

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.



EpiQ19

QUEUE MANAGEMENT SYSTEMS

➔ TICKET DISPENSERS

➔ THE EPIQ SYSTEM WILL MAKE YOUR CUSTOMER SERVICE NOT JUST EFFICIENT IN OPERATION, BUT WILL TURN IT INTO THE FIRST LINE OF YOUR SALES.

THE
ONLINET
GROUP

Features and benefits



Ticket dispenser as advertisement space

The menu that appears on the touchscreen of the EpiQ 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 EpiQ system a new campaign, a new promotion or a completely new image comes to life after a few clicks. The EpiQ 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 EpiQ system, the CDS application, you will have full supervision of the daily operation and using the provided statistics, you will build a better strategy.

TECHNICAL SPECIFICATION

Display	19" HD portrait touchscreen LCD Unique screen background and menu design
Printer	3" thermal printer
Paper roll type and size	80mm wide paper roll
Average number of tickets per roll	1300/paper roll (in case of a 10 cm long ticket)
Built-in PC as local server	optimal performance and high reliability PC*
External housing and colour	metal case, black or white
Recommended max. nr. of cashiers/advisors	30
Recommended max. nr. of tickets printed daily	4000

SIZES

Height:	1643 mm
Width:	355 mm
Depth:	353 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

➔ BUILT-IN ACCESSORIES

- ➔ Contactless card reader
- ➔ Speakers

➔ EXTERNAL ACCESSORIES

- ➔ LED (seven segment and matrix) counter displays
- ➔ LED (seven segment and matrix) central displays
- ➔ LCD counter displays
- ➔ LCD/LED central displays with digital media player PC
- ➔ Multifunctional customer calling terminal
- ➔ Touchscreen customer feedback terminal
- ➔ Pushbutton customer feedback terminal
- ➔ 12V power supply and signal distributor
- ➔ 80mm thermal paper
- ➔ Ceiling and desk mounting display supports
- ➔ GSM gateway (to be used with SMS software applications)

➔ SOFTWARE

- ➔ CDS queue management software
- ➔ CDS MAINFRAME central queue management software
- ➔ CDS DESK customer calling application
- ➔ OMP (Onlinet Media Player) digital signage local application
- ➔ OMM (Onlinet Media Manager) digital signage central application
- ➔ CDS SMS Alert
- ➔ CDS VOICE Calling
- ➔ CDS BOOKING Online
- ➔ CDS MEETING Room Occupancy Display
- ➔ iBOOKING smart phone application
- ➔ DASHBOARD visual management information system

➔ 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