

The elegant Queue Management System

While designing the EXEQ we were focusing on reflecting a premium quality with this solution, by the shape of the terminal and the materials used. The slim shape, the shiny surface, the curved position of the screen, the tablet-like functionality are all contributors for the queue and customer management to become part of the five star services supplied by your company.



EXEQ

QUEUE MANAGEMENT SYSTEMS

➔ TICKET DISPENSERS

- ➔ THE MAIN CONCEPT IN CREATING THE EXEQ WAS TO MAKE THE CUSTOMERS FEEL NOT ONLY COMFORTABLE WHILE WAITING FOR A SERVICE OR PURCHASING A PRODUCT, BUT TO GIVE THEM WHAT THEY REALLY DESERVE: TO FEEL LIKE BEING THE ONE AND ONLY.

THE
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Features and benefits



Confidence requires style

Sometimes it is practical having a queuing terminal with a huge display, loads of accessories or a customized colourful cover, that attracts new clients like a magnet. Sometimes the environment, the interior architectural design or the company image requires a simple shape and a smart aspect.

Elegant and practical

The screen of the queuing terminal is big enough to be filled with attracting and useful content. The ticket printer as standard will easily serve hundreds of clients daily, but with a heavy-duty printer installed, that can rise to several thousands. The optional card reader will make the customer identification and VIP client management possible.

Lightweight and perfectly slim

The body of the queuing terminal, unlike others is not made of metal, but a special, multiple layer and light structure material. One of the advantages of using such a material is that the total weight of the terminal is far less compared to others. This characteristic of the terminal will make its transportation easier and the handling or repositioning within the customer service area very simple.

TECHNICAL SPECIFICATION

Display	19" landscape touchscreen LCD Unique screen background and menu design
Housing	special, multi-layered, tough and glossy material
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	24V DC
Built-in PC as local server	optimal performance and high reliability PC
Recommended max. nr. of cashiers/advisors	30
Recommended max. nr. of tickets printed daily	4000

SIZES

(H x W x D)	1201 mm x 505 mm x 470 mm
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→ 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 centres

➔ BUILT-IN ACCESSORIES

- ➔ Webcamera
- ➔ Microphone

➔ 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
- ➔ 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