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.
**TECHNICAL SPECIFICATION**

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

**SIZES**

<table>
<thead>
<tr>
<th>Dimension</th>
<th>Measurement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Height:</td>
<td>1524 mm</td>
</tr>
<tr>
<td>Width:</td>
<td>700 mm</td>
</tr>
<tr>
<td>Depth:</td>
<td>359 mm</td>
</tr>
<tr>
<td>Base (W x D):</td>
<td>300 mm x 700 mm</td>
</tr>
</tbody>
</table>

**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

- Swipe manual card reader
- Push-in manual card reader
- Contactless card reader
- Speakers
- 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