

111.02510 - Front of House (FoH) Wait Room

[OVERVIEW](#)[WORKFLOW](#)[DETAIL](#)[POLICY](#)[LEGISLATION](#)[EXTRA](#) [Print this page](#)**111.02510 Front of House (FoH) Wait Room - Overview**  [Feedback](#)

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This procedure explains how to access and utilise different features of the Wait Room contained in the Front of House (FoH) function within Customer First.

Some of the features covered include:

- Sorting and filtering
- Real time data
- The Wait Room Dashboard

The procedure provides instructions for both desktop and iPad users.

Other related links

[!\[\]\(56549452e01ca28bdf2500ced9653143_img.jpg\) Front of House \(FoH\)](#)[!\[\]\(1f56542a42e2413e44a2b2023033aa2e_img.jpg\) Customer Liaison Officers \(CLO\)](#)

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Procedure last issued 2014/04/14, see [Procedural Updates](#) and [Current Daily Updates](#) for details of major e-Reference updates.

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[top](#)

111.02510 - Front of House (FoH) Wait Room

- OVERVIEW
- WORKFLOW
- DETAIL
- POLICY
- LEGISLATION
- EXTRA

 Print this page
 Feedback

111.02511 Front of House (FoH) Wait Room - Detail

[Desktop Front of House \(FoH\) sorting and filtering](#)

[Desktop FoH Toggle to Priority View](#)

[Desktop FoH Toggle to My Custom View](#)

[Desktop FoH charts](#)

[iPad Help Overlay](#)

[iPad filtering](#)

[iPad Status Icons](#)

[iPad Real Time Data](#)

[iPad Wait Room Data](#)

Category	Description
iPad Wait Room Dashboard Desktop FoH sorting and filtering	To Sort or Filter the results displayed in the Wait Room, hover over a column heading and click on the small arrow that appears. <ul style="list-style-type: none"> Select either Ascending or Descending from the drop down list to sort the table by the selected column. Select an option in the drop down list
Desktop FoH Toggle to Priority View	Select Toggle to Priority View to change the view of the Wait Room to display walk-ins by priority and longest wait time order.
Desktop FoH Toggle to My Custom View	Select Toggle to My Custom View to view any saved custom Wait Room views.
Desktop FoH charts	<ul style="list-style-type: none"> Select the Open Chart icon, located in the top right of the Wait Room assignment block. The Chart assignment block will appear. Select the data to be examined from the

charts	<p>the top right of the Wait Room assignment block.</p> <ul style="list-style-type: none"> • The Chart assignment block will appear. • Select the data to be examined from the Select Data drop down list. • A chart representing the selected data is displayed. This chart represents the total number of walk-ins in the Wait Room, segmented by the selected data type. • To filter the Wait Room, select the relevant segment of the chart. The segment will be highlighted within the chart and will also filter the Wait Room to only display the chosen walk-ins. • Close the chart by selecting the Close Chart button, located in the top right of the chart assignment block.
iPad Help Overlay	<p>The Help Overlay can be displayed by tapping the Help button. Help Overlay is available on any screen where the Help button is visible.</p>
iPad filtering	<ul style="list-style-type: none"> • Enter text in the Search By Name box to only show customers whose name contains that text. • Tap Priority to only display Priority customers. • Tap Express to only display Express customers. • Tap Queue and select a Queue type to only show customers booked in to that particular queue. • Tap Clear Filters to remove all applied filters and display the unfiltered Wait Room.
iPad Status Icons	<ul style="list-style-type: none"> • Yellow clock face - displays when the waiting time is greater than 15 minutes and less than 30 minutes • Red clock face - displays when the waiting time is greater than 30 minutes • Orange exclamation mark - displays when the customer is a high priority • Green arrows - displays when the customer has an Express enquiry
iPad Real Time Data	<ul style="list-style-type: none"> • Tap Call Queue to view current call queue data in qDart. • Tap Wait Room Data to view real time data for the Service Centre. • Tap Dashboard to view real time data for the Service Centre displayed in chart view.
iPad Wait Room Data	<ul style="list-style-type: none"> • Tap the Waitroom Data button, located at the bottom of the screen. • The iPad Wait Room Data tables will appear.

	<ul style="list-style-type: none"> ▪ The Customers Waiting by Queue table displays the number of customers currently in the Service Centre's Wait Room, broken down by Queue type, Priority and Express customers. The maximum wait time for each of these Queues is also displayed. ▪ The Customers Waiting by Time table displays the number of customers currently in the Service Centre's Wait Room, broken down by the amount of time they have been waiting.
<p>iPad Wait Room Dashboard</p>	<ul style="list-style-type: none"> • To view the Wait Room data in a chart view, tap the Dashboard button, located at the bottom of the screen. • The iPad Wait Room Dashboard will appear. <ul style="list-style-type: none"> ▪ The Queue Totals chart represents the customers currently in the Service Centre's Wait Room, broken down by Queue type. ▪ The Wait Time chart represents the customers currently in the Service Centre's Wait Room, broken down by the amount of time they have been waiting.

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