



ISO 9001 : 2015

Queue Management System Kiosk



KIOSK BASED QUEUING SYSTEM



DIGILINE

Introduction

- Digiline Kiosk-based queuing systems are often used for medical, banking, and many governmental service locations. As people arrive, they enter basic information into a kiosk about themselves and the reason for their visit. The information is organized and presented to staff to allow for faster customer service response.
- Our queue management equipment involves touch screen data entry, on-screen keyboard and printers to print tickets. Large LCD screens provide real-time information for customers on their position in the queue, which is especially useful during peak hours.
- Our queue management system helps you manage a seamless flow of customer from an initial entry point to check out.

Features :

- Led display with capacitive touch screen.
- English, Hindi, Nepali voice announcement with built in audio amplifier.
- Thermal printer for dispensing 3" thermal paper with auto cutting feature.
- Company logo printing facility on token ticket.
- Web based local reporting that can be access from any PC in network. Reports can be downloaded in user specified excel format.
- Our digital signage solution gives you an opportunity to interact with your customers when they seated in the waiting area. Our solution supports scrolling text, static images, slide shows. These can be configured to play on the Master Display (Led TV).
- Marquee text at bottom of screen for any breaking news or information that can also be updated by any PC in network.

Why Choose us..



- ◆ Our team listen to your requirements and work with you to find the best queue management solution to meet your requirements based on our years of experience.
- ◆ We design, manufacture and support our equipment locally in delhi NCR ensuring a reliable solution.
- ◆ Digiline intelligently designed interactive queue management system are innovative, self service computing terminals that provide customers access to on-demand information and transactions.
- ◆ Our designed and manufactured digi-touch kiosks are available in many shapes and sizes ensuring that we provide a solution best suited to your installation environment

Key Benefits of Electronic Queue Management System



- Reduces customer wait and service time
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- Ensures seamless customer journey & experience
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- Reduces customer wait and service time
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- Increases Customer Satisfaction
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- Eliminates irregular and haphazard queuing
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Benefits for the Customers :

- Wait from the comfort of a chair, shop or grab a coffee while you progress in a queue.
- Reduce waiting anxiety by understanding the current expected wait times.
- Select a service from the kiosk to ensure you are assisted by the right staff member.

Benefits for the Staff :

- More efficient queuing and happier customers.
- Give customers freedom of movement.
- Skill based servicing ensures staff members are trained to assist the customer based on their service selection.
- See how long the customer has been waiting.
- Reduced need to keep on informing anxious customers of how long they need to wait.
- Display helpful, relevant information on large digital displays.

Benefits for the Staff :

- Statistics allow you to make informed decisions based on real time reporting including:
- Supports centralized administration as well as individual branch wise administration.
- An unlimited number of queues and operations.
- Display of information on high-resolution panels and displays (LCD and plasma).
- User friendly design.
- Dynamic configuration of services, counters etc.
- Priority based calling.
- Ability to recall, skip call, Hold call.
- System allows operator to forward call from counter to counter.
- Web based reporting with following types of reports.
 - Average waiting time for each counter/service.
 - Average queue length, number of customer waiting
 - Average Waiting time with a staff member
 - Staff efficiency report.
 - Identify staff that may require more training
 - Missed token, serviced token report.
- Dynamically designing the ticket based on service.
- Multilingual support.

Token Dispenser - Touch Screen Kiosk

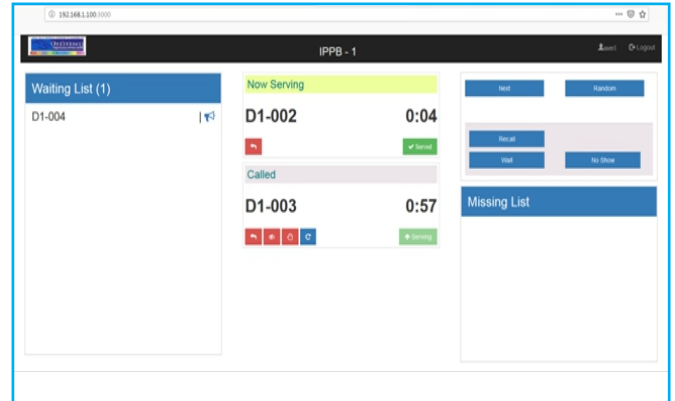
- 15.6" Led Display with capacitive touch screen panel.
- EPSON thermal High-Speed printer with auto-cutter to print 80MM, 3-inch paper token.
- Non-Mechanical memory device for longer life.
- Floor standing tower cabinet in MS powder coated.
- Embedded CPU server that can communicate over existing network.
- Built in computer for all system functions with an operating system.
- Kiosk can handle from 2 to 16 service buttons
- Max 16 counters can be attached.
- Wireless counter displays can be connected with this kiosk.
- Linux Operating System
- Power – 500 Watts
- Input voltage – 230 AC, 50Hz
- Operating Temperature – 20 to 50'C
- Operating Humidity – 40 to 70% RH
- Dimensions -
 - Width 400
 - Height 1500
 - Depth-Top 90
 - Depth-Bottom 470
- Marquee text at bottom of screen for any breaking news or information that can also be updated by any PC in network.



Specifications

Counter Software

- It is a web-based software that allows users to login the system from any PC in network.
- Unix or Windows based OS.
- Acts as a graphical interface for the operator that displays the token that is assigned to the respective counter.
- Transfer the assigned customer number to some other tellers.
- Hold a specific queue number and recall it when required.

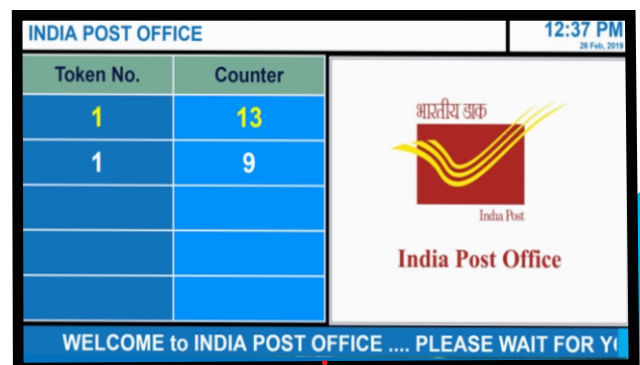


Counter Display

- Four bright RED 7 segment LED display to display token number in the counter.
- 4-inch display digit size.
- Wireless RF /RS485 connection interface.
- Input Voltage:220-230 V AC

Main Waiting Area Display

- Six bright RED 7 segment LED display to display queue number and the counter number.
- Display size: 4-inch and four digits for token number. Counter Number fixed printed.
- Enclosure is made of MS steel with vinyl sticker covering.
- 3-5 Rows of diverter display.
- Wireless RF /RS485 connection interface.
- Input Voltage:220-230 V AC





No More Standing in queues

Reduce customer waiting time

Increase staff efficiency



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