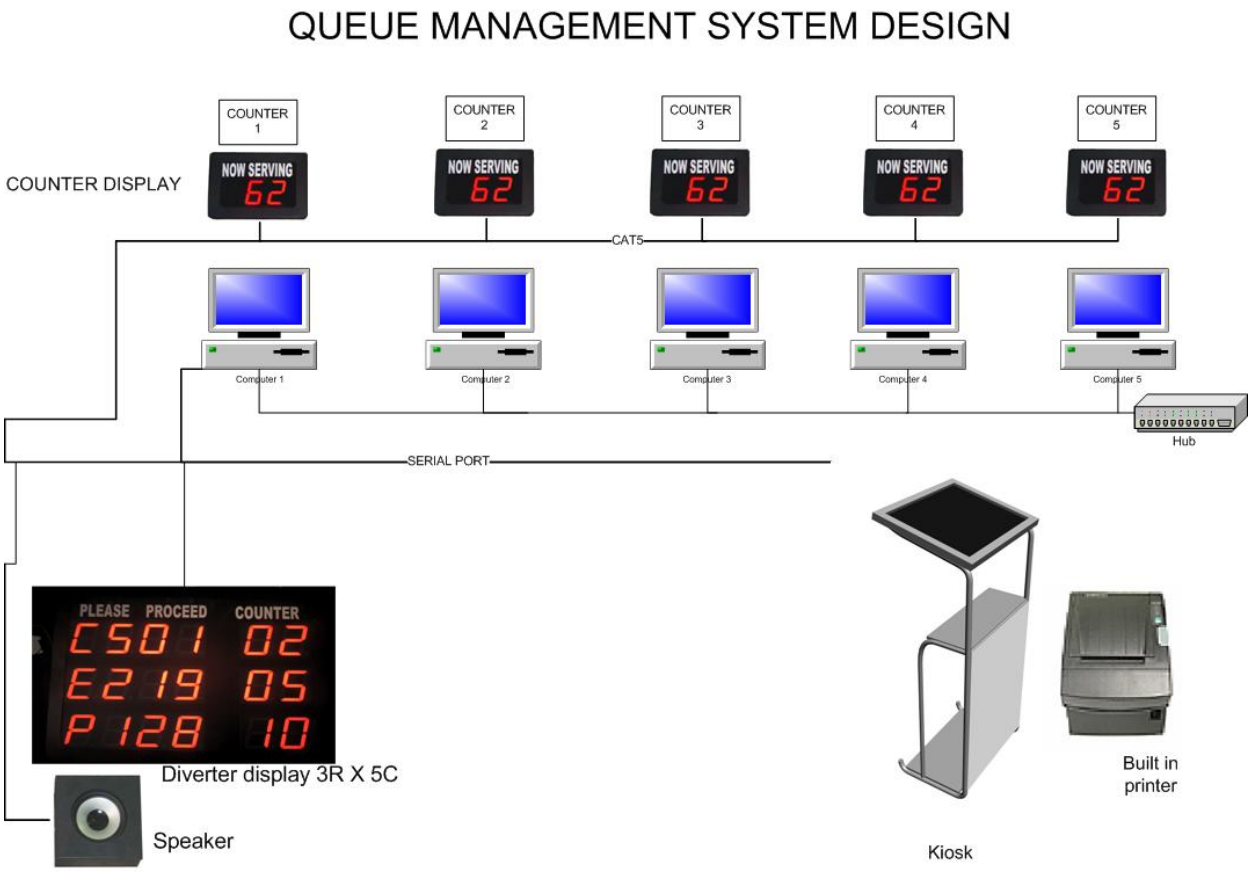
Get the Latest in Queue Management System



With the new kiosk the customers can easily interact with the system using touch screen . It has a sleek design which is visibly attractive and has extra spacing for personal advertisement.

How the Queue Management System Works

The Customer side

The Kiosk

The customer first walking in encounters the touch screen which shows the services of the organization. Based on his objective the customer presses on the screen . A ticket with a token number along with the organization details is printed.

Now all the customer has to do is wait for the counter display or the main display unit to show his respective number and he can proceed to the counter.

Counter Display

The counter display uses bright 7-segment display to call the customer to the counter. A pleasant ding-dong sound and the blinking display alerts when a new number is called.

The Main Display

This display is used to guide the customer to the counter where his number is being called.

The first digits shows the customer number and the second digits shows the counter number.

The Teller side

The Counter

The Normal Mode

The counter software provides the interaction medium for the teller and the QMS. He/she can call the customer after they have logged on to the system.

These are easy to install and use. You can simply log on and start calling customer.

Mini mode

The mini mode is designed so that the QMS software doesn't affect your daily work when you're using other applications.

System Specification

MAIN DISPLAY OR DIVERTER DISPLAY

- Uses six bright 7-segment LED Displays to display the latest called queue number and the respective counter where it is assigned.
- Two digit display for counter number and 4 digit display for queue number.
- Display Size (inch): 4. (Visible from a distance of 50 feet.
- Uses RS485 network for communication with the Interface Unit.
- Made of Steel with powder coating.
- Dimension (mm): 730 (L) X 280 (H) X 60(W)

Weight: 8Kg.

COUNTER DISPLAY

- Uses four bright 7-segment LED Displays to display the assigned queue number in the respective counter.
- Display Size (inch): 4.
- Uses RS485 for communication with the interface Unit.
- Uses DC 18 v power.
- Made of Steel with powder coating.
- Dimension (mm): 450(L) X 280 (H) X 60(W).

Weight: 5Kg.

MULTI DISPLAY

- Uses eighteen bright 7-segment LED Displays.
- Multi display is like having three main displays in sequence. The latest is displayed in the top and the others below.
- Display Size (inch): 4
- Uses RS485 for communication with master console
- Uses DC 18 v power
- Made of Steel with powder coating
- Dimension (mm): 730 (L) X 625 (H) X 60(W)

Weight: 25kg

System Specification

QMS KIOSK

- Has a built in computer for all system functions.
- 256 MB RAM
- 2 GB Flash Memory
- 2.66 Ghz processor
- Can support 4-5 Video Graphics Displays
- Provided with 17” LCD Monitor
- Provided with Thermal Printer
- Uses thermal printer to print the ticket.

- Provides Interface for all the other devices.
- Provides a friendly GUI (Graphics User Interface) for customer
- Uses 17” touch screen for interacting with customer (can be used with various size of touch screen).

Uses RS485 network for communication with all the display units. Provides power to all the display units.

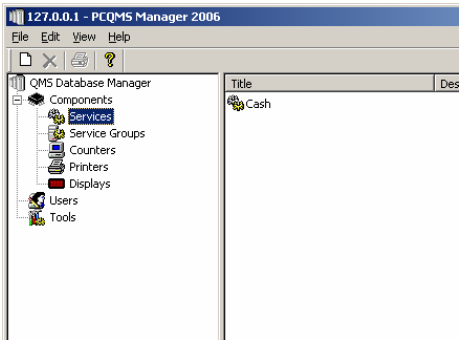
SPEAKER UNIT

- Uses 135 mm Diameter Speaker
- Wattage (W): 50
- Weight (Kg): 1

Dimensions (mm): 205 (L) X 205 (H) X 100(W)

System Specification

PCQMS SERVER SOFTWARE



- Runs as a Microsoft windows service in a server computer.

Controls all the PCQMS Units.

Minimum requirement of the Computer Hardware:

128Mb Memory

PT III

Network card and sound card

Fixed IP address

Windows XP, windows 2000, Windows 2003

- Any existing PC running in the network is used.

Provides the following functions:

Warns the counter head if the average waiting time of the customers exceeds the targeted waiting time.

Sounds a ding dong sound when a new Queue number is displayed.

The system remembers the status of the Operations even after black out.

Displays the current queue status including the number of customers waiting, current queue status, etc.

PCQMS CLIENT SOFTWARE

- Allows user to get logged into Queue Manager
- Acts as a graphical Interface for the teller.
- Displays the Counter number that is assigned to the respective counter.

Normal Mode

Mini Mode

Has provisions to:

* Call next customer.

* Put the customer back into queue

* Transfer the assigned customer number to Some other tellers.

* Use user defined function keys instead of mouse clicks.

Can be operated in mini mode or Normal mode.

Additional Features of PCQMS 2007:

Multi Service:

A single Queue Management system is used for managing queues of different services. The Printer interface unit consists of multiple push buttons according to the number of services required.

One man on queue concept:

In the old queue management system, the displays called upon the next customer only after the previous customer was fully served. This caused a slight delay during customer switching (the delay caused by the customers to walk from their seated position to the counter). The new Queue management system gets rid of this customer switching delay by keeping one customer on queue. About after 20 seconds a customer is switched, the system automatically calls upon a customer and makes him/her stand in a line wile the previous customer is served.

After implementing one man on queue, delay due to implementing the queue management system, has completely been removed.

Assigning different Priority to different types of services:

We can customize the banking operation using this concept if tellers are not dedicated for fixed type of services only. The teller may be idle when there is no customer to serve of its type. This idle time can be minimized by enabling the teller to serve various services. Our system facilitates to assign different priority to different type of services. This feature allows assigning the first priority for the services of its type and lower priority to other services.

E.g.: A remittance counter will serve for customer of remittance first and in absence of them, token number of different services will be called.

Enabling and disabling switch in proper schedule:

Multi service PCQMS is provided with printer Interface unit with multiple number of switches. The switches can be enabled and disabled in required time.

E.g. if Remittance counter is to be closed after 1 pm, the only Switch generating token for remittance can be disabled from 1 pm.

PC controlled Power System:

The power of the PCQMS system is fully controlled by the PCQMS server. The system turns on and off automatically according to the settings given to the Server.

Multiple Displays and Printers:

The PCQMS supports any number of displays and receipt printers in the RS485 network. Networks with more than 15 Displays require a repeater with power supply.

PCQMS Reporting:

We provide a report in every three months. The report is in the form of table and graphs. The report consists of data of:

- Arrival of customer in hourly basis.
- Average waiting time per customer.
- Average serving time of individual teller.
- Total number of customers served on every day.
- Break time taken by teller.
- Login and logoff time of each teller.