

# The comprehensive Queue Management System

Customers are not the same. Just as their expectations and needs. A Customer Service can be efficiently operated, only with a versatile solution. Some like to be recognized, to be called on their names and understand their desire. Some prefer shopping while they have to wait. Some organize accurately their time and they like making a pre-registration or booking for an appointment.



MULTIQ

QUEUE MANAGEMENT SYSTEMS

➔ TICKET DISPENSERS

- ➔ EVEN IF YOU HAVE CUSTOMERS WITH SOPHISTICATED REQUIREMENTS, THE MULTI-Q SYSTEM WILL HELP THEM TO FEEL, THAT FOR YOU IS NOT IMPOSSIBLE TO FULFIL THEM.

THE  
**ONLINET**  
GROUP

## Features and benefits



**Size does matter** Would you like to display more information on the ticket dispenser's touchscreen, but there is not enough space? Your elder customers are complaining about too small text size? An impressive commercial would wake-up the interest of more customers? The Multi-Q ticket dispenser can be ordered even with 32" screen, to avoid these and other similar future difficulties.

**All-in-one** The Multi-Q ticket dispenser can be equipped with card reader, biometric and barcode reader, proximity sensor, camera and speakers. The customers can be identified at the ticket dispenser terminal, so the waiting and the administration time can be decreased significantly.

**Five star services** Would you like your Customer Service make feel your customers, like they have taken tickets for Business Class? The pre-registration, the VIP customer management or the text alert before calling, are all services, through which your customers service becomes more faster and comfortable.

TECHNICAL SPECIFICATION

Display	19"/23"/32" 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)
Built-in PC as local server	optimal performance and high reliability PC*
External housing and colour	alloy/metal case, black or white
Recommended max. nr. of cashiers/advisors	30
Recommended max. nr. of tickets printed daily	4000

SIZES

19" (H x W x D)	1782 mm x 430 mm x 327 mm
23" (H x W x D)	1782 mm x 430 mm x 327 mm
32" (H x W x D)	2111 mm x 560 mm x 220 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 centres

\*PC performance and capacity can be customized upon request

### ➔ BUILT-IN ACCESSORIES

- ➔ Push-in engine driven card reader
- ➔ Contactless card reader
- ➔ Barcode scanner
- ➔ Passport and ID card scanner
- ➔ Webcam
- ➔ Microphone
- ➔ Speakers
- ➔ UPS – Uninterruptible power supply
- ➔ Vandal safe metal keyboard with trackball

### ➔ 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