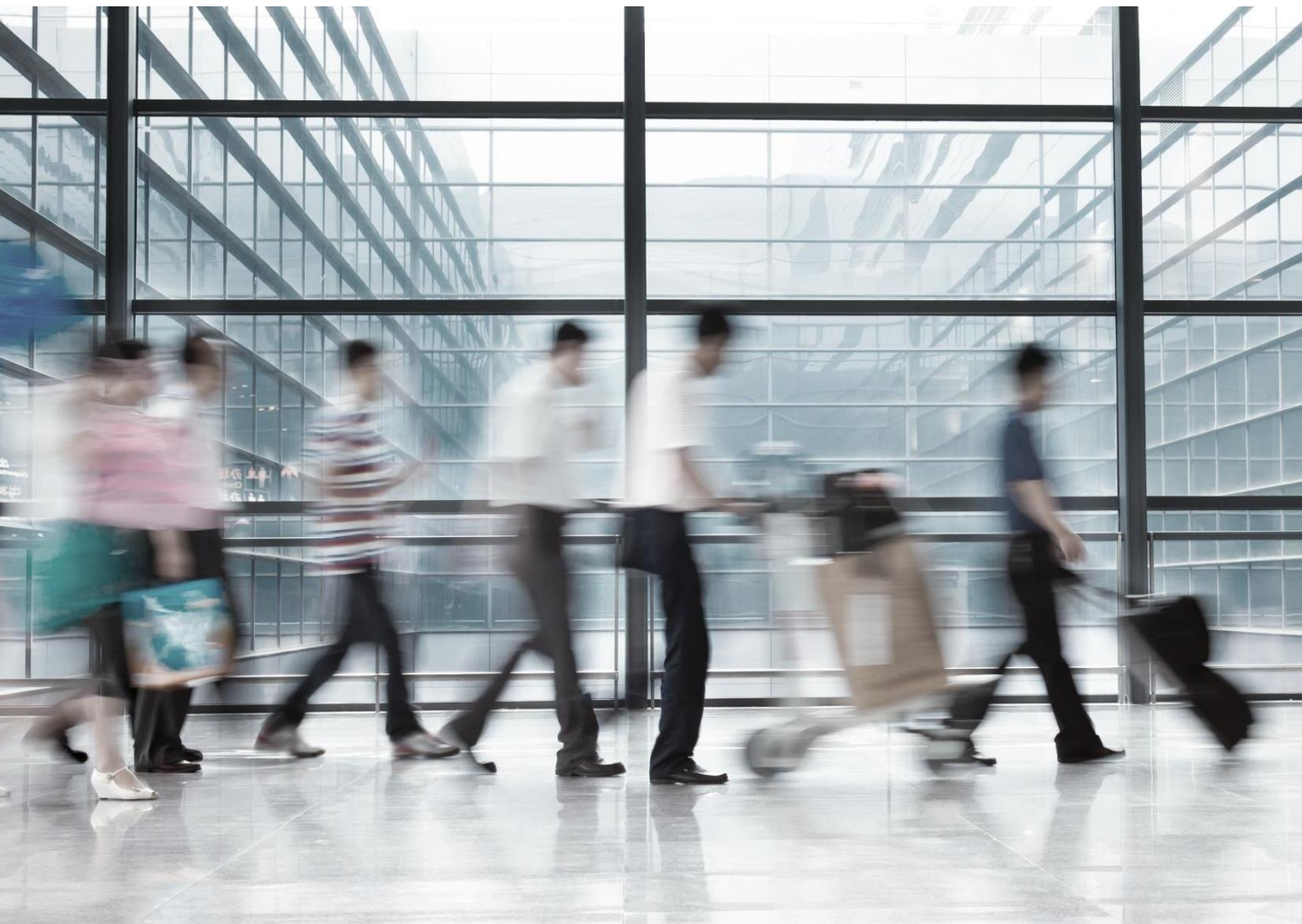


- › Passenger Dispatching
- › Productivity Improvement
- › Service Improvement
- › KPI Calculations

## › Passenger Flow



## Fact Sheet

# Qmetrix Passenger Flow

<b>What is it all about?</b>	<i>"I am queuing at the drop-off for more than ten minutes now. It feels that the guys at the counters are actually faster with the booking than every single passenger finding the next available counter," says John to himself – rolling his eyes. "No wonder, it's such a confusing situation with too many people and piles of luggage. Why isn't there a sign saying, 'Next free counter 67'?"</i>
<b>The Solution</b>	<p>Passenger Flow is the queue management tool by Qmetrix for dispatching passengers to the next available counter.</p> <p>This information is shown on a screen next to the exit from the queue. This screen shows the counter number of the available counter including an arrow showing the respective direction.</p> <p>Additionally counters can be equipped with red/green signal lights showing the status of the counter (free/busy/not serviced).</p>
<b>Benefits</b>	<ul style="list-style-type: none"><li>• Service improvement</li><li>• Reduction of transit times – the time from the end of a passenger process to the beginning of the next one.</li><li>• Increase of productivity</li><li>• Convenient passenger handling for employees (no jumping and yelling)</li></ul>
<b>Possible Service Areas</b>	<ul style="list-style-type: none"><li>• Baggage Drop and Check-In</li><li>• Transfer Desks</li><li>• Security</li><li>• Immigration &amp; Customs</li><li>• ...</li></ul>