ANALYTICS SET-UP

Live occupancy, queues and dwell time

Turn line and zone events into a live head count, a queue length, vacancy, dwell time, traffic-light screens and alerts.

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Live occupancy from lines

Occupancy is everyone who came in minus everyone who went out, across every entrance.

1. **Put a two-way line on every entrance and exit**
   Miss one door and the number drifts.

2. **Add a Current occupancy report**
   In the portal, add the In direction of every line as entries and the Out direction as exits.

3. **Set a reset time**
   Choose a time when the place is certainly empty, such as 3 am. The count restarts from zero then each day.

4. **Show vacancy if you prefer**
   For car parks, choose the vacancy display and enter the maximum: it shows spaces left instead of people inside.

Queues from zones

A Current queue report counts the objects inside one or more zones right now, refreshed every few seconds. Draw the zone over the queue or waiting area. When several cameras cover one area, make sure their zones do not overlap, or people are counted twice.

Occupancy history and Queue history reports chart the same numbers over a day, week or month, as a maximum, median or average.

Dwell time

The Dwell time report shows how long objects stay in a zone, as an average, a maximum, or both. It suits waiting areas, queues, displays and stands. Alerts can fire when dwell time goes over or under a figure you set.

Traffic-light screens

Any live number (crossings, occupancy or queue) can change its message and colours with the value. For example, “Please wait” in red above 100 people and “Come in” in green below.

> When several rules are true at once, “more than” rules win over “less than” rules, and the highest “more than” threshold that is met is the one shown.

Share the report as a link or embed it on a screen: see **Share, export and embed** (crowdsense.events/knowledge-base/desktop/share-export-embed).

Alerts

From a live report’s menu, add an alert that emails people or calls a webhook when the value passes a threshold. The repeat time controls how often it fires while the condition lasts. To post the live number to your own system every minute, set the threshold to 0 and the repeat to one minute.

Still stuck?

Email **support@crowdsense.events** with your account reference (it starts CS-D-), the computer’s name and a screenshot of what you see. For sales questions, **contact us** (crowdsense.events/contact).