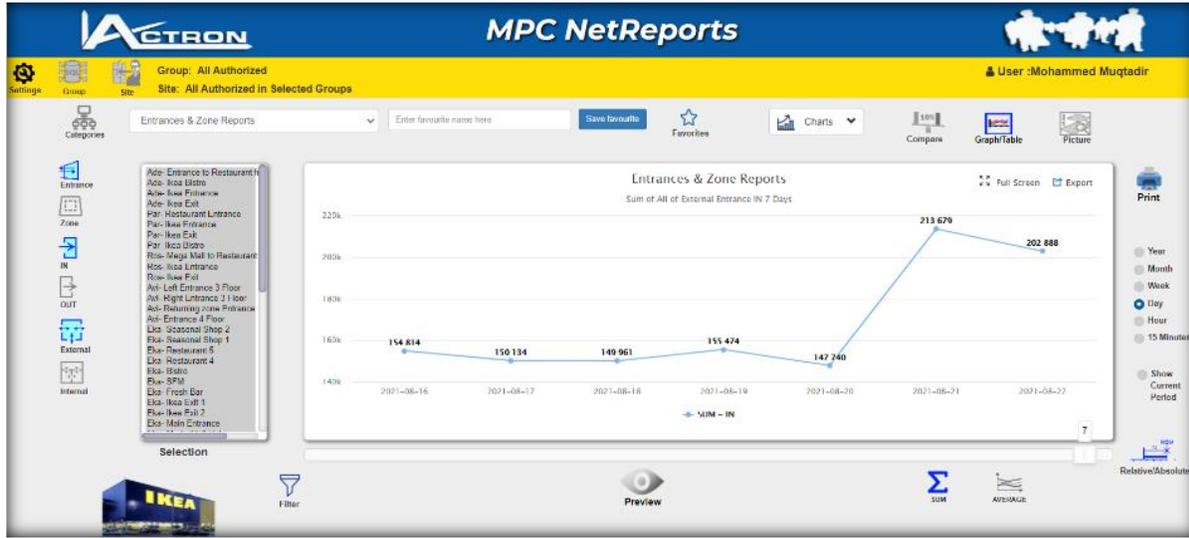


Guide How to use MPC Web Reports



Disposial:

- Table of contents
- Introductory part
 - This part is mostly in common for any web reporting usage.
- Explanation of the user interface
- General information about groups, objects, entrances and zones
- How to create reports
- Description of additional reports related to people counting.
- A bit of theory regarding Waiting time reports
- Waiting time reports and usage of Waiting time reports
- Description of additional reports related to Waiting time.
- Index

Table of Contents

Table of Contents	1
Introduction	4
Log In	4
and Sites.....	5
MPC Web Reports are divided into 4 different versions.	6
and MPC Reports	6
Report types.....	8
MPC MobileReports.....	9

Explanation of user interface	10
Settings	10
Theme settings	10
Refresh	11
Preview window settings	11
Table settings	11
Video help	12
About	13
Select Group(s)	14
Select Sites(s)	14
Entrances and Zones Example: Ikea Ekaterinburg	15
Generate a report.....	16
Relative and Absolute Time Reports	17
Relative reports	17
Absolute reports	17
Chart Type.....	18
Time filter.....	18
Using Graph /Table.....	19
Select Zone.....	20
Comparison	20
Compare Period.....	21
Compare Period Absolute	21
Compare Percentage	23
Full Screen	23
Chart settings	24
Printouts.....	25
Export data:.....	26
Favourites	27
Select a favourite.....	27
To generate the new favourite report.....	28
Make an Automated email based on a favourite	29
Picture.....	32
Report types.....	36
Other Report types for People counting reports	36
(Visitor Hours report).....	38
Dwell Time.....	39
Waiting time reports	41

Basic theory:.....	41
Average waiting time report.....	43
Other Report types for Waiting time reports.....	47
Average of all queues in Peak waiting time report.....	47
Average Waiting time & Peak waiting time report.....	48
Average of all queues showing Average Waiting time & Peak waiting time report.....	48
People and Groups	49
People and Groups Individual queues	49
Service Time per Queue.....	51
Average of Service Time for all Queues	51
per queue.	52
Index	55

Introduction

This manual covers everything from the simplest usage to the most advanced.

Log In

All authorized users are set up in the system:

Actron can assist You with that.

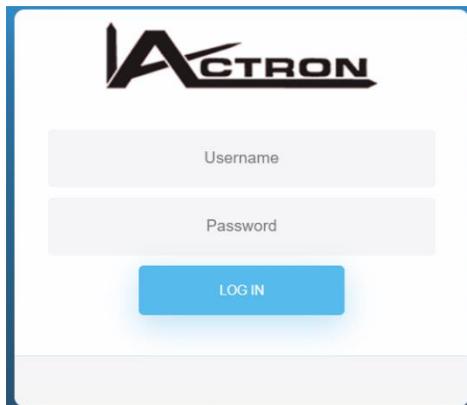
Example:

User Ref	Name	Username	Password	Email address	Telephone	Web report type	People Counting	Waiting Time	Car Park Guidance	Language	GroupNo.SiteNo A= Administrator			GMT
1	Admin	admin	admin	admin@admin.com	+7 9262186100	MPC NetReports	x	x	x	Russian	**	A		+0300
2	Donald Trump	Donald1	Trump1	donald.trump@trump.com		MPC LiteReports	x			English	2.1			-0500
3	Vladimir Putin	Vladimir1	Putin1	vladimir.putin@kreml.com	+7 923 700 9912	MPC Reports	x	x		Russian	3.2			+0300
3	User Userson	User	1234	User@User.com	+7 923 700 7713	MPC SiteReports	x	x		Russian	1.*			+0300

There will be

- Your name
- Username
- Password
- Email address (The system is using that for sending of Automated Report emails)
- Telephone no (The system could be using that for sending of Automated SMS)
- Web report type (Defines the report type level)
- Report type (e.g. If you are allowed to work with People Counting or Waiting time reports)
- GroupNo.SiteNo (Defines which Groups and sites you have the right to)
- GMT (defines Your Time zone)

Use the Link <http://report.actron.com.ru/Actron-MPC/login?client=ikeyarussia>

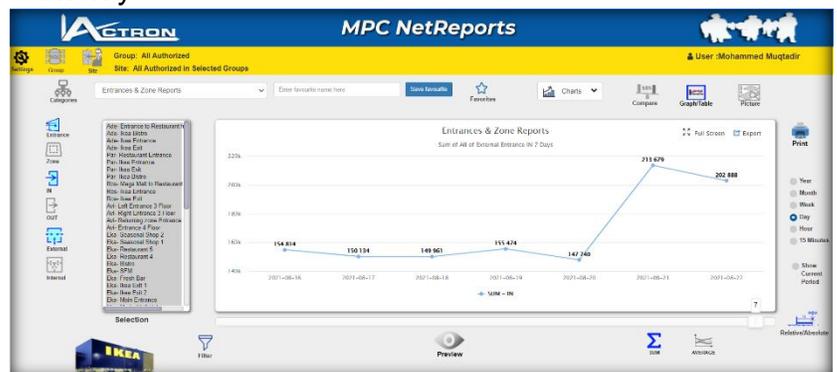


The LOG IN window will appear.

Write Your Username and password and press



The web reports will start up according to Your authority

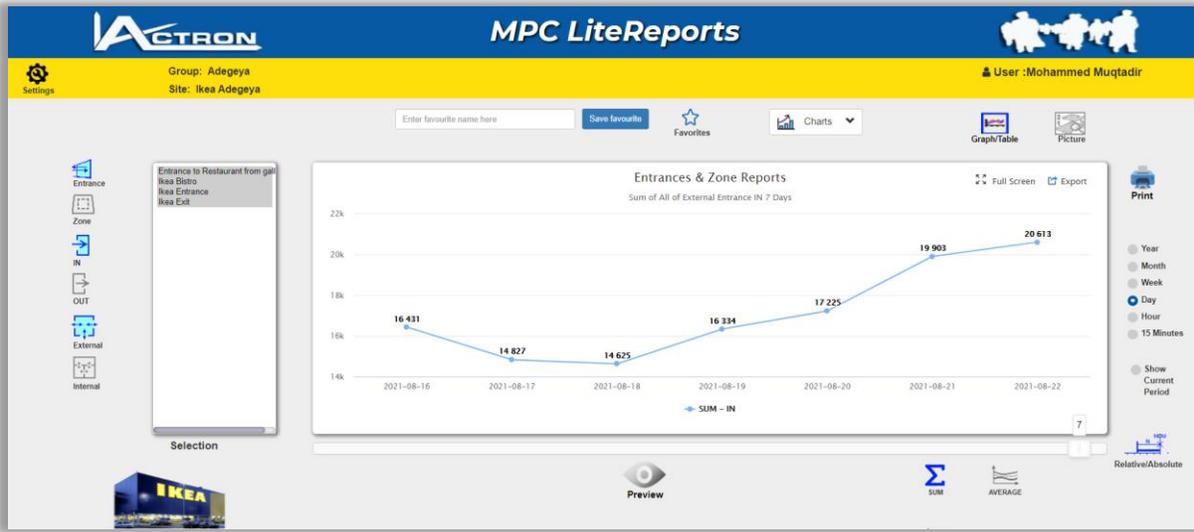


MPC Web Reports are divided into 4 different versions.

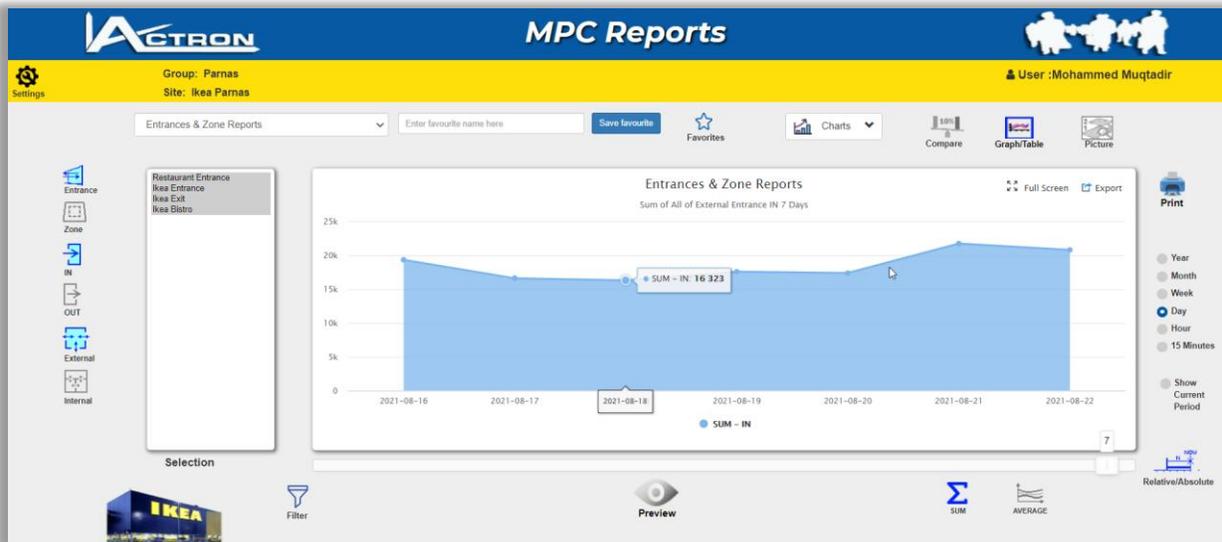
The reason is that this allows us to keep the most simple and user friendly user interface at the same time as this allows us to supply the most powerful functionality available

MPC LiteReports and MPC Reports allows you to make reports from **One Site** (One Ikea like in this example IKEA Omsk)

MPC Lite Reports is **the simplest version**. Only the most useful functionality can be used. The reason is to make it optimal easy to use for people, who do not need the rest of the functions.



It will always start up like this, showing the Total visitation the last 7 days (Sum of External entrances In). This is the most common report, which is generated by clients. So, it makes a quick start from where you can modify the report.



MPC Reports

allows you to make reports from One Site (One Ikea like in this example IKEA Parnas) But it has got almost all other functionality compared to the two upper versions. But There is no possibility to make selections using the Category functionality

MPC SiteReports allow you to make reports from any amount of Sites like in this example from Ikea Parnas)

You can compare a **Site** to a **User Right**

In this case you can select between two Sites (The Total IKEA Store and the IKEA restaurant)

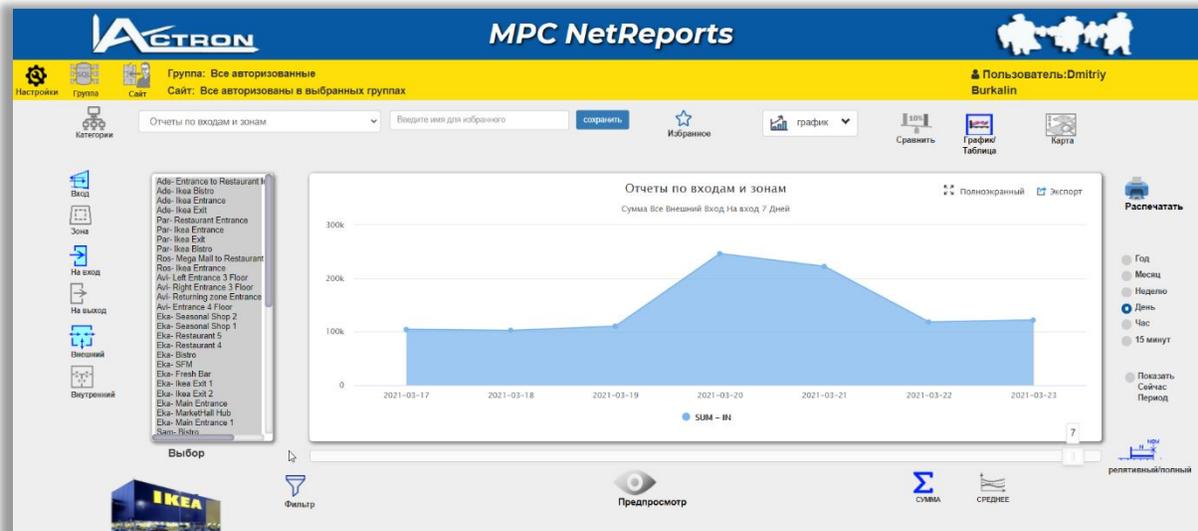
Compared to MPC reports it has got Category functionality. Beside that it can only connect to one database which is normally enough for one geographical client the functionality compared to the MPC NetReports is the same.



MPC NetReports has all functionality from **MPC SiteReports**.

But it can also be connected to several different databases which we call Groups.

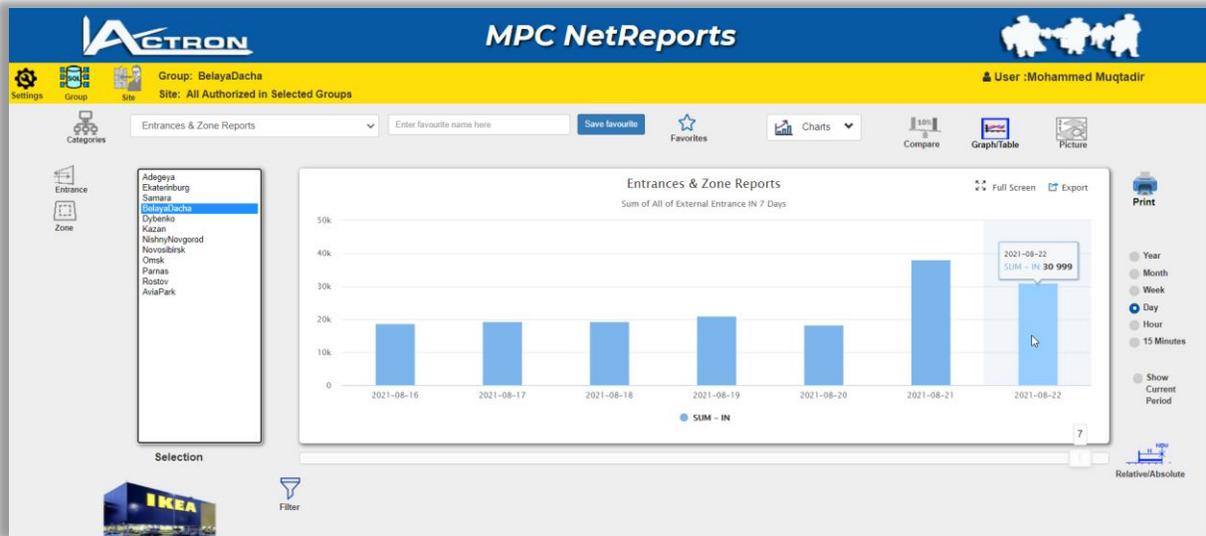
In this example we connect all Ikeas in Russia into one application. Each Ikea is defined in one database each.



This means that all entrances, zones and queues in all Ikeas can be treated and compared in one application.

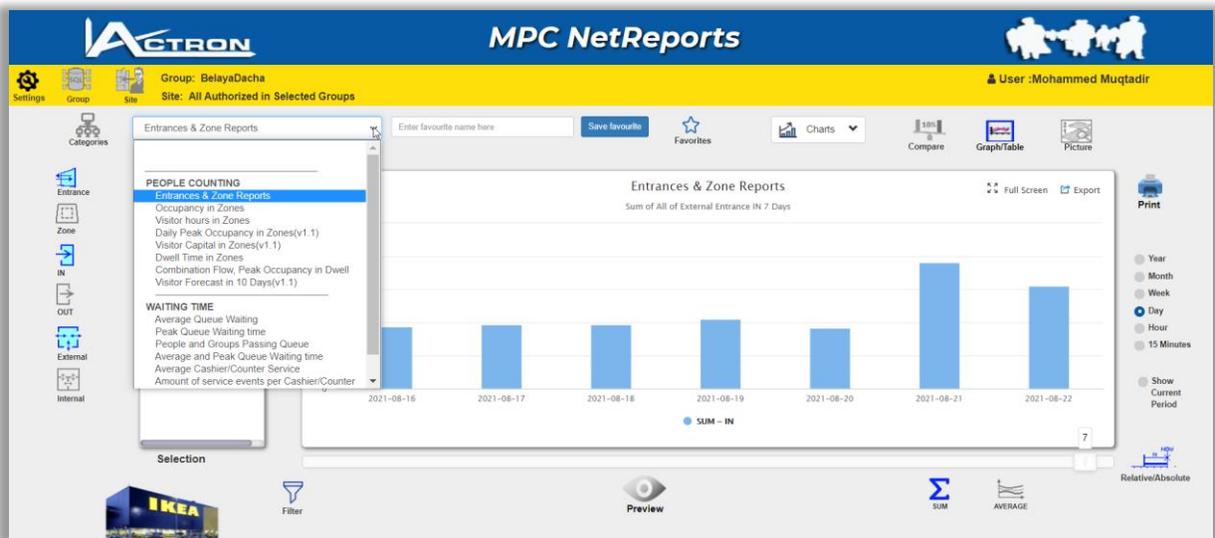
It can do any summation. E.g. this is the sum of all Ikeas visitation in Russia during the last 7 days.

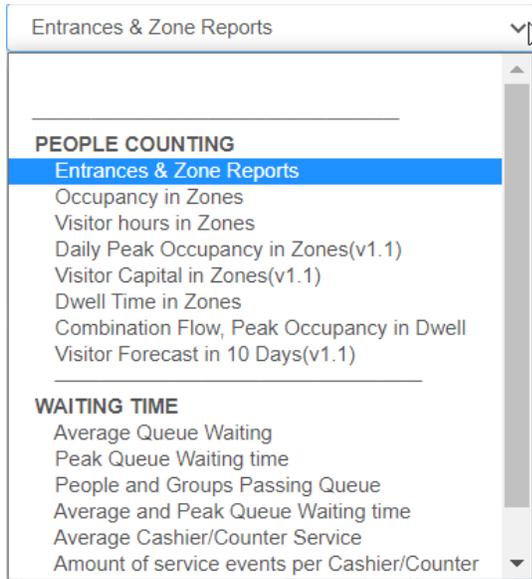
Selection between all or any combination of Groups is easy. Select Group icon and e.g. BelayaDacha



Report types

You can select between the available report types





All report versions except MPC Lite Reports will allow selection of different report types This includes Waiting time and will even include Car park Guidance reports if the user has got the athortity.

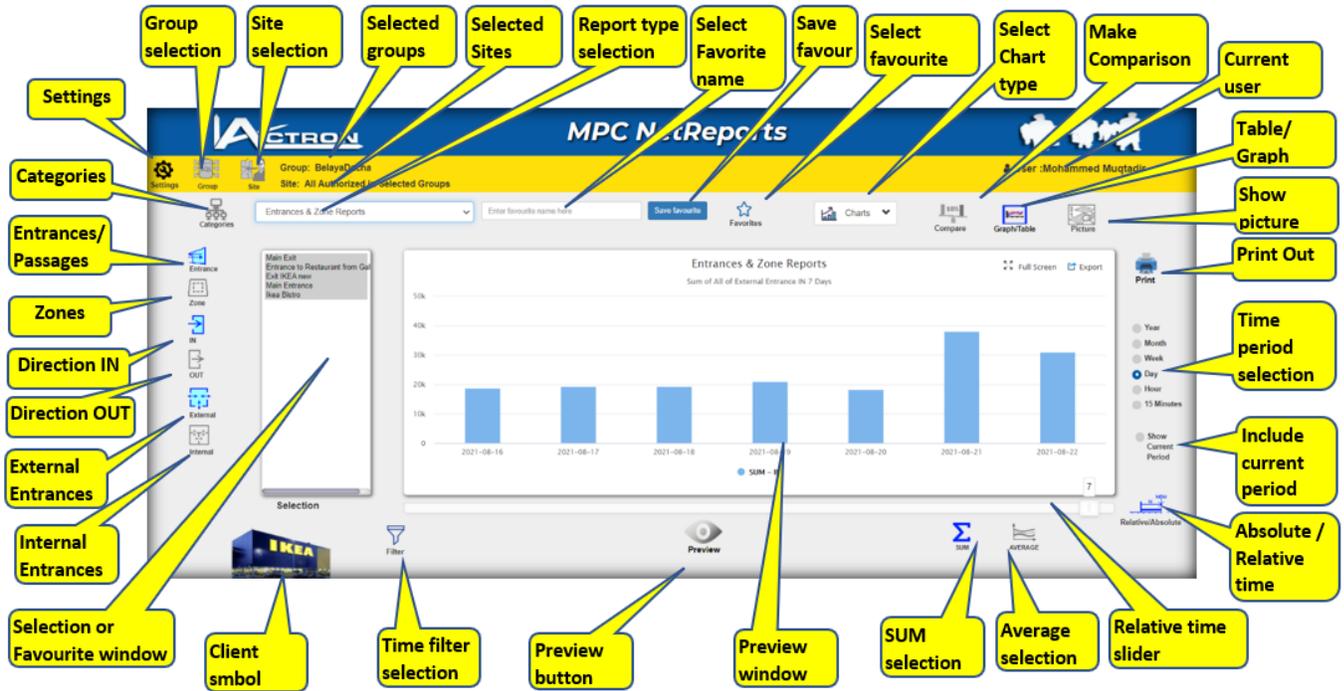
MPC MobileReports

(will be supported in ver. 1.1)

Later, the User will have the right to view all selected reports and create simple reports using a mobile device.



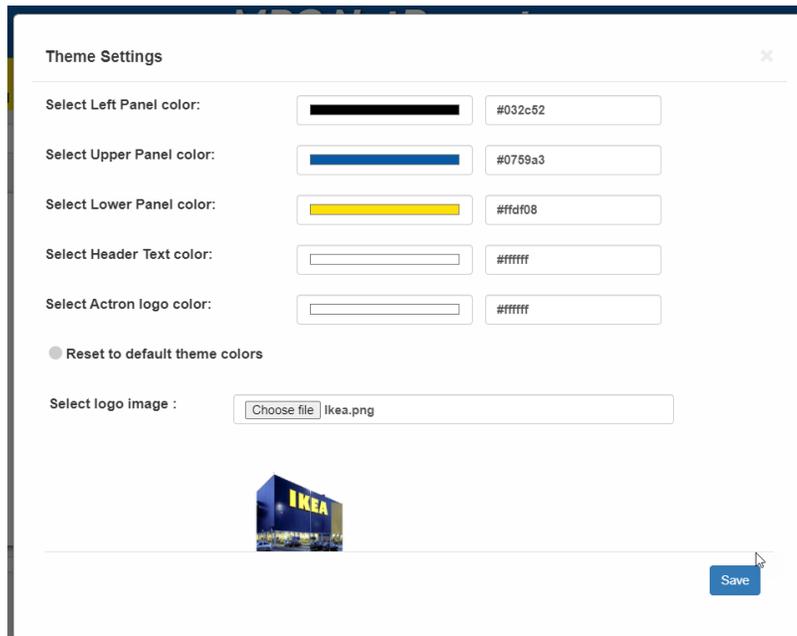
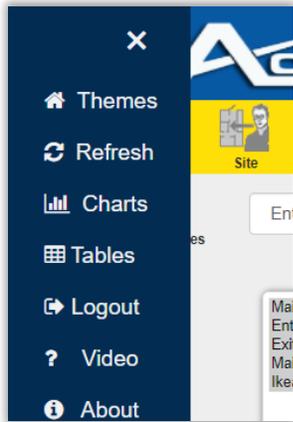
Explanation of user interface



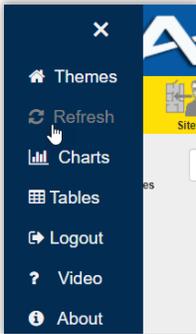
Settings

Theme settings

Themes Make customized color and image selection
 The administrator has got some more setting selection.



Refresh



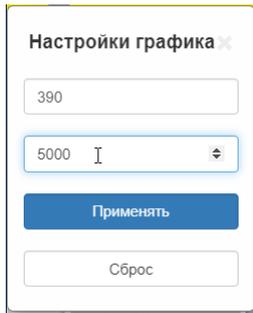
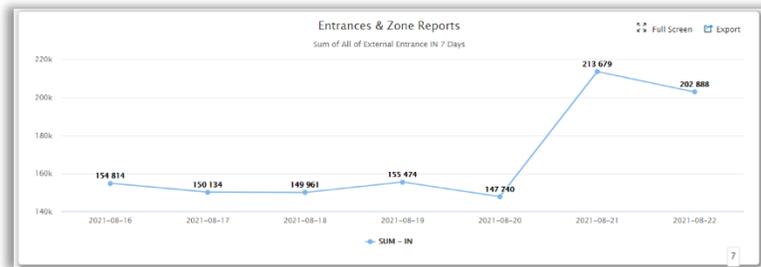
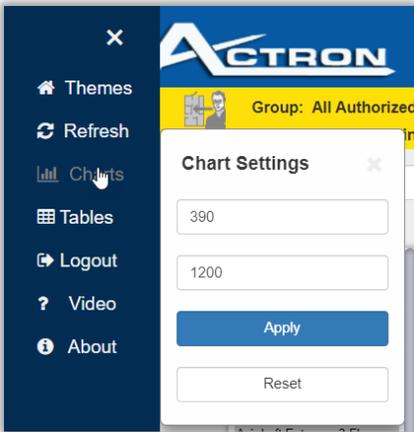
As you will be kicked out from the web page if you do not do anything for some time

You can click Refresh.

If you have been inactive too long you have to start from the beginning

Preview window settings

The window is by default 390 pixels high and 1200 wide



If this is modified you can have much bigger virtual view, which can be scrolled.

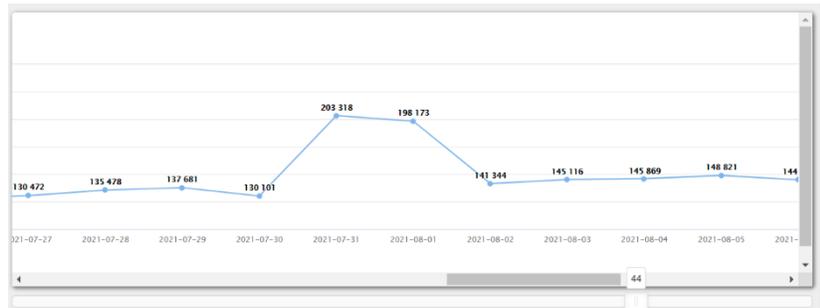
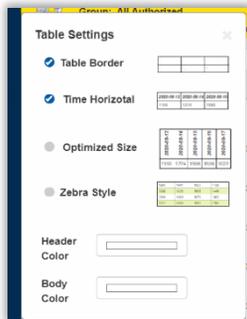
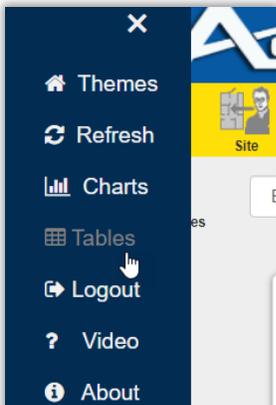
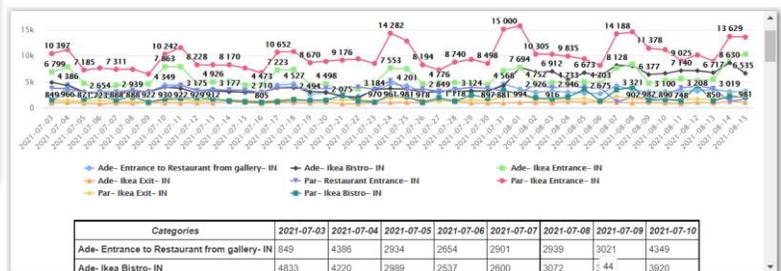
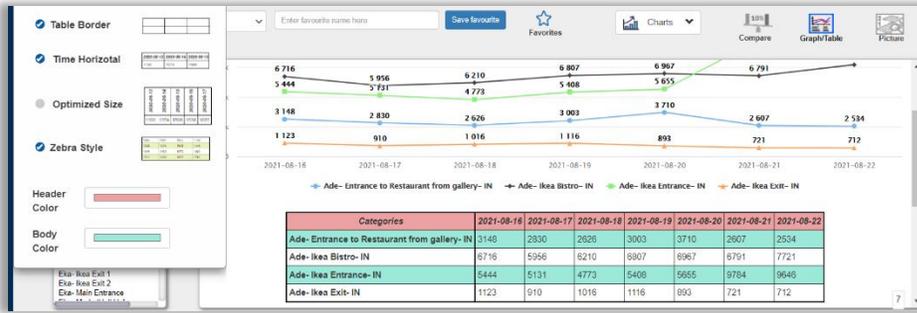


Table settings



The default table has time on the horizontal axis, No colors and not optimized horizontal size





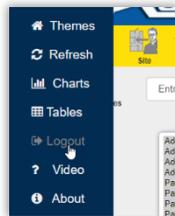
These parameters can be changed here. But there is a physical limitation of how many can be presented in this way.

To set the time vertical there will not be any limitation of time.

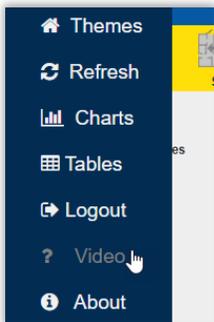


Log Out

(leave the application)



Video help



Select the language and the video you want to study.

Video

Choose a language: English

This video shows the new updated User interface especially for waiting time reports. It brings more comfort. It is quicker and more flexible.

This video shows You the different report types and goes deep into People Counting related reports like Occupancy, Dwell Time etc..

This video shows how to use Categories in a Large Retail Chain in order to make selection of sites comfortable and realistic even if there are several 1000 sites

Choose a language: English

This video shows how to use the filter function for weekdays and hours.

Filter All Days No Days Sunday Monday Tuesday

All hour No hour 1 2 3 4

0:00

2020-09-18

Relative/Absolute

7

Relative/Absolute

This video shows how to use the Relative/Absolute time period selection and how to make simple reports.

Tables

This video shows how to handle normal tables and charts.

Choose a language: English

Charts

This video shows how to create advanced Charts and tables and how to Print them.

Print

0:00

Charts

This video shows how You can handle a report over a very long period and still get detailed information more than 10 years back.

0:00

Send Interval: Daily

Format: PDF

Time for next report: 2020-09-11 09:00

Message: Hi, How are You?

This video shows how to use Favourite reports and save time and effort. It shows also how to Automate the reports and get them whenever You want by email

Select the video you want to study and zoom IN

ACTRON

0:00 / 18:22

This video shows how to use the waiting Time reports. It also shows it out of a technical point of view. The demo is approx 16 minutes.

About

- Tables
- Logout
- Video
- About

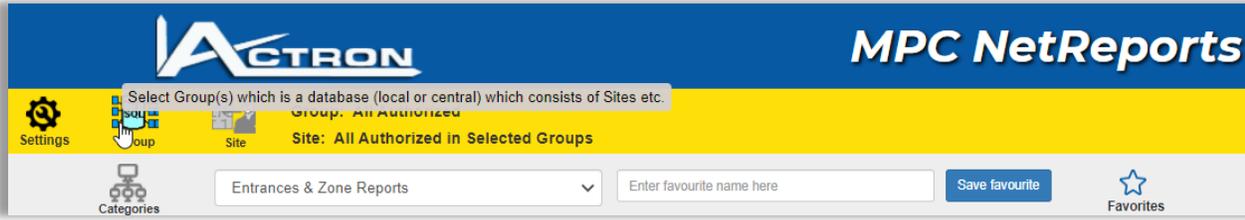
ACTRON

MPC Web Reports Version 1.0
MPC Userguide
People Counting Passbook S0
Car Park (Customer Membership S0
Visualisation MPCUser S0

All Rights reserved © Actron

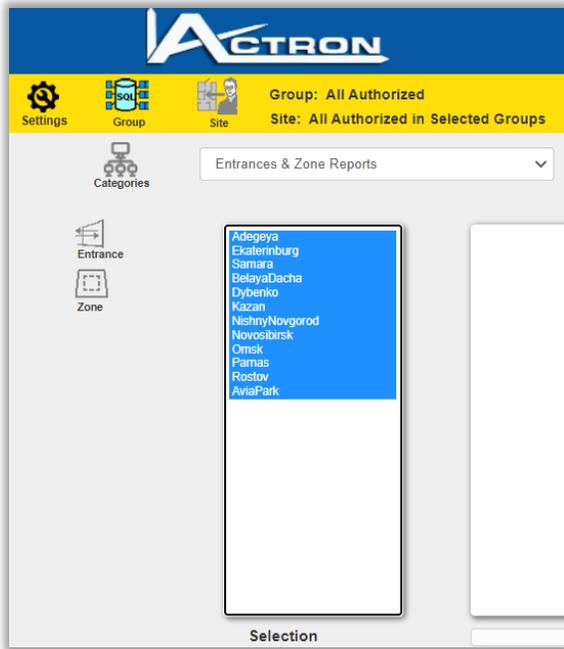


Select Group(s) Only in MPC NetReports.



The Selection window will change content and show all groups which the user has authority to.

Now you can select one or more groups.
The selected groups will be shown here so you know even when it is not visible in the selection window

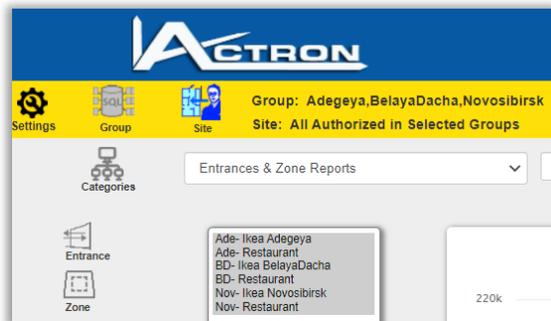


Select Sites(s)

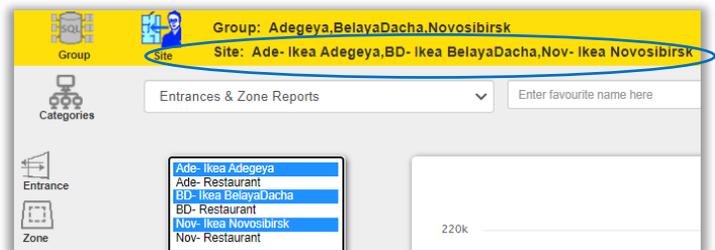
Only in MPC NetReports and MPC SiteReports

You will see all available sites in the groups you have selected.

In this case all the three Ikeas have two sites each (two user authorities)

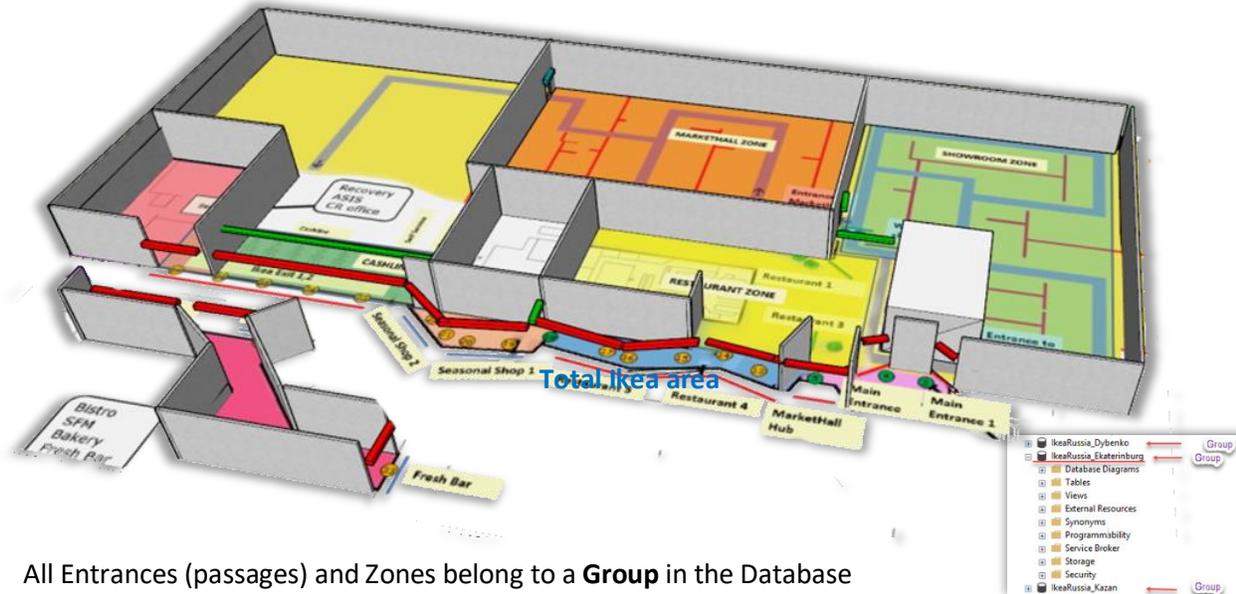


Select the sites you want to work with



Entrances and Zones

Example: Ikea Ekaterinburg



All Entrances (passages) and Zones belong to a **Group** in the Database

There could be 5 different units where different users have availability to. These are called Sites. (blue text)



A site must be surrounded by Entrances or passages
For Entrances we can differ between **External** and **Internal** of practical reasons



Entrance (or passage)

Zone (any area which is completely surrounded by entrances can be defined as a zone
This means that we can define several zones in this case)

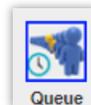
In direction via an entrance or to a Zone (for internal entrances we can call + direction)

Out direction via an entrance or to a Zone (for internal entrances we can call - direction)

External entrances

Internal entrances (or passages)

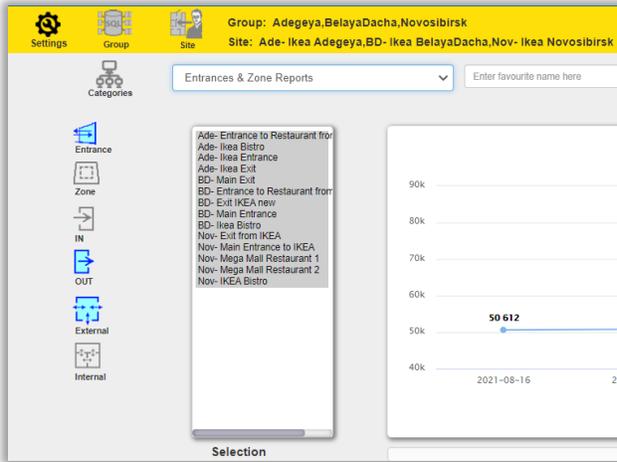
The cashline is just an example of a passage.



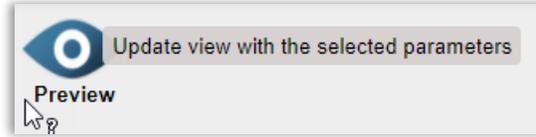
There will typically also be queues.

Generate a report

In this case we select the total Ikea stores and not the restaurants



Select Entrances again and all external entrances will be shown in the selection box.



Press the Preview button and You will generate a visitation reports the sum visitors in the three selected Ikeas.

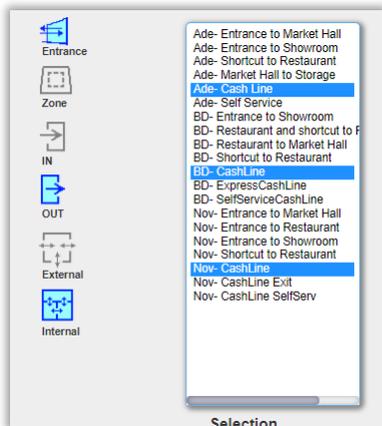
You can see that the Preview button is blue
The reason is that the shown report is not updated



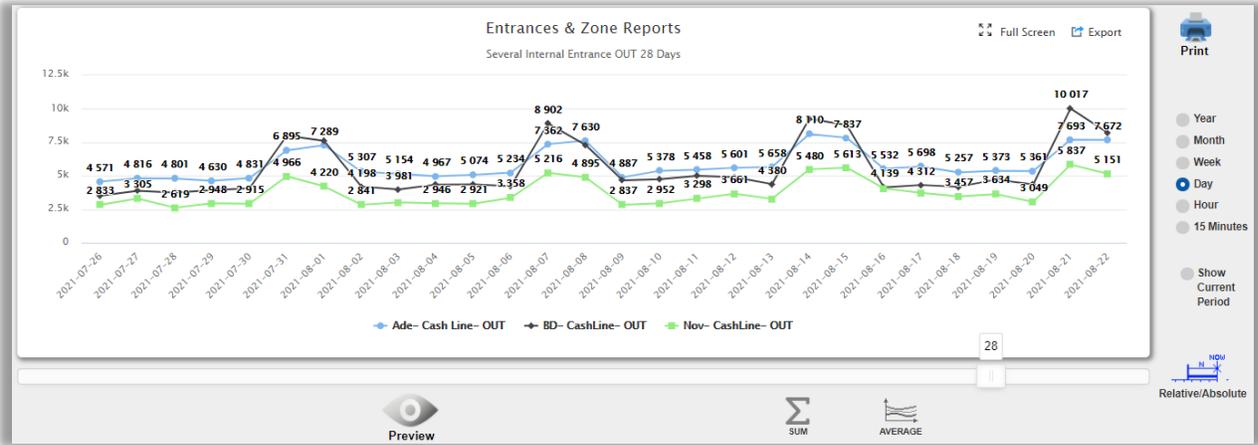
Now the updated report is shown. (Sum of the External entrances in the three Ikeas during the last 7 days) The Preview button goes grey as the shown report is updated.



Make **another report**: Select Separate (not Sum) of all Cash Line Out the last 28 days (4 weeks)



The new reports then looks like this:

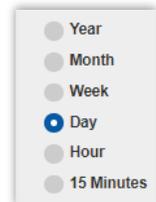


Relative and Absolute Time Reports

Shows the selected period from now and backwards according to the slide bar number



Relative reports show a number of hours, days weeks etc. **from NOW and backwards**. This is normally the most practical and quick way to define the time period. This also **allows us to create Favorite reports** which are always showing from NOW and backwards. Just select what time resolution you want with the radio buttons and use the slider. (For 15 Minutes the slider resolution is Hours)



Absolute reports are defined from one **Start time to another End Time**

This method is necessary if the period is back in time and not counted from now. You can select with the calendar or use the key board arrows

Or simply write the time

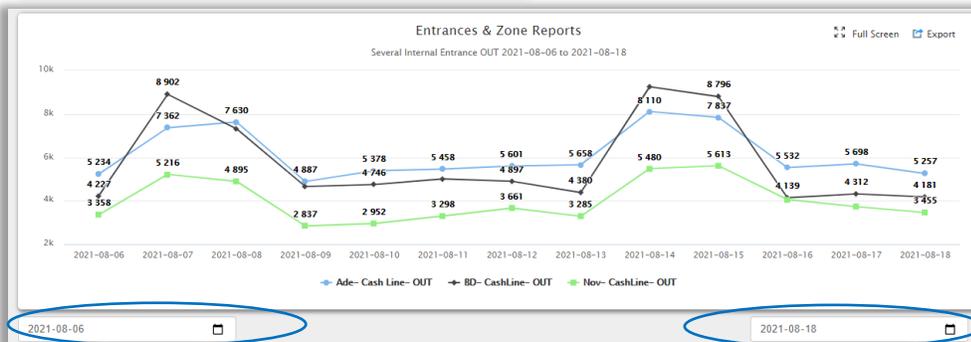
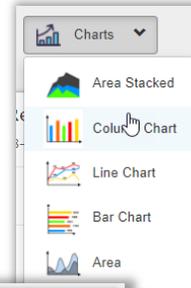
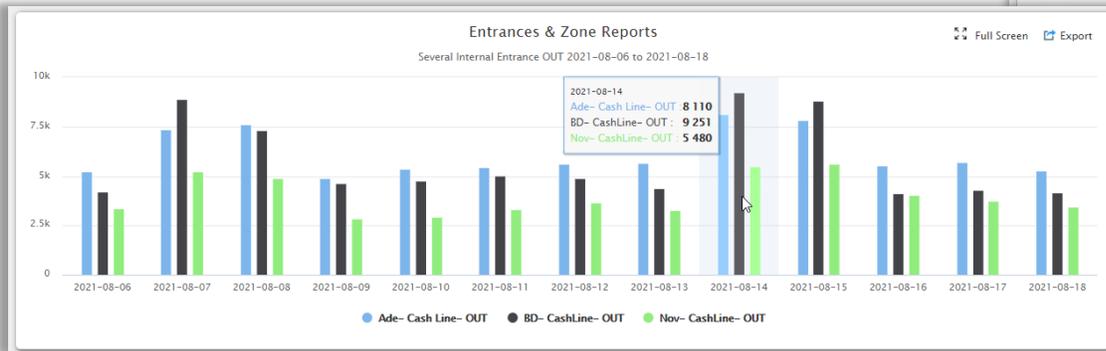


Chart Type

You can easily change the chart type



If you hover with the mouse over the chart, you will get context information

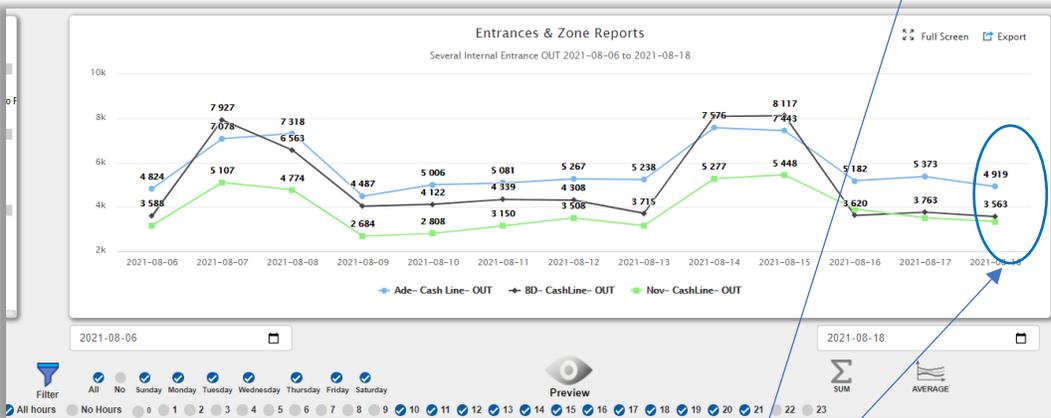


Time filter

If the Time filter is turned Off, then the data presented will not be filtered (all weekdays and hours)

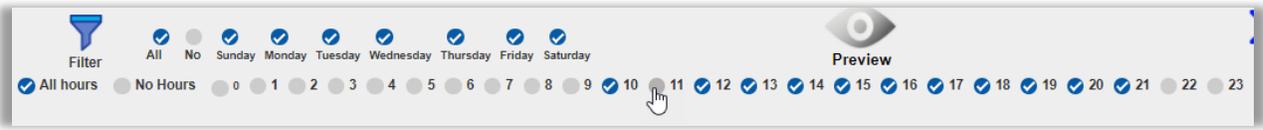


When it is turned ON, only the selected weekdays and hours will be calculated.



Compare e.g. the last day without filter and with filter (different numbers)

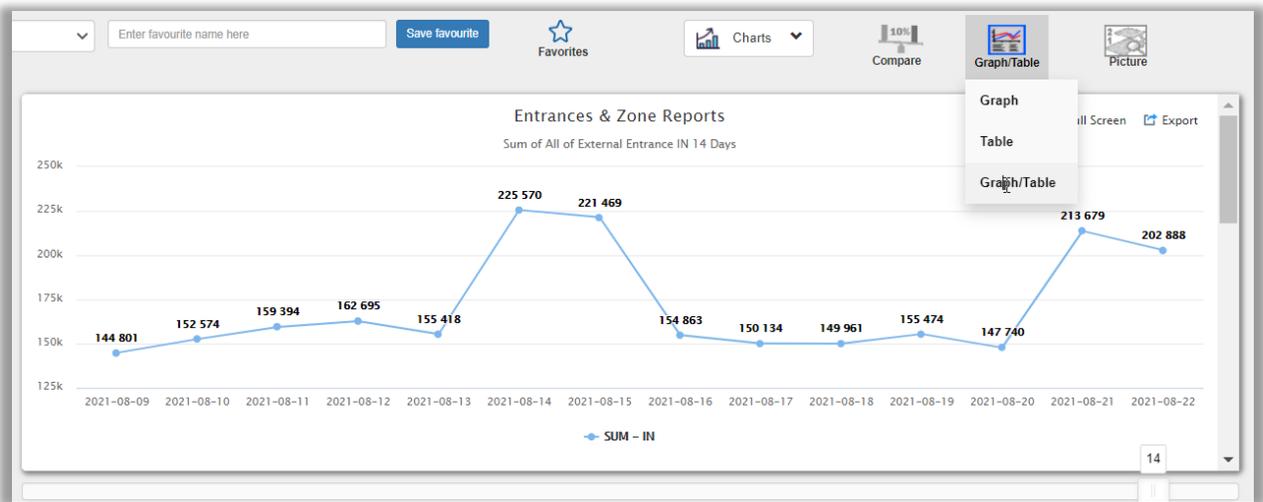
If we select last days hours with filter 10 AM to 22 PM we can clearly see the difference



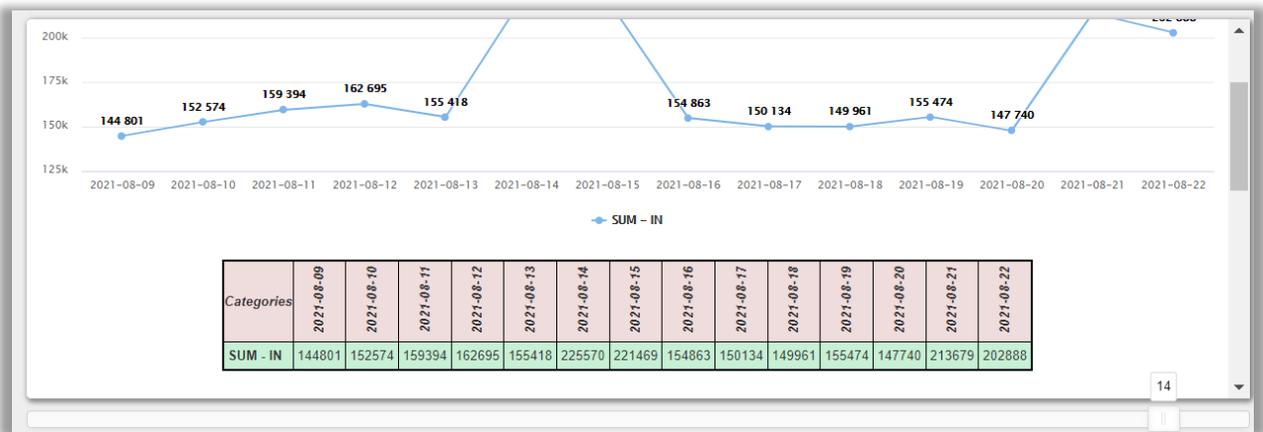
You can modify the filter with the radio buttons and using All No and All hours No Hours to quickly select all or no selections

Using Graph /Table

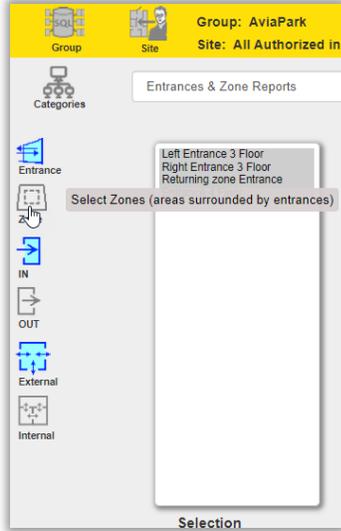
You can select either Only Graph, Only table or Graph& Table



Every time you have made a new preview you have to repeat this.
For formatting the table, see Settings of table.



Select Zone



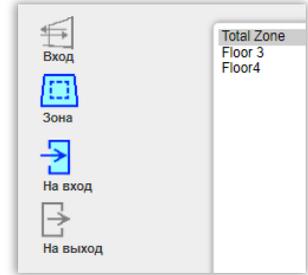
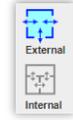
The default when you are using the first report type selection

(Entrances & Zones) is Entrances.

In that case you can select External, Internal entrances or both

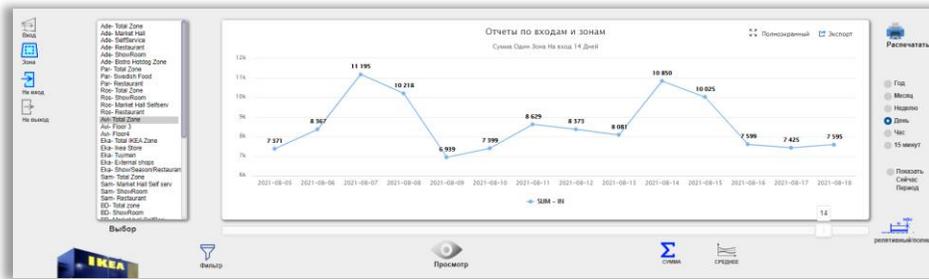
You can also select Direction (IN or OUT) or both

But when you select Zones you cannot select Internal & External

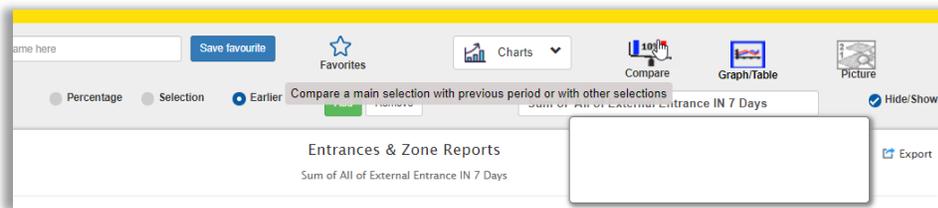


Comparison

Make a graph (e.g. the Total zone of Avia Park).



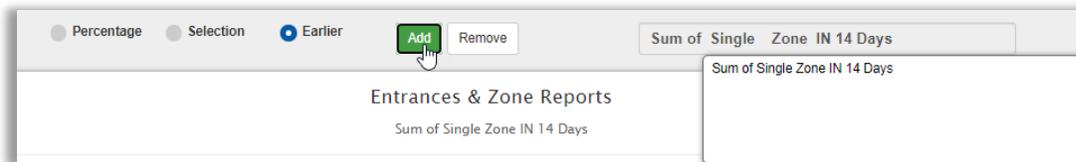
Then press the Comparison button



Now you can select between three different types of comparisons.

- Period** That means that the main selection you already have done will be compared to other time periods
- Selection** That means that it will be compared to different selections (e.g. other Ikea zones)
- Percentage** That means that it will be compared to different selections where the main will be 100%

You will now get some assistance in Red text further down

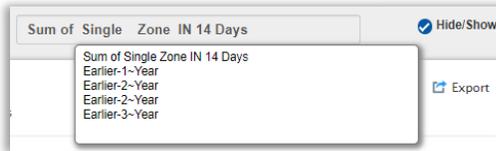
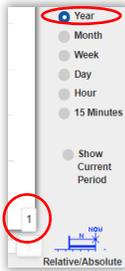


Main Comparison: Select Type of Comparison and Press Add

Compare Period

Select the radio button **Period**, the amount with the slider and **press Add**

Select the comparison period (e.g. 1 Year back in time)



You can add several different comparison periods

You can hide this window with this button.

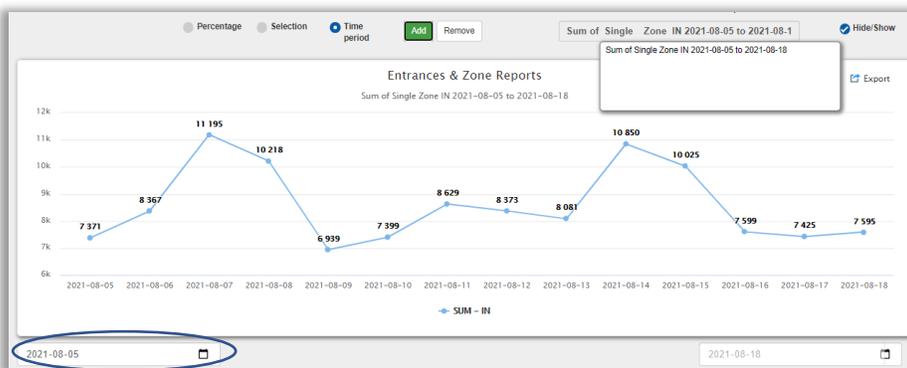
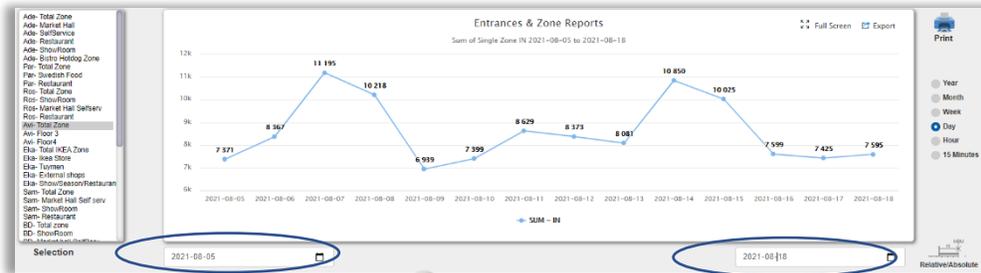
To leave the Comparison mode you shall press the Compare button again



Compare Period Absolute

You define Start time and End Time instead of using the slider

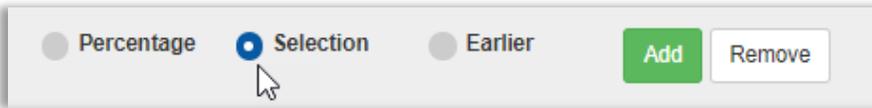
Then You set the start time for the comparison period and so on. Else the procedure is the same.



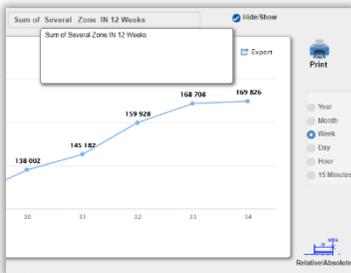
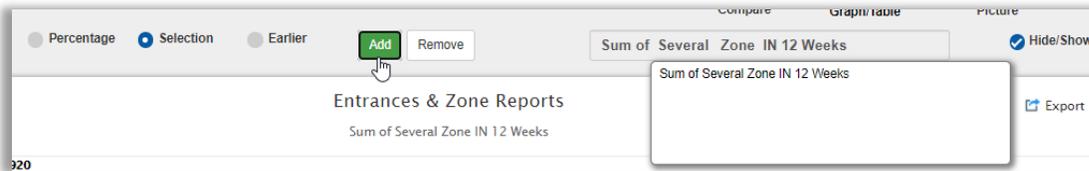
Compare Selection Example 12 weeks Relative



Press the Compare button. Now You select the **Selection** button instead of Period button

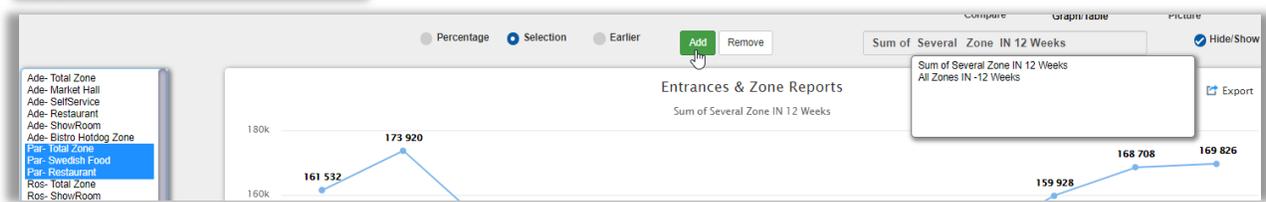


Then press **Add** button



Now you cannot modify the time period for the comparison. But you can **modify your selection**.

Compare with **another selection** (in this case with the sum of the External entrances in Parnas)



The result will be like this

Also in this case you can compare several selections



One example of this is the favourite report described below. To print this out or save it as a .Pdf file see below

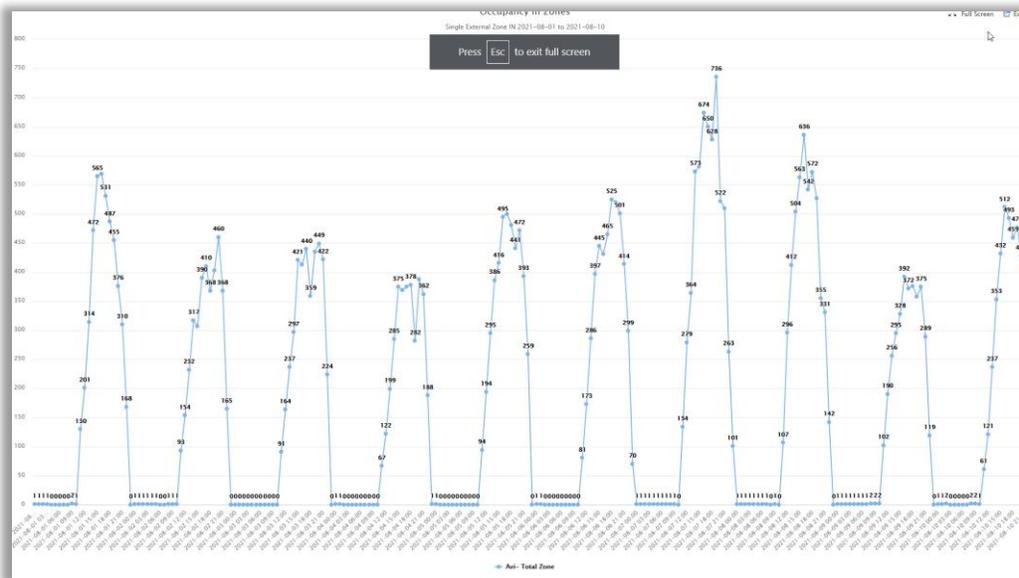
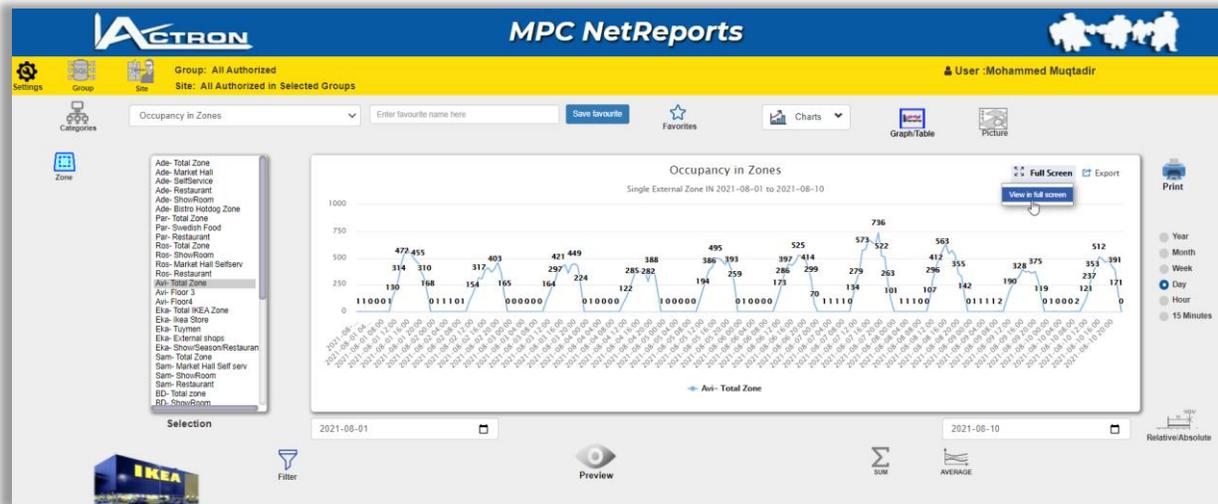
Compare Percentage

This alternative is very similar to Compare Selection. But the charts values will be shown in % instead of real values.

The Main Comparison will always be presented as 100%

If you want to study a larger chart and you feel that the Preview window does not give the resolution enough then there are a couple of ways to increase the resolution.

Full Screen press the text “Full screen on the right side of the Preview window.



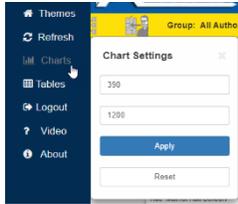
The window will now cover the full screen and you will get better resolution special vertically

To go back to the normal Preview window, **press ESC.**

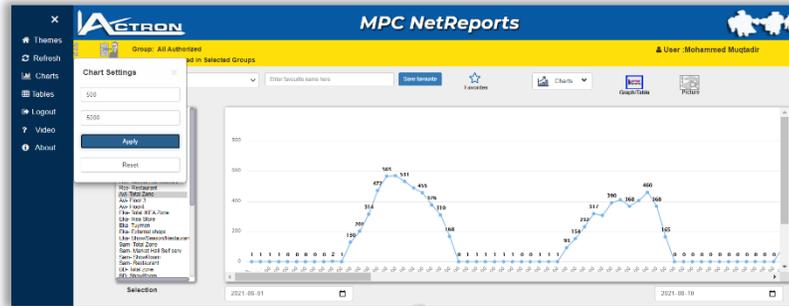
But there could still be a limitation horizontally.
In that case you can use a method which **almost give you unlimited resolution.**

Chart settings

Open the **chart settings** and increase the resolution vertically and horizontally.



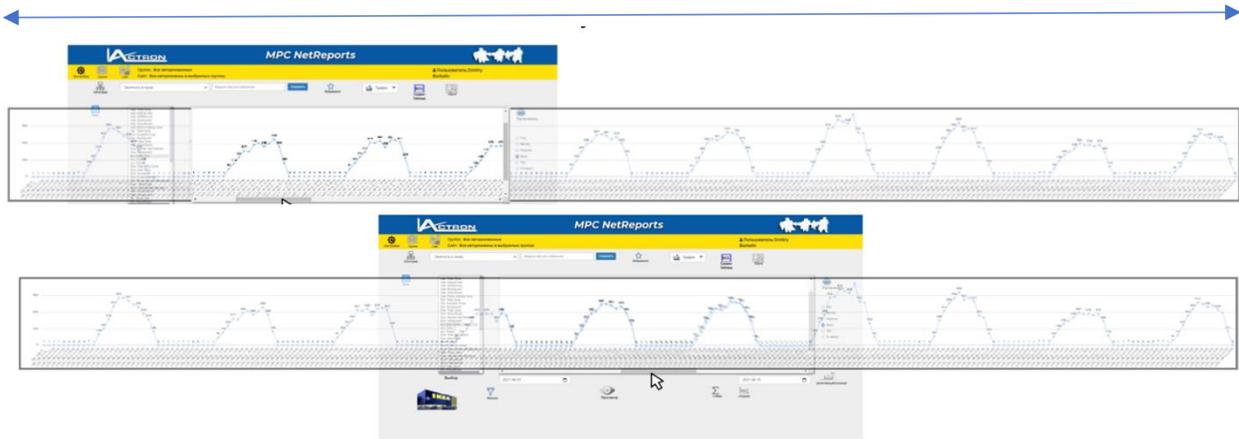
(e.g. to 5000x500 pixels)



This means that you will get a large virtual window, which shows much more details.

You can now scroll with the slide bars to study the details.

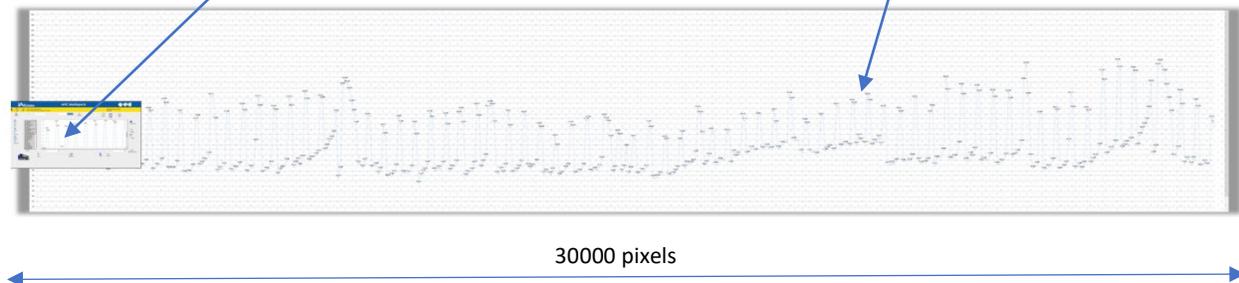
5000 pixels



Extreme example:

Theoretically it could even look like in this example (virtual window 30000 x 2000 pixels)
Preview window 1200 x 390

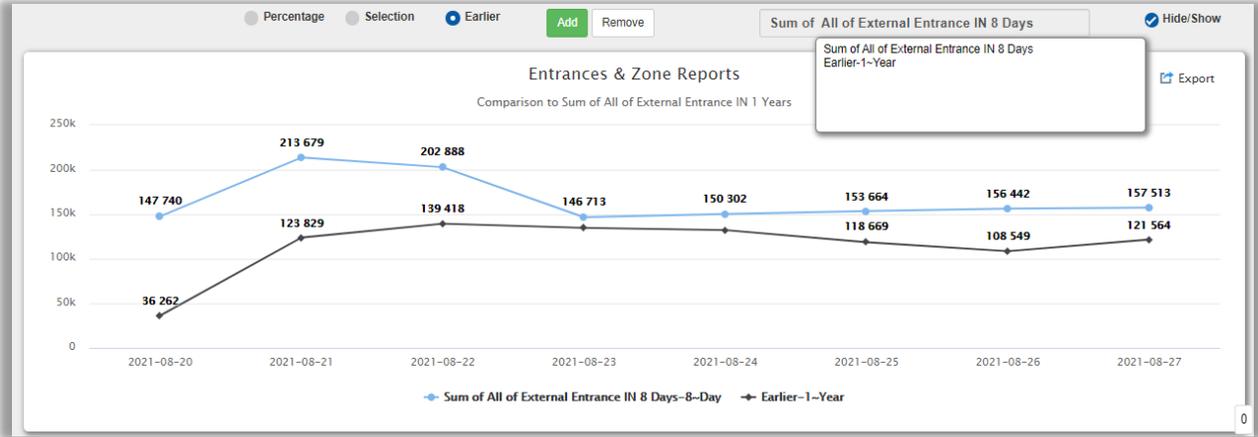
But there are of course practical limits





Printouts

You can printout the reports on a printer or as a .pdf document.
 Let us make a printout of the reports we made under “Comparison Selection”
 Press the Printout button.



You will now get the Print-Preview window on the left side and the settings on the right side.

Print 1 page

Destination: Save as PDF

Pages: All

Layout: Portrait

More settings

Paper size: A4

Pages per sheet: 1

Margins: Default

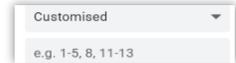
Scale: Customised (61)

Options: Headers and footers

Buttons: Save, Cancel

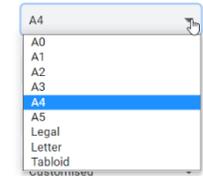
-Save as Select Printer, Pdf etc.

-Pages



- Portrait or Landscape

-Paper size



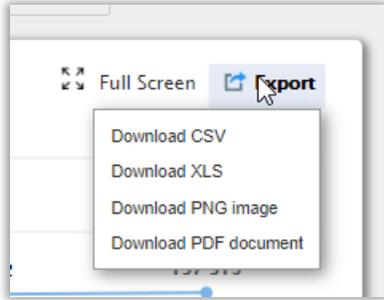
-Pages per sheet will give a wider printout view.

-Scale. If you have problems with the size of the chart or table, then set it to **customised** and e.g. 60%

When You go back to the web reports then delete this window

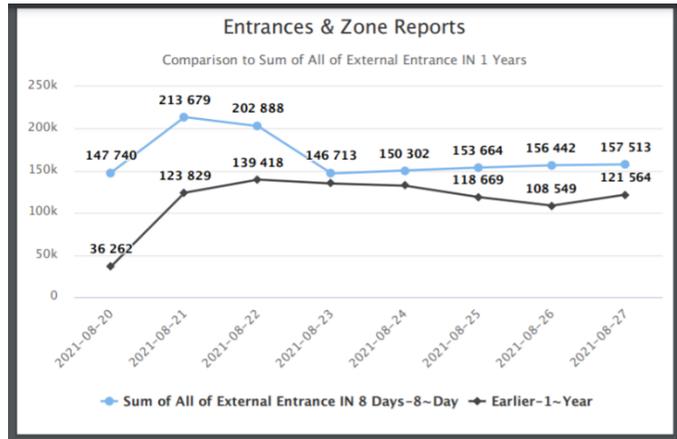


Export data:



On the right upper side of the Preview window, you have an **Export option**

You can make a **quick download** as a PDF file or PNG file.



But the most common for data exports are csv or **XLS files (Excel)**

	A	B	C	D
1	Entrances & Zone Reports			
2	Category	Sum of All of External Entrance IN 8 Days-8~Day	Earlier-1~Year	
3	2021-08-20	147740	36262	
4	2021-08-21	213679	123829	
5	2021-08-22	202888	139418	
6	2021-08-23	146713	134770	
7	2021-08-24	150302	132210	
8	2021-08-25	153664	118669	
9	2021-08-26	156442	108549	
10	2021-08-27	157513	121564	
11				

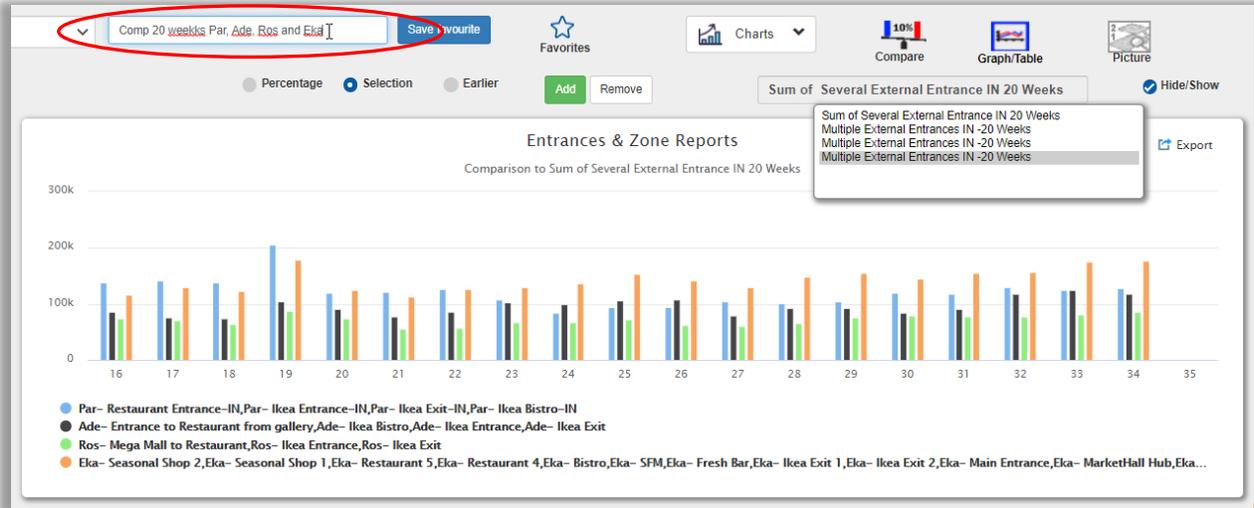
This file can be used for integration to other systems or for further calculations.



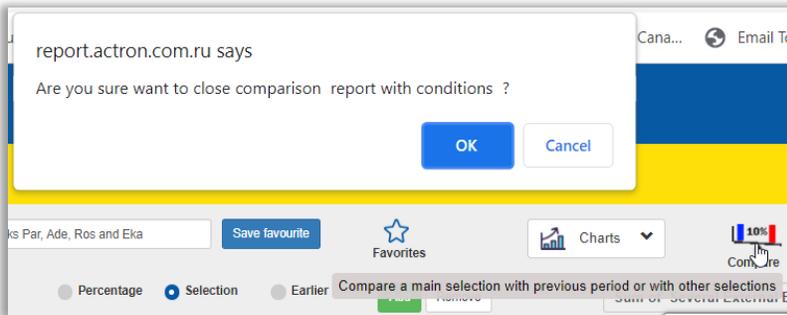
Favourites

One of the very useful features is the “**Favourites**”.

When You have created a report which you are satisfied with and you want this reports to be sent to you automated

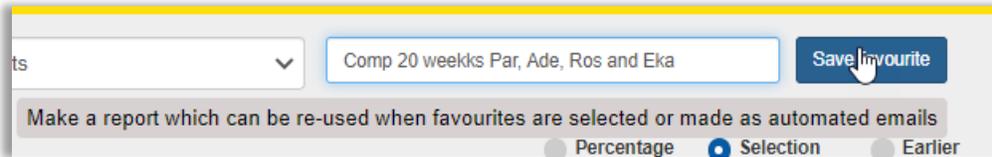


to your email with certain intervals then you invent a describing name and write it here. Then You press Svae



If this was a Comparison report You have to **leave Comparison** now (press Compare button)

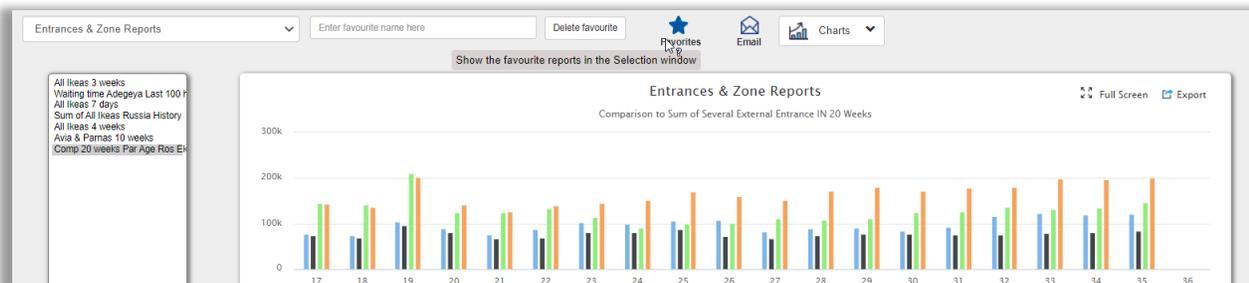
If You now press the Favourite button, you will see what favourites are already in the list for this user.



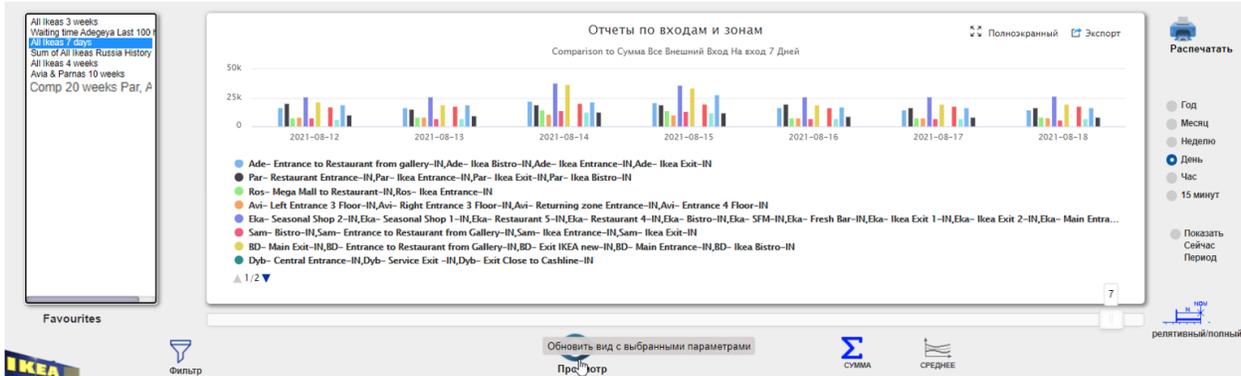
The new favourite will be there too.

Select a favourite.

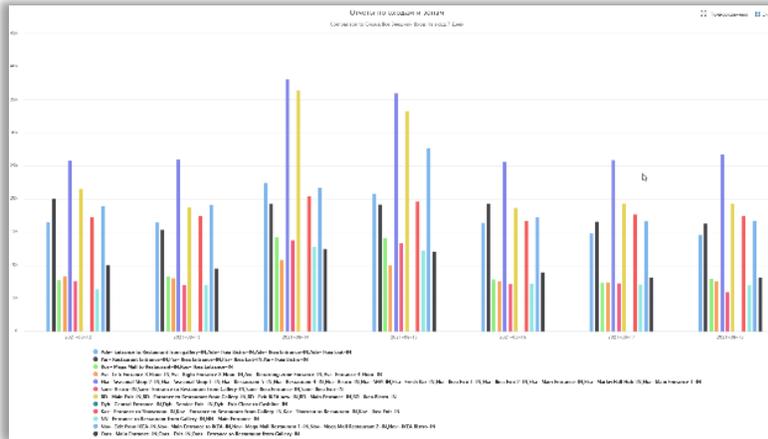
This feature is available in all report versions. It is very important for also MPC LiteReports as the non-qualified users do not need any training to select and view a favourite



Select a favourite and press Preview

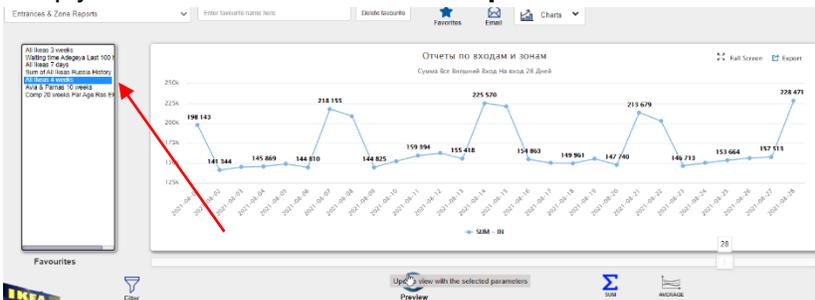


This favourite will show all Ikeas individually during the last 7 days



(This is a typical case when You want to press "Full screen" to get a more detailed view.)

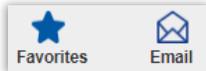
To generate the new favourite report. Simply select it under favourites and press Preview



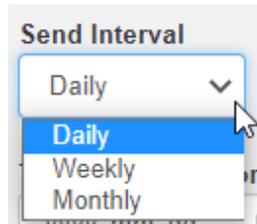
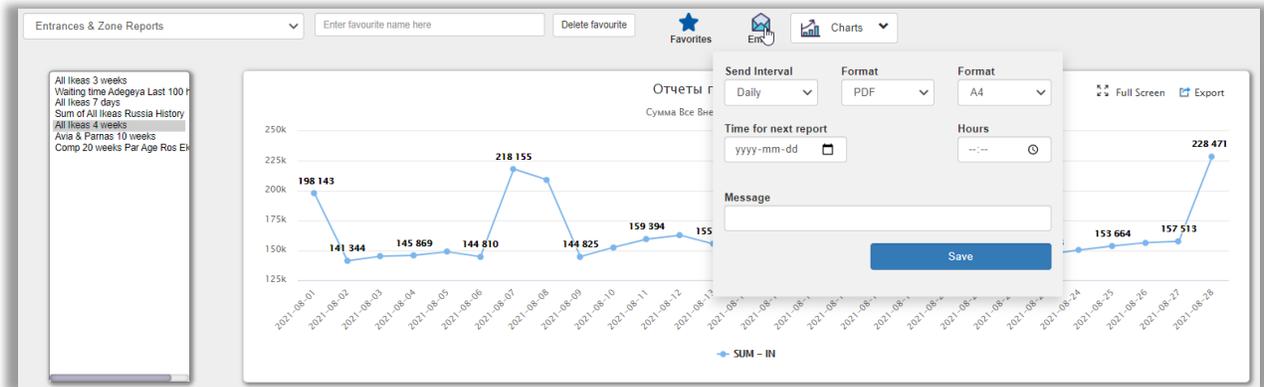
And the favourite report will appear without any effort.

(it will show the title in the language it was created)

Make an Automated email based on a favourite



When You have activated the Favourite button, it will appear another button which You can use to define an automated email.



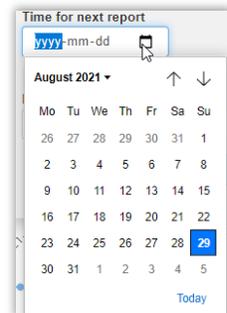
You can select if the email shall come

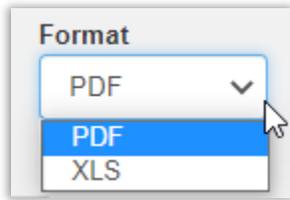
- daily
- every week
- every month

If you select Weekly, it will come on the same weekday as the **weekday of your Start date**

If you select Monthly, it will come on the same month day as the **Month Day of your Start date**

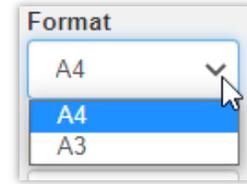
Start date will be the date you define in **Time for next report**



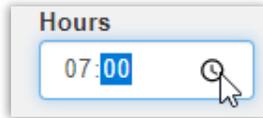


You can select to get it in **PDF or in Excel**

You can select the **paper size (A4 or A3)**



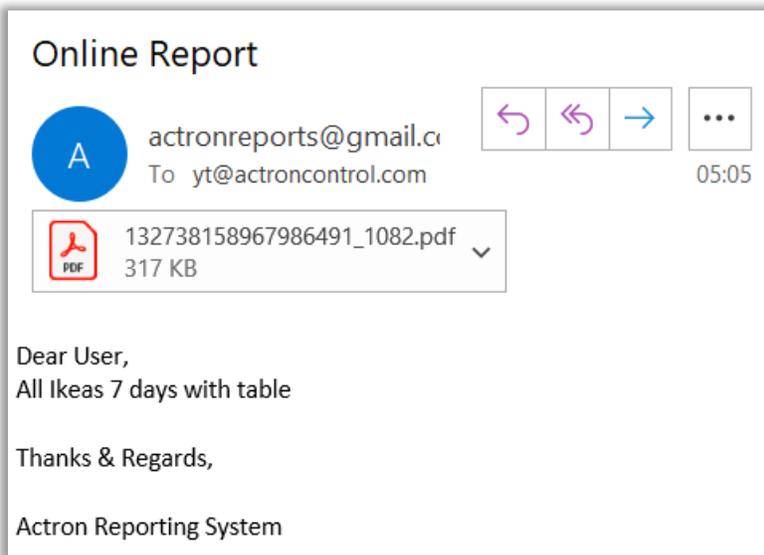
to



You can select the time of the day it is going to be sent.

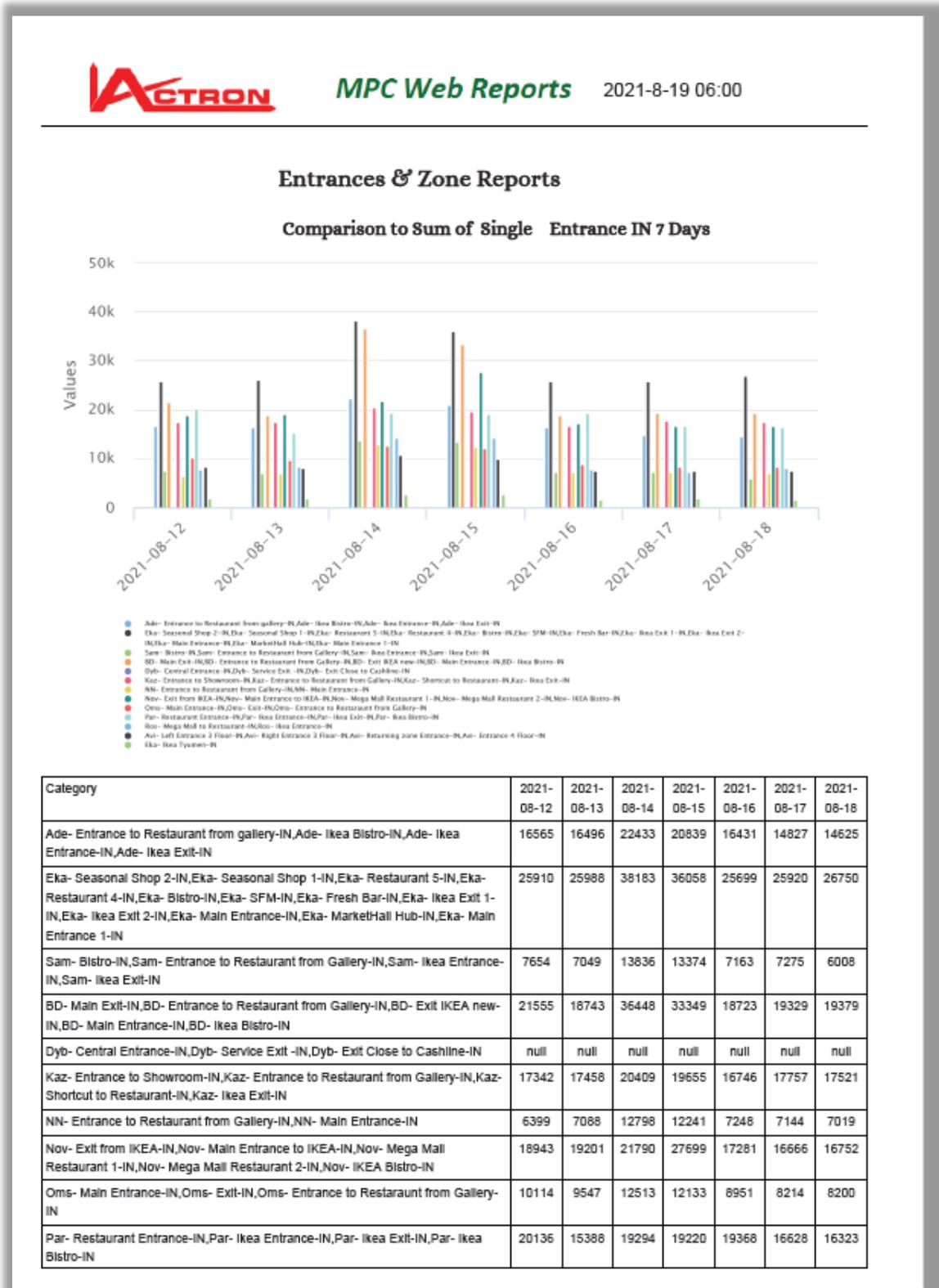


You can write the message which will follow the email



Example of email which comes to your mailbox when you have decided

Example of Pdf which will be sent to You

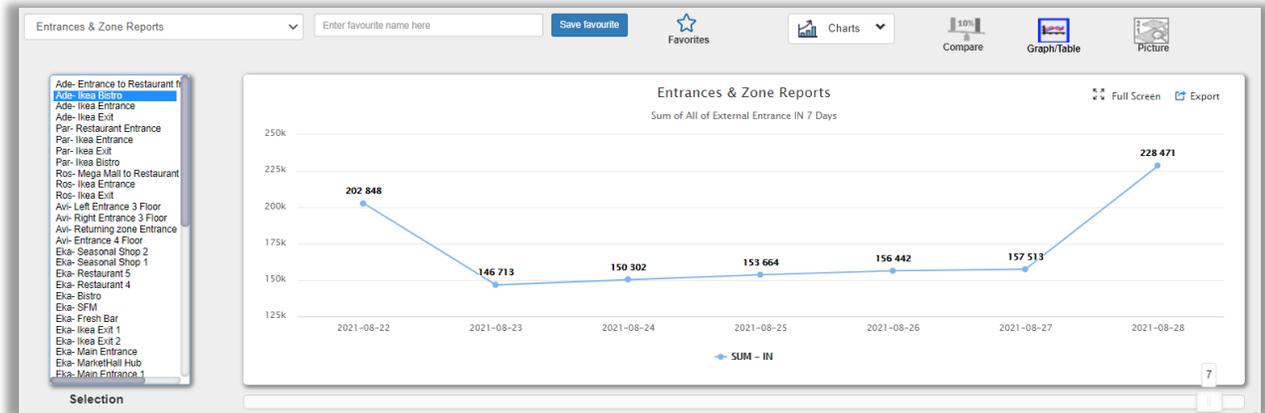


Picture

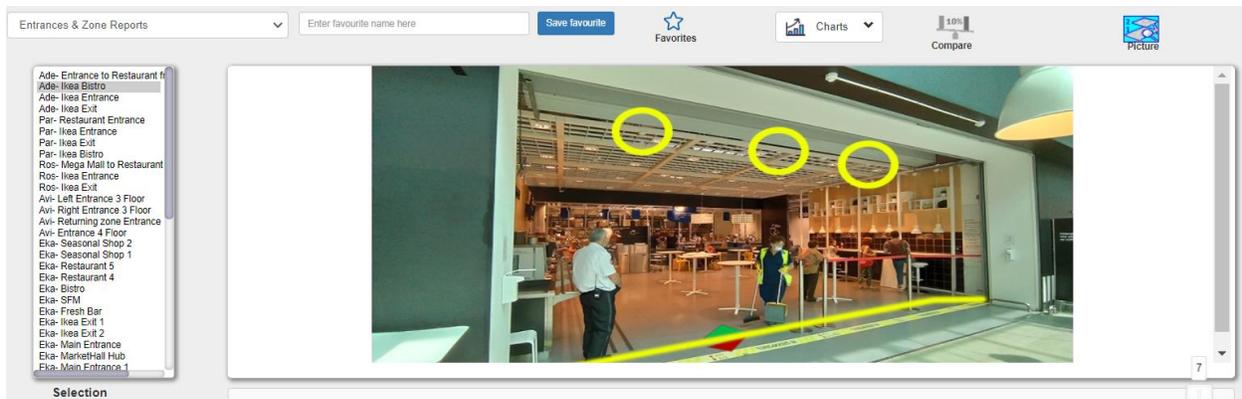


When you are making reports on specific Entrances, zones, Queues etc. it is sometimes very valuable to see how they are **looking like in reality**.

is



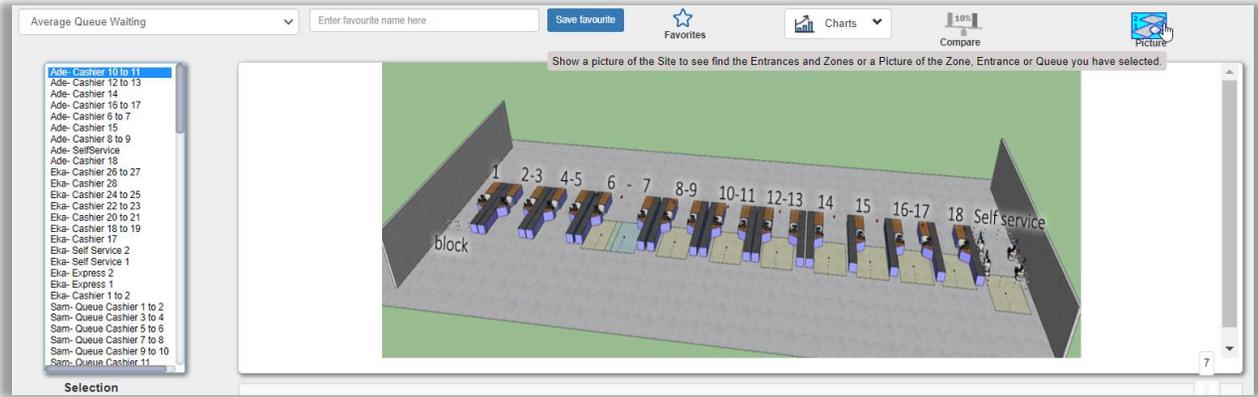
Just select the one you want to view and **press Picture**



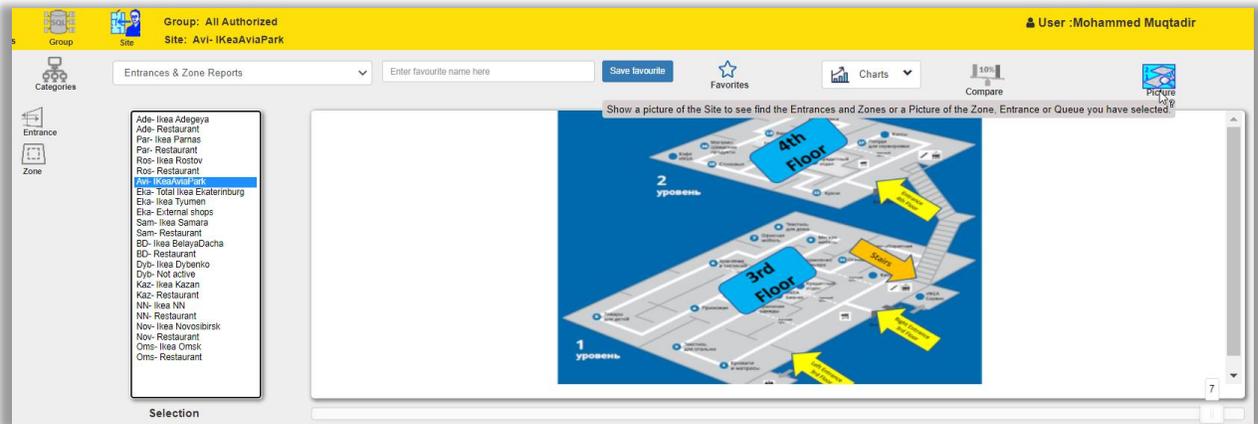
In this example we can see the approx. width and height and where the sensors are mounted etc.

In most cases there are pictures. These pictures can be updated. and in several cases it can be good if the local Ikeas took updated pictures and send to Actron and they will be updated in the database.

Another example is to see how the cash line looks like. Here a queue in Adygea is selected and we can see how the **queue line looks like**



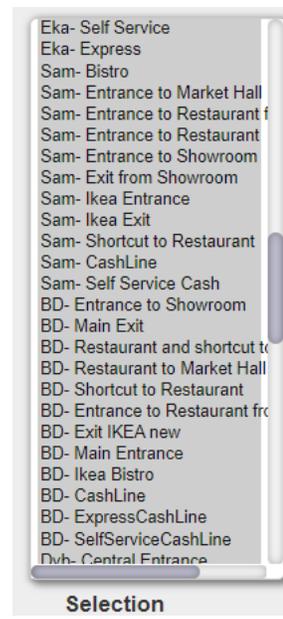
Another example is if you **select a site**, e.g. Avia Park then You can see that **map including zones and entrances**.





Categories

In many cases there are several selections in the selection box. **Example**



(here both internal and external entrances in All Ikeas are selected)

etc.

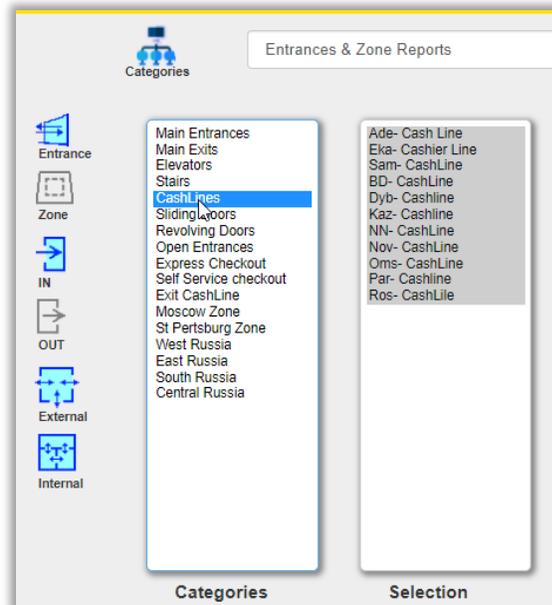
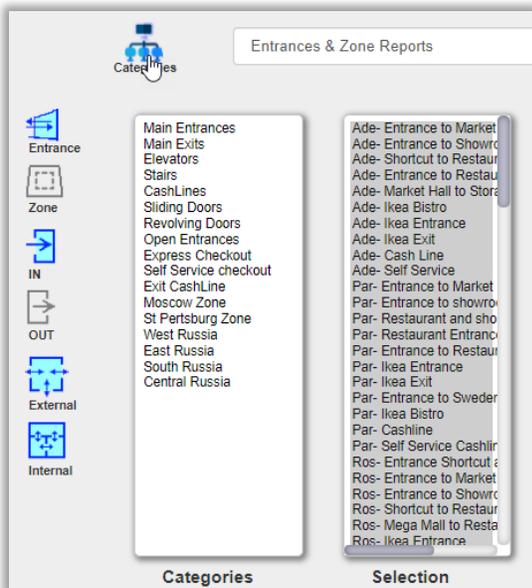
If you **only** want to compare and see trends on **certain categories**, then it will be very time consuming to make the selection.

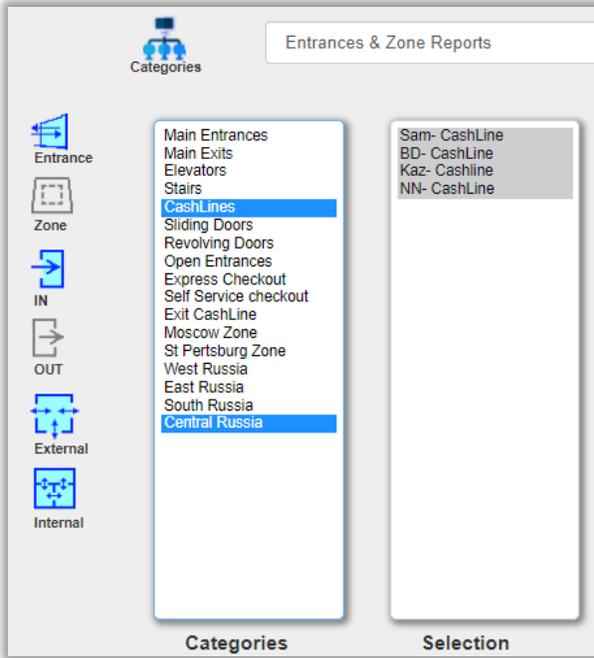
Therefore there is a very practical method to help you to do the selection quickly.

You will get a new window called **Categories**

Pretend that you are interested to view the different cashlines, then you **select the category Cash Lines**

Now you will get all cash lines in Ikea Russia in the selection box and suddenly you can work in a normal way with the selection-.





Pretend that you want to **narrow** your selection even **more**

Then you use the Windows standard to add more category criteria's.

It is a logic AND condition.

So in this case it means **Cash Lines and Central Russia**

(same as **Cash lines in central Russia**)

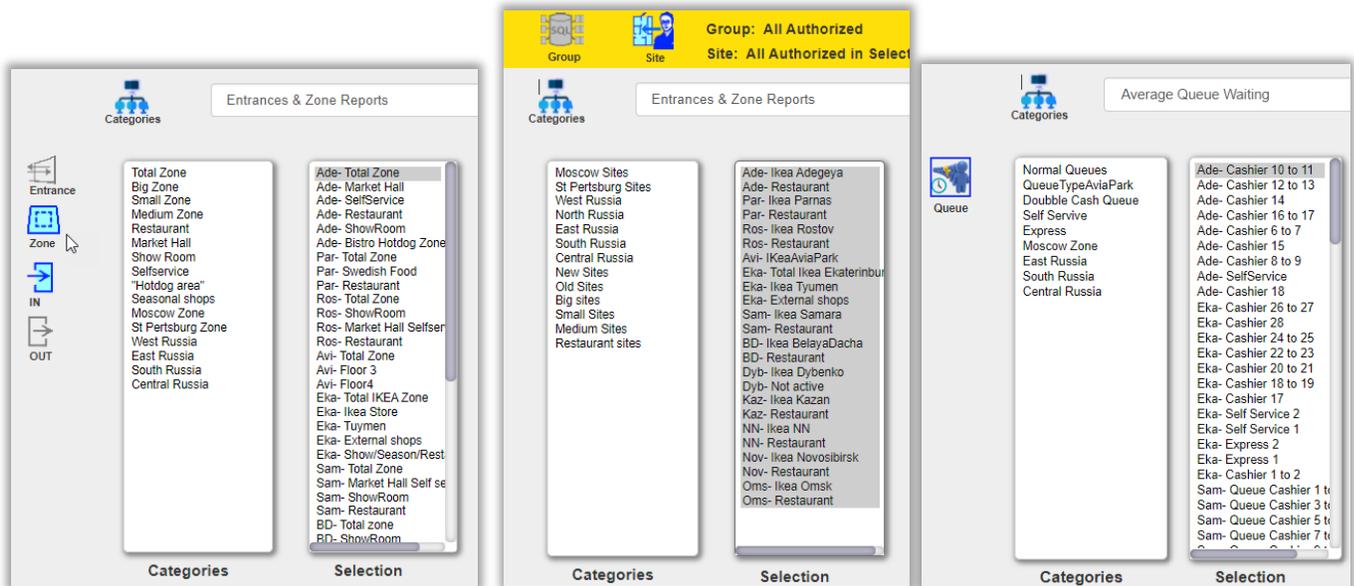
There are different sets of categories for the **different kinds of selections.**

Zones

Sites

Queues

etc.

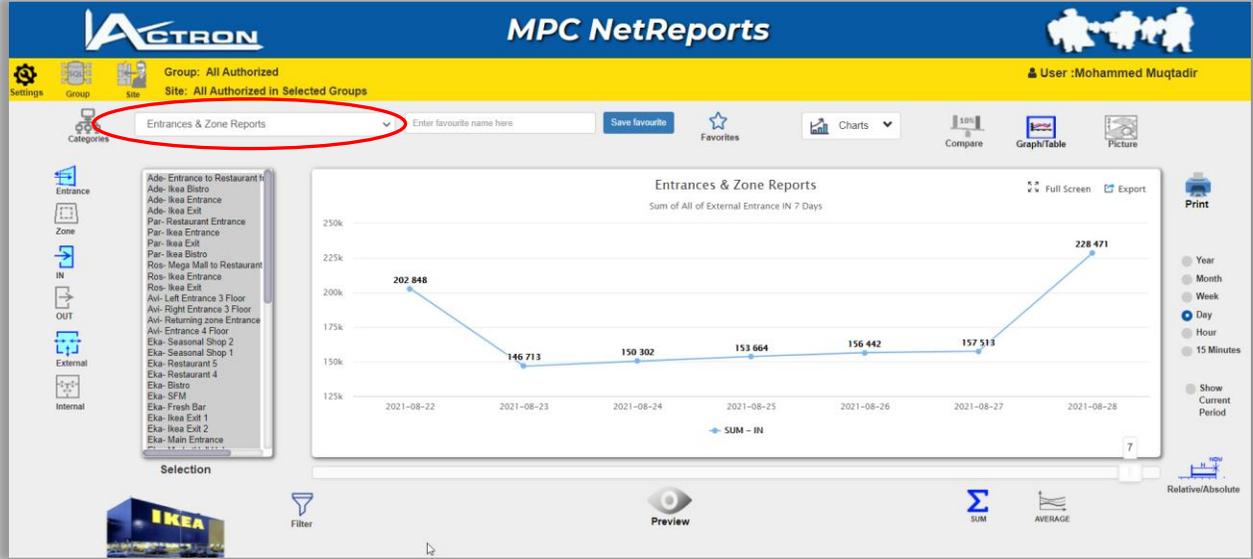


The Categories can be different from client to client, and it is **up to the client to inform about if a change or addition of categories is required.**

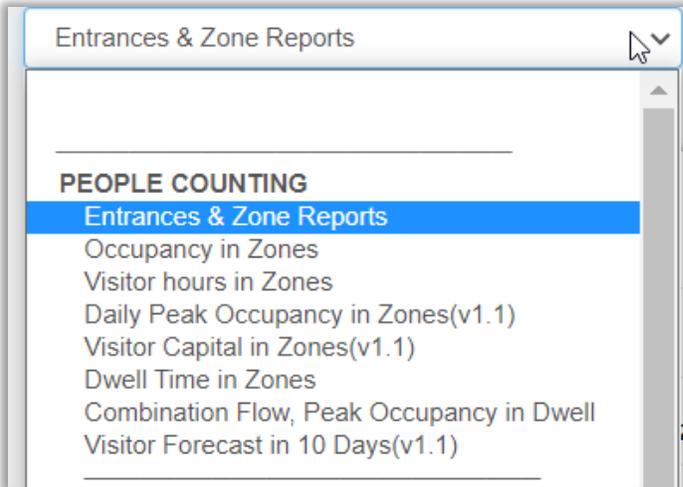
Report types

People counting reports Entrance and Zone report

This is the default report. See under the introduction above how it works



Other Report types for People counting reports



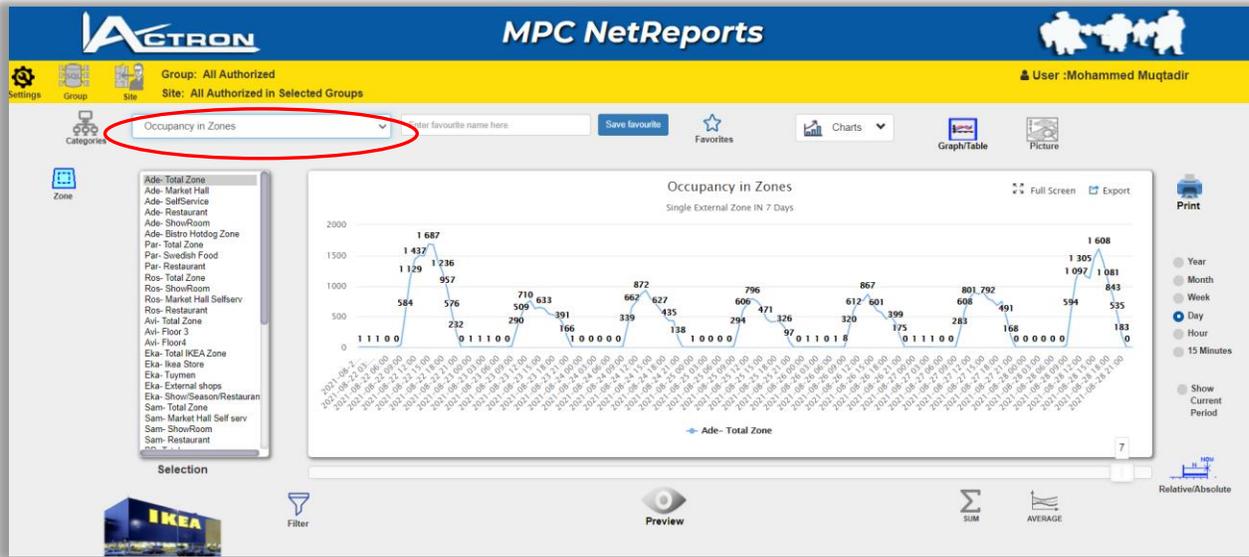
Beside the Entrance & Zone reports there are **mainly three other types available now** and a few which will be supported later.

- These are:
- **Occupancy reports**
 - **Visitor hours**
 - **Dwell Time**

As described in the appendix these reports are **at least equally important compared to the Flow reports.**

They are **more difficult to generate** and need a **high quality** of the People counting system.

Occupancy Report



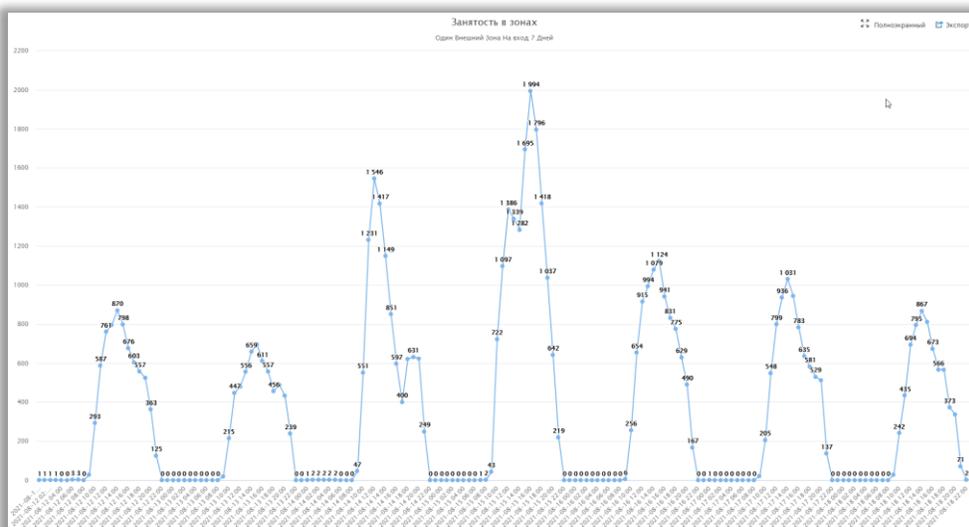
The occupancy reports are handled in **the same way as the Entrance & Zone Reports**. It will tell you how many people were in a specific zone at each moment.

This is a very important parameter (equally important as the people flow) because it tells the client the total value of the visitation.

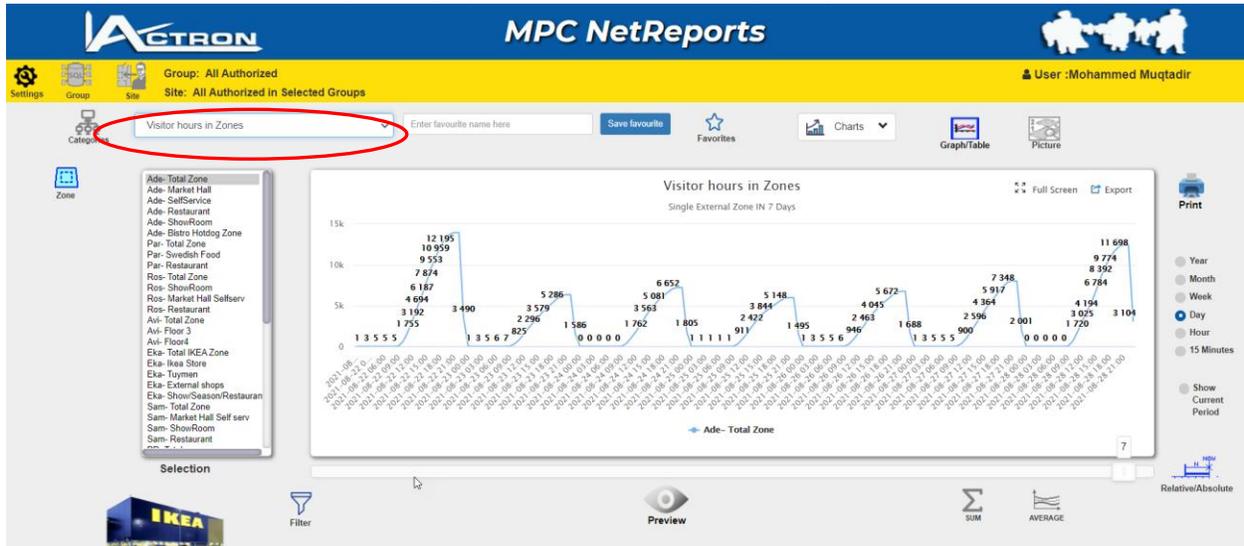
Two different malls or stores could have the same amount of visitor every day. But the first mall the occupancy could be much more than in the second mall. That means that the **value of the first mall is much higher than the second mall** or store even if it is impossible to see that by only using people flow reports.

Lately there has been another need for occupancy when there is **restriction of maximum occupancy** due to the Corona pandemic.

To see the occupancy more in detail it is recommended to use Full Screen

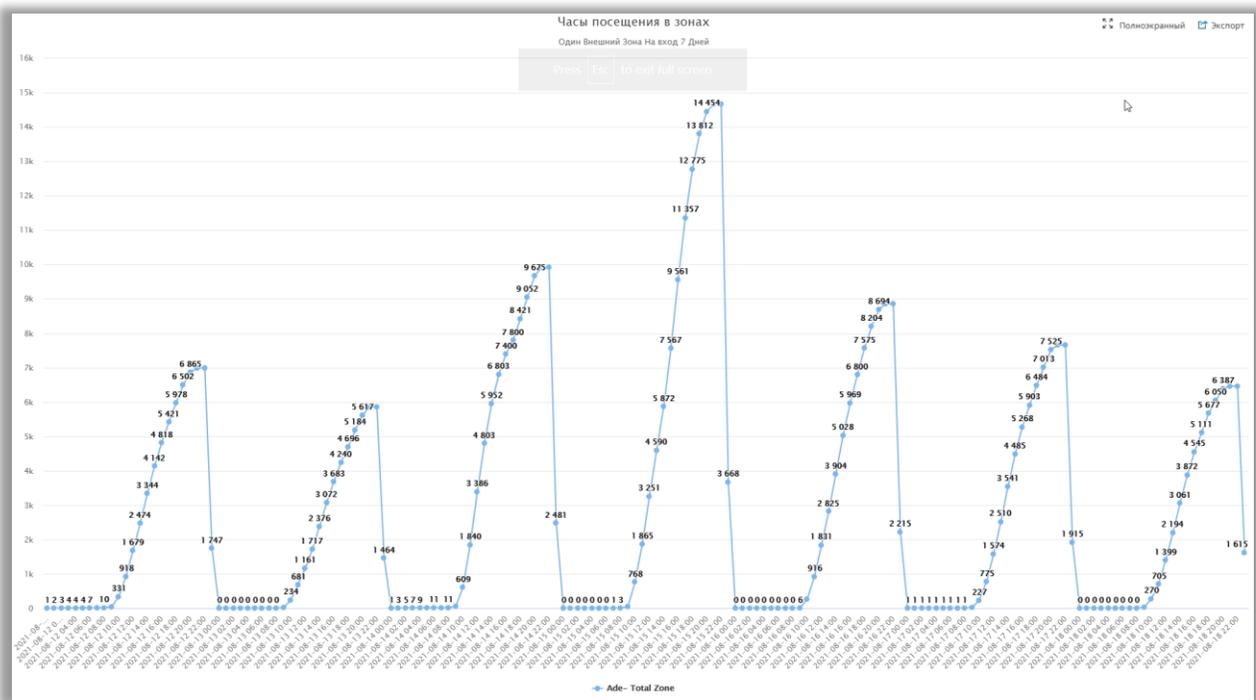


Accumulated Occupancy (Visitor Hours report)



The Visitor Hour reports are handled in the same way as the Entrance & Zone Reports. It will tell you how many people were in a specific zone at each moment.

To see the occupancy more in detail it is recommended to use Full Screen

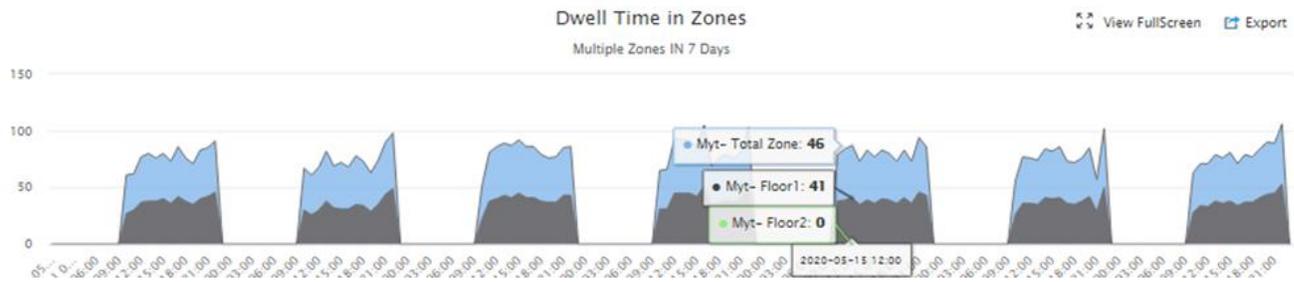


This shows the total amount of hours visitors are spending in the mall.

- The value in the end of the day gives a good indication of the “visitor capital”. It is partly proportional to Accumulated occupancy.

If the dwell time also is taken into consideration with a declining logarithmic effect, then we have got a very good indication of the real **Visitor capital**

This parameter is also very important. It shows how long time the visitors stay in average. The longer time they stay the more you can sell to them by letting your personnel “assist” them.



During a period when the occupancy constant it is very easy to calculate the average dwell time.

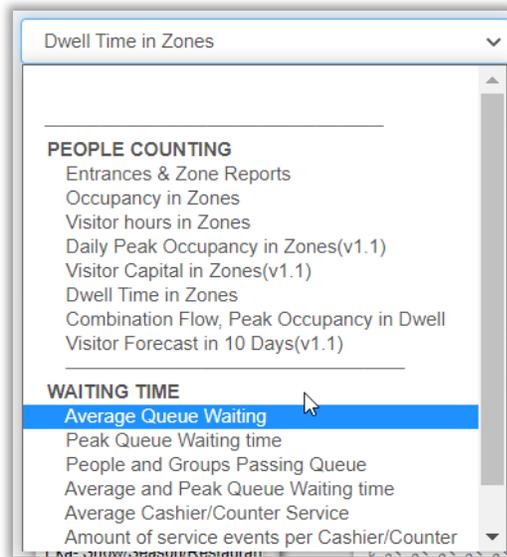
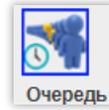
It is simple Occupancy / Visitor flow per minute. (Value in minutes)

But it is some more algorithms to get a good result when the flow in is very different from the flow out.

Normally there is a peak in the end of the day.

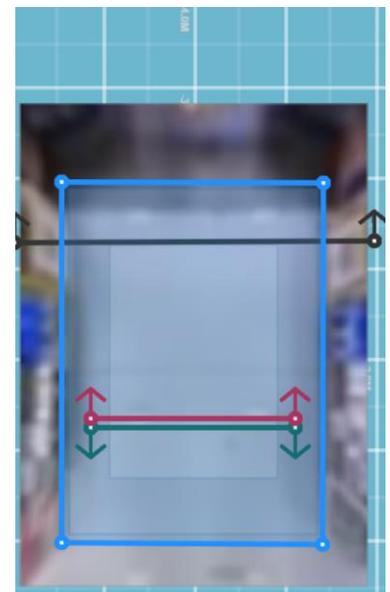
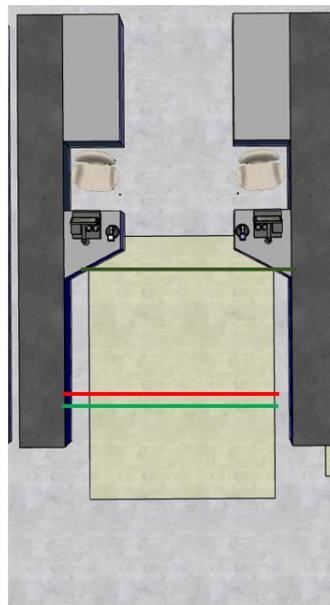
For a center where the impact of the amount of personnel is big the higher is this peak.

Waiting time reports



If you are authorized to use the waiting time reports they will appear in the list

View from the sensors when there are no people below.



Basic theory:

Independently of if there is one or two cashiers are open this is the same as it one queue serviced by one or two cashiers.

The estimated waiting time is always correct for the people inside the field of view independently if there is one or two cashiers open.

This waiting time system has some features, which makes it more accurate than others (especially video systems)

The Ikea queue environment belongs to the most difficult.

The reason is that it consists of a mixture of **single people, Groups of people** (families, couples etc.) small and big trollies with equipment etc.

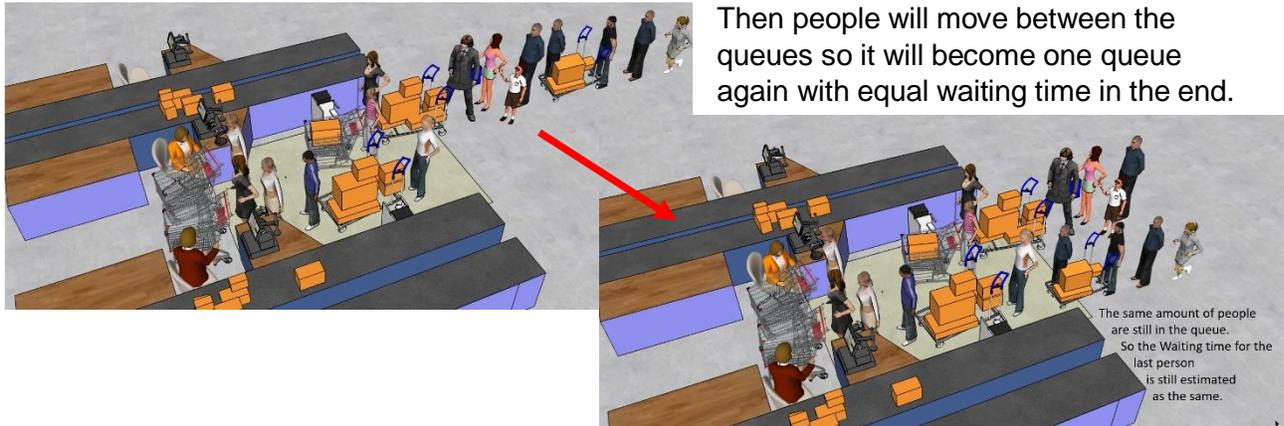
Thanks to a special technology called TOF (time of flight) the system can measure the height of people and object with an accuracy of approx. 1 cm. That means that it can see the shape of the people and exclude e.g. Trolleys. There is a **height filter**, which excludes the trollies.

But in Ikea, people very much bend down to pick things. But the algorithms take care of that and the cases when the system does any **miscounting** are **very rare and neglectable**,

There is another important feature, which increases the accuracy a lot. On different weekdays and different time of the day there are more or less families and couple. The fact that we have a technology to **estimate the ratio between groups and people in real time** means that we can forecast the time between service events and present a much more accurate waiting time estimation than other systems.

As there is no connection to the cash registers, e.g. all judgements of when the queue is open have to be decided by advanced algorithms. That causes some errors. But also these are neglectable

This means that when two cashiers are open, then if one queue is moving faster



When there is one cashier open it happens that people just are exiting here.

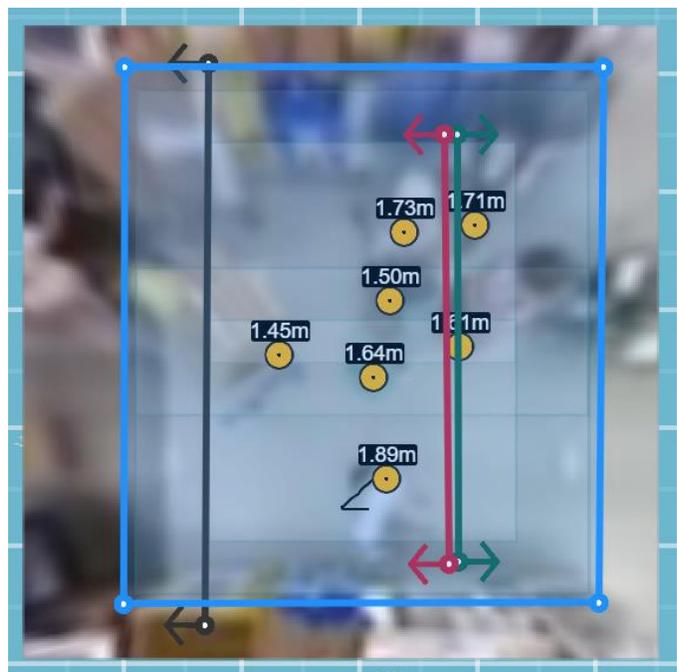
That effects the waiting time calculations slightly. But it is probably neglectable.

But is good anyway to **advise people who are not purchasing to use real exits**

View from the sensors when there are many people below.

The yellow rings are identified people with measured height.

the cahiers are to the left,

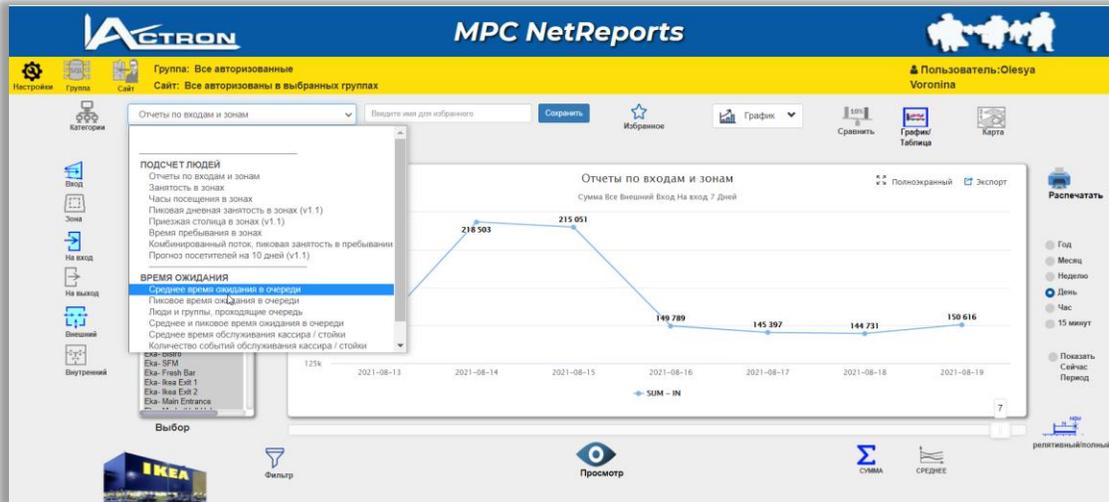


For deeper explanations, see PowerPoint show "Queuedescription.pptx".

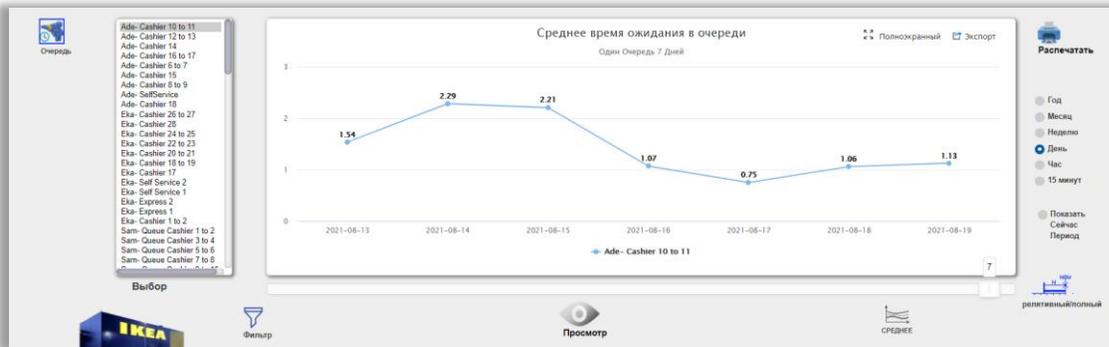
Average waiting time report

This report is the average of the waiting time

Select the Average waiting time report in the list



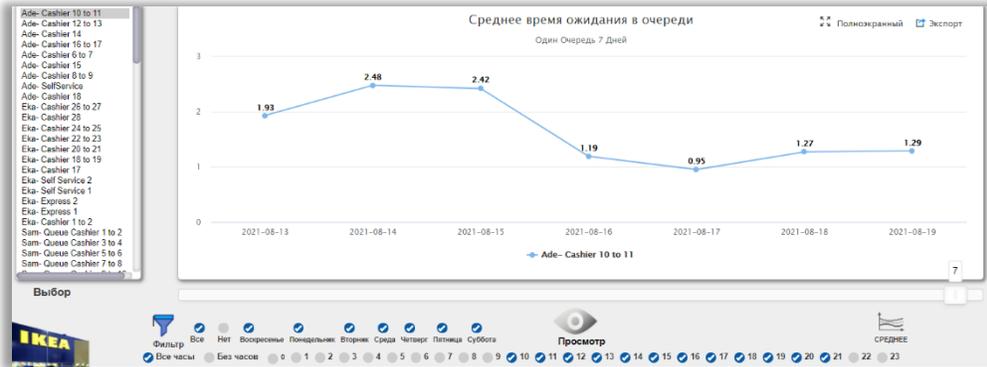
The icon to the left will now show that we are working with different Waiting time related reports.



The first time it will show the first queue in the list. It will show the same time period as we had before (in this case 7 days). The values are shown in minutes.

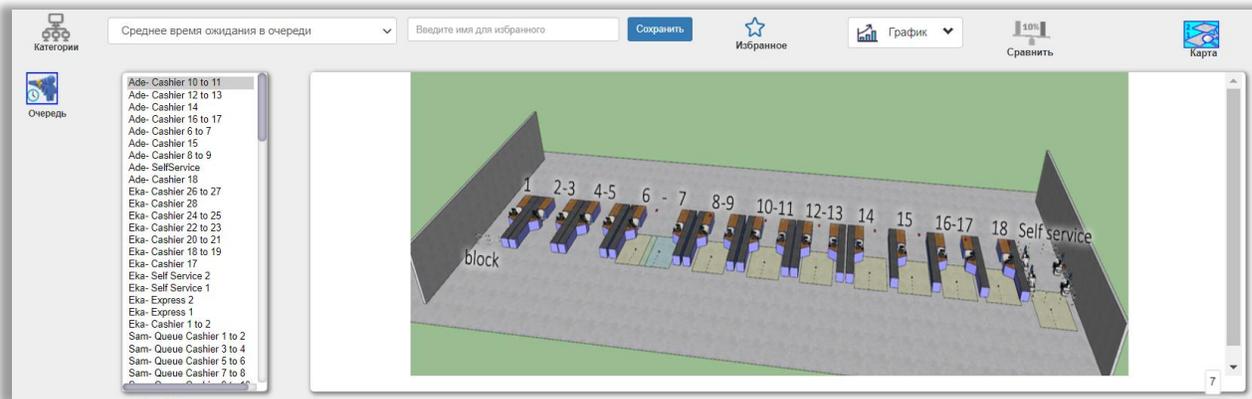
(Represented **decimal** of practical reasons. E.g. 1.5 minute 1 minute and 30 seconds)

As this is the total average over 24 hours (even during closing time) it is normally more interesting to see the result only during open hours. Therefore, you can **activate the Time filter**

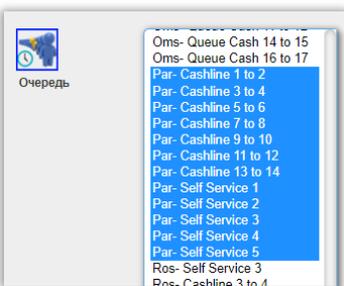


You can see that the average time is now longer.

If you need to update Yourself about how the queues are organized, then just press the picture button and you will in this case see the drawing from Adygea queues.



In the picture you can also see how the sensors are covering the queues. (This means that the result will be even better when more sensors are installed to cover longer queues.)



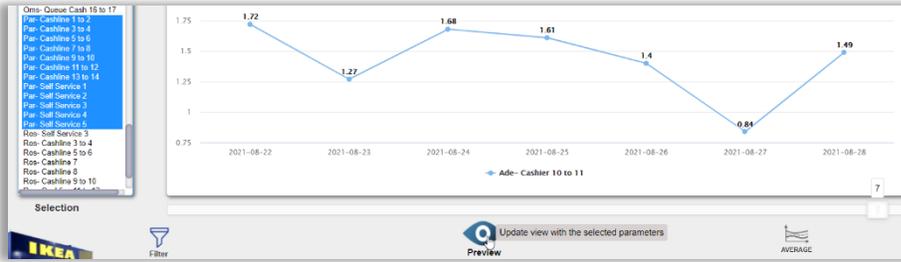
You can now change the selection to any combination of queues (in this case All queues in Parnas)

It is possible to combine also queues from different Ikeas in any combination

If you study the drawing from Parnas it will look like this:



When you have made one selection, the system will remember this combination until You change it. This will bring more comfort.



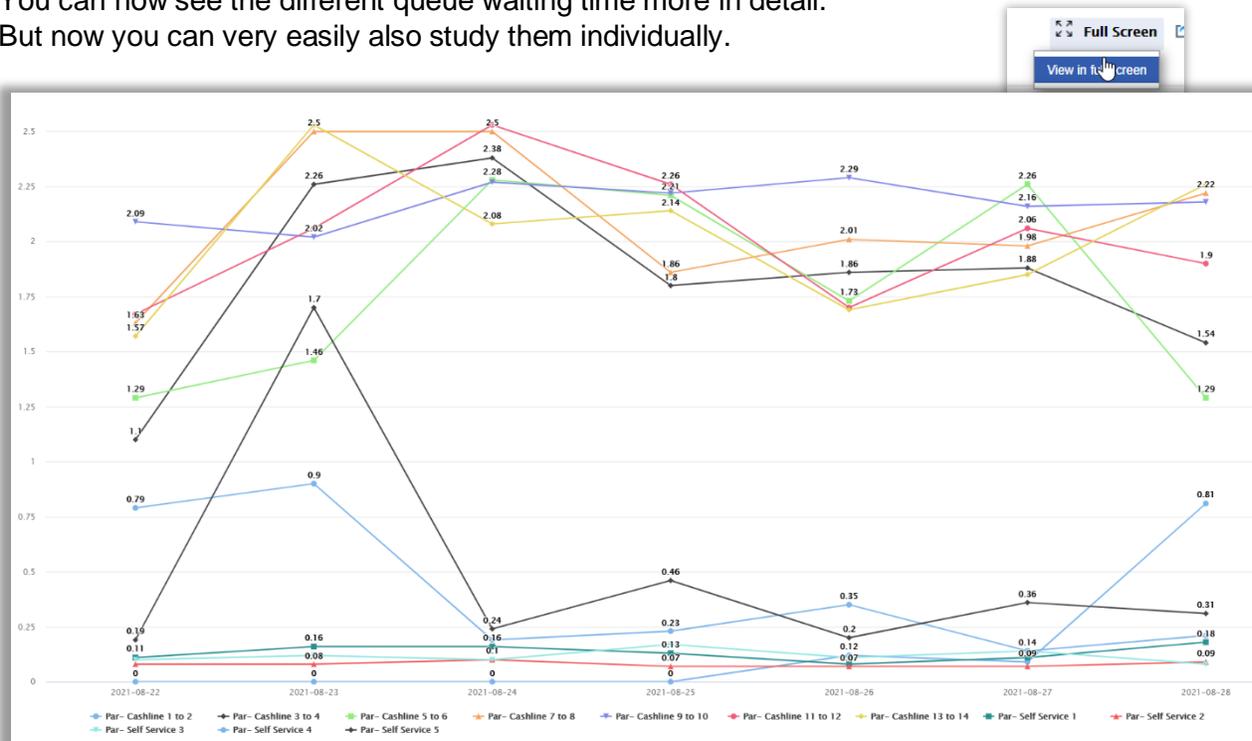
Press the preview button

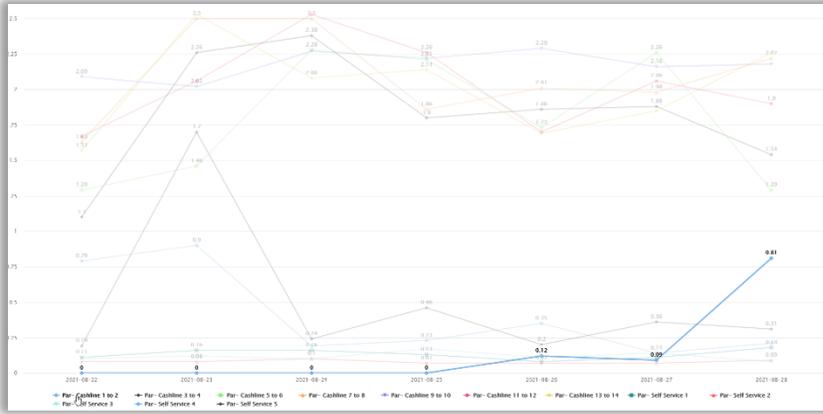


Now you will see a chart of all selected queues.

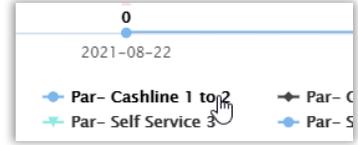
To get a better grip of this information there is a very practical feature. Open Full screen

You can now see the different queue waiting time more in detail. But now you can very easily also study them individually.

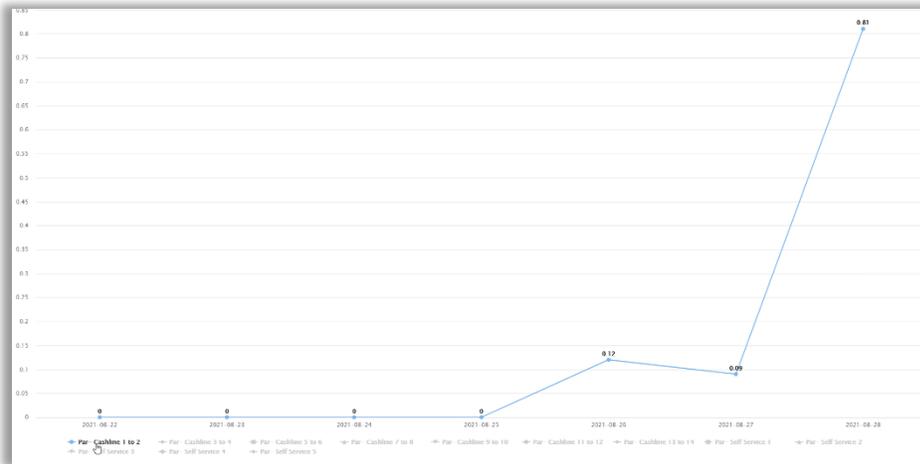




Hover over the first queue in the lower left corner (Cashline 1 to 2)



Now you will see clearly the waiting time for each day. Note that this queue is normally closed except Saturdays and Sundays.

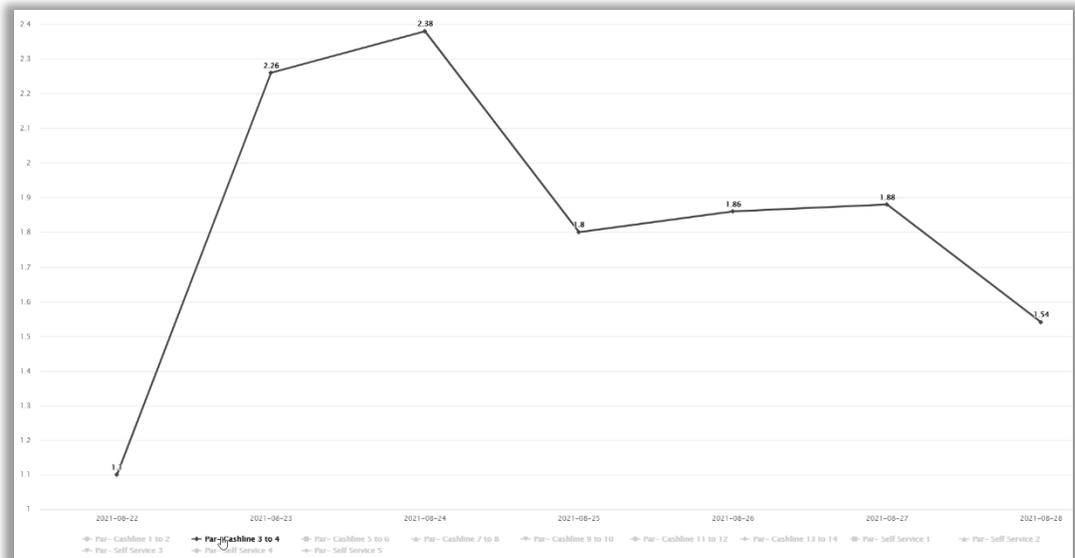


You can alternative close all queues by clicking on the legend

And then open and close them one by one.

This means that you will use the full screen height and there will not be any disturbing charts in the background at all.

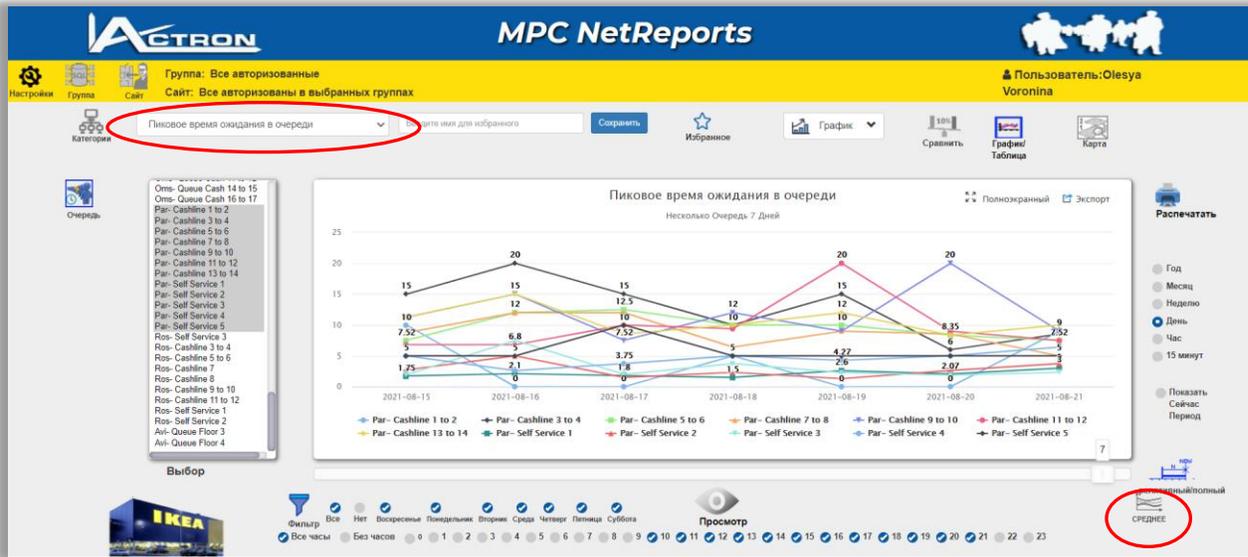
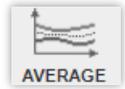
Example CashLine 3-4



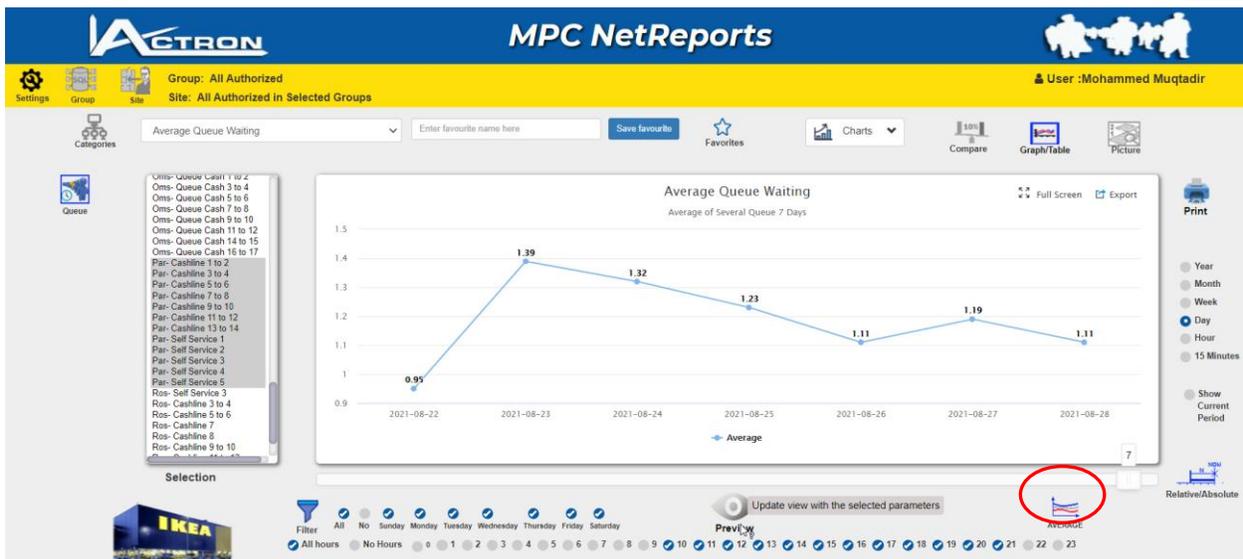
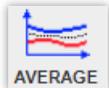
Other Report types for Waiting time reports

Peak waiting time report individual queues

A peak waiting time report indicates the maximum estimated waiting time during each period. When there enter many people at the same time into the sensors field of view it will indicate that the expected waiting time will be long.



Average of all queues in Peak waiting time report

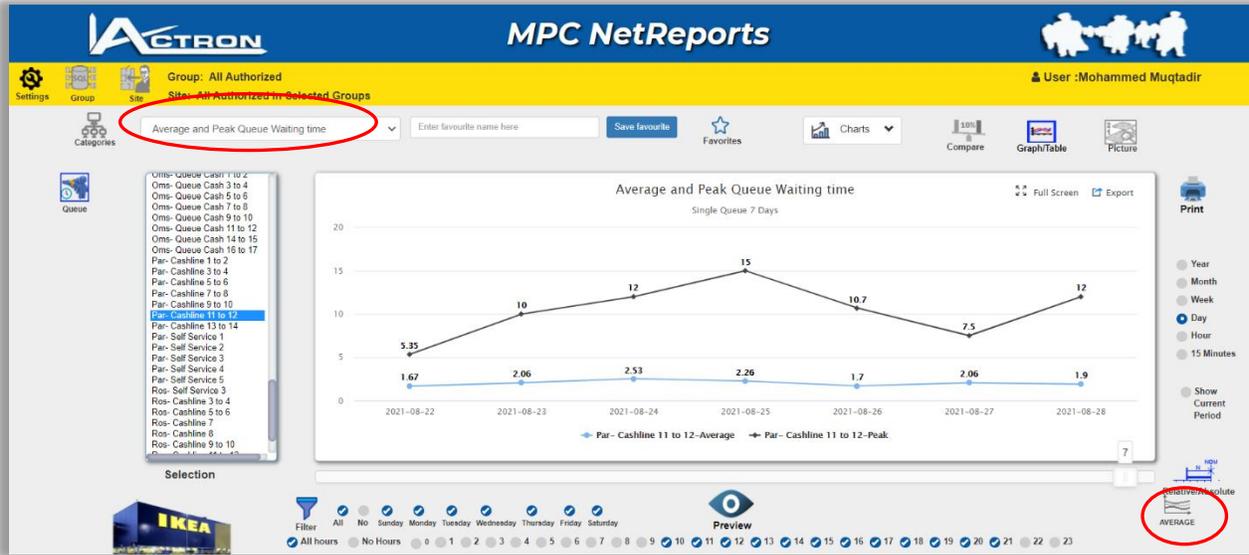


Average Waiting time & Peak waiting time report

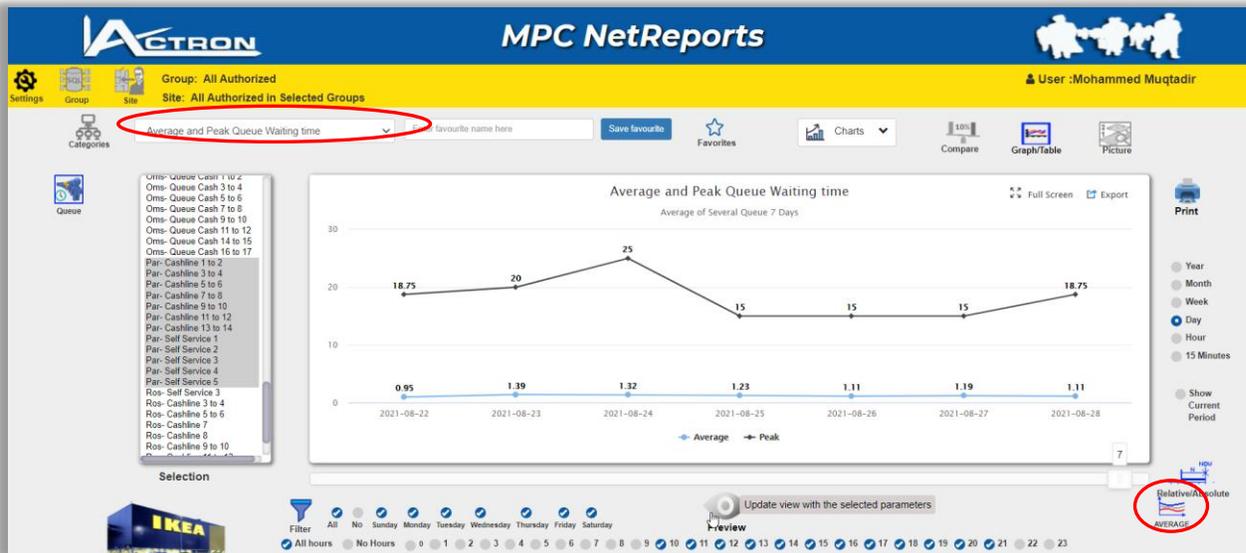


The report shows both average Waiting Time and Peak Waiting time.

In this example we show the result for one queue. All combinations are possible. But as it shows double lines it is better to limit it.



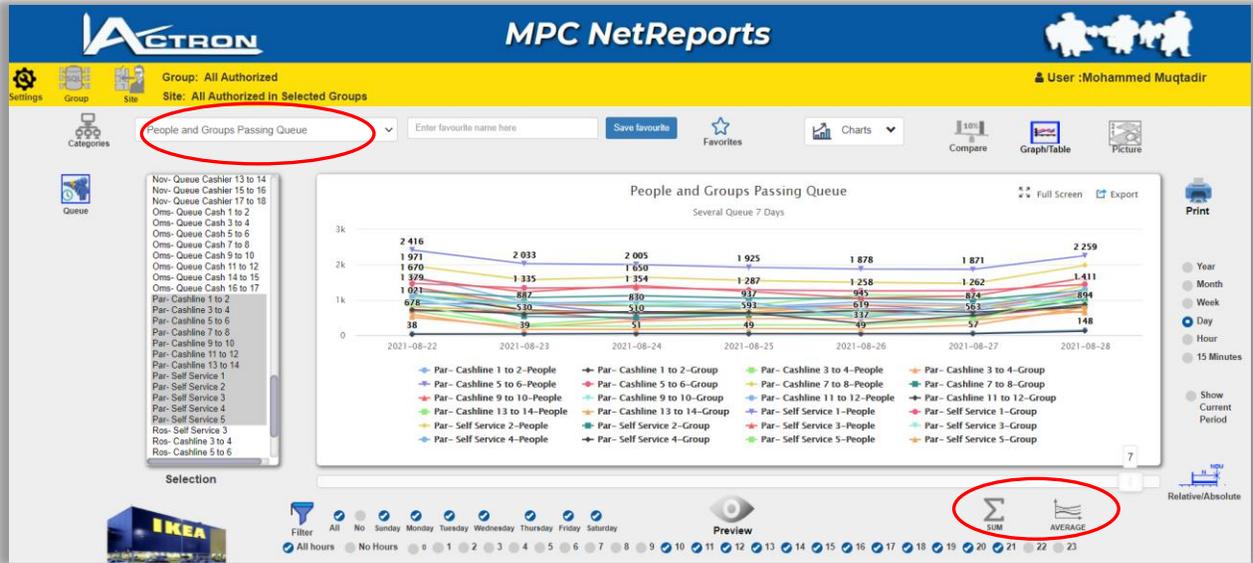
Average of all queues showing Average Waiting time & Peak waiting time report.



People and Groups

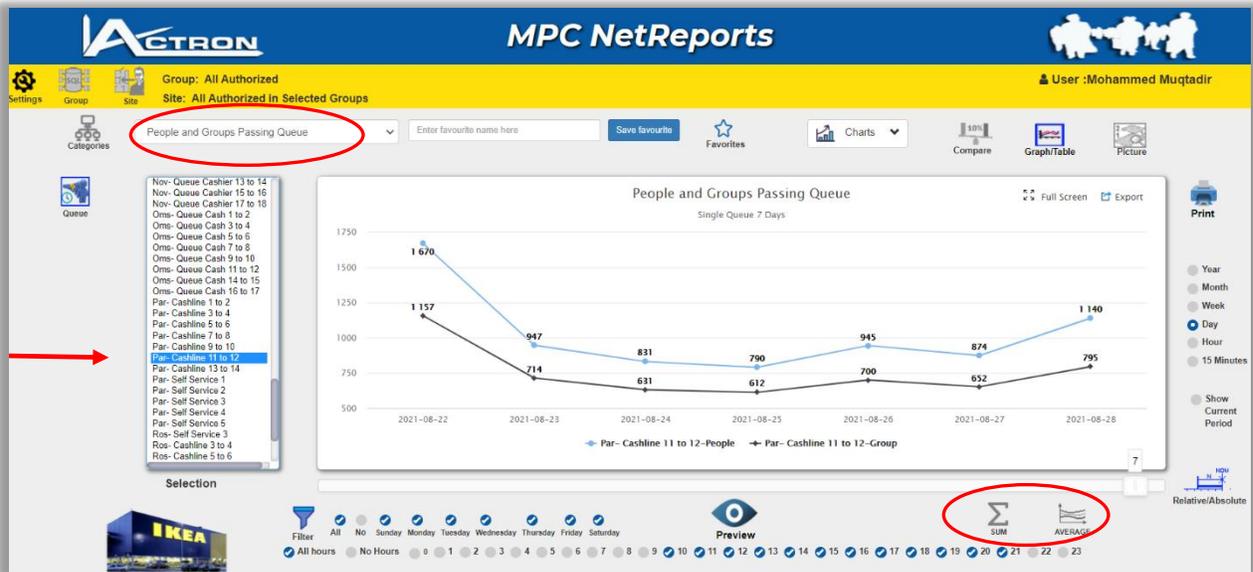


The unique feature of Using the ratio between People & Groups as an important part of the forecasted waiting time (see theory above) can be studied here.



In this case the Sum calculation is relevant and can be used. To get a better view you can either do full screen or select individual Queues.

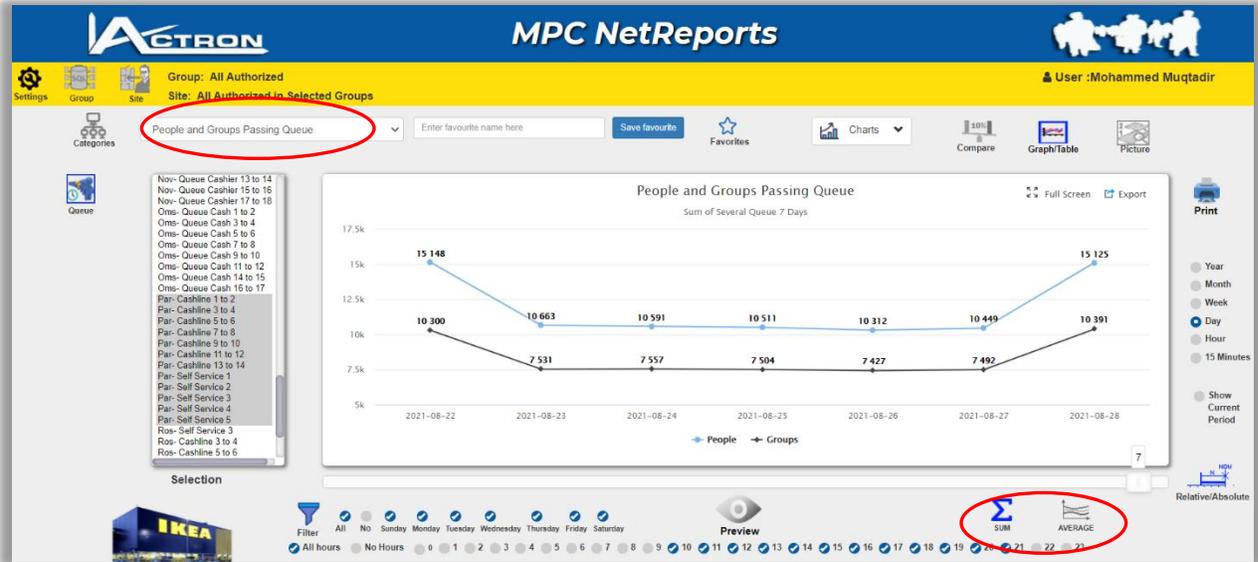
People and Groups Individual queues



This shows now better the ratio between People passing and Groups (families etc.) passing.

Sum of People and Groups

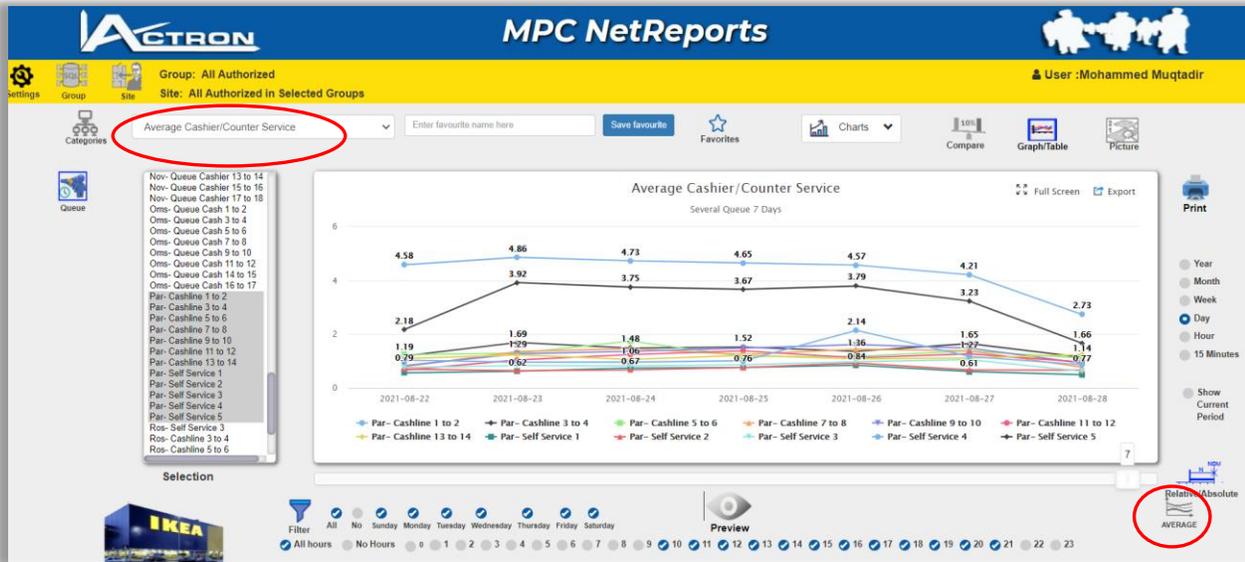
This shows how many people and how many Groups (families etc.) have been passing out through the Cash line in Parnas.



It also shows the total ratio between People and groups which makes the accuracy in the waiting time reports much better

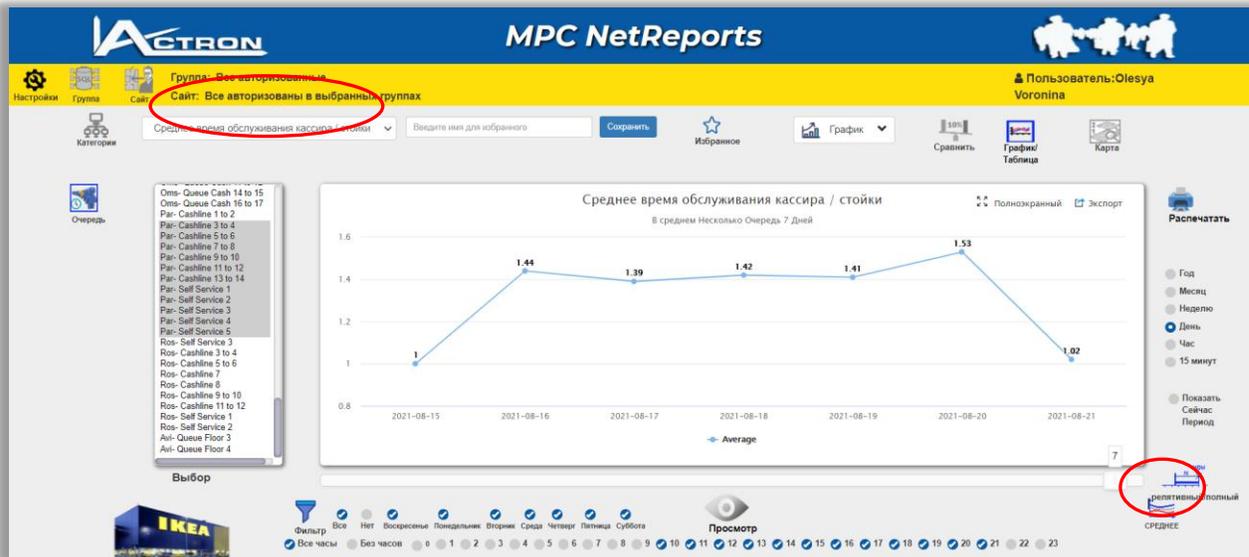
Service Time per Queue

Average service time is the time it takes in average for group or person to be serviced by the cashier personnel and make the payment until next group or people enters.



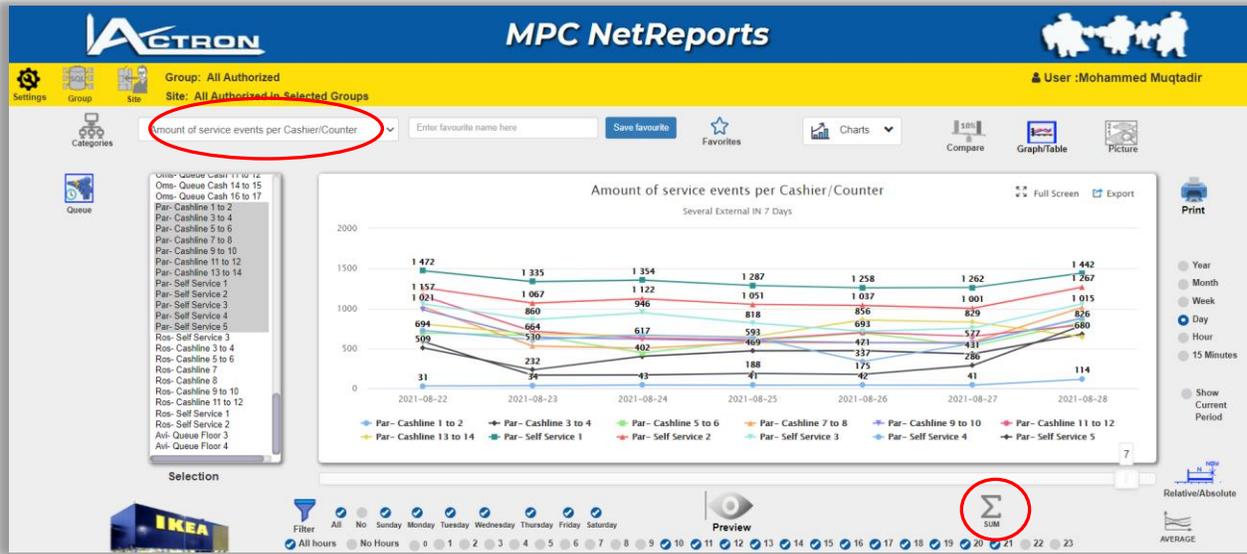
As expected the queues which are normally closed also show a longer service time.

Average of Service Time for all Queues



The average service time is obviously shorter during weekends

Amount of service events per queue.

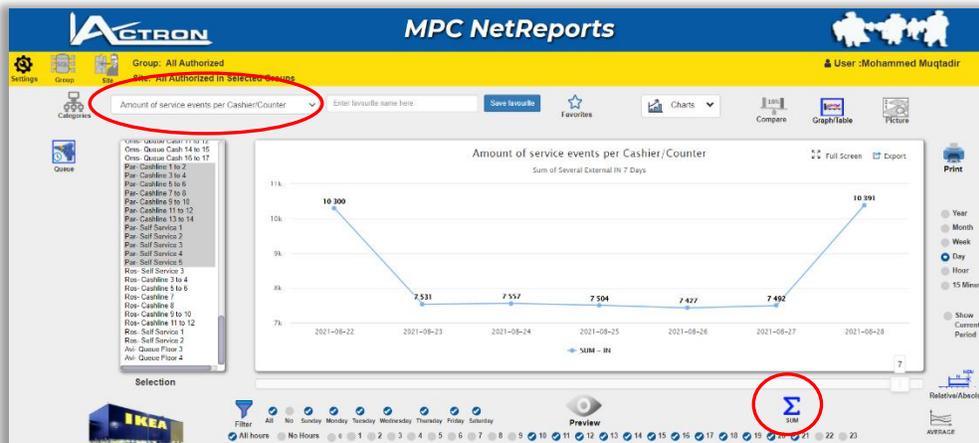


This is the amount of people passing OUT through the cash line. We can see that there are people using even closed queues to pass out.

Categories	2021-08-22	2021-08-23	2021-08-24	2021-08-25	2021-08-26	2021-08-27	2021-08-28
Par- Cashline 1 to 2	31	34	43	41	42	41	114
Par- Cashline 3 to 4	509	232	402	469	471	431	680
Par- Cashline 5 to 6	694	664	445	593	693	532	826
Par- Cashline 7 to 8	1021	530	502	572	570	577	1015
Par- Cashline 9 to 10	984	639	617	592	574	567	882
Par- Cashline 11 to 12	1157	714	631	612	700	652	795
Par- Cashline 13 to 14	805	681	659	646	856	829	644
Par- Self Service 1	1472	1335	1354	1287	1258	1262	1442
Par- Self Service 2	1260	1067	1122	1051	1037	1001	1267
Par- Self Service 3	1056	860	946	818	714	753	1059
Par- Self Service 4	725	610	669	635	337	561	877
Par- Self Service 5	586	165	167	188	175	286	790

Closed queue
 Partly open queue
 Normally open queue
 --
 --
 --
 --
 Self service (most used)
 --
 --
 Self service (with some problems)

Sum of People passing the Cash line

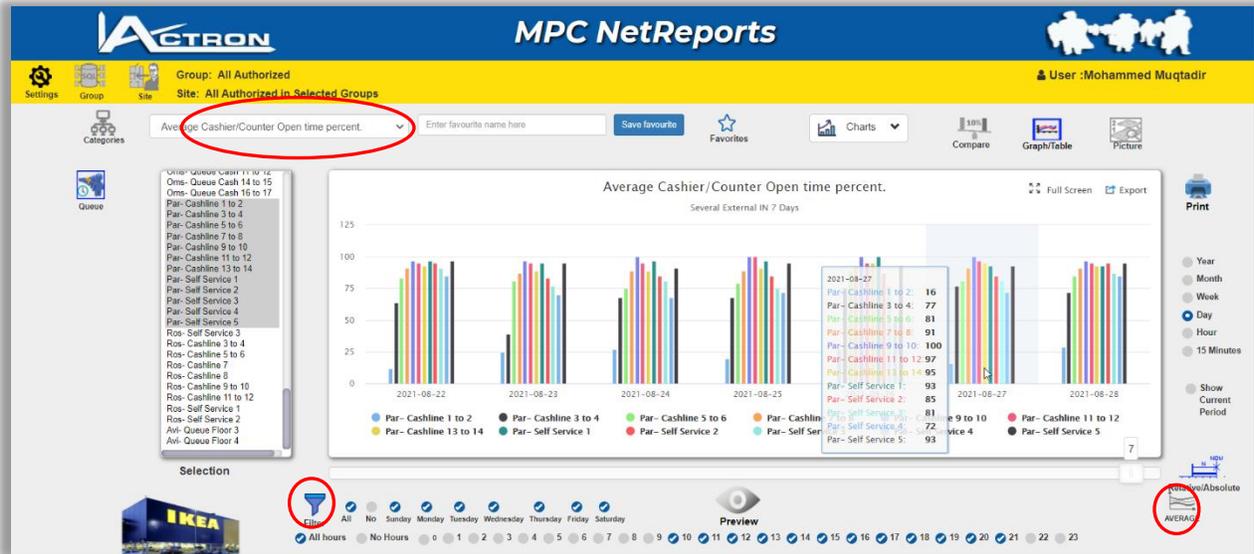


Also, in this case Sum is relevant and can be used

As expected the weekend days are shows much more

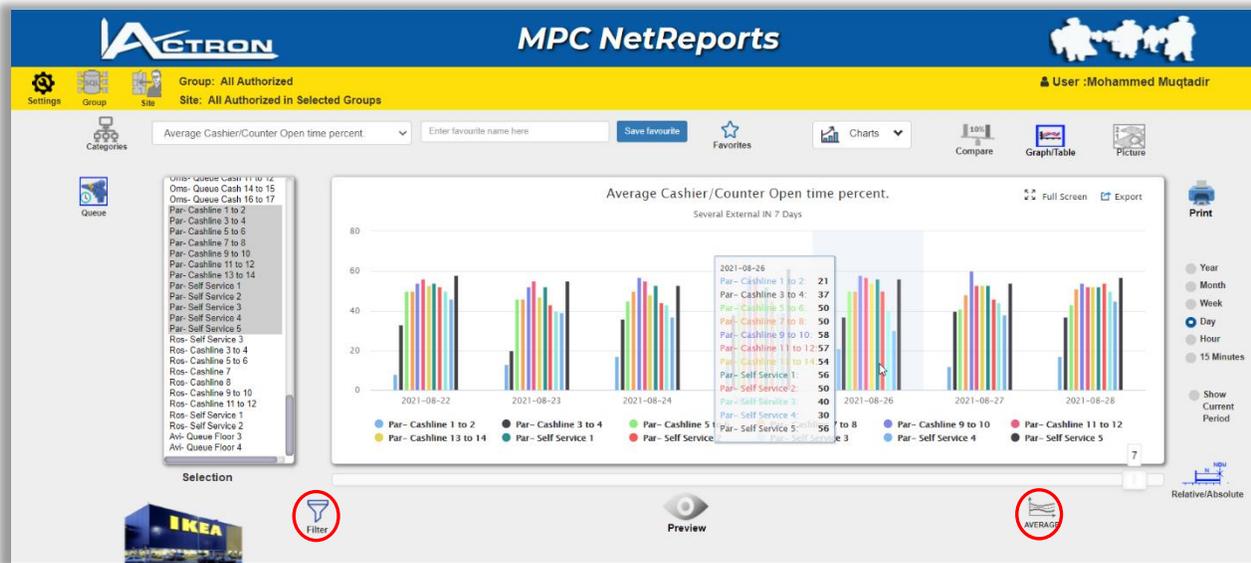
Open Time Reports

Open time will be presented between 0% and 100 %.



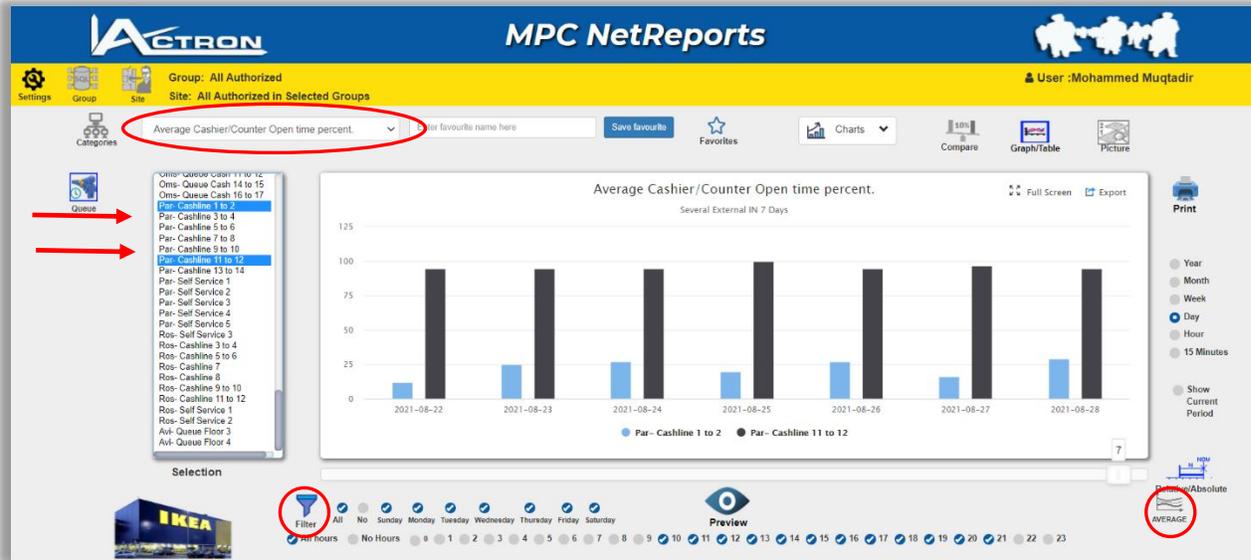
Here is extra important to use the time filter as the percentage of all 24 hours will be shown otherwise.

Open percentage over a longer period.



You can see that the open percentage is much lower over a 24 hours period.

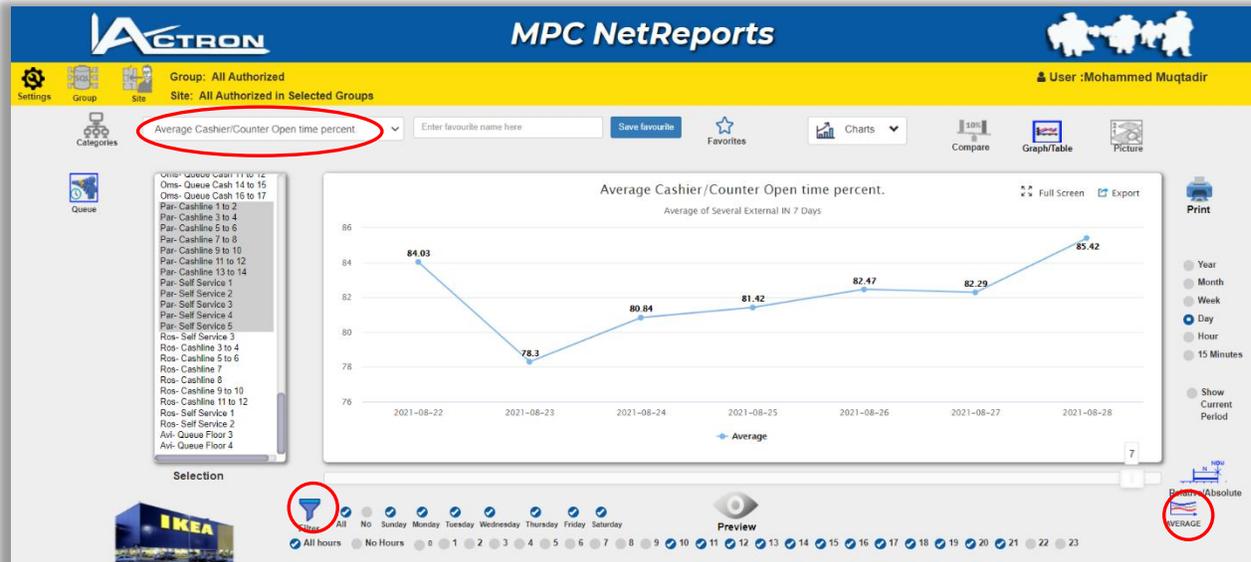
To show the difference between the most and the least open queue just select them



To show the used capacity you can do an average.

The most used capacity here is as expected on a Saturday (2021-08-28)

Approx 84.5 % is used (only approx. 15.5 % spare capacity)



Index

- About**, 13
- Accumulated Occupancy, 38
- Automated email**, 29
- Average of Service Time**, 51
- Average waiting time, 43
- Categories**, 34
- Chart settings**, 24
- Chart Type**, 18
- Compare Percentage**, 23
- Compare Period, 21
- Compare Period Absolute**, 21
- Compare Selection**, 22
- Comparison, 20
- Dwell Time**, 39
- Email address, 4
- Entrances and Zones**, 15
- Excel**, 26, 30
- Export data**, 26
- External**, 15
- Favourites, 27
- Full screen, 45
- Full Screen, 23
- Graph /Table, 19
- Group, 14
- Groups, 5
- height filter**, 41
- Internal**, 15
- Link**, 4
- Log In, 4
- Log Out, 12
- MPC LiteReports, 6
- MPC MobileReports**, 9
- MPC NetReports, 7
- MPC Reports, 6, 7
- MPC SiteReports, 7
- Occupancy Report**, 37
- Open percentage**, 53
- Open Time Reports, 53
- Password, 4
- PDF**, 30
- Peak waiting time**, 47
- People and Groups, 49
- People counting reports**, 36
- People passing the Cash line, 52
- Picture**, 32
- Preview, 16
- Preview window settings**, 11
- Printouts**, 25
- real time**, 42
- Refresh**, 11
- Relative and Absolute**, 17
- report types, 8
- Report types**, 36
- service events, 52
- Service Time, 51
- Settings**, 10
- Site**, 7
- Sites, 5, 14
- Table settings**, 11
- Theme settings, 10
- theory**, 41
- Time filter, 18, 44
- TOF (time of flight), 41
- user interface**, 10
- User right**, 5
- User Right**, 7
- Video help**, 12
- Visitor capital**, 38
- Visitor Hours report, 38
- Waiting time reports**, 41, 47
- Zone**, 20