

BUSINESS



Admin Manual

Last Update:
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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:

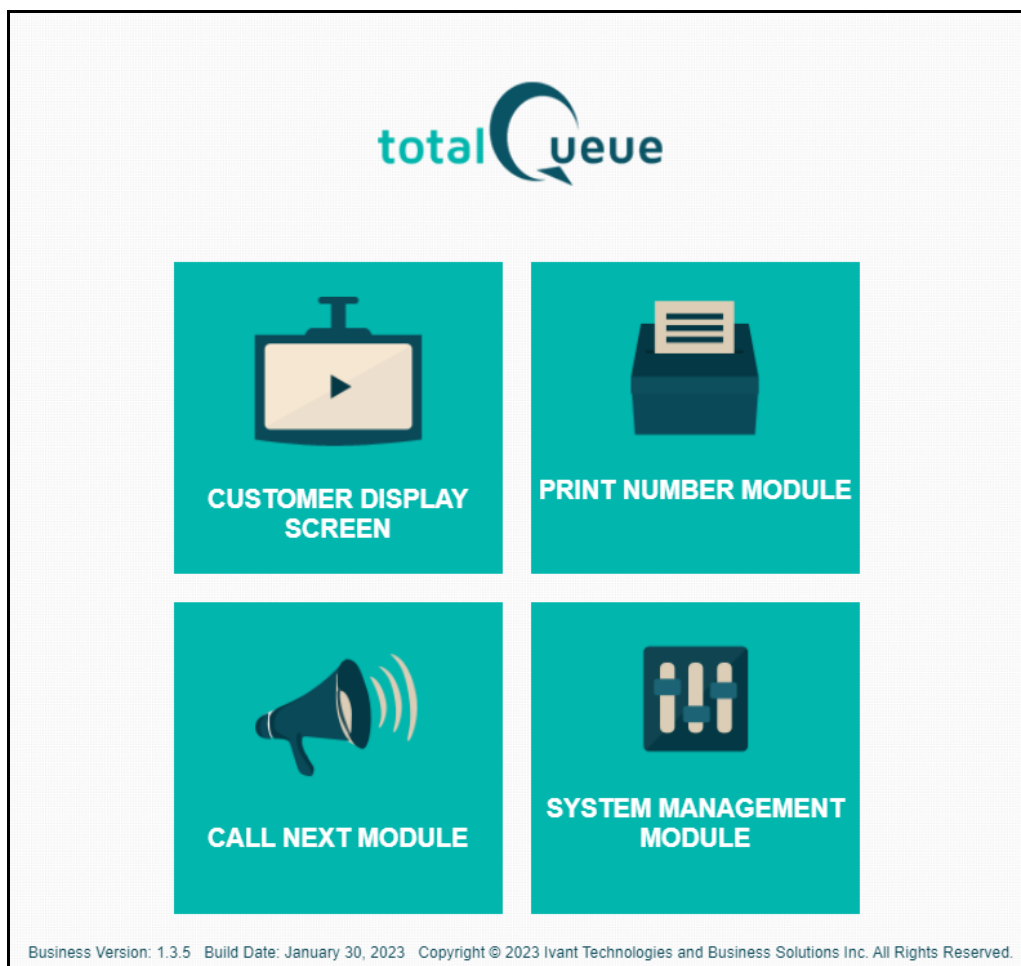
Login URL: <http://<Server IP Address>:8088/totalqueue-business>

Username: admin

Password: password12345

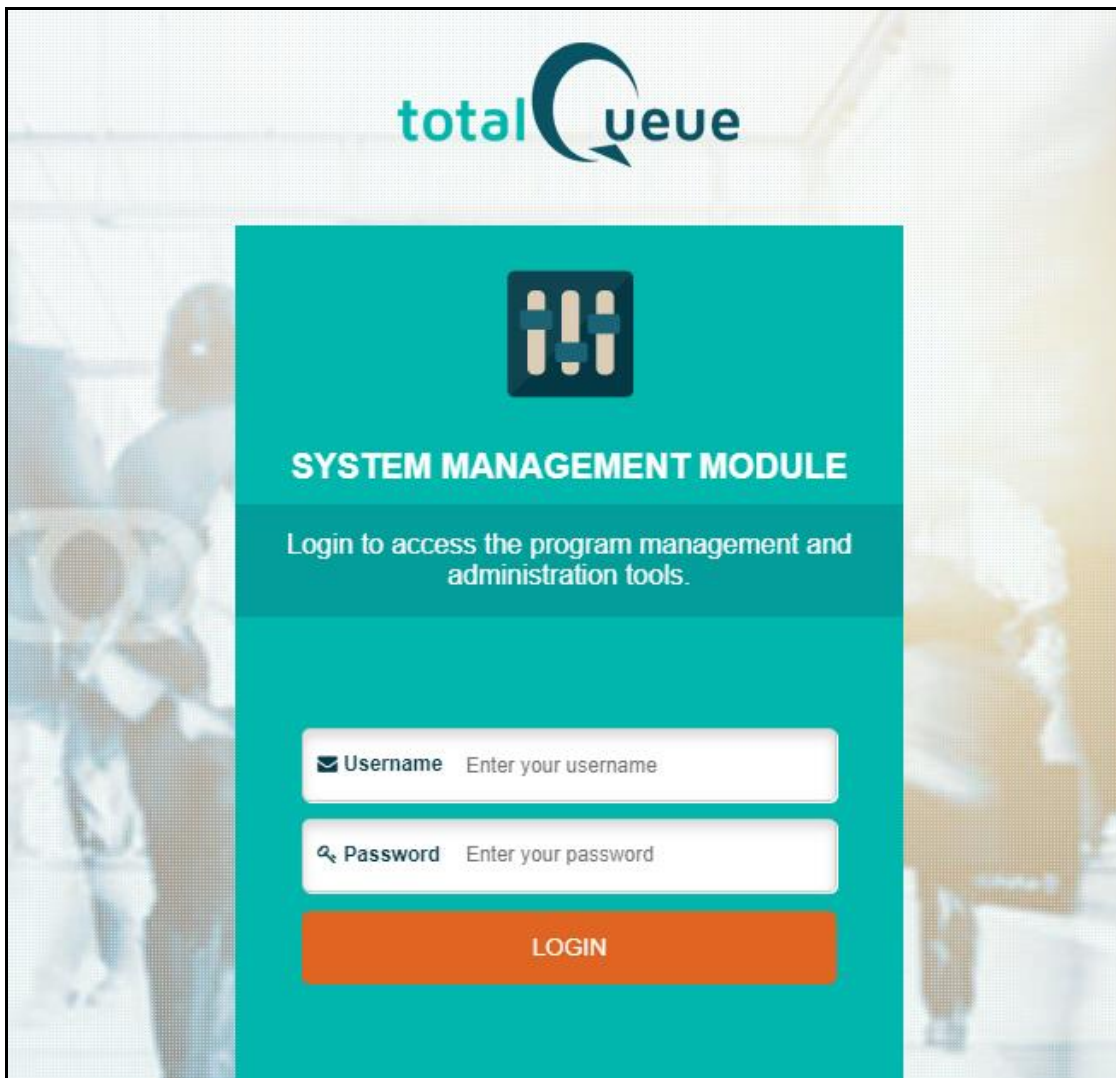
TOTAL QUEUE MAIN MENU

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.



totalQueue

SYSTEM MANAGEMENT MODULE

Login to access the program management and administration tools.

Username Enter your username

Password Enter your password

LOGIN

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.

NOW SERVING	COUNTER	CUSTOMER
PAYMENT	1	2001
RELEASING	1	1002

02/01/23 | 8:45

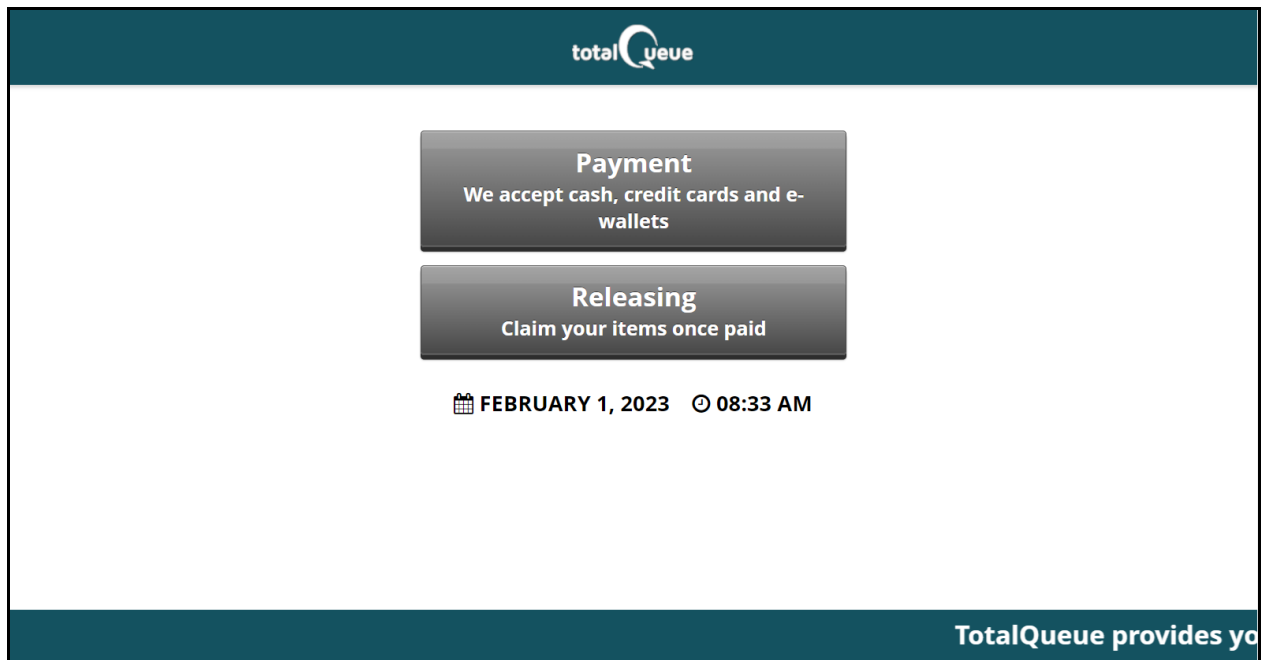
2

TotalQueue provides your business a co

1. This part is for the counter and number currently being served.
2. Moving text for the announcement. You can manage the announcement at the **SYSTEM MANAGEMENT MODULE**.

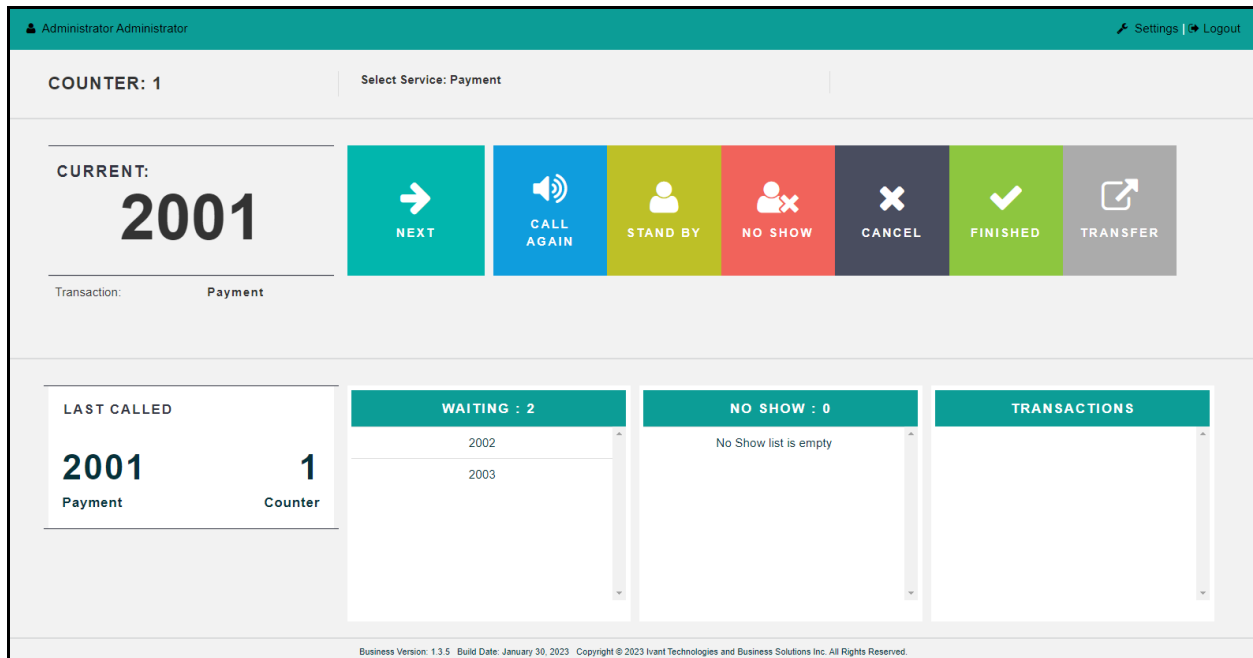
PRINT NUMBER MODULE

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

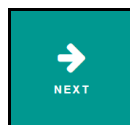
This module is for the representative behind the counters. It requires a username and a password.



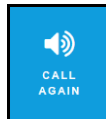
The screenshot shows the CALL NEXT MODULE interface. At the top, there is a header bar with 'Administrator Administrator' on the left and 'Settings | Logout' on the right. Below the header, there is a section for 'COUNTER: 1' and 'Select Service: Payment'. The main area features a large 'CURRENT: 2001' display, a 'Transaction: Payment' label, and a row of seven buttons: 'NEXT' (green), 'CALL AGAIN' (blue), 'STAND BY' (yellow), 'NO SHOW' (red), 'CANCEL' (dark blue), 'FINISHED' (green), and 'TRANSFER' (grey). Below this, there are three panels: 'LAST CALLED' showing '2001' and '1' (Counter), 'WAITING : 2' with a list of numbers '2002' and '2003', and 'NO SHOW : 0' with the text 'No Show list is empty'. A 'TRANSACTIONS' panel is also present. At the bottom, there is a footer with 'Business Version: 1.3.5 Build Date: January 30, 2023 Copyright © 2023 Iwant Technologies and Business Solutions Inc. All Rights Reserved.'

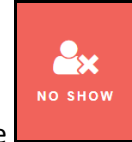
Button Functions:

To call the next customer, choose

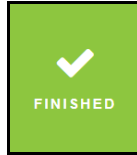


To call the customer again, click on

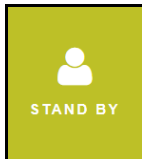




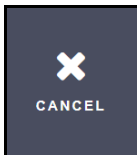
For customers that are not at the counters even with repeated calls, click the



For a finished transaction, click on the



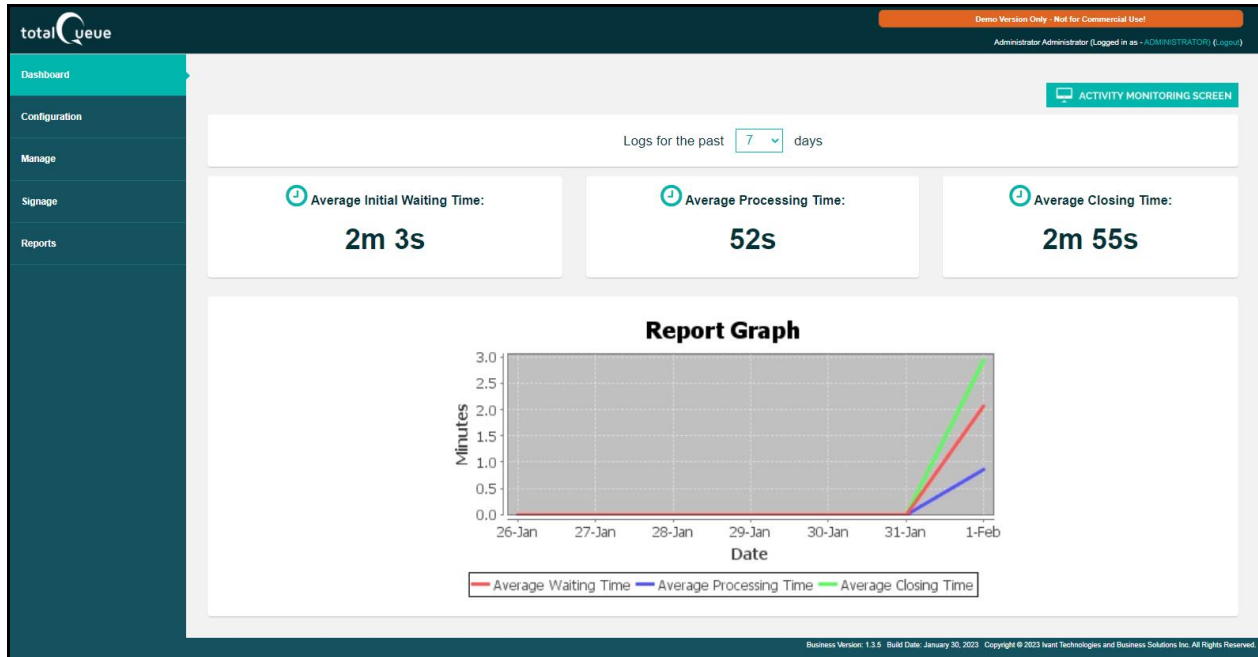
The button is for those customers who will be put on standby mode. For this option, the teller is allowed to serve the next customer while the previous customer is waiting for the completion of his or her transaction.



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.

ACTIVITY MONITORING SCREEN

This aids in monitoring of business activities, number of queue tickets, tickets currently serving, longest waiting customer and etc.




Activity Monitoring Screen

FEB 1, 2023 08:53 51 AM Wednesday Refresh every 30 secs

	Total Tickets Today	:	17
	Current Queue Tickets	:	4
	Users Logged In	:	1
	Active Counters	:	1
	Longest Waiting Customer	:	Waiting Time: 17m 39s (Queue No. 1)

Users Logged In

 Administrator Administrator

Queue Count	Waiting Queue Ticket	Latest Queue Ticket	Currently Serving	Longest Waiting
 Payment	2	2003	2001	Waiting Time: 17m 39s (Queue No. 1)
 Releasing	2	1004	1001	Waiting Time: 16m 30s (Queue No. 1003)
	Average Initial Waiting Time			: 11m 32s
	Average Processing Time			: 1m 3s

Configuration

GENERAL CONFIGURATION

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

The screenshot displays the 'General' configuration tab in the TotalQueue web interface. The left sidebar contains links for Dashboard, Configuration (active), Manage, Signage, and Reports. The main content area includes the following settings:

- Company Name:** TotalQueue Sample
- Address:** Pasig City, Philippines
- No Show Expiration:** 30 minutes (A Queue Number that is tagged as No Show will be removed from the System after X minutes.)
- Date Time Format:** MM/dd/yy, h:mm AM/PM
- Teller Identification:** via static IP address
- ☐ No Confirm message for Caller
- ☐ Show waiting time per queue ticket for Teller Callers

A 'SAVE CONFIG' button is located at the bottom of the configuration fields. The footer of the interface indicates: Business Version: 1.3.5 Build Date: January 30, 2023 Copyright © 2023 Ivant 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

total queue

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

Dashboard

Configuration

Manage

Signage

Reports

General

Audio

Customer Queue Screen

Print Ticket Screen

Printer

License Key

Logo Display

total queue

[Delete this logo]

Choose file No file chosen

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

UPLOAD

Customer Queue Display Template

Template 1

This basic Customer Overview screen design shows all the Services available for your customers and will only show the latest queue number for each Service. There is no image slide show video for this design layout, while a ticker tape at the bottom can show important announcements.

Service

Queue

Countdown

Service 1

1

1:00:00

Service 2

2

0:59:00

Service 3

3

0:58:00

Service 4

4

0:57:00

Service 5

5

0:56:00

NOTE: If modified and saved please refresh (F5) the browser showing the Customer Display Screen.

Display Screen Resolution

1280 x 720

16:9

NOTE: If modified and saved please refresh (F5) the browser showing the Customer Display Screen.

Customer Queue Announcement

TotalQueue provides your business a complete Customer Queue Management System software solution!

Font Color

Announcement Text Color

Header Color

Footer Color

SAVE CONFIG

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PRINT TICKET SCREEN CONFIGURATION

totalQueue

Dashboard

Configuration

Manage

Signage

Reports

Demo Version Only - Not for Commercial Use!

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

General

Audio

Customer Queue Screen

Print Ticket Screen

Printer

License Key

Print Ticket Logo Display

totalQueue

[Delete this logo]

Choose file

No file chosen

UPLOAD

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

Print Ticket Display Template

Template 1

This design comes with 30 buttons for Customers to select the Service needed.

NOTE: If modified and saved please refresh (F5) the browser showing the Customer Display Screen.

Printer Announcement Text

TotalQueue provides your business a complete Customer Queue Management System software solution!

Header Color

Announcement Color

Footer Color

Displays Services in 2 Columns

☐

Print Ticket Has Pop Up

☒

Print Ticket Pop Up Message

Queue Ticket Printing...

Print Ticket Pop Up Duration

5

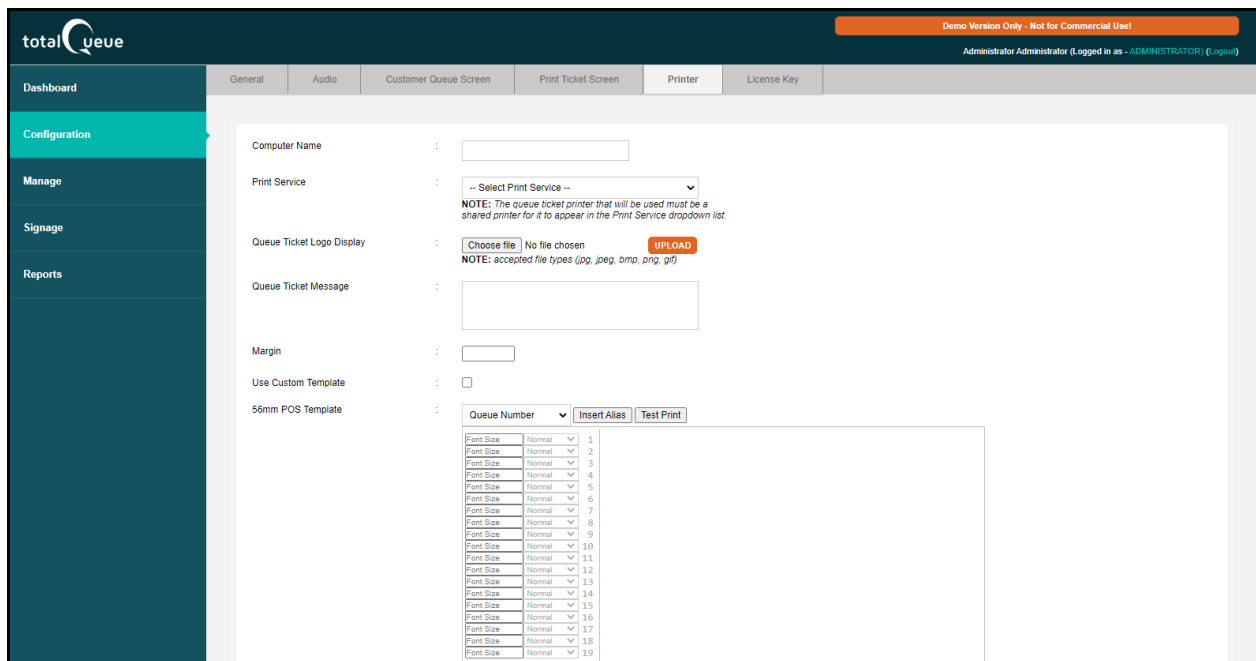
SAVE CONFIG

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PRINTER CONFIGURATION

Printer Set-up

1. Make sure the printer is turned on and installed.
2. Select the printer to be used in PRINTER SERVICE dropdown list.
3. Click “Save” button to saves changes.



The screenshot shows the 'Printer' 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 has tabs for General, Audio, Customer Queue Screen, Print Ticket Screen, Printer (selected), and License Key. The 'Printer' tab contains the following fields and options:

- Computer Name**: A text input field.
- Print Service**: A dropdown menu with the option '-- Select Print Service --'. A note below states: "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**: A section with a 'Choose file' button, the text 'No file chosen', and an 'UPLOAD' button. A note below states: "NOTE: accepted file types (jpg, jpeg, bmp, png, gif)".
- Queue Ticket Message**: A text input field.
- Margin**: A text input field.
- Use Custom Template**: A checkbox.
- 56mm POS Template**: A section with a 'Queue Number' dropdown, 'Insert Alias' and 'Test Print' buttons, and a list of 19 'Font Size' options (Normal, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19).

The top right of the interface displays 'Demo Version Only - Not for Commercial Use!' and 'Administrator Administrator (Logged in as - ADMINISTRATOR) (Logout)'.

LICENSE KEY CONFIGURATION

totalQueue

Dashboard
Configuration
Manage
Signage
Reports

GeneralAudioCustomer Queue ScreenPrint Ticket ScreenPrinterLicense Key

Passcode:

:

Key:

:

MAC Address

:

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

SAVE CONFIG

Demo Version Only - Not for Commercial Use!

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

License Key Not Valid - Demo Version Only

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.

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 : -- Select User Type --

First Name :

Last Name :

Username :

Password :

Repeat Password :

Email :

SAVE

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 Demo Version Only - Not for Commercial Use! Administrator Administrator (Logged in as - ADMINISTRATOR) (Logout)

Users Services Counters

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

Add Service

Name :

Description :

Number starts at :

Number ends at :

Prefix :

[SAVE](#)

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.

total Queue

Dashboard

Configuration

Manage

Signage

Reports

Users

Services

Counters

Demo Version Only - Not for Commercial Use!

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

Service	IP Address	Counter Number	Action
Payment	0.0.0.0.0.0.1	1	Edit Delete
Releasing	2	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

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.

totalQueue

Demo Version Only - Not for Commercial Use!

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

Images Video

☐ Show the Image Slide Show Player on the Customer Queue Screen

File Name	Preview	Type	Size	Date Modified	Action
3417802188_201901a9ec_z		jpg	167 KB	Sep 03, 2015 01:32 PM	Delete
7582-1211813149-blue_hills		jpg	21 KB	Sep 03, 2015 01:32 PM	Delete
7587-1211814144-sunset		jpg	46 KB	Sep 03, 2015 01:32 PM	Delete
Garden-620x465		jpg	66 KB	Sep 03, 2015 01:32 PM	Delete
hqdefault		jpg	12 KB	Sep 03, 2015 01:32 PM	Delete

Image Transition Duration : 3 seconds

Upload a New Image : [Browse](#) | Walang napiling file

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

UPLOAD

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 displays 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 header with the 'totalQueue' logo, a 'Demo Version Only - Not for Commercial Use!' warning, and a user login status 'Administrator Administrator (Logged in as - ADMINISTRATOR) (Logout)'. Below the header, there are three tabs: 'User Log Report' (active), 'Service Log Report', and 'Queue Activity'. The 'User Log Report' form includes a 'User' dropdown set to 'All', a 'Report Type' dropdown set to 'All', an 'Exclude data' checkbox, and a 'mins. processing time' input field. The date range is set from '01-01-2023' to '02-01-2023', with a 'GENERATE' button. Below the form 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.

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