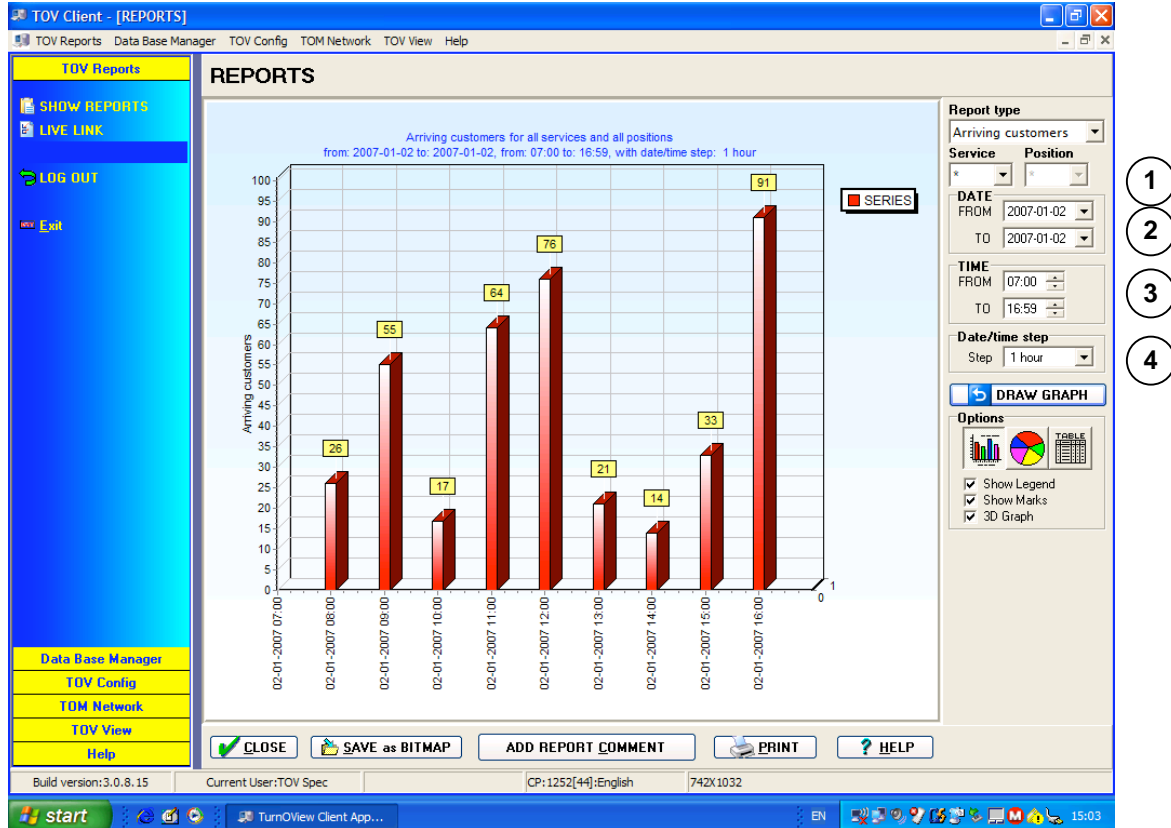


Contents

ARRIVING CUSTOMERS	2
SERVED CUSTOMERS.....	3
'NO SHOW' CUSTOMERS.....	4
CUSTOMERS WAITING	6
WAITING TIME	7
SERVING TIME	9
CUSTOMER INQUIRY TYPE	11

Arriving Customers

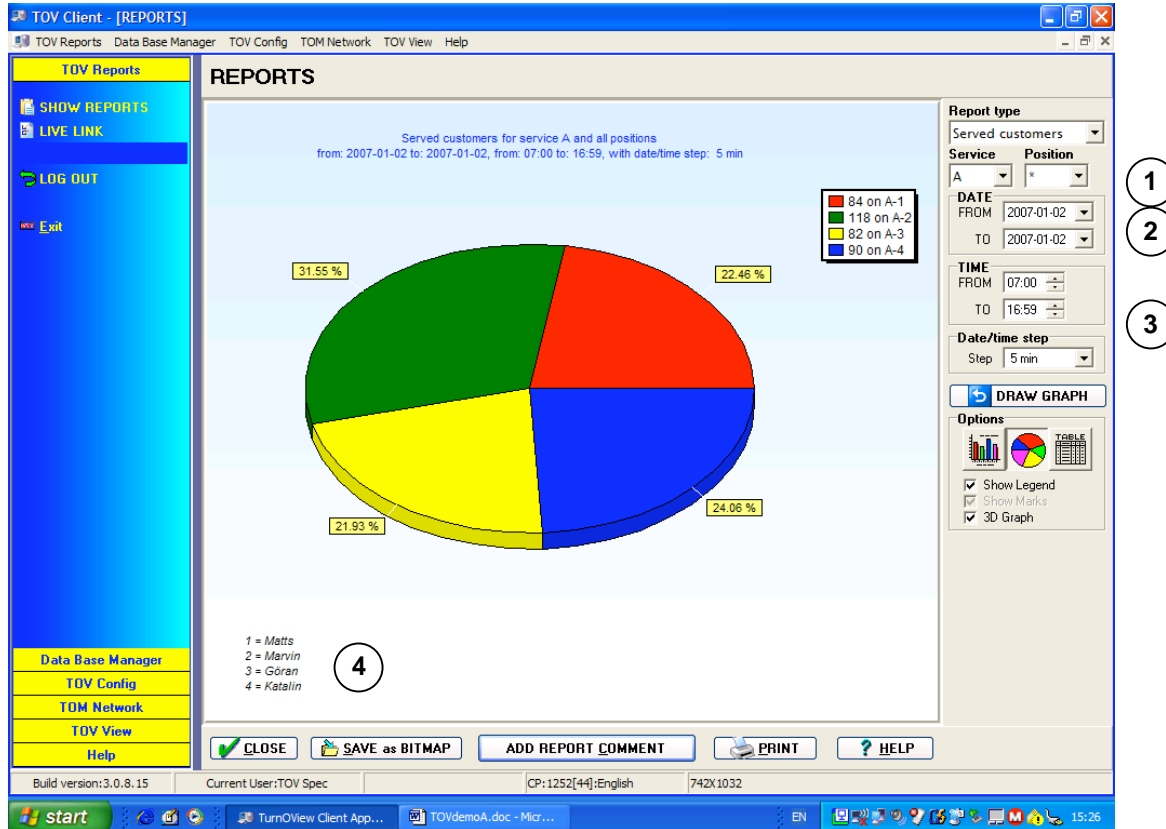
Arriving customers are registered in the L3 system by Service Type when they take a service ticket from the dispenser for the Service Type or the ticket number is moved by saving for first call in the next Service Type.



- 1) For systems with multiple Service Types, arriving customers data for each Service Type can be viewed separately. Select the Service Type to view under the 'Service' drop down menu.
- 2) Date selections can be over any period from one day (shown) to several months. Selection of the 'FROM' and 'TO' menu opens a calendar for easy date picking selection. Alternatively, the dates can be typed in directly in the date windows.
- 3) When viewing a one day period, the graph can be restricted to showing only the active hours from opening to closing times using the 'TIME' setting.
- 4) Select a 'Date/time step' to correspond to the period being viewed. For the example over one day, the '1 hour' setting makes for a clear, easily understood graph. More detail can be viewed with smaller steps (30 min – 15 min – 10 min – 5 min – 1 min steps are available). For longer periods such as one week, the best setting would be 'day' and for a period of several weeks or months, the best setting could be 'week' or 'month'.

Served Customers

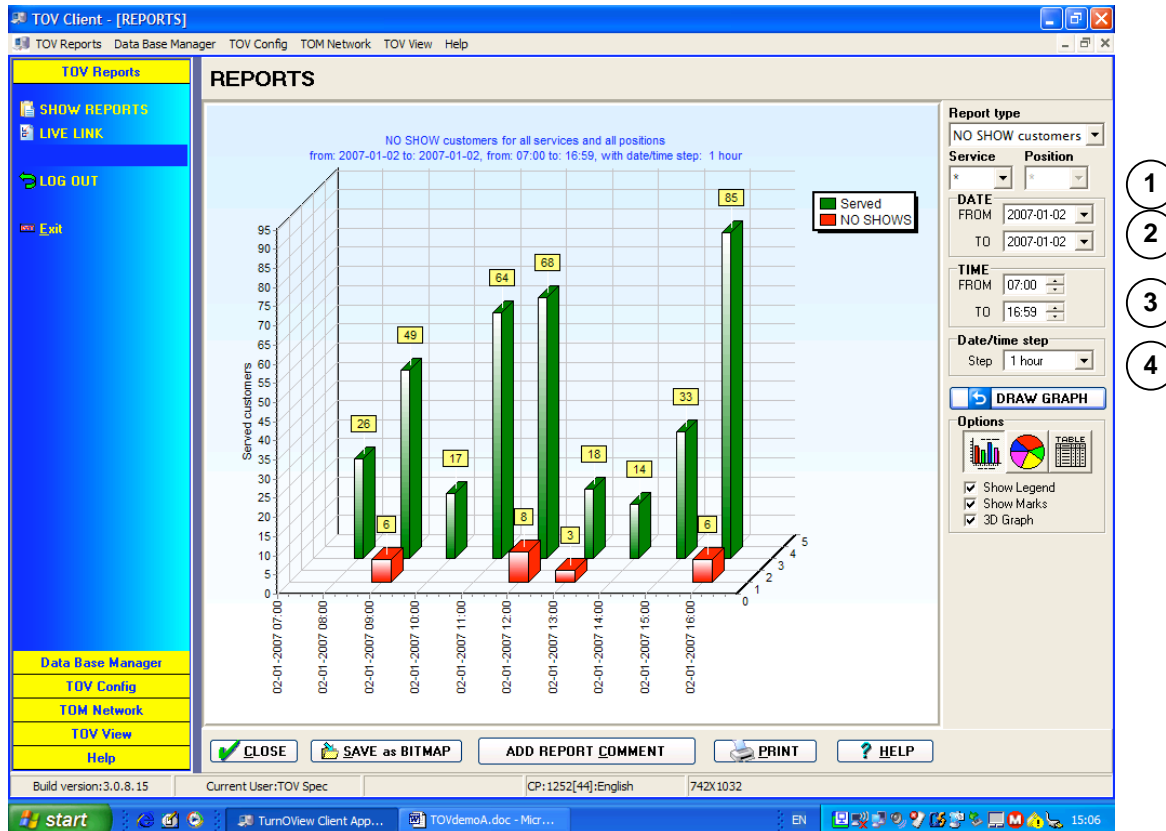
Customers are registered as 'Served Customers' when the service call is ended; either by calling the next customer by pressing the K900 '+/Enter' key or pressing the 'E' key to End service. Customers that are saved for recall with the 'S' key continue under Service until they are recalled and service is ended.



- 1) The pie chart format for Served customers is good way to quickly see customers served by service locations. For systems with multiple Service Types, each Service Type can be viewed separately by selecting the Service Type on the 'Service' drop down menu.
- 2) Date selections can be over any period from one day (shown) to several months. Selection of the 'FROM' and 'TO' menu opens a calendar for easy date picking selection. Alternatively, the dates can be typed in directly by selecting the date windows.
- 3) When viewing more than a one day period, the 'TIME' setting will have no affect and need not be restricted. Also, the 'Date/time step' setting has no effect on the pie chart graph.
- 4) Use the 'ADD REPORT COMMENT' to add notes such as the example with the names of the personnel working the service locations.

'No Show' Customers

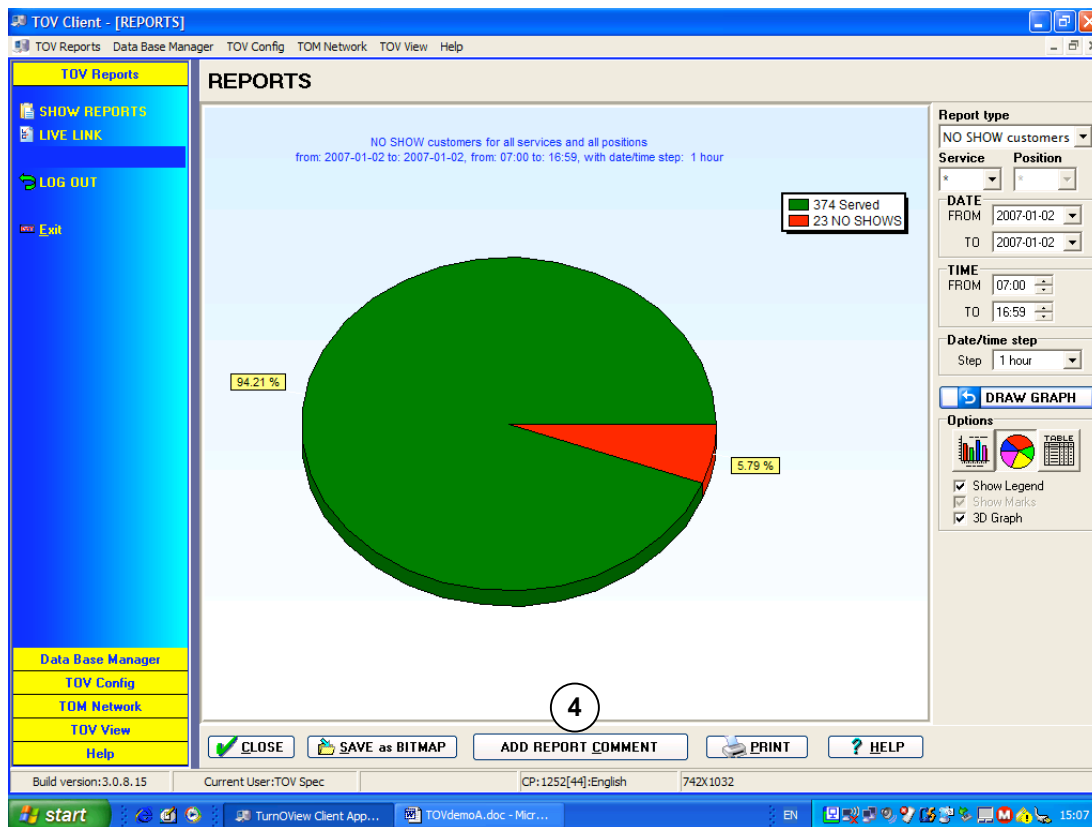
'No Show' customers are those that take a service ticket, but do not come forward when their service turn is called (walkouts that do not wait for service). To register 'No Show' customers, the L3 system must be set-up so that one of the 'Inquiry Type' keys (?1 ... ?5) on K900 units is designated for 'No Show' marking (use function F22 on a K900). Then, pressing this key after a customer is called forward, but does not appear for service, will end the service transaction and mark the record as a 'No Show' customer.



- 1) For systems with multiple Service Types, 'No Show' customers data for each Service Type can be viewed separately. Select the Service Type to view under the 'Service' drop down menu.
- 2) Date selections can be over any period from one day (shown) to several months. Selection of the 'FROM' and 'TO' menu opens a calendar for easy date picking selection. Alternatively, the dates can be typed in directly by selecting the date windows.
- 3) When viewing a one day period, the graph can be restricted to showing only the active hours from opening to closing times using the 'TIME' setting.
- 4) Select a 'Date/time step' to correspond to the period being viewed. For the example over one day, the '1 hour' setting makes for a clear, easily understood graph. More detail can be viewed with smaller steps (30 min – 15 min – 10 min – 5 min – 1 min steps are available). For longer periods such as one week, the best setting would be 'day' and for a period of several weeks or months, the best setting could be 'week' or 'month'.

'No Show' Customers

Use the pie chart format for an overall view.

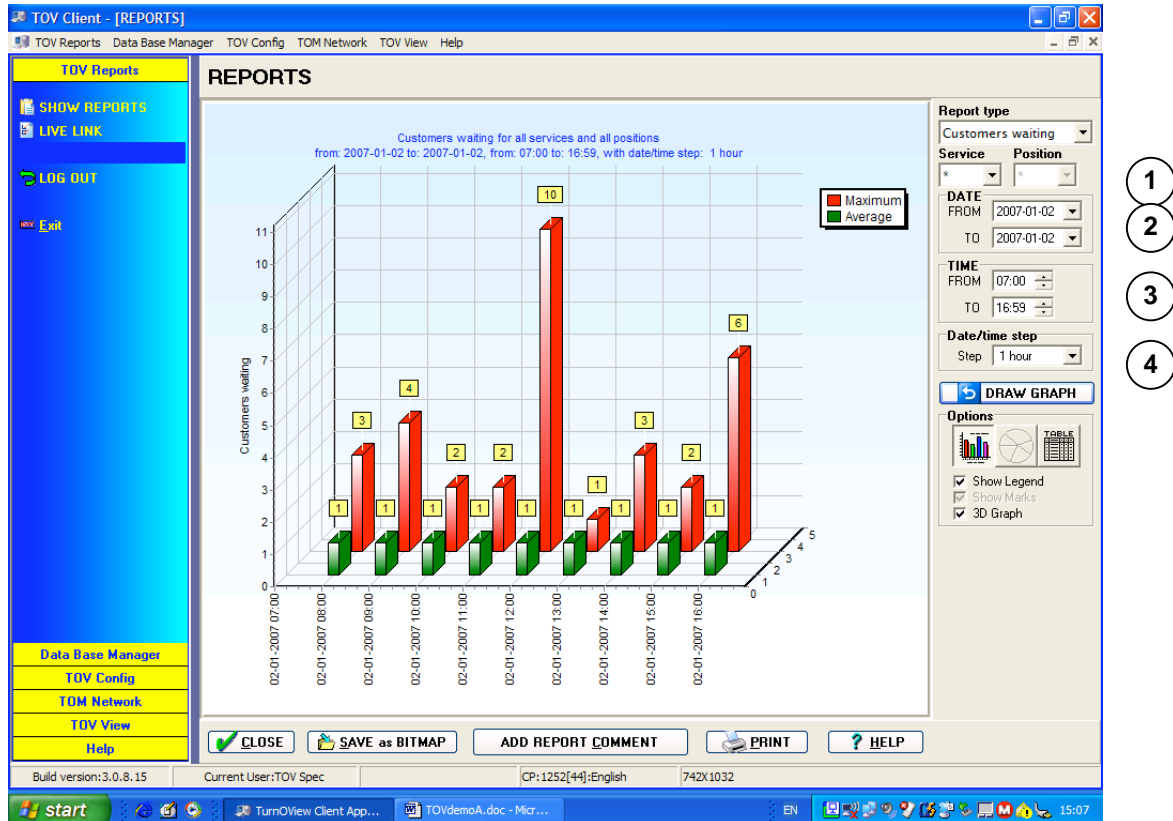


- 1) The pie chart format is good way to quickly see an overall view of 'No Show' customers. For systems with multiple Service Types, each Service Type can be viewed separately by selecting the Service Type on the 'Service' drop down menu.
- 2) Date selections can be over any period from one day (shown) to several months. Selection of the 'FROM' and 'TO' menu opens a calendar for easy date picking selection. Alternatively, the dates can be typed in directly by selecting the date windows.
- 3) When viewing more than a one day period, the 'TIME' setting will have no affect and need not be restricted. Also, the 'Date/time step' setting has no effect on the pie chart graph.
- 4) Use the 'ADD REPORT COMMENT' to add notes such as goals set for maximum % business loss due to 'No Show' customers.

NOTE: To mark 'No Show' customers, the L3 system must be set-up so that one of the 'Inquiry' keys (?1 ... ?5) on K900 units are designated for 'No Show' marking. Use function F22 on a K900 to designate a 'No Show' marking key. Pressing this key after a customer is called forward, but does not appear for service, will end the service transaction and mark the transaction record as a 'No Show' customer.

Customers Waiting

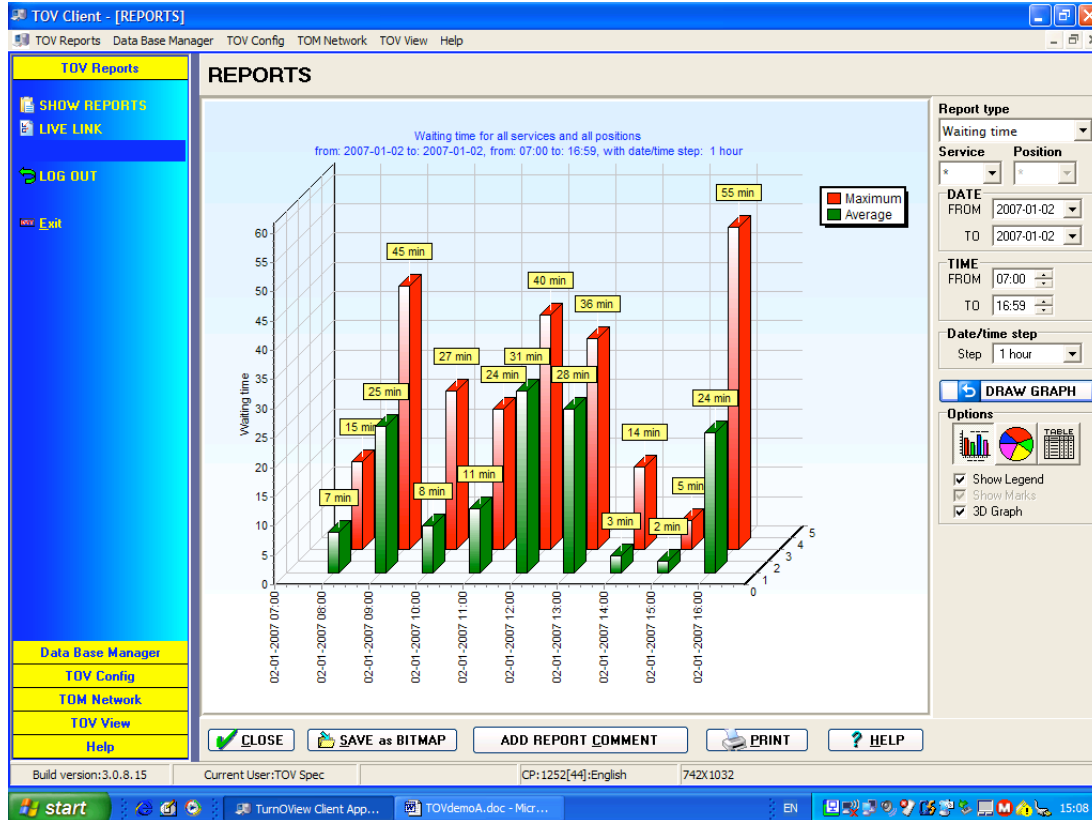
Waiting customers are those that have taken a service ticket for a Service Type, or have been moved to the next Service Type for first call, and have not been called forward for service. Customers that have been called forward once and saved for recall are not included in waiting customers data.



- 1) For systems with multiple Service Types, customers waiting data for each Service Type can be viewed separately. Select the Service Type to view under the 'Service' drop down menu.
- 2) Date selections can be over any period from one day (shown) to several months. Selection of the 'FROM' and 'TO' menu opens a calendar for easy date picking selection. Alternatively, the dates can be typed in directly by selecting the date windows.
- 3) When viewing a one day period, the graph can be restricted to showing only the active hours from opening to closing times using the 'TIME' setting.
- 4) Select a 'Date/time step' to correspond to the period being viewed. For the example over one day, the '1 hour' setting makes for a clear, easily understood graph. More detail can be viewed with smaller steps (30 min – 15 min – 10 min – 5 min – 1 min steps are available). For longer periods such as one week, the best setting would be 'day' and for a period of several weeks or months, the best setting could be 'week' or 'month'.

Waiting Time

Waiting time is the elapsed time from when customers take a ticket for a Service Type, or have been moved to the next Service Type for first call, until they are called forward for service. Customers that have been called once and saved for recall are not included in waiting time data.

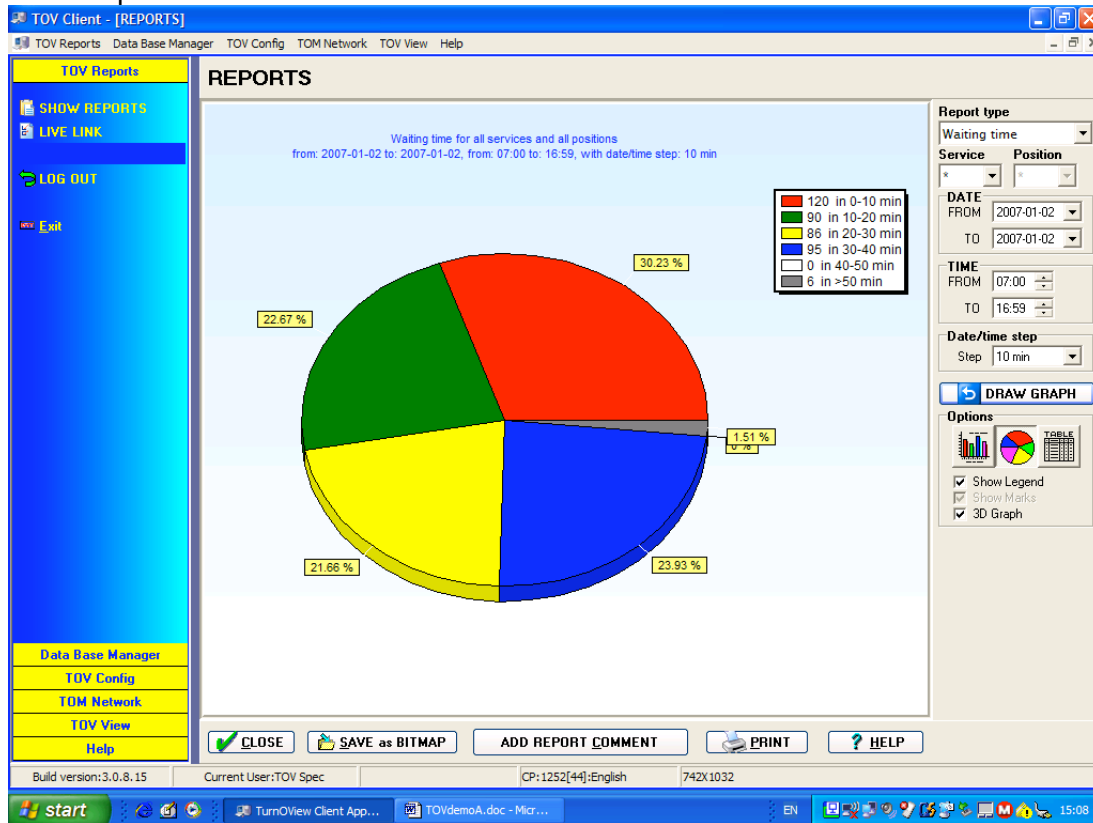


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- 1) The bar graph view of Waiting Time shows Average & Maximum waiting times for service at different times. For systems with multiple Service Types, waiting time data for each Service Type can be viewed separately. Select the Service Type to view under the 'Service' drop down menu.
- 2) Date selections can be over any period from one day (shown) to several months. Selection of the 'FROM' and 'TO' menu opens a calendar for easy date picking selection. Alternatively, the dates can be typed in directly by selecting the date windows.
- 3) When viewing a one day period, the graph can be restricted to showing only the active hours from opening to closing times using the 'TIME' setting.
- 4) Select a 'Date/time step' to correspond to the period being viewed. For the example over one day, the '1 hour' setting makes for a clear, easily understood graph. More detail can be viewed with smaller steps (30 min – 15 min – 10 min – 5 min – 1 min steps are available). For longer periods such as one week, the best setting would be 'day' and for a period of several weeks or months, the best setting could be 'week' or 'month'.

Waiting Time

Use the pie chart format for an overall view.

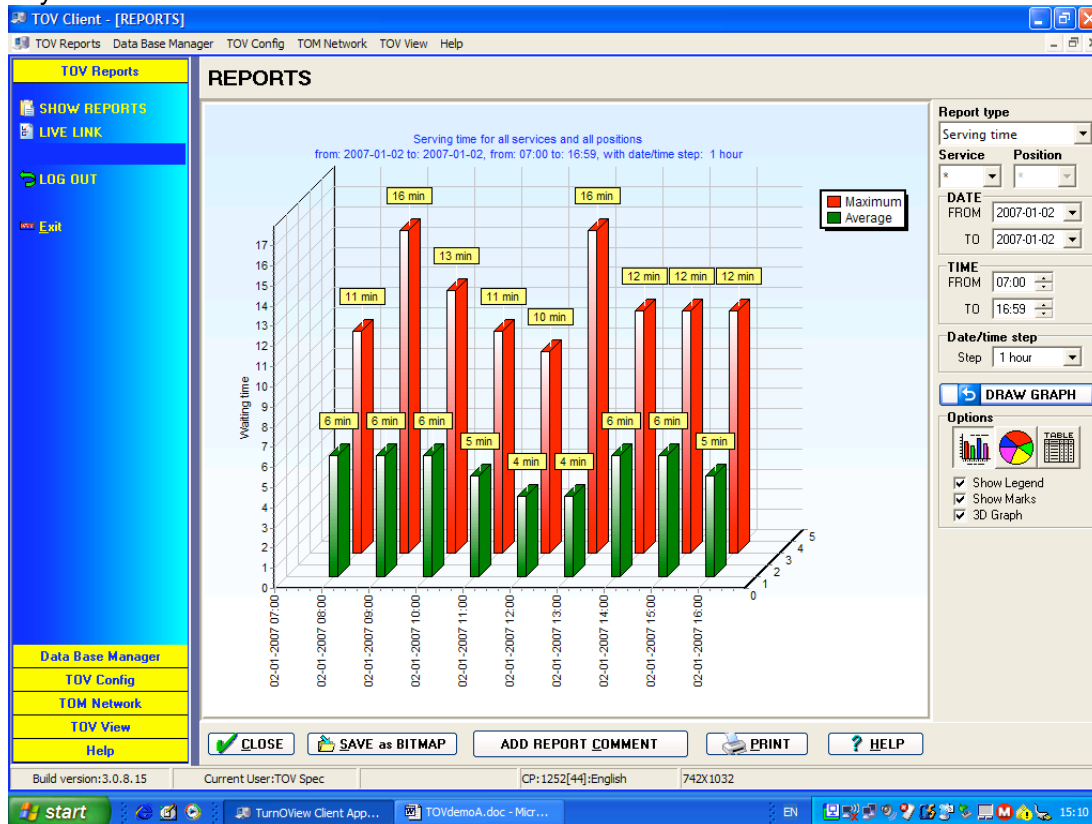


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- 1) The pie chart format is good way to quickly see an overall view of waiting times over a time period. For systems with multiple Service Types, each Service Type can be viewed separately by selecting the Service Type on the 'Service' drop down menu.
- 2) Date selections can be over any period from one day (shown) to several months. Selection of the 'FROM' and 'TO' menu opens a calendar for easy date picking selection. Alternatively, the dates can be typed in directly by selecting the date windows.
- 3) When viewing more than a one day period, the 'TIME' setting will have no affect and need not be restricted.
- 4) Use the 'Date/Time step' setting to change the pie 'slice' size.

Serving Time

Serving time is the time elapsed from when customers are first called forward for their service turn until the service turn is completed. Serving time for customers that are saved for recall with the 'S' key continues until the customers are recalled and service is ended.

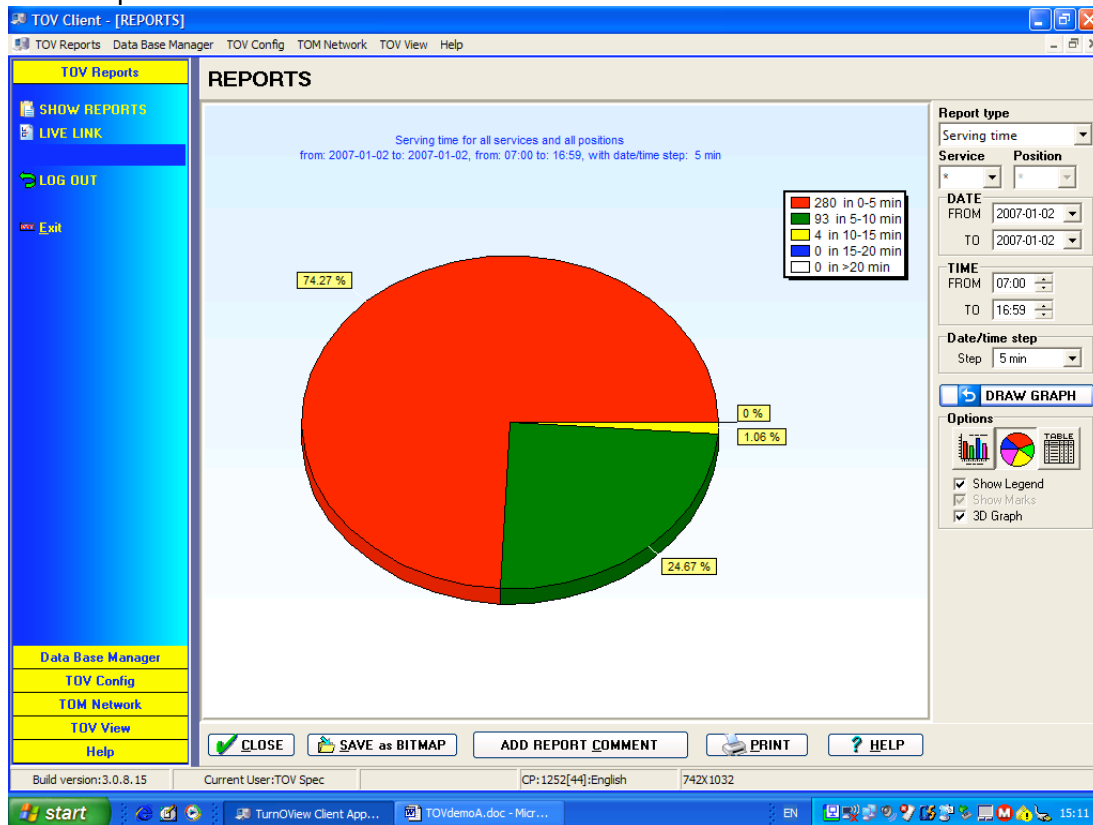


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- 1) The bar graph view of Serving Time shows Average & Maximum times for service at different times. For systems with multiple Service Types, serving time data for each Service Type can be viewed separately. Select the Service Type to view under the 'Service' drop down menu.
- 2) Date selections can be over any period from one day (shown) to several months. Selection of the 'FROM' and 'TO' menu opens a calendar for easy date picking selection. Alternatively, the dates can be typed in directly by selecting the date windows.
- 3) When viewing a one day period, the graph can be restricted to showing only the active hours from opening to closing times using the 'TIME' setting.
- 4) Select a 'Date/time step' to correspond to the period being viewed. For the example over one day, the '1 hour' setting makes for a clear, easily understood graph. More detail can be viewed with smaller steps (30 min – 15 min – 10 min – 5 min – 1 min steps are available). For longer periods such as one week, the best setting would be 'day' and for a period of several weeks or months, the best setting could be 'week' or 'month'.

Serving Time

Use the pie chart format for an overall view.



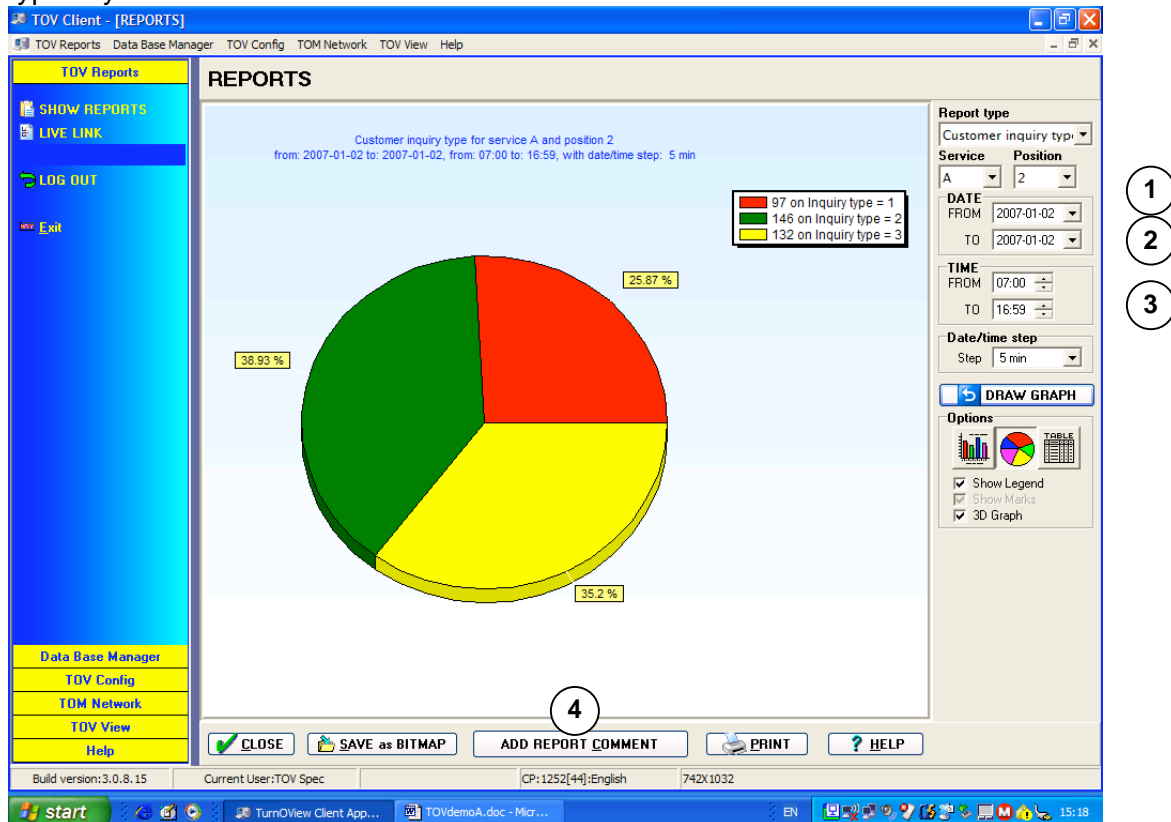
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- 1) The pie chart format is good way to quickly see an overall view of serving times over a time period. For systems with multiple Service Types, each Service Type can be viewed separately by selecting the Service Type on the 'Service' drop down menu. Also, data for each Service Position can be viewed by selecting the Service Position on the 'Position' drop down menu.
- 2) Date selections can be over any period from one day (shown) to several months. Selection of the 'FROM' and 'TO' menu opens a calendar for easy date picking selection. Alternatively, the dates can be typed in directly by selecting the date windows.
- 3) When viewing more than a one day period, the 'TIME' setting will have no affect and need not be restricted.
- 4) Use the 'Date/Time step' setting to change the pie 'slice' size.

NOTE: Sometimes the service call for the last customer at the end of the day is not ended by service staff. The service transaction is then not closed out until a new customer is called forward to that position the next day, which results in a very long recorded serving time. These statistical distortions can be eliminated by activating the 'SLEEP' function that shuts off Indicator displays after a given period of inactivity, such as 30 minutes (function F36). In addition to clearly showing when service positions are closed and also saving power, this feature automatically ends the service for any open service transactions on the system.

Customer Inquiry Type

Statistics as to customer types or inquiry types can be generated by using the '?1...?5' marking keys on K900 units. All 5 keys are available for category types unless one key has been activated for 'No Show' customer marking. Pressing a customer inquiry type key before service is ended will mark that service transaction with the selected category type. An incorrectly marked type can be changed by pressing another customer inquiry type key instead – the last pressed customer inquiry type key before service is ended is recorded with the service transaction.



- 1) The pie chart format is good way to quickly see an overall view of 'Customer Inquiry' types. For systems with multiple Service Types, each Service Type can be viewed separately by selecting the Service Type on the 'Service' drop down menu. Also, data for each Service Position can be viewed by selecting the Service Position on the 'Position' drop down menu.
- 2) Date selections can be over any period from one day (shown) to several months. Selection of the 'FROM' and 'TO' menu opens a calendar for easy date picking selection. Alternatively, the dates can be typed in directly by selecting the date windows.
- 3) When viewing more than a one day period, the 'TIME' setting will have no affect and need not be restricted. Also, the 'Date/time step' setting has no effect on the pie chart graph.
- 4) Use the 'ADD REPORT COMMENT' to add notes such as category type descriptions.