

"Q-NEXT" AUTOMATIC QUEUE MANAGEMENT SYSTEM

- Digital Signage
- Queuing, Booking, WEB,& SMS
- Customer Feedback
- Connectivity managed services
- Quality Management



"Q-NEXT"

QUEUE MANAGEMENT SYSTEM

"TRACKS YOUR CUSTOMER FLOW
QUEUE STATUS UP TO THE SECOND"

Q-NEXT Functionality :

- Scalable /Multi- language
- Android /Linux & windows operation options
- HTML 5.0, DHTML, PHP & JAVASCRIPT based
- Interactive, fast-loading web pages
- Voice enabled ticket /Multi language
- Built in sound amplifier and speakers.
- Full Wireless counter displays
- 8", 21", and 17" touch screen ticket printers
- Unlimited number of Services/Queues.
- Remote administration of the screens content via Web browser.
- Multiple agent functions and priorities.
- TV & Video Wall capability in waiting areas for media and messaging .
- Integrated Kiosk capabilities for self-service ticket generation.
- Queue functions : open and close counter, call next, ...
- Customer, call a specific customer, transfer to other line, ...
- Management real time reports & statistics.
- Historical reporting – view statistics based waiting time.
- All user interfaces are Web-based, easy to use and linked to online/offline server
- Feedback system /unlimited questions , behaviors: Icon Faces, Stars
- All configuration settings are parameter based, require no programming, are done remotely from the server immediate effect.

Alerts

Send online messages indicating long waiting times, long service duration, inadequate staffing levels, VIP customer arrival,or any other rule-based alert to display onscreen or send by email / SMS.

Digital Signage

Shows waiting customers, line length, waiting time, multiple services and messages,along with complete digital signage functionality

Customized ticket format

print customer name, greeting, service, promotional message, time of arrival The ticket format allows unlimited text and images



Ticket dispensers



Q-PRO

17" & 21" Standee touch screen Kiosk c/w Built-in 80mm thermal printer Queue ticket can be single copy or dual copies cut Kiosk casing is made of cold rolled steel of 2.0mm thickness with powder coating finishing

Q-Mini

8" Network LCD Touch screen Queue Ticket Printer
220 mm/s speed built-in 80mm thermal printer.Queue ticket can be single copy or dual copies cut 8" inch LCD capacitive touch screenDimension: 290mm(W)x175mm(D)x150mm(H)



Q-ELEGANT

15" Standee touch screen Kiosk c/w Built-in 80mm thermal printer Queue ticket can be single copy or dual copies cut

Q-Offline

2 & 3-Digits System
Counter Top Ticket Dispenser
Push Buttons
Counter Top Stand
Roll of White 2-Digit Tickets
(3,000 tickets per roll)
Take-A-Number Sign



Counter Displays

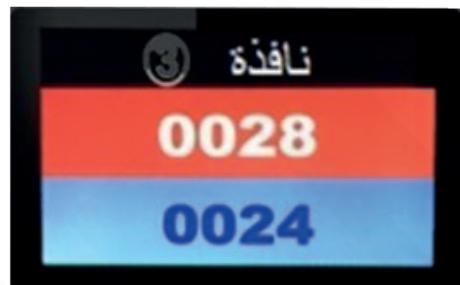


Dot Matrix Display

Graphical visualization
Easy installation
Elegant appearance
Multiple lines version available

C10" LCD Counter

Display (Wall Mount)
Network: RJ45 & Wifi
Power Supply: POE or Adapter



21" LCD Counter

Display (Wall Mount)
Network: RJ45 & Wifi
Power Supply: POE or Adapter

Waiting Area Displays

Digital Signage, 22", 32" & 55" LED waiting area
Display (Wall/ ceiling Mount)
Network: RJ45 & Wifi
Power Supply: 100-230 volts



Counter Call Pads



Mobile Virtual

Counter Terminal fully web-based
Queue number calling,
transfer, store, recall, alert message, e

14 function keys

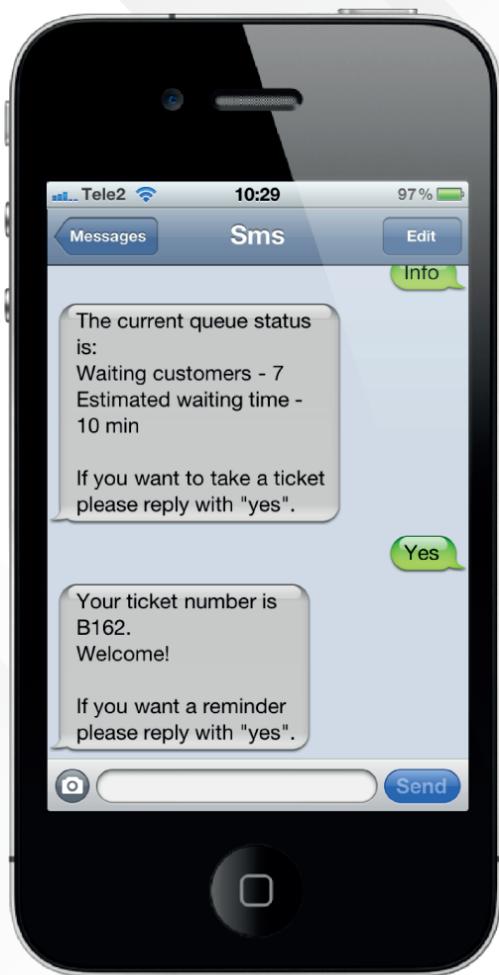
Counter Terminal
Wireless RF433
5V 1A adapter



Virtual Counter Terminal (VCT)

Fully web-based
Queue number calling
transfer, store, recall, alert message

Mobile and Web reservation



- Log in**
- Errand
- Reservation
- Confirmation

In order to provide you with the best possible service, we kindly ask you to register on the web. This will prevent unnecessary waiting time and get your registration directly into the system.

Thank you for your cooperation!

Name:	<input type="text"/>
Address:	<input type="text"/>
City:	<input type="text"/>
State:	<input type="text"/>
Zip code:	<input type="text"/>
Mobile number: *	<input type="text"/>
E-mail:	<input type="text"/>

Customer Feedback Solution (CFS)

Rate Your Customer Service

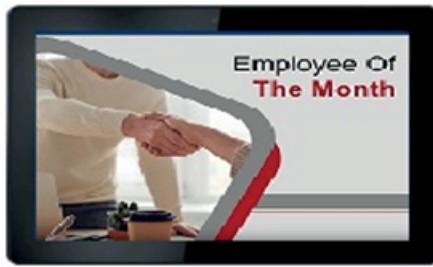
QNEXT CFS is an instant customer feedback solution for service feedback with top quality user interface platform ensuring a high response rate. Centralize CFS central database provides comprehensive reporting tools to chart your customers service feedback trending analysis. Reveals the truth of customer satisfaction rates to help your company improve with best-of-breed customer feedback solution from QNEXT.

End-to-End CFS

QNEXT provides comprehensive solutions covering your end-to-end needs with in-premises choices from 7" Interactive CFS up to 22" CFS display. It doesn't stop there! QNEXT offers state-of-the-art Mobile CFS solutions that ensure 100% customers participation at anytime & from anywhere.



Mobile CFS



15''/22'' CFS Scoreboard



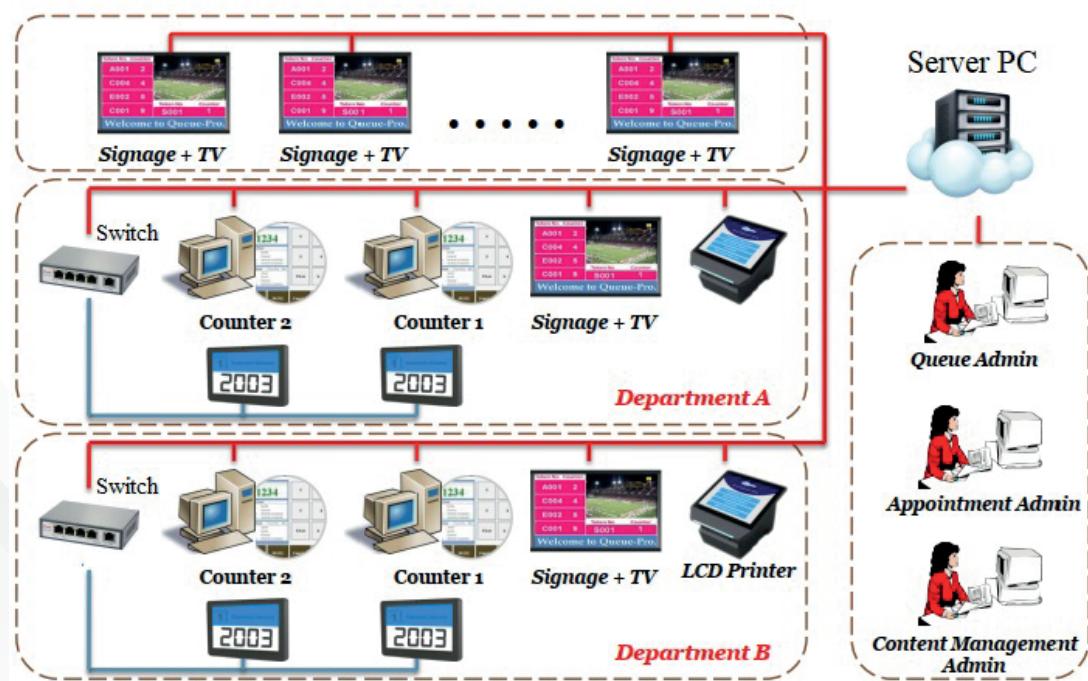
9'' Interactive CFS

8 Reasons Why QNEXT CFS

- **Reliability** - function regularly regardless internet downtime with in-built cache memory
- **Responsive** - quick respond to customer's feedback enhances competitiveness
- **User-friendly** - simple & easy touch screen navigation
- **Flexibility** - no network cabling is required with wifi connectivity allows easy deployment at anywhere
- **Real-time** - instantaneous feedback & data consolidation with reference to customer's experience
- **Trending Analysis** - immediate customers feedback analysis & reporting
- **Multi-lingual** - multiple language selection enables feedback data collection from all groups
- **Customization** - pre-loaded library allows multiple questionnaire structures & icons type selection

Queue Management System

WIRED SYSTEM



WIRELESS SYSTEM

