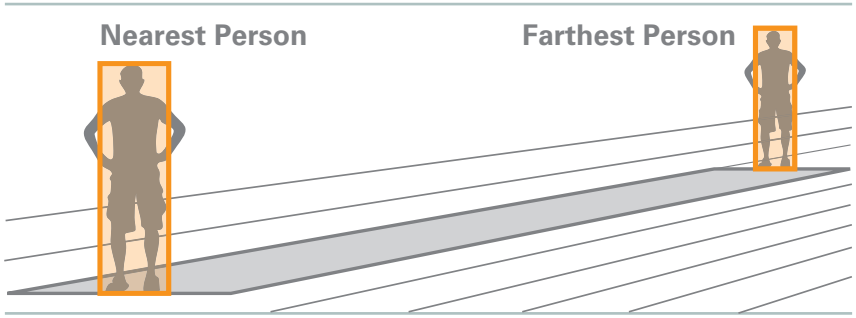
3VR VIDEO INTELLIGENCE PLATFORM™
QUEUE LINE REFERENCE SHEET

QUEUE LINE OPTIMIZATION

- **Application** — 3VR's Queue Line analytic reveals extraordinary new insights about how lines of people interact with your business. Queue Line analysis provides actionable intelligence so companies can do the following: alert managers when a line exceeds a certain length; optimize staffing levels for peak activities; improve sales performance and customer satisfaction by reducing wait times.
- **Lighting** — Uniform lighting is ideal. Highly variable lighting or backlighting (bright conditions) will negatively affect performance. Position cameras away from exterior doors and windows to minimize the effect of lighting changes.
- **Cameras** — Queue Line analysis is possible with both analog and IP cameras at any resolution. The Queue Line plug-in cannot be installed on PTZ cameras. Dynamic gain compensation should be set to the lowest level. Use wide dynamic range cameras for outdoor lighting situations.
- **Mounting** — Cameras should be mounted as close to straight overhead as possible, perpendicular to the ground. Positioning cameras at an angle less than 60 degrees from the horizontal is not recommended as objects in the distance.
- **Camera Field of View (FOV)**
  - Ideal FOV is between 10 and 40 feet (see Field of View image)
  - A minimum size must be established for each camera

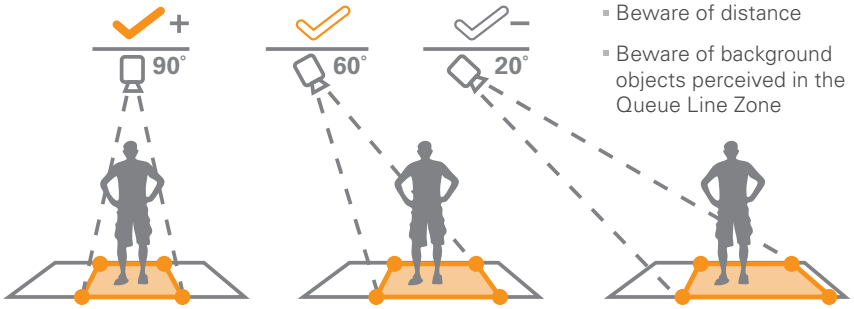
PERSON SIZE ESTIMATES

The position and size of the Nearest Person and Farthest Person boxes approximate the perspective of the camera. The same person will appear larger when standing close to the camera than at the farthest position from the camera.

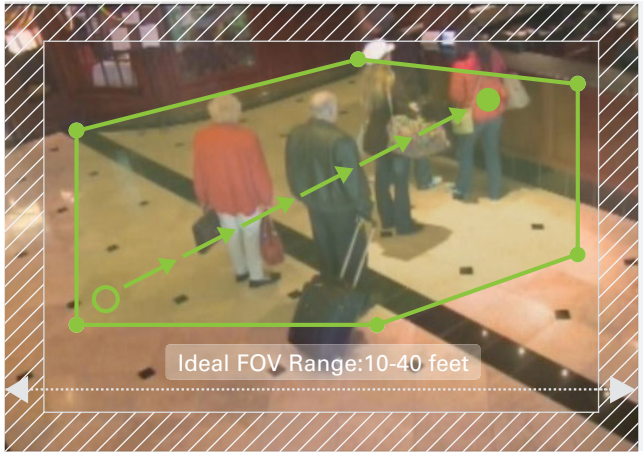


Important — Ensure that the Nearest Person and Farthest Person boxes are drawn accurately (in both position and size) on the image. These parameters calibrate the camera's perspective on the scene. If they are incorrect, the plug-in will not be able to accurately measure the size of the queue. Refer to the diagram to above for more information.

MOUNTING



FIELD OF VIEW



Draw the queue zone. Position the queue direction line such that the line follows the path of the queue and the direction arrows point toward the end of the queue.

Front of the queue

Back of the queue