

Integra[®] Queue Master

Organize queues,
maximize productivity



System Overview

The Integra Queue Master is an intelligent Queue Management System designed to help companies organize and control the number of customers transacting in their stores and offices, which results to a more orderly management of customer transactions. It is an important tool to measure the efficiency of each front line employee on how they attend to each customer using the built-in analytics - this is necessary to establish better processes and improve customer satisfaction. To top it all, the system significantly helps the management in observing their customer demographics, peak operating times, and many more...



Strengths



Reliable

With the industry tested hardware and software components, the Integra Queue Master System is expected to perform all days of the year. It has a user-friendly interface which allows customers and counter-operators alike to easily adapt in using the system. In case a customer mistakenly queues in the wrong transaction, he could easily be transferred to the right one without asking him to take another ticket. Furthermore, counters that are currently not accommodating anyone can easily help another counter by taking up their services. This speeds up the service time and lowers the waiting time of each customer.



Fast

The Integra Queue Master is a web-based system that works on any browser. It requires installation only on the server and allows PCs or tablets connected to a local area network be used as work stations. This setup provides faster response, easier implementations and fast deployment of system upgrades.



Accurate

The Integra Queue Master uses a smart classification of services which allows it to direct customers into counters corresponding to the services they are required to take. Also, counters may also choose to call customers either automatically or manually thus letting counters to conduct prioritizations, should there be some immediate concerns and special attention needed. Reports are available and can be generated anytime with corresponding analytics.



Flexible

In order to be compatible with the various needs of each company, the Integra Queue Master is designed to be entirely customizable - from the system design which is concerned with the number of counters, devices used, and number of queue displays all the way to the system's visual elegance including ticket design and queue display layout.



Scalable

The Integra Queue Master can easily be expanded into more complex installations because of its flexible nature. Additional counters can be connected without any problems as long as they are connected to the same network. Likewise, updates on the software such as additional features can easily be implemented since only the server needs to be updated.

How it Works



Ticketing

Customer selects a transaction in the kiosk



Queuing

A ticket number is printed and the customer sits and waits for his/her turn. The display directs the customer with voice announcement to the available designated counter.



Service

Customer is attended for the transaction.

System Solution

The Integra Queue Master was developed using the "building block" principle. A basic set-up can be as simple as one ticket printer or kiosk, a counter calling station and a display, or it can be as complex as a company may require.

Basic Setup (Wired)

Quick and easy installation.

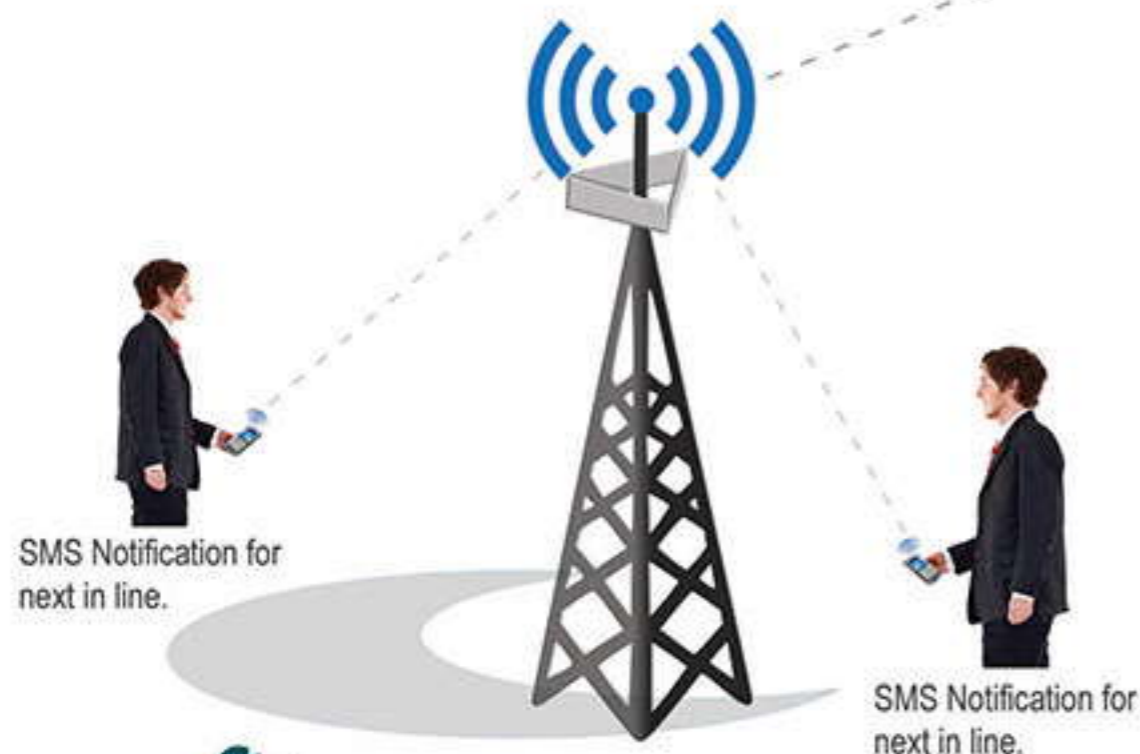


Enterprise Setup

Integra Queue Master can either work in a LAN environment or in a wireless setup for less installations, less cabling costs, and unlimited expansion possibilities. Whether full-blown wireless, wired, or a combination thereof, the Integra Queue Master can flexibly handle any company's queuing requirements.

Basic Setup (Wireless)

Seamless queuing without cable clutter.



SMS Capability (Optional)

SMS Notifications can be sent to the customers on-queue once their tickets are to be called in a few minutes. This allows customers to manage their time properly and reduce the crowd size within the company premises.

Benefits

Annually, businesses lose 20 to 30% from their revenue because of the hours and efforts that were not maximized due to inconsistencies in processes. If employees' processing time and productivity rates are not measured, there would be no basis whether the employees are doing more or less to achieve the desired output.

Disorderly long lines may also pose an impression to clients that they would have to wait for a while before their concerns are addressed, possibly urging them to just leave the office altogether.

However, these issues can be easily resolved as the Integra Queue Master places high value and integrity on improving these two significant aspects: the operations workflow and customer satisfaction.

Operations Workflow

Lessens the time customer transactions are handled, thus assuring a continuous influx of clients to each counter

Provides analytics and reports of employees, so the management can see where they can improve on in employees' efficiency, performance, operations, and processing time

Lets businesses flexibly customize the interface, input their own transaction names, and scale to suit their requirements

Utilizes wireless technology and SMS capability for businesses to transfer from manual/analogue to technologically-based system

Allows companies to use a marketing strategy to show their latest videos/promos/products/announcements in the customizable display grid (LED TV) along with the on-screen counter and numbers

Customer Satisfaction

Reduces customers' waiting time because of the system's easy 3-step queuing process

Assures customers that they will be attended to quickly, making them appreciative of the services

Helps customers familiarize themselves with the companies' transaction processes because of the customizable feature of the system

Systemizes the way customers queue and aptly handles a situation if ever a customer mistakenly lined up for the wrong counter

Keeps customers waiting patiently and well-informed about the companies' latest products or promotions as shown in their display grids (LED TV)

Key Features

- Browser-based operation
- User-friendly interface
- Works even without printer paper
- Automatic summarization of queue entries per transaction
- Automated/Manual customer queue selection
- Customer queue transfer
- Comprehensive analytic system
- Flexible report time durations
- Customizable ticket layout
- Supports multiple ticket printers
- Customizable Queue Display layout
- SMS Notifications
- Multiple display support
- Unlimited number of transactions
- User-definable buttons
- Customizable Interface Graphics
- Pass or Grab on Queues
- Cancellation for No Show customer

Queuing Modules

TABLET



- Android Tablets
- Your choice of size: 7", 8", 9", 10"
- 1 GB RAM
- 8 GB Memory
- Other specifications of your choice

ANDROID TICKET PRINTER



- Android 4.2
- Quad Core A9 1.8 Ghz
- 1GB DDR2 RAM
- 4GB Memory (expandable up to 32 GB)
- Dual Track 2W Speaker
- Wi-Fi 802.11 b/g/n
- Built-in 80mm thermal printer
- Bluetooth 4.0
- Multi-touch support
- Ports: USB, RJ11, RS232, LAN Port

PUSH BUTTON PRINTER



- Thermal Printer
- Ten (10) transaction buttons
- Printing speed: 220mm/s
- Automatic paper cutter (1 million cut life)
- Serial + USB, Parallel, Ethernet + USB, USB Interface Option

KIOSK WITH PRINTER



HARDWARE FEATURES

- PC specifications of your choice 17", 19", 21", 23" TFT LCD Display
- Durable cold-rolled steel enclosure with silver paint finish
- Built-in thermal printer
- RJ45 / RJ11 interface
- 220V AC, 50Hz Power Supply
- Other kiosk designs are available

COMPACT KIOSK W/ PRINTER



- QuadCore 2.0GHz
- 2GB DDRIII
- 32GB HDD mSATA SSD
- Ethernet:1x10M/100M/1000M
- LCD:12.1 TFT (1024 x 768)
- Built-in thermal printer
- Printing Speed: 170mm/s
- Automatic paper cutter (500,000 times)
- Paper Dimension (mm): 79.5 x 80

ANDROID TICKET KIOSK



- Android 4.2.2
- Dual Core 1.5 Ghz, Cortex-A9
- 1GB Memory (SRAM)
- 7" TFT Display (1024 x 600)
- Built-in 72mm thermal printer
- 4GB Storage (Nandflash)
- Connection: Wi-Fi, Ethernet, GPRS
- Interface: 4x USB (Host), RJ11, RJ45 TF card slot, SIM Card slot
- Printing speed: 220mm/s

** Specifications may change anytime due to model changes and upgrades.

QUEUE DISPLAY



- Display Customer Queue Number systematically
- Display Customer Counter Information to proceed
- Inform customers of upcoming events and recent news
- Display inhouse advertisements in the form of videos, pictures and running text
- Customizable display layout
- Size: 32", 42", 65", 84" diagonal

Reports

The Integra Queue Master has built-in analytics that allows companies to gather information about the transactions served at any given point in time. This function gives them the ability to have an overview on all the activities going on, as well as find opportunities to improve services.

- Transaction Summary
- Graphical Transaction Summary
- Waiting Time Summary
- Serving Time Summary
- Hourly Summary
- Summary of Skipped Numbers

Exclusively Distributed by:

COSMOTECH
PHILIPPINES, INC.
Cosmotech Center, 7761 St. Paul Street,
San Antonio Village, Makati City, Philippines
Tel: 403-9811 to 20 | Fax: 659-6554
www.cosmotech.com.ph

