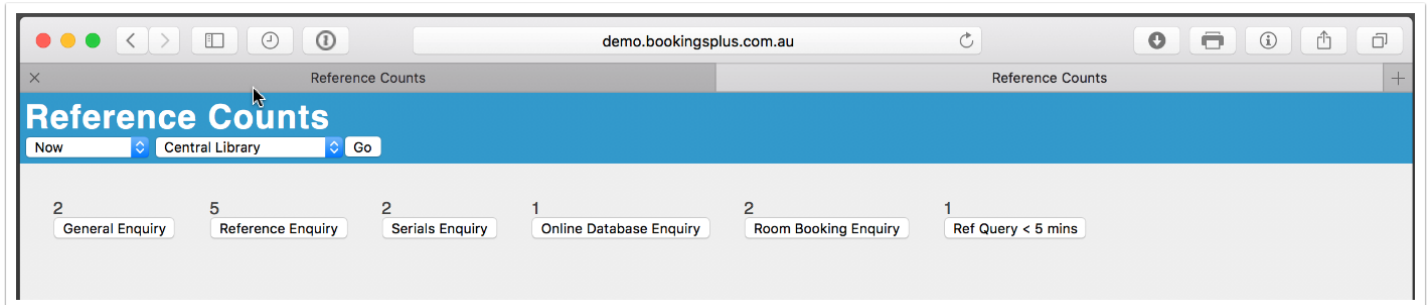


Overview

RefClicker is an electronic tally sheet for collecting valuable statistics on short service reference and general information queries received at a service point whether it be in person, phone, email, online/chat or any social networking channel.

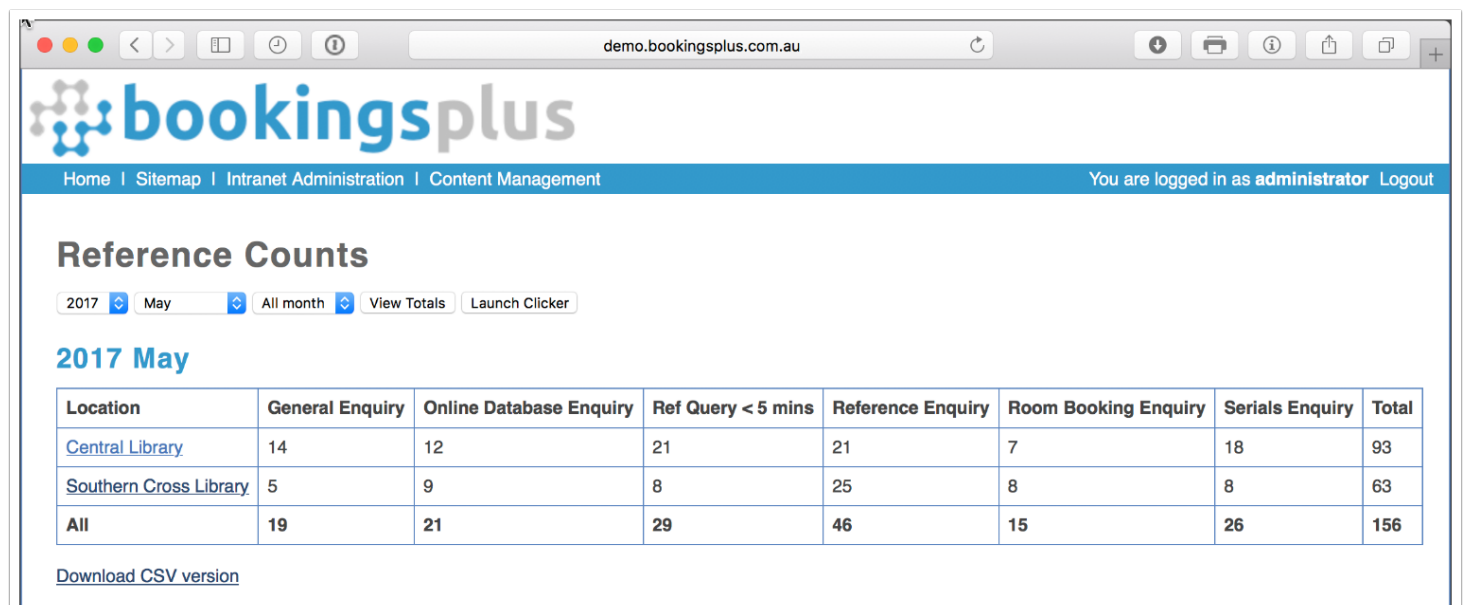


Flexibility

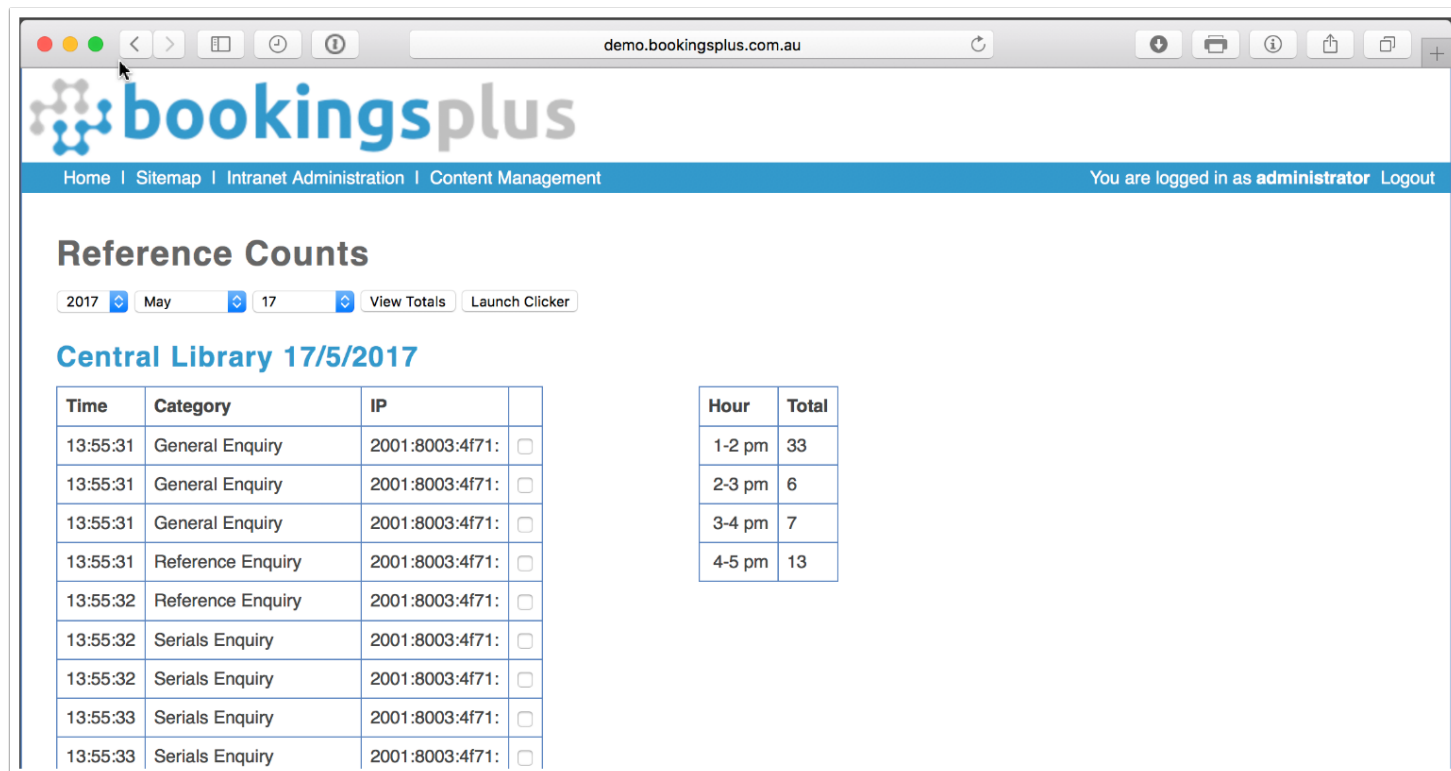
- Fully customisable to meet your needs.
- Allows stats to be recorded with as little as a single click.
- Batch mode allows for stats to be entered from tick sheets.
- Use it at all your service points, or just some.
- Can be used during Reference Statistics collection periods or continually for accurate and meaningful counting

Statistics

As RefClicker collects statistical information electronically it frees up valuable staff time required to tally the monthly totals. With RefClicker, tally summaries are readily available for each individual service delivery point and inquiry type by Year, Month and Day. All tally totals can be exported directly as a CSV and imported into electronic spreadsheet programs such as MS Excel. In addition, the comprehensive audit trail provides opportunities for in-depth analysis of service delivery on an hourly basis.



The following displays the detailed information available when "drilling down" for Central Library for the 17th May



The screenshot shows a web browser window with the URL `demo.bookingsplus.com.au`. The page header includes the "bookingsplus" logo and navigation links: Home | Sitemap | Intranet Administration | Content Management. A user is logged in as "administrator" with a "Logout" link.

Reference Counts

2017 May 17 View Totals Launch Clicker

Central Library 17/5/2017

Time	Category	IP	
13:55:31	General Enquiry	2001:8003:4f71:	<input type="checkbox"/>
13:55:31	General Enquiry	2001:8003:4f71:	<input type="checkbox"/>
13:55:31	General Enquiry	2001:8003:4f71:	<input type="checkbox"/>
13:55:31	Reference Enquiry	2001:8003:4f71:	<input type="checkbox"/>
13:55:32	Reference Enquiry	2001:8003:4f71:	<input type="checkbox"/>
13:55:32	Serials Enquiry	2001:8003:4f71:	<input type="checkbox"/>
13:55:32	Serials Enquiry	2001:8003:4f71:	<input type="checkbox"/>
13:55:33	Serials Enquiry	2001:8003:4f71:	<input type="checkbox"/>
13:55:33	Serials Enquiry	2001:8003:4f71:	<input type="checkbox"/>

Hour	Total
1-2 pm	33
2-3 pm	6
3-4 pm	7
4-5 pm	13