

**Q-net<sup>®</sup>**

QUEUE  
MANAGEMENT  
SYSTEMS

[www.q-net.com](http://www.q-net.com)



LCD WAITING AREA DISPLAY



VOICE RECORDING



VISUALISATION



In case KPI turn into extreme values, managers are alerted.

Manager module with real time information



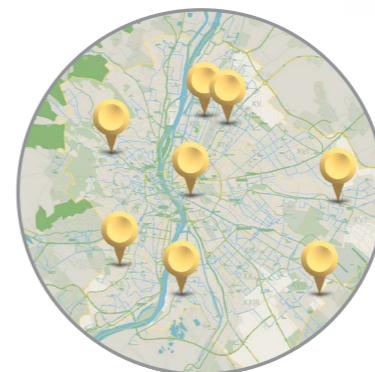
Ticket dispenser with card reader can identify client. Entering phone number, client can receive message about waiting time, so can be alerted when his turn comes up.



Know your waiting time



Web based statistics, software keyboard run on tablets or smart device too.



GEO LOCATION SERVICE



CUSTOMER FEEDBACK



# Q-NET PRO

Q-net queue management is more, than printing tickets, calling clients and gaining statistical data.

In most cases, where the client turnover is more complex, or management need centralized system the ultimate solution is **Q-net Pro**.

**Customer identification** is a key point in customer relations, **Q-net Pro** provides various tools to gain basic information of clients, and this data appears on the clerk's keyboard at calling the client.

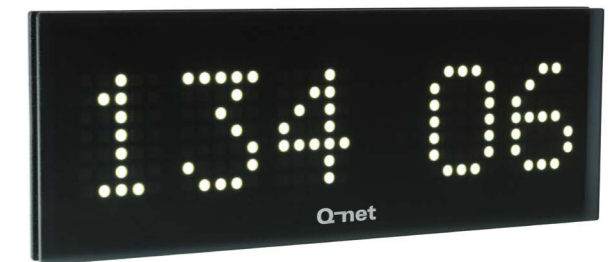
Businesses often suggest for the clients to book appointment in order to avoid crowd and timely waiting. **Appointment** system turns the human resources more effective with calculable schedules for the day. Appointment feature is commonly used by clients, it allows the user to find the closest branch or office using the smartphone's GPS. There is optional automatism available in the system, called **rule system**. With the help of the flexible rules, management are informed instantly about extreme events

happened in the branch by SMS or email. Also SMS is used in the system to **inform** clients about the remaining **waiting time**.

Ticket dispenser can be used as a marketing tool, advertisements can be displayed on its monitor.

The software of **Q-net Pro** is modular, **web-based**. It is a **centralized solution**, all settings has to be arranged from the central location, providing a very precise and well understandable configuration.

The solution is **operating system irrespective**, and **various database types are supported**. Q-net Pro software was built based on high quality **open source code components**.



Therefore it doesn't require any additional software cost in most cases. Using **real time web socket communication** the users are informed immediately about the changes. **Different user levels** can be set up according to the employee's role. It can be clerk, statistical user, general admin, admin with limited access to certain branches etc..

It has optional integrated **alert module**, which can send SMS or email in case a configured threshold of the customer flow exceeds a value (e.g. waiting time is more than 30 minutes). Besides the customer flow events, the alert system sends messages about system problems and statuses as well. Teller can use tablet or smartphone to handle clients.



## OTHER FEATURES:

### Chained services

There are services which need complicated administration route involving more counters, more steps. In the system one can set up its route from counter to counter, ensuring the flow not to be mixed. In this case the teller doesn't have to pay attention where to transfer the client, she simply closes the ticket number on her keyboard.

### Various waiting list modes

Depending on the client flow, it can be set global for dedicated tellers and local.

### Sophisticated software keyboard

When the teller calls the client, there will be a lot of useful information displayed, such as:

- the called service name
- the ticket number
- waiting time
- in case of appointment were there any delay or the client was punctual
- If it was a transferred or not, in case yes, who transferred the client, and can read messages affixed to this client.
- Data of identified client in an editable mode.

### Send text message among the Q-net users

The system allows to send messages among the clerks and branch managers. (Can be disabled if it is disturbing the actual work)

### Add notes to the ticket

The software keyboard enables to add note to the ticket. This note will appear at the other teller in case the ticket forwarded or called in other way, and also will appear in ticket reports.

### Security alert

In case of a security event the clerk has an option to send alert from the software keyboard, without making sensation. The counter display will



show a dedicated number, (e.g. 000), the system can play a different calling signal, and the alert message will appear at all tellers and managers.

### Direct call

Teller can call certain ticket number independently from this ticket number's position in the queue, and the system will call this ticket back based on configuration.

### Missing client

In case the client doesn't appear at call event, the teller can sign this ticket number as "missing", and the system will call this ticket back based on configuration.

### Multilingual settings

The user interface can be easily set to the desired language.

### Unlimited closing codes for detailed statistics

In certain cases clients choose wrong services. The clerk can register what transaction was actually done by selecting one of the predefined closing codes at closing the ticket.

### Unlimited status codes for detailed clerk reports

It is possible to create several statuses: e.g. back office work, break, etc. Instead of logging out from the keyboard, the clerk has the option to change the status, showing the reason, why she is not handling customers. The status appears in the monitoring and in clerk work reports as well.

### Teller can delete ticket number

In case the teller has right, can delete ticket (taken by mistake or accidentally) in order to provide precise statistics. This event is stored (ticket number, who deleted it, when)

### Scheduled emailing of statistical report

At the end of the day the system can prepare automatic send able statistical report to pre-defined email addresses.

### Reports handling

Reports can be exported to XLS, PDF, CSV format.

**Ability to show tellers about his performance:** It is possible for the tellers to see their own daily performance on the web keyboard.

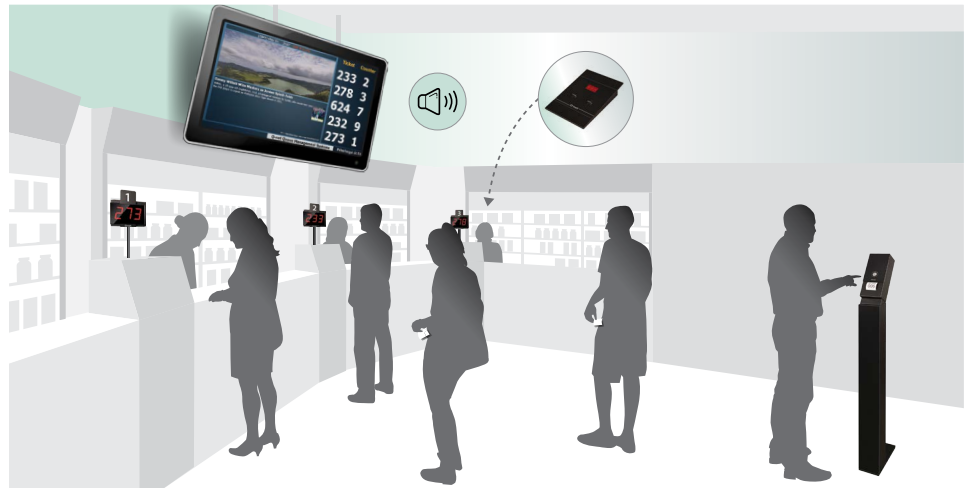
**Up to three services on one ticket** In case client needs to arrange more, than one service at once, it is possible to choose up to three services, providing, that the system will not call the client for second and third service until she is with clerk to arrange the first service.



# Q-NET BASIC, BASIC PLUS

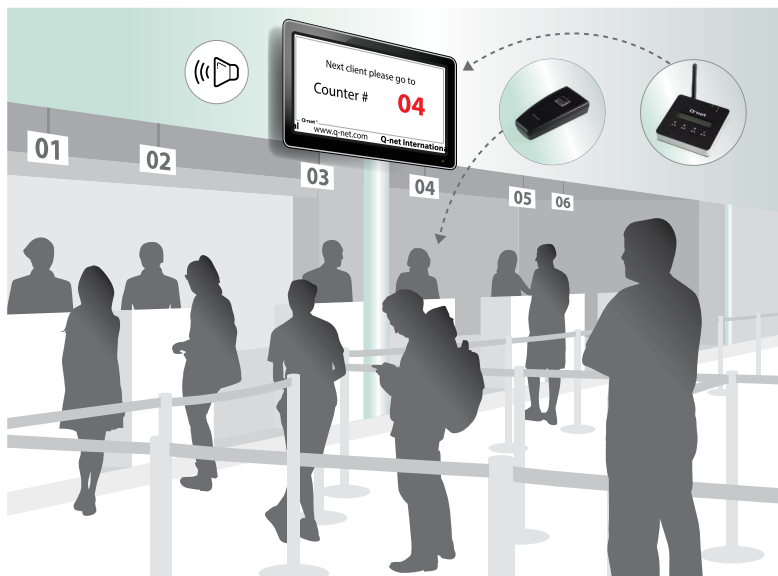
It is a stand-alone system, computer is not required for its operation. **Q-net Basic** provides a great solution for places working with few clerks, handling the same service (or up to 3 services). In this case there is possibility to transfer customers from one counter to the other. It can be integrated with media player (showing calling events on LCD TV and video content, scrolling messages at the same time). It is possible to provide statistics about the client turnover.

TICKET BASED SYSTEM



# Q-NET START, CALL FORWARD SYSTEM

This stand alone product is the perfect solution to run queue management system, in case your customers wait in line and the customer in the forefront is directed to the next available position. Tickets are not needed, since waiting time is very short. Customers are forming line, and they are looking at the big LCD screen at the central area, where the next available counter number appears. This screen is perfect to display video advertisement (e.g. supermarkets, retail...), additional useful information (eg. airports)



## Features:

- Wireless calling units
- Statistics
- Human voice call

NO-TICKET SYSTEM