

Q-MANAGER

THE QUEUE MANAGEMENT TERMINAL



Applications:

- Banks
- Hospitals
- Airports
- Transit Stations
- Public Utility Office
- Customer Service Centre

► Introduction

Waiting in lines is something we face very often. We encounter lines everywhere we go; while shopping, checking into hotels, at hospital and clinics, at the airport, etc. Your customers get confused, distracted and irritated.

Now with Q-Manager, you can make a difference.

- Provide better customer service.
- Track counter staff productivity.
- Optimise your counter staffing requirements.

► Solution Components

• **Customer Service Station**

Choice of Touchscreen based Terminal or Character based LCD Terminal equipped with Receipt Printer.

• **Matrix Display**

Modular systems that can be configured to form various combinations.

Choice of Fixed and Moving messages with different color options.

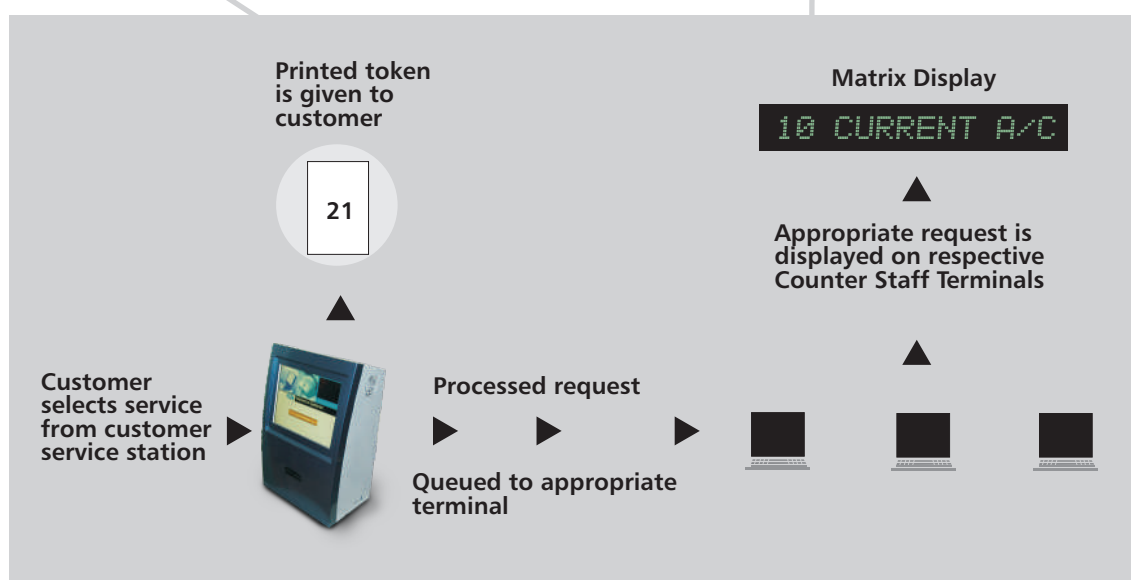
• **Counter Software**

An Agent software that resides on the counter PC. It gives the attendant flexibility to notify the token number (Displayed on the Matrix displays). Expedite services for special customers and even change counter profile to balance workloads.

TOKEN NUMBER	COUNTER
001	01
002	02
003	03
006	04
009	05

► How it works

- The customer visits the customer service station and selects the category of services he /she wishes to utilise.
- The system provides the customer with a token number and also stores a digital image of the person.
- The counter attendant just presses the next button on the on - screen agent application.
- All the responses are pooled from each of the counters in the network and displayed on the Matrix Displays.



Qualitynet has always been in pursuit of services that make better use of our powerful network. Through the years, the company has been successful in meeting the growing demand of the market place, with advanced and innovative services. We understand the emphasis that you place on quality throughout your business processes, which is why we have partnered with the best in the industry to bring you these services. It is in this light that we have partnered with Intellvisions, for offering and further enhancing this service.



Intellvisions is an established leader in developing cutting edge self-service solutions. An ISO 9001:2000 certified company; Intellvisions deliver the broadest range of multi application terminals - transaction kiosks, ATM surveillance systems and dynamic Q-Management systems among many others. The company's strength lies in the diversity of skills that span product design, Industrial Engineering, software development and project experience acquired over many years of successful projects.