

Queue Pro

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Priority assured

Customers are the most key component for organization. Specially, for the service oriented organization including Government, customers visit their service centers for different reasons. Managing the customer flow process by one-stop service centers is critical to keep the service quality. Effective customer flow depends on the customers, who should have clear options and convenient, timely access to services that lead to positive results and high customer satisfaction.

Typically, the service centers frequently face the problem of undisciplined queues; causing tension and stress among both customers and employees which result in efficiency decline. Special service desks remain mostly under-utilized. Customers take back the impression based from the experience of service quality at the service center. While customers & employees remain unhappy; management has not enough data to improve customer service & the human resources.

The solution is a queue management system. It will place the undisciplined queue in system and instead of standing in long queue; customers may sit down / roam around the waiting space. It also creates opportunities in promoting new services to the customers. The center manager can view data on waiting customers and the operation team can work on data to optimize the resources for improvement.

Queue Pro is an effective & systematic queue management system designed to ensure disciplined & guided customer experience. It provides options to the organization for promoting information among the waiting customers. The system enables the center manager with statistics on waiting customers and with advanced administrator module and online reports, Queue Pro provide an opportunity to improve branch operation/services to the next level.

Why Queue Pro?

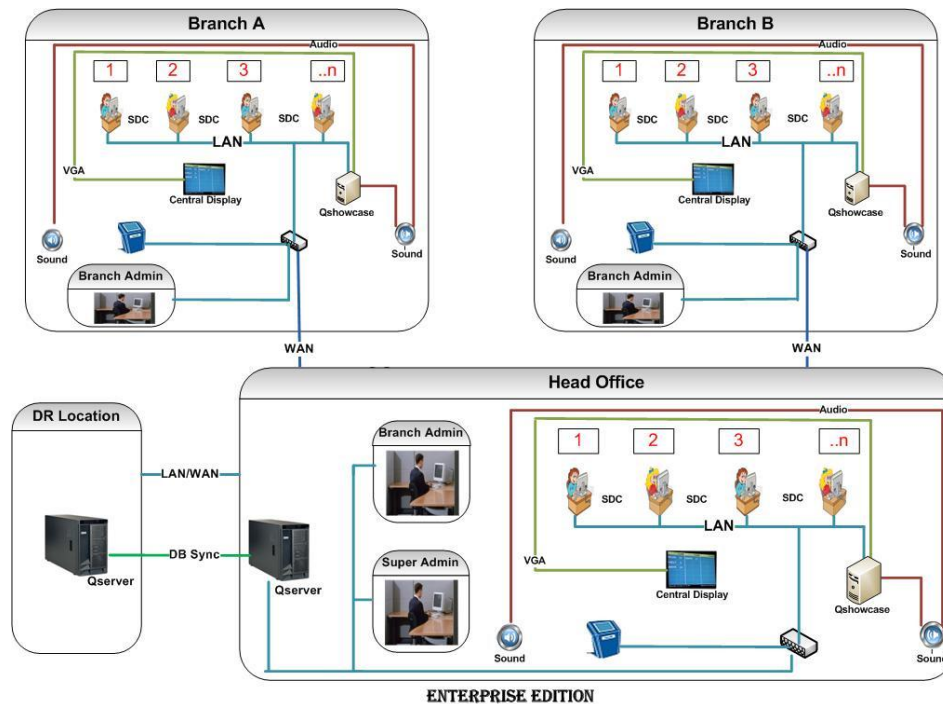
Queue Pro has flexibility in implementation which allows the organization to roll out the project quickly. It has the advantages on the following issues:

- It can be integrated with open standard hardware platform. Organizations can use their preferred hardware instead of proprietary hardware from the vendors.
- The server based system enables the system administrator for configuring and managing the operation of the system.
- The system allows the system administrator to customize the menu according to their business plan. The menu flexibility provides data on the final service lines for analyzing.
- The system is scalable. It can be used as standalone or centrally. The customer interface language or the promotional text can be set branch wise. Organization operating in the diversified geographical area can leverage their customer interface with this multi-language feature.

Industry uses

Bank
Telecom operator
Hospitals
One stop service center (Government & corporate)

Typical deployment diagram of Queue Pro



Queue Pro interfaces:

Queue Pro have the following interfaces:

Token dispenser for customers: When a customer arrives in the customer care center, he/she will have to choose the desired service type through the kiosk. The service options would be shown in multi language. Once the customer chose the service (interacting with the server), based upon the current status of queue and service nature, token will be printed with token & counter no and any promotional text.

Service delivery counter: When customer service officer (CSO) starts serving, the system will assign a token. The token will be assigned based on the skill / service / priority nature to the concerned desk. The system will display the token in the LED board in front of CSO so that customer can approach the counter. After completion of the service, CSO will mark the token as served for calling next customer.

Display module: The system has facility to connect one or more main display unit(s) named as QShowcase. It is a combination of a software unit with an LCD / LED monitor. QShowcase can be wall mounted from the ceiling at the customer waiting area so that the customers can view the tokens being called alongwith other promotional message.

Supervisor module: Designed for the branch supervisor module to monitor the current queue status of the branch for quick decision making. It also serves the purpose of searching a token number form the queue and response to customer query.

Q-Manager: Q-Manager allows printing tokens after taking inputs in the token dispenser. Then connect to the service delivery counter module and display unit to update the queue information. It also updates the information for the supervisor. The system has a configuration option for the system administrator for setting the operation parameters.

Report module: Report Module generates MIS report that will help to take management decisions.

System feature

The system has the following functionalities feature:

- The system provides touch screen for selecting services.
- The system has facility of adding and deleting the services.
- The system has provision of generating tokens contain information like date, token number, list of services etc. This is configurable.
- The system has facility of categorizing the customers.
- Provision of marking a missing token.
- Provision of redirecting a customer to another counter
- Allows system administrator to activate / deactivate services across the counters
- Allows system administrator to view the services available at any counter
- Provision of generating the voice based alarm for the customer or displays the information on the LCD/LED.
- The system is able to use existing PC's at the branches.
- Multiple languages support.
- Option for central display / individual counter display for tokens.
- Single token concept - Options for multiple services choice for customers
- Centralized monitoring
- Queue routing as per business rule.
- Online reporting options with data export option for further analysis, apart from standard reports.
- Single server can handle multiple kiosks in the busy centers.

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