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## Fact Sheet

# Qmetrix Transfer

<b>What is it all about?</b>	<i>“Plane delayed, onward flight missed, next possible flight in less than one hour”, says Peter to himself. “And no one here who can tell me the waiting time in this queue. Is that so difficult?”</i>
<b>The Solution</b>	<p>Transfer is the queue management tool by Qmetrix for transfer and service desks at the airport.</p> <p>The Wireless Queue Sensors measure the arrival rate of passenger in the queue. In combination with caller buttons, the real-time waiting-time is calculated. This information can easily be displayed within any airport information system.</p> <p>Additionally, information screens or red/green signal lights conveniently guide passengers to the next available position.</p>
<b>Forecasting</b>	<p>All measured Qmetrix data is stored in a database. The historic data combined with manual flagging of statistical outliers, calendars and events is used for forecasting the passenger arrival according to seasonal and weekday changes for every five minute interval.</p> <p>The result usually has a significant relevance of more than 90%.</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>• Processing relevant key performance indicators (KPI)</li><li>• Increase of productivity</li><li>• Convenient passenger handling for employees (no jumping and yelling)</li></ul>
<b>Other Qmetrix Fields</b>	<ul style="list-style-type: none"><li>• Check-in, Baggage Drop</li><li>• Security</li><li>• Immigration &amp; Customs</li><li>• ...</li></ul>