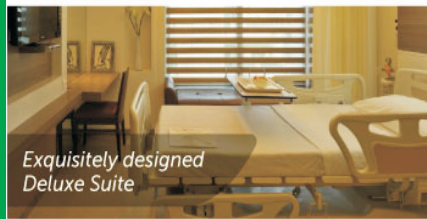# QMS

Print. Que. Manage. Report.

Multi branch capable architecture

Ideal for service desks like billing counters, service counters, doctors etc

Quick print tokens for customers

Integrates with backend systems

Integrates with digital signage for display

OPD	Current	Next
OPD-201	1112	1134
OPD-202	2343	2365
OPD-203	1211	1345
OPD-204	1112	1134
OPD-205	2343	2365
OPD-206	1211	1345

Exquisitely designed Deluxe Suite

Que Management System is an ideal tool to manage waiting customers and visitors etc. Deployed at offices, hospitals, banks and service centers, QMS integrates tightly with the back end systems. Printing tokens, managing ques and generating summary reports are all a part of the package. Installed at multiple facilities and controlled centrally, QMS is built on a scalable, reliable platform. QMS offers best in class integrated signage experience to users.

Before the QMS

Manual token systems relied on plastic or metal tokens and a physical check on the waiting crowd. No data was available on efficiency, waiting times, crowd, service loads, operator engagement etc. The customer experience was left lacking in many areas. There is a long felt need to have an automated QMS solution that shows complete que management right from printing, managing, displaying and reporting the que data.

Presenting QMS - the complete Que Management System

When a customer or visitor comes to the facility, the token is generated either from a self service kiosk or an integrated back end system. A printed token or a reference number is available to the customer. The persons servicing the requirement automatically view the tokens on their screens. Ques are managed effectively by load balancing the tokens to available counters. A consolidated report is viewed or printed at the head office, giving quick data about branch efficiency.

Efficiency figures at your fingertips.

QMS provides quick data on the efficiency of branches in handling tokens. Data on time taken to process tokens, operator efficiency, que build up, longest time to service, shortest time, average time to service etc. are all available at fingertips. The service provider can check the que, hold, skip or call the next token, all from the comfort of their own workstations.

Automatic Management of ques

Features like restricted timings of services, predefined schedules, Priority ques for key customers, automatic load balancing*, provide an automated control of the que and raise an alarm to the facility manager if parameters go out of predefined limits. All statistics are available as a live dashboard.

Centralized reporting and control

Designed for multiple branches, centralization of data provides a quick and easy method to generate reports. Branches can generate local reports for their analysis too. Certain parameters like branch codes etc. are defined at the central level. Whereas service counters and operators are defined at the local level. A mix of local and central parameters makes the system practical to use and maintain.

Generate Tokens

Tokens are either generated by back end systems for integration with QMS or printed using self service QMS kiosks. QMS kiosks could be either touch screen based or simple button based kiosks with fixed options. Designed to suit any budget, the QMS can be used by any business.

Integrated with signage

Print Tokens

A range of token printers right from thermal to impact printers of different sizes are supported. Specific print layouts can be customized for projects.

Manage Ques

The service operator manages ques right from their desktop. View of next token, number of tokens in que, average time of servicing tokens etc. is shown on a single view to the operator. Facility to hold, skip, or cancel tokens is provided to meet most real life scenarios.

Kiosk with Printer

Display Que Information

Que information can be displayed on screens over LED or LCD Displays. When using LED displays, QMS supported IP enabled displays to reduce the complexity of cabling. Just connect to the IP port and you are ready to go. For LCD displays, QMS integrates with content on digital signage.

Voice Notifications

Automated voice calling feature is provided for a display. The sound can either be routed via standard amplifier speaker system, or built in LCD speakers, making the design flexible to match any project requirement.

Que Management

Extensive Reporting

QMS has more than 50 reports on various parameters including efficiency, wait times, longest service, shortest service, average, inter operator efficiency comparison, revenue generation per counter etc. Reports can be printed either at branch level, regional level or national level.

Centralized Data Management

Key parameters are defined centrally. Local parameters like assignment of operators to counters is defined locally. This ensures that all practical aspects are covered while deploying the system.

Scalable, Reliable and Secure

The token management interface is available at enterprise level on browser. Following standard practices of IT systems design, the system is scalable to hundreds of locations without compromising performance.

Central Network
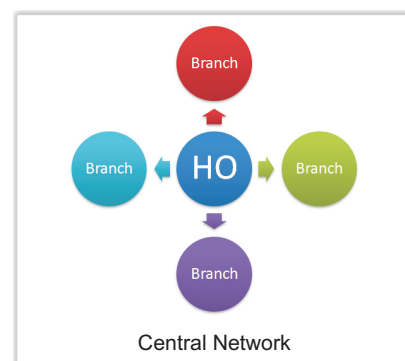
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