Using the Basic Waitlist Report

> The Basic Waitlist Report provides administrators with a centralized view of all users currently on waitlists, organized by parking lot. Its primary purpose is to help manage demand, facilitate user communication, and streamline the process of offering permits to waitlisted individuals. This article is intended for OperationsCommander (OPSCOM) administrators.

Setup and Configuration

Before users can join a waitlist or their data appears in this report, waitlist functionality must be properly configured within your system.

Admin Side:

- Instructions for enabling waitlists for specific lots can be found on the *Pricing & Lot Admin* page, under the **Standard Permits** section. Waitlists can be set up for individual lots or configured as grouped waitlists that cover multiple locations.
- Configure the **Only Allow Waitlist after lot is Full** setting to determine whether users will see the option to join a waitlist even before all permits for a designated lot are sold out, or only once the lot reaches full capacity.

User Side: You can configure the option to allow users to see their rank on the waitlist.

1. Hover over **System Configuration** and click **System Settings**.
2. Navigate to the **Permits** tab and enable the **Show Waitlist Rank** checkbox.
3. Refer to the *User Experience* page for more details on the front-end view.

Using this Feature

Administrators can use the following instructions to access the report and interact with waitlisted user data.

1. Hover over **Permits**, hover over **Waitlists**, and click **Waitlist Report**.
2. View or edit details about a user waiting to purchase a permit in a specific lot directly on the **Waitlist Report** screen.

Key Information Displayed

This screen allows the admin to quickly see:

- The user's Rank on the waitlist
- The date added
- The user's name
- Their user type
- Their city
- The user's Phone Number
- Any entered Comments
- The lot they are waiting for a permit in

> **Visual Cues & Status Indicators: Blue Highlight:** The user does not currently have a permit assigned to them. **Yellow Highlight:** The user does currently have a permit assigned but has not yet purchased it.

Available Actions & Buttons

- The **User Profile** icon allows administrators to view and edit the user's profile. This is also the primary link administrators would use to sell a permit to the waitlisted user (click the **User Profile** icon and navigate to the **Parking** tab within their profile).
- The **Add** button allows administrators to add comments specific to the waitlist record. If a comment already exists, an **edit** link will appear, allowing administrators to update the comments on file.
- The **Toggle Selections** button allows administrators to select all records displayed in the report simultaneously. You can also make individual record selections by enabling the checkbox to the left of each record.
- The **Export to Excel** button exports the entire table as an Excel spreadsheet for further analysis or record-keeping.

Best Practices and Considerations

- **Establish clear business rules: Organizations should establish clear business rules for when to remove a user from the waitlist**, such as after a user has been emailed an offer, or after a permit has been successfully purchased and processed.
- **Proactively manage waitlists: Regularly review the Waitlist Report to identify users who are next in line and to manage**

available permits efficiently.

- **Streamline communication: Use the report to facilitate communication with waitlisted users**, either individually or in bulk by using the export function for email lists.
- **Manage user expectations: If the Show Waitlist Rank setting is enabled, ensure users understand what their rank means and how it might change.**

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