

Technical document – excerpt from Callflow Software’s Admin Guide

Excluding Appointment Earliness from Online Stats

A new feature in Q-Flow 5.6 allows you to exclude appointment earliness time from waiting time calculations in online statistic reports. This article describes this feature.

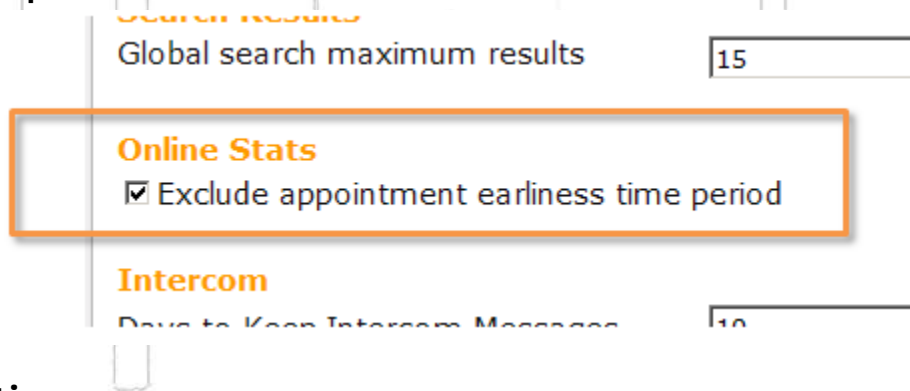
Overview

Appointment Earliness Time is defined as the period between a customer’s early arrival and his or her scheduled appointment time. Many organizations do not accept liability for this time, and some prefer to exclude it from their waiting time calculations. In order to meet these requirements, Q-Flow now allows you calculate **Average Waiting Time** and **Max Waiting Time** in both service and unit [Live Data reports](#) either including or excluding appointment earliness.

How to implement

Follow these steps to implement this feature.

1. Go to **Administration > System Settings**.
2. Once on the **General** tab, check the box next to **Exclude appointment earliness time period** located under **Online Stats**.



Implications

Opting to deduct appointment earliness from waiting time calculations means customers who arrived early for preset appointments are counted as waiting, but the number of minutes they wait before their appointment time does not affect **Average Waiting Time** and **Max Waiting Time** statistics.

