

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

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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	Telephone	Web report type	People Counting	Waiting Time	Car Park Guidance	Language		Group A= Adı	No.SiteN ninistrato	o Ir	GMT
1	Admin	admin	admin	admin@admin.com	+7 9262186100	MPC NetReports	x	x	x	Russian	*.*	Α			+0300
2	Donald Trump	Donald1	Trump1	donald.trump@trump.com		MPC LiteReports	х			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	х		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=ikearussia



The LOG IN window will appear.

Write Your Username and password and press



The web reports will start up according to Your authority

	Group: All Authorized								& User :Moha	immed Muqta
	Site: All Authorized in Sev Entrances & Zone Reports	scted Groups	• Enter faceurite	name here	Save tavourfle	C: Farceires	🖾 Charls 👻	Lissa Company	licas Graph/Table	Picture
	Ade-Entrance to Restaurant In Ado-Ince Ustro Ade-Ince Estances Ade-Ince Est Nor Ade-Ince Est				Entra Sum et A	nces & Zone Repor	ts Days		🕄 Full Screen 🖻	Export
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External	Hoa-Saasonal Shop 1 Boa-Restaurant 5 Dio Restaurant 4 Hoa-Bistro	160k	154.814	150134	149 961	155 474	147.240			
Internal	Bas-SFM Bits Fresh Bar Dias Raa bint 1 Blas Nase Pol 2 Dias Main Entrance	1408	2021-08-16	2021-08-17	2821-88-18	2021-08-19	2021-08-20	2821+88-21	2021-08-2	7
	Selection							1.47.55		CLUID Rela
1	5	7			•			Σ	X	Res



Groups and Sites

A **Group** is a combination of Entrances (passages) and Zones stored in one Database. Still the different groups can be on the same physical server. Each Group can consist of one or more sites.

A site can be compared to a User right.

E.g. all Ikeas can be defined by one Database. Each database can define one or more User right (Sites).

E.g. most lkeas consist of at least two sites.

- 1. The Ikea store
- 2. The Restaurant

Could be any number of sites.

E.g. a mall can consist of several hundreds of Tenants (each of them can be a user right or Site)

A retail chain can be one group even if the stores are spread all over the world. Then each store is a User right or Site.





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 lkeas 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. Belaya Dacha



Report types

You can select between the available report types





Entrances & Zone Reports	~[
PEOPLE COUNTING	
Entrances & Zone Reports	
Occupancy in Zones	
Visitor hours in Zones	
Daily Peak Occupancy in Zones(v1.1)	
Visitor Capital in Zones(v1.1)	
Dwell Time in Zones	
Combination Flow, Peak Occupancy in Dwell	
Visitor Forecast in 10 Days(v1.1)	
WAITING TIME	
Average Queue Waiting	

Average Queue Waiting Peak Queue Waiting time People and Groups Passing Queue Average and Peak Queue Waiting time Average Cashier/Counter Service Amount of service events per Cashier/Counter 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.

	MPC MobileReports	Anter Proper Star
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Explanation of user interface



Settings Theme settings

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

×		Theme Settings		х
📣 Themes		Select Left Panel color:	#032c52	
C Refresh		Select Upper Panel color:	#0759a3	
Lul Charts	Site	Select Lower Panel color:	#ffdf08	
	es	Select Header Text color:		
		Select Actron logo color:		
	Ent Exit	Reset to default theme o	colors	
? Video	Mai Ike	Select logo image :	Choose file Ikea.png	
About				
			INCEA	
				Save





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

10 357 10 2454 10 6 799 AUB 5 7311 7633 8 228 8 170 4 136 2 854 2 939 4 139 1 4925 177 4 427 4 136 2 854 2 939 4 139 1 977 2 710 8 0 56 77 77 778 ar 48 0 7 50 0 7 7 1 97 7 5 65	652 8 670 4 527 4 4 2 491	9 176 98 2 075 3 18 2 075 970	14 282 7 553 8 194 4 201 4 2 9961 981 978	8 740 8 776 849 3 124 1 1 18 8	15 000 198 7 694 4 568 4 7 29. 97 881 994	9 835 6 912 6 67 52 4 733 26 2 946 916	14 188 8 128 6 4 203 2 675 3 321 9023 5 0 5 0	378 9 025 377 7 140 3 100 3 2 982 890 748	13 629 6 717 6 8 50 19 850 1
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Header	2021-08-16	2021-08-17 20 - Ade- Entrance to Restaurant from gal Categories	2021-08-18	2021-0 de- Ikea Bistr 2021-08-17	8-19 D- IN • A 2021-08-18	2021-08 de- Ikea Entra 2021-08-19	-20 ance- IN 2021-08-20	2021-08- Ade- Ikea E 2021-08-21	21 xit- IN 2021-08-22	2021-08-22	
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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)

♣ Themes ♥ Refresh	Site S
Li∎ Charts ⊞ Tables	es
P Logput? Video3 About	Ade Ade Ade Par Par Par

Video help



Select the language and the video you want to study.







Select the video you want to study and zoom IN



About





Ver. 1.0



Select Group(s) Only in MPC NetReports.

		CTRON	MPC NetReports
Settings	Select Grou	p(s) which is a database (local or central) which consists of Sites etc. Site Site: All Authorized in Selected Groups	
	Categories	Entrances & Zone Reports	Save favourite Favorites

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

Group	Group: Adegeya,BelayaDa	cha.Novosibirsk D- Ikea BelayaDacha,Nov- Ikea Novosibirsk
Categories	Entrances & Zone Reports	Enter favourite name here
Entrance Zone	Ade- Ikea Adegeya Ade- Restaurant BD- Restaurant Nov- Restaurant Nov- Restaurant Nov- Restaurant	220k



Entrances and Zones

Example: Ikea Ekaterinburg



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
Zone
ОЛТ
External
-‡- +→ Internal

Entrance (or passage)

Zone (any area which is completely surrounded by entrances can be defind 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 entarnces we can call + direction

Out direction via an entrance or to a Zone (for internal entarnces 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.

	Update view with the selected parameters
Preview	w
Ng	

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



		Entra Sum of Al	Inces & Zone Report	S Days		💱 Full Screen 🛛 🖆 Export
10k					85 952	78 166
0k						
0k 50 612	50 806	50 705	54 560	53 860		
0k	5 2021-08-17	2021-08-18	2021-08-19	2021-08-20	2021-08-21	2021-08-22
			- SUM - OUT			7
				SIM		

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)

1	
I 4⇒	Ade- Entrance to Market Hall
Entrance	Ade- Entrance to Showroom
	Ade- Shortcut to Restaurant
673	Ade- Market Hall to Storage
(Ade- Cash Line
Zone	Ade- Self Service
	BD- Entrance to Showroom
<u>`</u> →	BD- Restaurant and shortcut to F
L 1	BD- Restaurant to Market Hall
IN	BD- Shortcut to Restaurant
	BD- CashLine
	BD- ExpressCashLine
	BD- SeliServiceCashLine
001	Nov-Entrance to Market Hall
	Nov- Entrance to Showroom
	Nov- Shortcut to Restaurant
	Nov- CashLine
External	Nov- CashLine Exit
	Nov- CashLine SelfServ
Internel	
micinai	
	Selection

		28	NOW
	t		Relative/Absol
SUM	AVERAGE		

The new reports then looks like this:



Manual How to use all the MPC Web Reports



Relative and Absolute Time Reports

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 Tine

· · · · · · · · ·			-	{ August 2021 ▼	↑ ↓ ⁸⁰
ou can select with the cale	endar or use the key b	ooard arrows		Mo Tu We Th	Fr Sa Su
2020 00 42	-			26 27 28 29	30 31 1 6 7 8
2020-08-12		TΨ		9 10 11 12	13 14 15
			/	16 17 18 19	20 21 22
2020-08-16		Or simply write	■ the time	1 23 24 25 26 30 31 1 2	27 28 29 ° 3 4 5
	, N				Today
	Entrances & Zone Several Internal Entrance OUT 2021-(Reports 08-06 to 2021-08-18	💱 Full Screen 🛛 Export	2021-08-16	_
10k 8 902 8k 7 362 7 630		8 796 8 110 7 837			
6k 5 234 5 216 4 895 4 4 227 4k 3 358 22	887 5 378 5 458 5 601 887 4 746 4 897 837 2 952 3 298 3 661	5 658 5 480 5 613 4 380 3 285	5 532 5 698 5 257 139 4 312 4 181 3 4 55		
2k		2 2021 08 18 2021 08 14 2021 08 15 2			



Filter

Charts 💙

Area Stacked

Chart Type

You can easily change the chart type



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 and 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 formating the table, see Settings of table.





Manual How to use all the MPC Web Reports



 Group:
 AviaPark

 Group:
 AviaPark

 Site:
 All Authorized in

 Categories
 Intrances & Zone Reports

 Entrance
 Reprinting Zone Entrance

 Fundance
 Relect Zones (areas surrounded by entrances)

 Image: Site:
 Select Zones (a

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

 Internal
 Internal

 Internal
 I

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)



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 Exa

Example 12 weeks Relative



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

Percentage O Selection Earlier	Add Remove	
Then press Add button	S LOUISINE STATISTICS	PETITE
Percentage Selection Earlier Add Remove	Sum of Several Zone IN 12 Weeks	Hide/Show
Entrances & Zone Reports Sum of Several Zone IN 12 Weeks		C Export
20		



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)

		Percentage	• Selection	Earlier	Add Remove	Sum of	compare f Several Zone IN 12	Graph/rable Weeks	Picture
Ade-Total Zone Ade-Market Hall Ade-SelfService Ade-Restaurant Ade-ShowRoom	1904				Entrances & Zone Reports Sum of Several Zone IN 12 Weeks		Sum of Several Zone IN All Zones IN -12 Weeks	I2 Weeks	C Export
Ade Bistro Hotdog Zone Par- Total Zone Par- Swedsh Food Par- Restaurant Ros- Total Zone Ros- ShowRoom	160k	173 920 161 532						168 703 159 928	8 169 826



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.





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

С В

🎟 Tabl

C Logout? Video3 About

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



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





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 fight side.

MPC WebReports 34244-54 8154	Print		1 page	-Save as Selec	t Printer, Pdf etc.
Encourse & Encourses and Encou	Destination	Save as PDF	•	-Pages	Customised -
	Pages	All	•	- Portrait or Lar	e.g. 1-5, 8, 11-13
	Layout More settings	Portrait	• •		A4 To A0 A1
	Paper size	A4	•	-Paper size	A2 A3 A4 A5 Legal
	Pages per sheet	1	•	-Pages per sh	eet will give a
	Margins	Default Customised	•	-Scale If your	view.
	Options	61 Headers and for	cancel	with the size of table, then set customised a	t it to and e.g. 60%

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

Untitled







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)

	А	В	С	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.



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



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



график 🗸 1збранное 😡 Эл. адр Введите имя для избранного Отчеты по входам и зонам Удалить избранно All Ikeas 3 weeks Waiting time Adegeya Last 100 H All Ikeas 7 days Sum of All Ikeas Russia History All Ikeas 4 weeks Avia & Parnas 10 weeks Отчеты по входам и зонам 🖁 Полноэкранный 🛛 🖆 Экспорт Сумма Все Внешний Вход На вход 14 Лет 60M 40M 20M 2007 2008 2009 2010 2011 2012 2013 2014 2015 2016 2017 2018 2019 2020 SUM – IN 14 Favourites ∇ Обновить вид с выбранными параметрами Σ СРЕДНЕ



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

Entrances & Zone Reports	✓ Enter favourite name here Delete favourite ★ ★ ★ Favorites ★ ★ ★
All Ikeas 3 weeks Walting time Adegeya Last 100 h All Ikeas 7 days Sum of All Ikeas Russia History All Ikeas 4 weeks Avia & Parnas 10 weeks	Send Interval Format Format OTY4ETЫ Г Daily PDF A4 Image: Send Interval 250k Time for next report Hours Hours
Comp 20 weeks Par Age Ros El	225k 218 155 yyyy-mm-dd © 226 vit 195 143
	122% 125%



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

П	lime f	or n	ext r	еро	rt	_		
	уууу	-mn	n-dd		R			
	Augu	ist 20)21 -		w	\uparrow	\downarrow	
	Мо	Tu	We	Th	Fr	Sa	Su	
	26	27	28	29	30	31	1	
	2	3	4	5	6	7	8	
	9	10	11	12	13	14	15	l
H	16	17	18	19	20	21	22	
N	23	24	25	26	27	28	29	Î
	30	31	1	2	3	4	5	
•						То	day	



Š

Format

PDF

PDF XLS

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

You can select the paper size (A4 or A3)





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

Message	
All <u>Ikeas</u> with table	

You can write the message which will follow the email

Online Report	
A actronreports@gmail.cd (5) (5) (5) (5) (5) (5)	•••
132738158967986491_1082.pdf 317 KB	
Dear User, All Ikeas 7 days with table	
Thanks & Regards,	
Actron Reporting System	

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

to



Example of Pdf which will be sent to You





Picture



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

Entrances & Zone Reports	~	Enter favourite name he	970	Save favourite	Savorites	Lal Ch	arts 💙	Compare	Graph/Table	Picture
Ade- Entrance to Restaurant fr Ade- Ikea Bistro Ade- Ikea Entrance Ade- Ikea Exit Par- Restaurant Entrance	250k			E Sur	ntrances & Zor n of All of External Er	ne Reports ntrance IN 7 Days				ទីវី Full Screen 📑 Export
Par- Ikea Entrance Par- Ikea Exit Par- Ikea Bistro Ros- Mega Mall to Restaurant Ros- Ikea Entrance Ros- Ikea Evit	225k	202 848								228 471
Avi- Left Entrance 3 Floor Avi- Right Entrance 3 Floor Avi- Returning zone Entrance Avi- Entrance 4 Floor Eta: Seasonal Shon 2	200k								/	
Eka- Seasonal Shop 1 Eka- Restaurant 5 Eka- Restaurant 4 Eka- Bistro Eka- SFM	150k		146 713	150 302	153	664	156 442	157	513	
Eka-Fresh Bar Eka-Ikea Exit 1 Eka-Ikea Exit 2 Eka-Main Entrance Eka-MarketHall Hub Eka-Main Entrance 1	125k	2021-08-22	2021-08-23	2021-08-24	2021- - SUM -	08-25 IN	2021-08-26	2021-0	08-27	2021-08-28
Selection										

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 lkeas took updated pictures and send to Actron and they will be updated in the database.

is



Another example is to see how the cash line looks like.

Here a queue in Adygea is selected and we can see how the $\ensuremath{\textbf{queue}}$ 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

Categories

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



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-.

Catedines	es & Zone Reports	Ca	Entranc	xes & Zone Reports
Image: Construction of the second	Ade- Entrance to Market Ade- Entrance to Showr Ade- Shortcut to Restau Ade- Entrance to Restau Ade- Market Hall to Stora Ade- Ikea Entrance Ade- Ikea Entrance Ade- Ikea Entrance Ade- Ikea Entrance Ade- Self Service Par- Entrance to Market Par- Entrance to Showro Par Restaurant Entranco Par - Restaurant Entranco Par - Entrance to Restau Par- Ikea Entrance Par- Ikea Entrance Par- Ikea Esito Par - Berl Service Par Jikea Esito Par Cashline Par - Garl Service Cashlin Ros- Entrance to Showrot Ros- Likea Entrance	Entrance Zone N N OUT External	Main Entrances Main Exits Elevators Stairs GeshLines SildingLaoors Revolving Doors Open Entrances Express Checkout Self Service checkout Exit CashLine Moscow Zone St Pertsburg Zone West Russia East Russia South Russia Central Russia	Ade- Cash Line Eka- Cashline BD- CashLine Dyb- CashLine Naz- CashLine Nov- CashLine Oms- CashLine Par- CashLine Ros- CashLine
Categories	Selection		Categories	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.



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.**



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

	CTRON			МРС	NetRe	ports			- Marilla	
Strings Group	Group: All Authorized	l Selected Grou	25						& User :Mohammed M	Auqtadir
Categories	Entrances & Zone Reports		Enter favourite	name here	Save favourite	Savorites	🖾 Charts 🔸	L 10%	Graph/Table Picture	
Entrance	Ade- Entrance to Restaurant tr Ade- Ikea Bistro Ade- Ikea Entrance Ade- Ikea Ext				Entra Sum of A	nces & Zone Repo I of External Entrance IN 7	rts Daγs		💱 Full Screen 🛛 Export	Print
Zone	Par-Restaurant Entrance Par-Ikea Entrance Par-Ikea Exit Par-Ikea Exit Ros-Mega Mall to Restaurant Ros-Ikea Entrance	250k	203 848						228 471	Year Month
	Ros- Ikea Exit Avi- Left Entrance 3 Floor Avi- Reght Entrance 3 Floor Avi- Returning zone Entrance Avi- Entrance 4 Floor	200k	202 010							Week Day Hour
External	Eka-Seasonal Shop 2 Eka-Seasonal Shop 1 Eka-Restaurant 5 Eka-Restaurant 4 Eka-Bistro	150k		146 713	150 302	153 664	156 442	157 513		Show
Internal	Eka- SFM Eka- Fresh Bar Eka- Ikea Exit 1 Eka- Ikea Exit 2 Eka- Main Entrance	125k	2021-08-22	2021-08-23	2021-08-24	2021-08-25	2021-08-26	2021-08-27	2021-08-28	Curren Period
	Selection				0			Σ	×	Relative/Absol
	IKEA	Filter	ß		Preview			SUM	AVERAGE	

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.

Часы посещения в зонах на На вход 7 Дне 13 812 12 775 11 35 1234 - Ade- Total Zone

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 then we have got a very good indication of the real Visitor capital



бк —			Accumulated Single	Occupancy in Zone Zones IN 7 Days	25	Sý View Fu	illScreen 📑 Export
4k	Ŷ	•	•	°			ľ
• -							

The calculation of accumulated occupancy is simple when we have the occupancy numbers. It is just an integral of the occupancy based on the hours of the day.

Dwell Time



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.



values are in **Minutes**



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



Dwell Time in Zones PEOPLE COUNTING Entrances & Zone Reports Occupancy in Zones Visitor hours in Zones Daily Peak Occupancy in Zones(v1.1) Visitor Capital in Zones(v1.1) Dwell Time in Zones Combination Flow, Peak Occupancy in Dwell Visitor Forecast in 10 Days(v1.1) WAITING TIME Average Queue Waiting Peak Queue Waiting time People and Groups Passing Queue Average and Peak Queue Waiting time Average Cashier/Counter Service Amount of service events per Cashier/Counter

Basic theory:

Independently of if there is one or two cahiers 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. 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.





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



Then people will move between the queues so it will become one queue again with equal waiting time in the end.



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 **advice 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 "Queuedescrition.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 lkeas 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.



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



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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.





Ver. 1.0

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



Group Site Site: All Authorized	Selected Groups Enter favourit	name here Save favourite	Favorites	arts 🗸 🚺	Graph/Table Picture
Units-Cueue Cash 1 to 2 Omis-Cueue Cash 3 to 4 Omis-Cueue Cash 3 to 6 Omis-Cueue Cash 1 to 6 Omis-Cueue Cash 1 to 10 Omis-Cueue Cash 1 to 10	ц	Ave:	rage Queue Waiting age of Several Queue 7 Days		St Full Screen 😭 Export
Ome Gueue Cash 14 to 15 Ome Gueue Cash 15 to 17 Par-Cashine 1 to 2 Par-Cashine 3 to 4 Par-Cashine 3 to 4 Par-Cashine 7 to 8 Par-Cashine 9 to 10 Par-Cashine 13 to 12 Par-Cashine 13 to 12	1.4 1.3 1.2	1.39	123	1.19	
Par-Self Service 1 Par-Self Service 2 Par-Self Service 3 Par-Self Service 3 Par-Self Service 5 Ros-Self Service 3 Ros-Cashline 3 to 4 Ros-Cashline 3 to 6 Ros-Cashline 7	1.1 1 0.95 0.9 <u>2021-08-22</u>	2021-08-23 2021-08-24	2021-08-25 2021-	-08-26 2021-08-27	2021-08-28
Ros-Cashline 8 to 10 Selection	<u>ا</u>		Average		7



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.



A	TRON		MPC	: NetRe	ports			- Marine	i.
Group Site	Group: All Authorized Site: All Authorized in Select	cted Groups						& User :Mohammed I	Muqtadir
Categories	erage and Peak Queue Waiting ti	ime 🗸 Extravour	te name here	Save favourite	Favorites	Charts 🗸	Compare	Graph/Table Picture	
Queue On	IS- Queue Cash 1 to 2 IS- Queue Cash 3 to 4 IS- Queue Cash 5 to 6 IS- Queue Cash 7 to 8 IS- Queue Cash 9 to 10			Average and Avera	I Peak Queue Wait ge of Several Queue 7 Day	ting time s	3	Full Screen 📑 Export	Print
On On Pa Pa Pa Pa Pa Pa Pa Pa	Ins-Ousee Cash 11 to 12 Ins-Ousee Cash 16 to 17 Inc Cashine 11 to 12 Inc Cashine 11 to 4 Inc Cashine 11 to 4 Inc Cashine 7 to 8 Inc Cashine 11 to 10 Inc Cashine 11 to 12 Inc Cashine 11 to 12 Inc Cashine 11 to 14 Inc Cashine 11 to 14	20 18,75	20	25	15	15 \$	15	18.75	 Year Mont Weel Day Hour
Pa Pa Pa Ro Ro	- Self Service 3 - Self Service 4 - Self Service 5 - Self Service 5 - Self Service 3 - Cashine 3 to 4	0.95	1.39	1.32	1.23	1,11	1.19	1.11	 15 M Shor Curr
Ro Ro Ro	s- Cashine 5 to 6 s- Cashine 7 s- Cashine 8 s- Cashine 9 to 10	2021-08-22	2021-08-23	2021-08-24	2021-08-25 • Average Peak	2021-08-26	2021-08-27	2021-08-28	Peri
	Selection		O O O	Saturday	Update vier	w with the selected param	ieters	(Relative/An



People and Groups



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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.

CTRON	MPC NetReports	
Group: All Authorized Site: All Authorized in Sele	cted Groups	Luser :Mohammed Muqta
Categories Nov- Queue Cashier 13 to 14 Nov- Queue Cashier 13 to 14 Nov- Queue Cashier 15 to 16 Nov- Queue Cashier 15 to 18	People and Groups Passing Queue	npare Graph/Table Picture
One-Ocusion Canit 1to 2 Ome-Ocusion Canit 3 to 4 Ome-Ocusion Canit 3 to 4 Ome-Ocusion Canit 7 to 8 Ome-Ocusion Canit 7 to 8 Ome-Ocusion Canit 7 to 8 Ome-Ocusion Canit 1 to 12 Ome-Ocusion Canit 1 to 12 Ome-Ocusion Canit 1 to 15 Ome-Ocusion Canit 1 to 10 2 Pari-Canitins 3 to 4 Pari-Canitins 7 to 6	Several Quote 7 Days 3k 2 416 1 977 2 933 2 205 1 925 1 878 1 2 4 1 977 1 250 1 925 1 878 1 1 979 1 335 1 354 1 287 1 258 1 921 897 810 917 915 1 921 897 810 917 915 1 921 917 810 917 915 1 921 917 1 917 915 1 921 917 917 917 917 917 917 917 917 917 91	1871 2 259 252 4 111 253 1014 253 1014 253 148
Parc Cataline 9to 10 Parc Cataline 11 to 12 Parc Cataline 13 to 14 Parc Self Service 1 Parc Self Service 1 Parc Self Service 2 Parc Self Service 3 Ros- Self Service 3 Ros- Cataline 3 to 4 Ros- Cataline 3 to 4	0 2021-08-22 2021-08-23 2021-08-24 2021-08-25 2021-08-26 2021 + Par-Cathine 10 02-People + Par-Cathine 10 02-Group Par-Cathine 10 02-Group Par-Cathine 10 02-Group + Par-Cathine 10 02-Group	1-08-27 2021-08-28 Inline 31 04-Group Inline 710 8-Group Inline 11 to 12-Group Service 1-Group Service 3-Group 7
Selection	· · · · · · · · · · · · · · · · · · ·	

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.

Individual queues AVERAGE **MPC NetReports** CTRON & User :Mohammed Mugtadii 0 SQL 點? Group: All Authorized Site: All Authorized in Selected Groups -Compare eople and Groups Passing Queue Charts 🗸 Picture E ... ue Cashier 13 to 14 3 People and Groups Passing Queue 💱 Full Screen 🛛 🖸 Export Print Single Queue 7 D 1750 1 670 1500 Month 1250 Week 1 157 1 140 O Day 945 1000 831 795 15 Min 790 750 631 612 652 Show Current Period 500 2021-08-22 2021-08-23 2021-08-24 2021-08-25 2021-08-26 2021-08-23 2021-08-28 HOW NOW lection Σ \mathbf{O} 7 O All No 0 0 0 0 0 0 0 • 7 • 8 • 9 • 10 • 11 • 12 • 13 • 14 0 15 0 16 0 17 0 18 0 19 0 20 0 21 4 5 6

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



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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.



Group: All Authorized	elected Groups							Luser :Mohammed	Muqt
Categories People and Groups Passing Q	ueue	Enter favourite	name here	Save favourite	Favorites	Charts 🗸	Compare G	raph/Table Picture	
Nov-Queue Cashier 13 to 14 Nov-Queue Cashier 15 to 16 Nov-Queue Cashier 17 to 18 Oms-Queue Cash 1 to 2 Oms-Queue Cash 3 to 4	17.54			People and sum	Groups Passing of Several Queue 7 Days	Queue	5	Full Screen 📑 Export	
Oms-Queue Cash 5 to 6 Oms-Queue Cash 7 to 8 Oms-Queue Cash 9 to 10 Oms-Queue Cash 9 to 10 Oms-Queue Cash 11 to 12 Oms-Queue Cash 14 to 15 Oms-Queue Cash 14 to 15	17.5k	15 148						15 125	
Par-Cashline 1 to 2 Par-Cashline 3 to 4 Par-Cashline 5 to 6 Par-Cashline 7 to 8	12.5k	10 300	10 663	10 591	10 511	10 312	10 449	10 391	
Par- Cashine 11 to 12 Par- Cashine 13 to 14 Par- Self Service 1 Par- Self Service 2	7.5k —		7 531	7 557	7 504	7 427	7 492		
Par-Self Service 3 Par-Self Service 4 Par-Self Service 5 Ros-Self Service 3 Ros-Caphine 3 to 4 Ros-Caphine 5 to 6	5k —	2021-08-22	2021-08-23	2021-08-24	2021-08-25 People	2021-08-26	2021-08-27	2021-08-28	
Selection									

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



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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

Бад Сруппа: Во	an reprocessing the second	🛔 Пользователь:Olesya
а Группа Сайт Сайт: Все и	вторизованы в выбранных группах	Voronina
Средноствоемя с Категория	Сслуживания кассило и новых 🗸 Векритения для кобренного Сохранить 🟠 Избранного	🚠 График 👻 🛄 Бара Сравнить График/ Таблица
Oms-Queue Cash Oms-Queue Cash Ore-Queue Cash Par-Cashline 1 to Par-Cashline 1 to Par-Cashline 1 to	14 ю 15 16 ю 17 Среднее время обслуживания касси В среднем Несколко Очерадь 7 Дне	ра / стойки 🕄 полножранный 🖾 экспорт й
Par Cashine 3 to Par Cashine 7 to Par Cashine 9 to Par Cashine 11t Par Cashine 11t Par Self Service 1 Par Self Service 2 Par Self Service 3	1.0 12 14 1.4 1.4 1.9 1.42	1,53 1,41 Fog Micrait
Par-Self Service 3 Par-Self Service 5 Ros-Self Service 3 Ros-Cashline 3 to Ros-Cashline 7 Ros-Cashline 7 Ros-Cashline 8	12	1,02 1,02 1,02 1,02 1,02
Ros-Cashline 10 Ros-Cashline 11 Ros-Self Service Ros-Self Service Avi-Queue Floor 3 Avi-Queue Floor 4	10 12 0.8 2021-06-15 2021-06-16 2021-06-17 2021-06-18	2021-08-19 2021-08-20 2021-08-21
Выбор		

The average service time is obviously shorter during weekends





SUM

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



Sum of People passing the Cash line



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

As expected the weekend days are shows much more



Open Time Reports

Open time will be presented beween 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.

53

Filter

5

Filter

AVERAGE

AVERAGE



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)



CTRON	MPC NetReports	गो रणी शही
ste Group: All Authorized Site: All Authorized in Site: All Authorized in Calegories	time percent	Luser :Mohammed Muqtadir
Other Other <th< td=""><td>Average Cashier/Counter Open time percent. Average of Several External IN 7 Days 86 84 84 80 84 80 84 80 84 80 84 80 84 80 84 80 84 80 84 80 84 80 84 80 84 80 84 80 84 80 84 80 84 80 84 80 80 84 80 80 80 80 80 80 80 80 80 80 80 80 80</td><td>55.42 55.42 55.42 55.42 55.42 55.42 54</td></th<>	Average Cashier/Counter Open time percent. Average of Several External IN 7 Days 86 84 84 80 84 80 84 80 84 80 84 80 84 80 84 80 84 80 84 80 84 80 84 80 84 80 84 80 84 80 84 80 84 80 84 80 80 84 80 80 80 80 80 80 80 80 80 80 80 80 80	55.42 55.42 55.42 55.42 55.42 55.42 54
Ros-Ceshina 11 to 12. Ros-Self Sarvico 1 Ros-Self Sarvico 1 Ros-Self Sarvico 2 Avi-Oueue Floor 3 Avi-Oueue Floor 4 Selection	76 2021-08-22 2021-08-23 2021-08-24 2021-08-25 2021-08-26	2021-08-27 2021-08-28 Perio



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