The smart Queue Management System

Customer Services is the place where your clients expect a fast, accurate and comfortable service. In the same time, through a personal contact with the clients, is the place of a unique possibility of selling. The comfortable waiting, the stress free environment, the friendly service will increase the customers openness. Knowing your customers needs, habits, history and feedback will make selling easier.
Features and benefits

Ticket dispenser as advertisement space
The menu that appears on the touchscreen of the Smart-Q ticket dispenser, listing the services, can be fitted into the company image. Commercials, announcements, promotions can be also displayed. This can be done on a splitted screen or by a commercial covering the full screen, that disappears after a touch, leaving the space for the main menu.

Screen and ticket editor
In the Smart-Q system a new campaign, a new promotion or a completely new image “comes to life” after a few clicks. The Smart-Q system makes possible to amend the multimedia, graphics or text content on the screen of the ticket dispenser or on the ticket*. The changes can be done and validated even from a central location, without any extra cost.

Full supervision and better planning
Would you like to know what is the average waiting time in your Customer Services? Would you like to know how many customers have you lost? Through the heart of the Smart-Q system, the CDS application, you will have full supervision of the daily operation and using the provided statistics, you will build a better strategy.**

*Requires screen and ticket editor module. Some limitations apply to the changes; **Requires Monitoring and Statistics module.
TECHNICAL SPECIFICATION

Display | 19” portrait touchscreen LCD Unique screen background and menu design
---|---
Printer | 3” thermal printer
Paper roll type and size | thermal paper, length: 130 m, width: 3”
Average number of tickets per roll | 1300/paper roll (in case of a 10 cm long ticket)
Printer power supply | 23V DC
Built-in PC as local server | optimal performance and high reliability PC*
External housing and colour | alloy/metal case, grey
Recommended max. nr. of cashiers/advisors | 30
Recommended max. nr. of tickets printed daily | 4000

SIZES

Height: | 1524 mm
---|---
Width: | 700 mm
Depth: | 359 mm
Base (W x D): | 300 mm x 700 mm

RECOMMENDATION

- Banks, Building Societies
- Insurance companies
- Telecommunication companies
- Mobile, internet, cable tv service suppliers
- City and District Councils, Registry offices,
- Tax, Custom and Revenue Offices
- Public utility companies
- Post offices
- Embassies, Consulates
- Governmental institutions
- Solicitor and Notary Public offices
- Malls, Supermarkets, Store chains
- Healthcare institutions
- Educational institutions
- Real estate agencies
- Conference and sport centers

*PC performance and capacity can be customized upon request
ACCESSORIES AND OPTIONS

- Central LED based display
  Displays the ticket numbers, counter numbers and the directions to the cashiers
- Central LCD/Plasma display
  Displays ticket numbers, counter numbers, commercials and various other information
- Counter display
  Displays the ticket number called by the cashier
- Software terminal for cashiers/advisors
  Complex cashier/advisor tasks and functions (requires a PC workstation at the cashier point)
- Card reader manual or motorized

RELATED SOLUTIONS

- Card reader, barcode reader integration
- Larger printer
- Larger touchscreen

**We recommend: Multi-Q Queuing System**
- Digital poster
- Interactive window display
- Information & Self-service kiosk

**We recommend: Digital Signage solutions**
- More competitive price
- Purely software based solution

**We recommend: CDS LIGHT software**

RELATED SERVICES

- Customer service development consultancy
- Site survey, planning
- Installation, commissioning, training
- Maintenance, remote support, repairs
- Paper roll and spare parts supply
- Operation, statistics and data analysis
- Custom development and design
- Integration to existing CRM or Front-Office systems