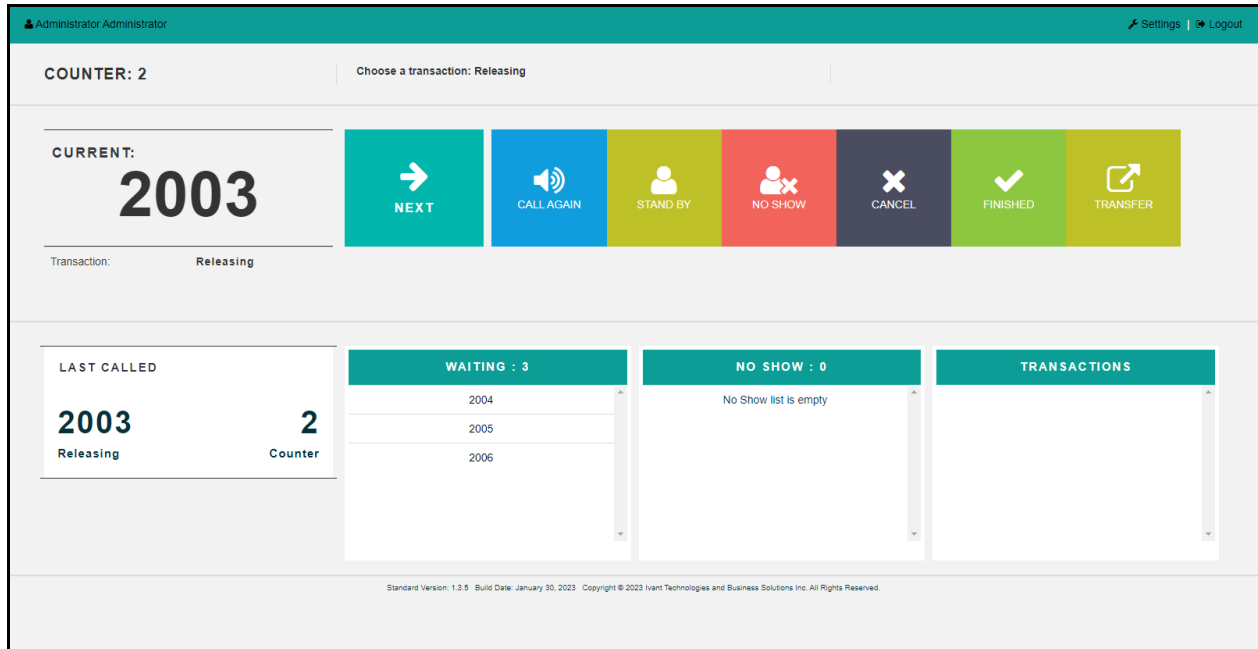
The print number module is the screen display on the kiosk where the customers will get their numbers.



The display window will provide an option for the customer as to which service he or she will be lining up for. The customer will choose by either tapping the screen or using a mouse and clicking on one of the boxes. The queued number will then be printed.

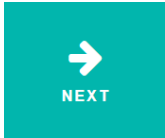
CALL NEXT MODULE

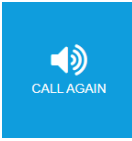
This module is for the representative behind the counters. It requires a username and a password.

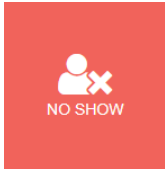


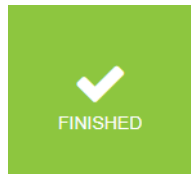
The screenshot shows the CALL NEXT MODULE interface. At the top, there is a header bar with 'Administrator Administrator' on the left and 'Settings | Logout' on the right. Below the header, there is a section with 'COUNTER: 2' and 'Choose a transaction: Releasing'. The main area features a large 'CURRENT: 2003' display, a 'Transaction: Releasing' label, and a row of seven buttons: NEXT (green), CALL AGAIN (blue), STAND BY (yellow), NO SHOW (red), CANCEL (dark blue), FINISHED (light green), and TRANSFER (yellow). Below this, there are three panels: 'LAST CALLED' showing '2003 Releasing' and '2 Counter', 'WAITING : 3' with a list of numbers 2004, 2005, and 2006, 'NO SHOW : 0' with the text 'No Show list is empty', and 'TRANSACTIONS' which is currently empty. At the bottom, there is a small footer text: 'Standard Version: 1.3.5 Build Date: January 30, 2023 Copyright © 2023 Iwant Technologies and Business Solutions Inc. All Rights Reserved.'

Button Functions:

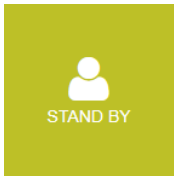
To call the next customer, choose 

To call the customer again, click on 

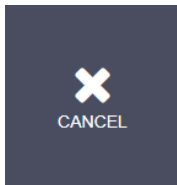
For customers that are not at the counters even with repeated calls, click the 



For a finished transaction, click on the



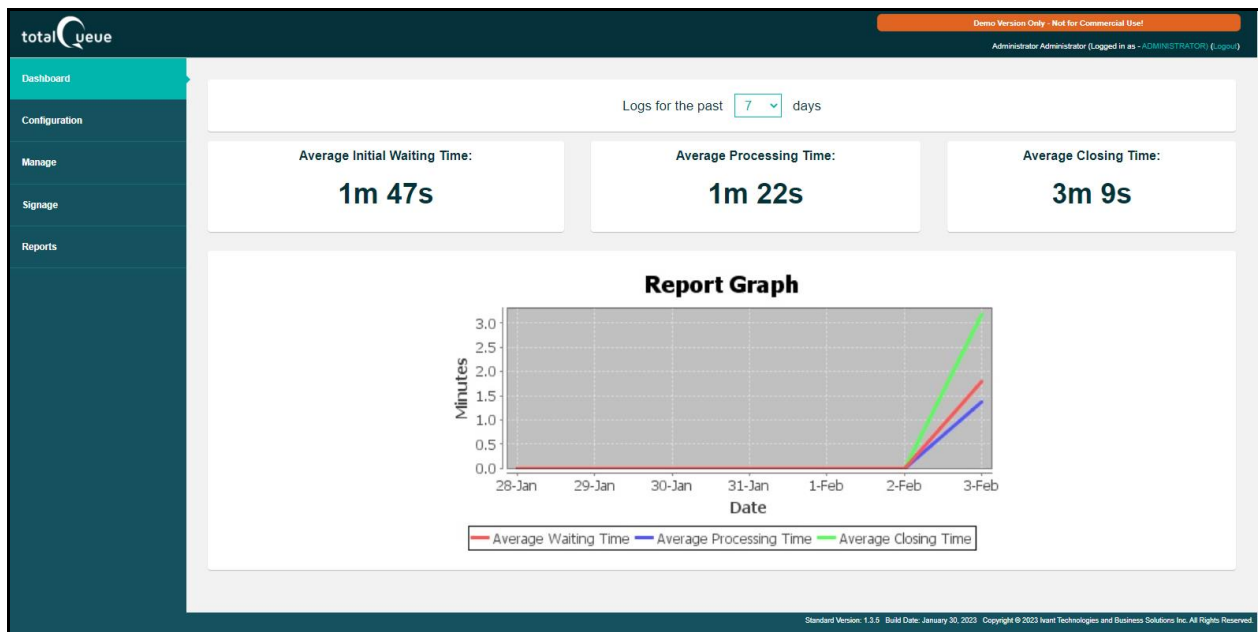
The button is for those customers who will be put on standby mode. For this option, the teller is allowed to serve the next customer while the previous customer is waiting for the completion of his or her transaction.



The button is for those customers with terminated transactions. By clicking on the cancel tab, the teller is ending the customer's transaction for that counter due to errors or incomplete requirements on the customer's end.

SYSTEM MANAGEMENT MODULE

The system management module allows you to access, upload and change the settings in the dashboard, videos, ads, counters, configurations, services, sections and reports. It requires a username and a password. Upon logging in, you will be directed to the dashboard.

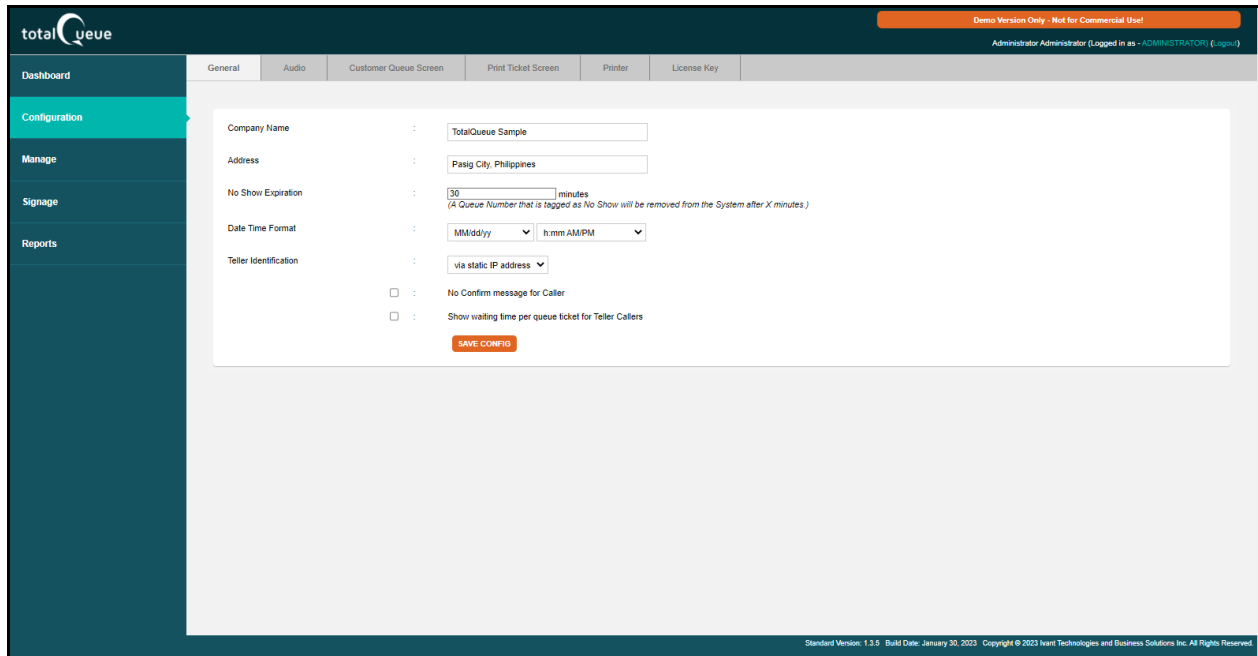


At the topmost part of the dashboard, you have the option to choose how many days' worth of statistics you want the system to generate. The dashboard section shows statistics where you can check the total number of queue tickets, the average initial waiting time, the average processing time and the average closing time. Below these statistics is a graphical representation of the figures reported

CONFIGURATION

GENERAL CONFIGURATION

To make the necessary adjustments, choose configuration and type in the required information.



The screenshot shows the 'General' configuration page in the totalQueue application. The interface includes a sidebar with navigation options: Dashboard, Configuration (highlighted), Manage, Signage, and Reports. The main content area is titled 'General' and contains the following fields and options:

- Company Name:** Text input field with the value 'TotalQueue Sample'.
- Address:** Text input field with the value 'Pasig City, Philippines'.
- No Show Expiration:** Text input field with the value '30' and a unit dropdown set to 'minutes'. A note below reads: '(A Queue Number that is tagged as No Show will be removed from the System after X minutes.)'
- Date Time Format:** Two dropdown menus. The first is set to 'MM/dd/yyyy' and the second is set to 'h:mm AM/PM'.
- Teller Identification:** A dropdown menu set to 'via static IP address'.
- Checkboxes:**
 - ☐ No Confirm message for Caller
 - ☐ Show waiting time per queue ticket for Teller Callers
- Buttons:** 'SAVE' and 'CONFIRM' buttons.

The footer of the application window displays: 'Standard Version: 1.3.5 Build Date: January 30, 2023 Copyright © 2023 Iwant Technologies and Business Solutions Inc. All Rights Reserved.'

AUDIO CONFIGURATION

totalQueue

Dashboard

Configuration

Manage

Signage

Reports

General

Audio

Customer Queue Screen

Print Ticket Screen

Printer

License Key

Demo Version Only - Not for Commercial Use!

Administrator Administrator (Logged in as - ADMINISTRATOR) (Logout)

☒ Play chime sound only, no audio voice readout of Queue Numbers.

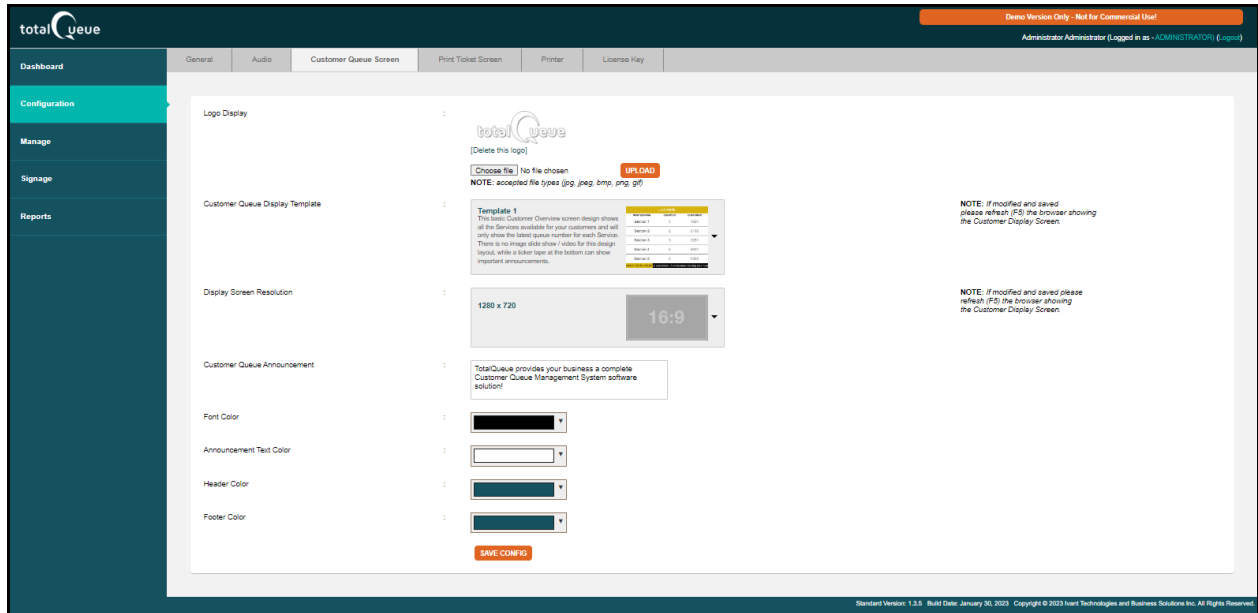
			Start				Start
☒	1.	Chime 1(Default):		☐	7.	Chime 7:	
☐	2.	Chime 2:		☐	8.	Chime 8:	
☐	3.	Chime 3:		☐	9.	Chime 9:	
☐	4.	Chime 4:		☐	10.	Chime 10:	
☐	5.	Chime 5:		☐	11.	Chime 11:	
☐	6.	Chime 6:		☐	12.	Chime 12:	

SAVE CONFIG

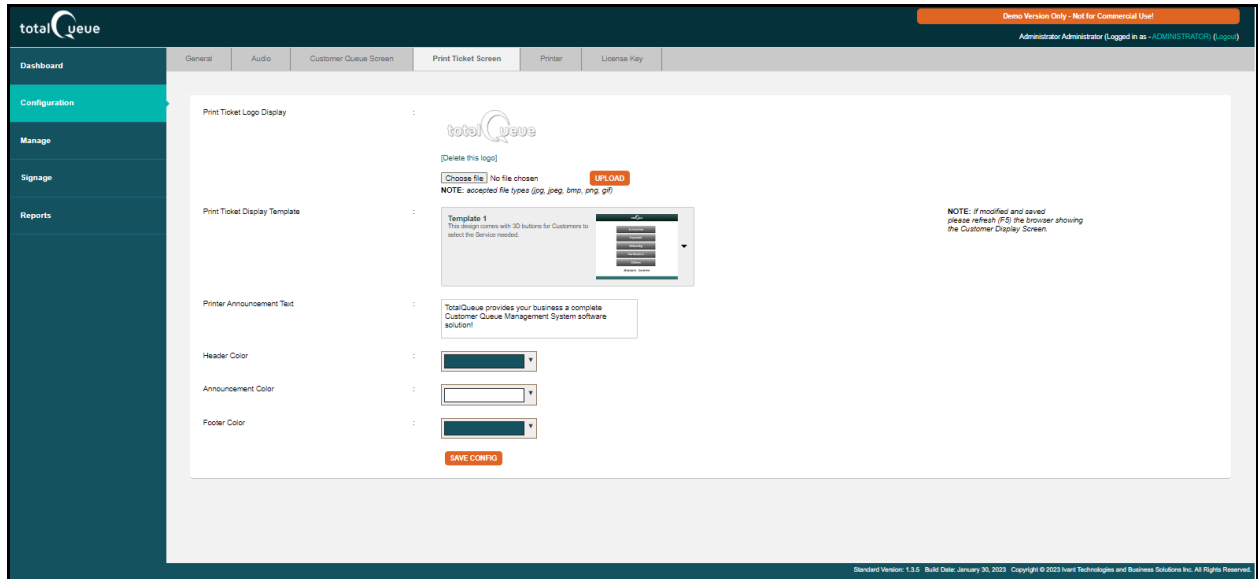
TEST SOUND

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CUSTOMER QUEUE SCREEN CONFIGURATION



PRINT TICKET SCREEN CONFIGURATION



PRINTER CONFIGURATION

totalQueue

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Administrator Administrator (Logged in as - ADMINISTRATOR) (Logout)

Dashboard

Configuration

Manage

Signage

Reports

General

Audio

Customer Queue Screen

Print Ticket Screen

Printer

License Key

Computer Name

:

Print Service

:

-- Select Print Service --

NOTE: The queue ticket printer that will be used must be a shared printer for it to appear in the Print Service dropdown list.

Queue Ticket Logo Display

:

Choose file

No file chosen

UPLOAD

NOTE: accepted file types (jpg, jpeg, bmp, png, gif)

Queue Ticket Message

:

Margin

:

SAVE CONFIG

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LICENSE KEY CONFIGURATION

totalQueue

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Administrator Administrator (Logged in as - ADMINISTRATOR) (Logout)

Dashboard

Configuration

Manage

Signage

Reports

General

Audio

Customer Queue Screen

Print Ticket Screen

Printer

License Key

Passcode:

:

Key:

:

License Key Not Valid - Demo Version Only

MAC Address

:

5C-E0-C5-9F-86-9D

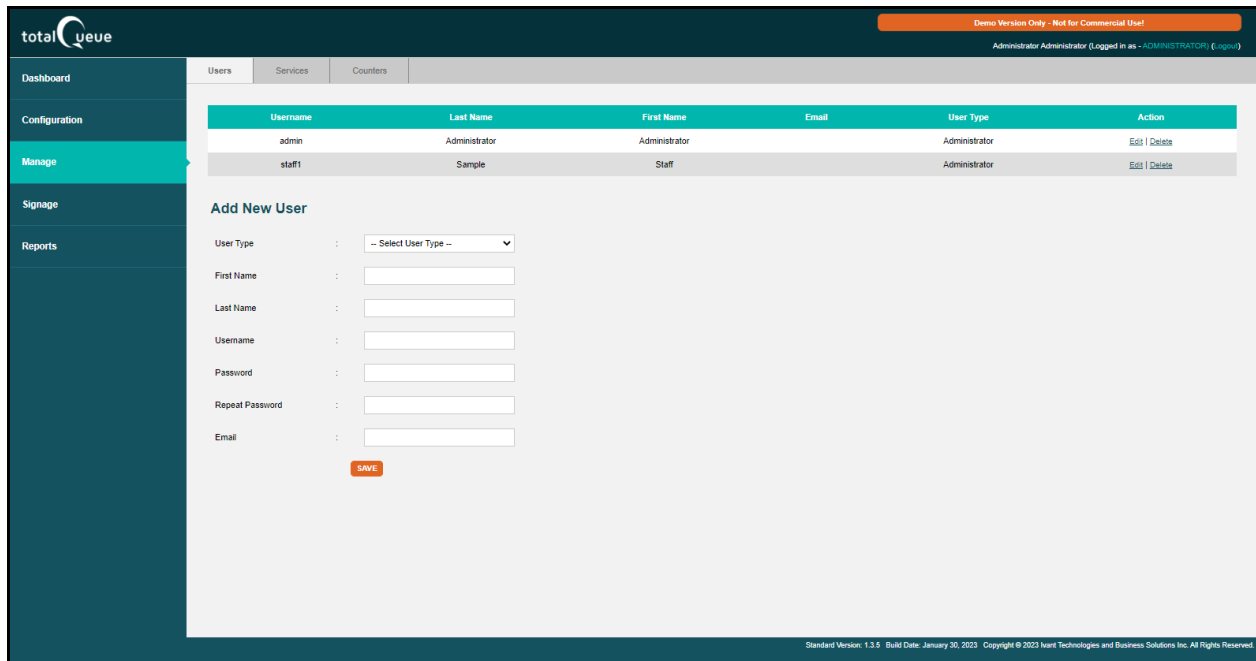
SAVE CONFIG

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MANAGE

Manage User

To add a user, put the user's first and last name on the fields provided, select user type, and fill in the username, password and email fields. Then click on save.



totalQueue

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Administrator Administrator (Logged in as - ADMINISTRATOR) (Logout)

Users Services Counters

Username	Last Name	First Name	Email	User Type	Action
admin	Administrator	Administrator		Administrator	Edit Delete
staff1	Sample	Staff		Administrator	Edit Delete

Add New User

User Type :

First Name :

Last Name :

Username :

Password :

Repeat Password :

Email :

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Manage Service

To add a service, put the service name in the service form. You can opt to put a description if you want to. Then, click on save.

totalQueue

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Administrator Administrator (Logged in as - ADMINISTRATOR) (Logout)

Users Services Counters

Name	Queue Numbering	Action
Payment	1000 - 1999	Edit Delete
Releasing	2000 - 2999	Edit Delete

Add Service

Name :

Description :

Number starts at :

Number ends at :

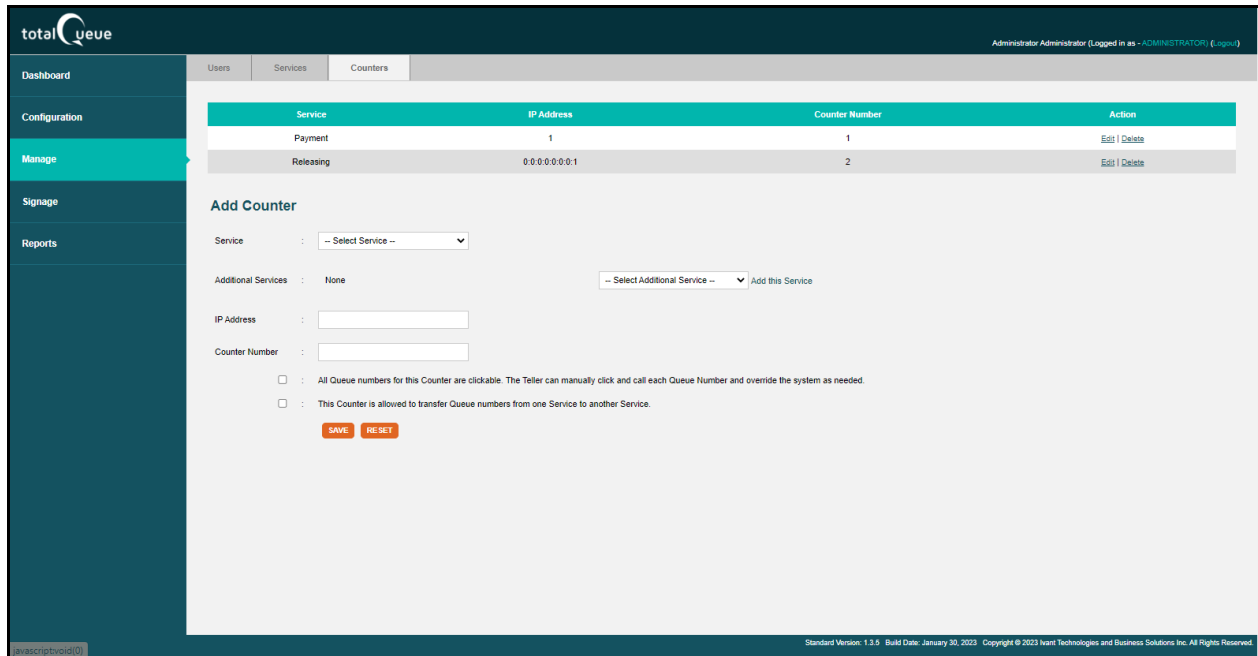
Prefix :

[SAVE](#)

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Manage Counter

To fill out the data for each counter, type the IP address of the computer to be used on the IP Address bar, and then type the Computer Name. For the Print Service and Section fields, just choose the most appropriate option from the dropdown menu. Then, click on save.



The screenshot shows the 'Manage Counter' interface in the totalQueue application. The left sidebar contains navigation links: Dashboard, Configuration, Manage (highlighted), Signage, and Reports. The top navigation bar includes 'Users', 'Services', and 'Counters'. The main content area displays a table of existing counters and an 'Add Counter' form.

Service	IP Address	Counter Number	Action
Payment	1	1	Edit Delete
Releasing	00000001	2	Edit Delete

Add Counter

Service : -- Select Service --

Additional Services : None -- Select Additional Service -- [Add this Service](#)

IP Address :

Counter Number :

☐ : All Queue numbers for this Counter are clickable. The Teller can manually click and call each Queue Number and override the system as needed.

☐ : This Counter is allowed to transfer Queue numbers from one Service to another Service.

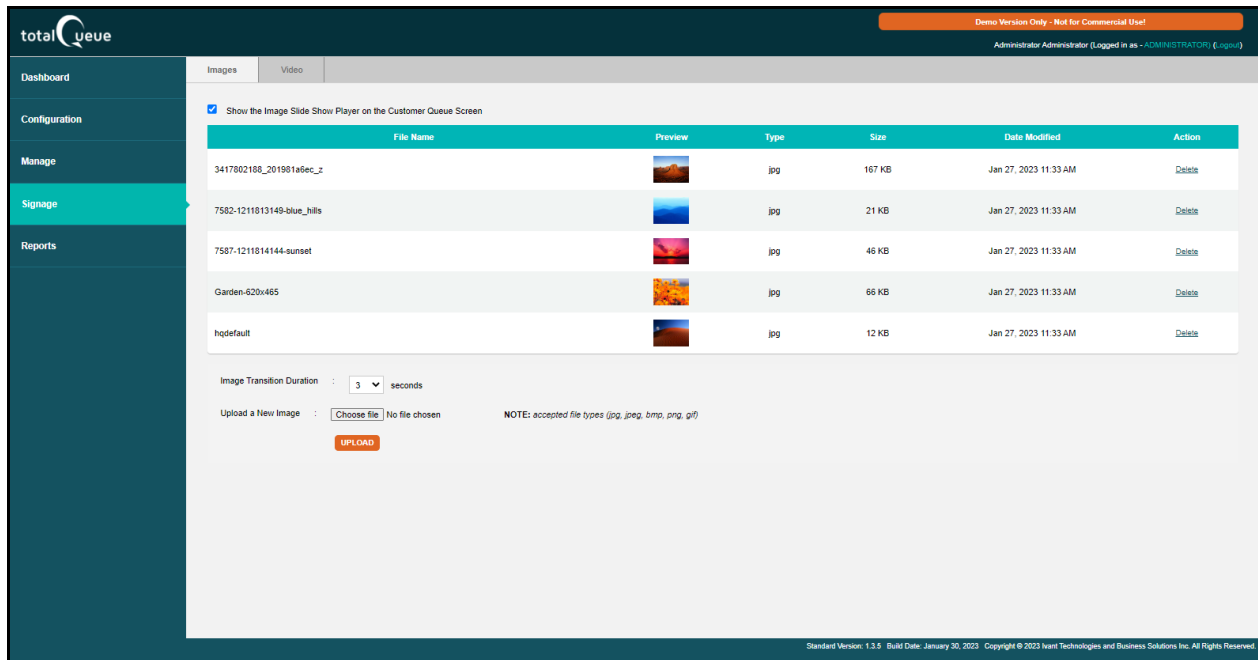
[SAVE](#) [RESET](#)

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SIGNAGE

To upload an ad, choose between images or videos. Then, click on browse, choose a file from computer, then choose upload.

You can opt to display images or videos.



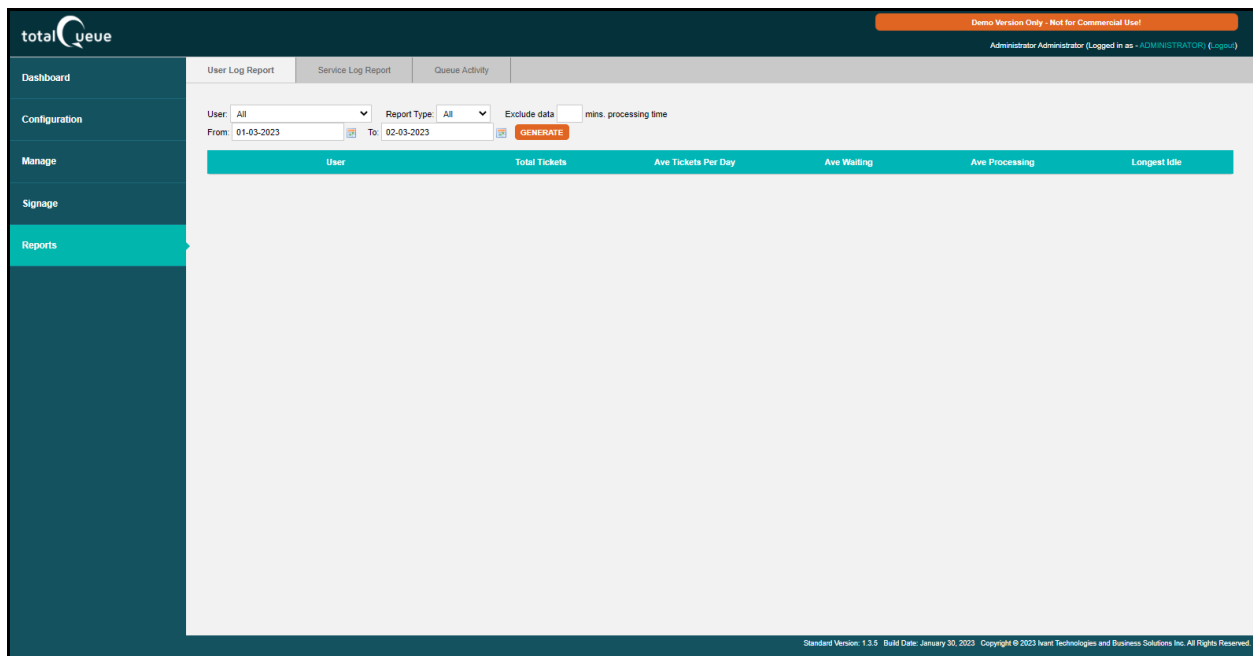
File Name	Preview	Type	Size	Date Modified	Action
3417802188_201981a5ec_z		jpg	167 KB	Jan 27, 2023 11:33 AM	Delete
7582-1211813149-blue_hills		jpg	21 KB	Jan 27, 2023 11:33 AM	Delete
7587-1211814144-sunset		jpg	46 KB	Jan 27, 2023 11:33 AM	Delete
Garden-620x465		jpg	66 KB	Jan 27, 2023 11:33 AM	Delete
hqdefault		jpg	12 KB	Jan 27, 2023 11:33 AM	Delete

REPORTS

To generate a USER LOG REPORT, enter the date of the queuing transaction that you want to check and choose a user, then click on generate.

To generate a SECTION LOG REPORT, enter the date of the queuing transaction that you want to check and choose a section, then click on generate.

To generate a QUEUE ACTIVITY, enter the date of the queuing transaction that you want to check, then click on generate.



The screenshot shows the 'totalQueue' web application interface. On the left is a dark teal sidebar with a menu containing 'Dashboard', 'Configuration', 'Manage', 'Signage', and 'Reports' (which is highlighted in a lighter teal). The main content area has a top navigation bar with 'User Log Report', 'Service Log Report', and 'Queue Activity'. Below this, there are filters for 'User' (set to 'All'), 'Report Type' (set to 'All'), and 'Exclude data' (set to 'mins. processing time'). Date pickers show 'From: 01-03-2023' and 'To: 02-03-2023', with a 'GENERATE' button to the right. Below the filters is a table with the following headers: 'User', 'Total Tickets', 'Ave Tickets Per Day', 'Ave Waiting', 'Ave Processing', and 'Longest Idle'. The table body is currently empty. At the top right of the main area, there is a red banner that says 'Demo Version Only - Not for Commercial Use!' and a user status indicator 'Administrator Administrator (Logged in as - ADMINISTRATOR) (Logout)'.

To log out, click on the logout option at the topmost right corner of the screen.