SMARTUP
SOLUTIONS

QC
QUEUE MANAGEMENT SYSTEM

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Advantages

Expectations

In the business sector companies using organized, transparent and sophisticated client management are able to gain competitive advantage. Banks, insurance companies, utility companies, health care institutions and public agencies, government offices, ministries, authorities operating client service, or any other company or institution, are seeking more efficient and faster way to serve their customers. Recognizing this need SmartUp Solutions has been developing and producing automated client management systems for more than twenty years.

Due to the modular design of the Q-Control client management system it is capable of meeting wide range of customer needs and suitable for later expansion of the existing system.

Manufactured totems, peripherals and system software solutions developed by SmartUp Solutions ensure a really effective structure of all aspects of customer convenience.

The queue management system surface is fully customizable. The ticket dispensing totems and the peripherals were developed according to the customer needs and expectations and can be adapted to a wide scope of products.

Statistics and monitoring modules continuously provide up to date information of the daily business.

The booking date options and information displayed in the clients' space are all contributing to better meet customer satisfaction, thus helping your business in a more efficient and trackable way, opening the opportunity for constant reorganization and enhancement of the servicing based on customers feedback.

Q-Center

Simple, clean design, 19" screen, accessibility for disabled people. Recommended to a cost effective solution seekers.

Q-Line

Modern construction, elegant design, materials, surface texture and color choice on demand (powder-coated steel, glass, Corian and other decorative plates). Large 21.5" full HD display provides highly visible content. Recommended for banking environment and elegant customer spaces. Card reader (motorized or manual, magnetic, chip, RFID reader/writer even hybrid readers), standard or double side thermal printer is available.

Q-Tab

Easy installation. Small size 10" LCD display. Recommended for smaller size, elegant customer spaces.

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Software modules

Statistics module

Statistics data regarding customer distribution and clerks' performance.-

The statistics for better analysis and system effectiveness can be optimized.

Monitoring module

The data collection, which is followed online, and the system parameters might be modified during operation. It is possible to create a journal for daily events and to measure daily efficiency.

Ticket design module

The ticket image can be edited and the information printed on the ticket can be altered as well according to individual needs.

Totem surface design module

The teller interface can be completely customized by the system making it fully adaptable to the client's image surface. The designer platform can contain images, text, flash animations, different fonts and colors. In addition the resolution can be set according to the placing of the monitor(in portrait or landscape orientation).
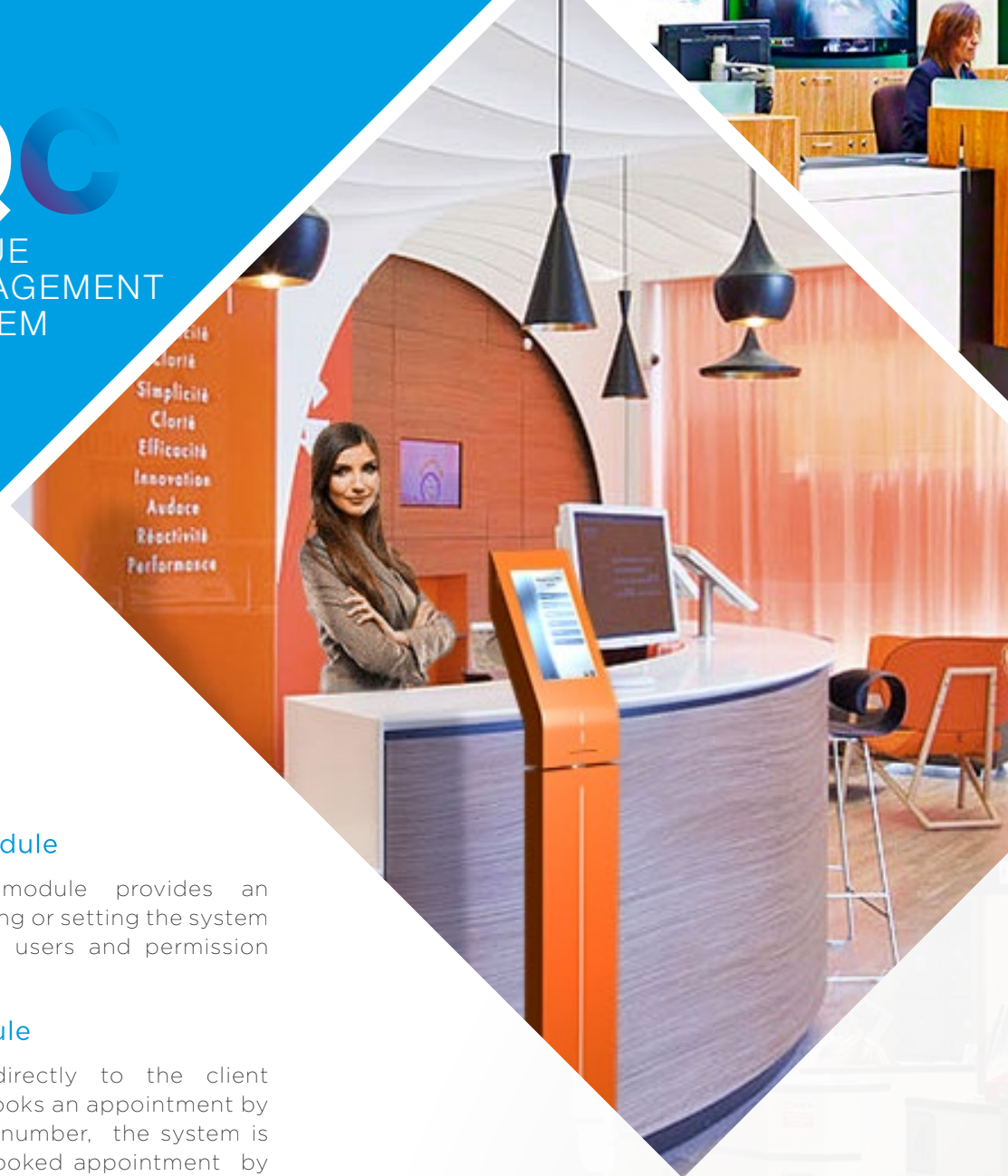
Appointment booking module

The customer chooses the most appropriate customer service office through a call center or website and receives a phone call or SMS for confirmation purposes. This is enabling the client to arrive to the customer service office just in time and to settle his/her issues without delay.

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Administration module

The administration module provides an efficient way of changing or setting the system parameters, managing users and permission related tasks.

SMS sending module

Sending messages directly to the client system. When client books an appointment by providing the phone number, the system is able to confirm the booked appointment by sending an SMS.

Multimedia module

Showing numbers, displaying multimedia content and making an announcement in the customer area. The software module provides an opportunity to replace the central segment LED displays with high resolution LCD display.

Web clients

In the system, applications and clients are managed by a fully web-based technology i.e. for their use no software components are necessary.

Customer Identification (VIP)

The system is capable to identify VIP customers who can be favored regarding the waiting time and oriented directly to any of the previously defined counter. Identification is possible by the use of magnetic stripe, chip, contactless card or a virtual keyboard.

Customer satisfaction module

The client can rate service quality with just one touch providing valuable feedback for the HR management making the customer service operation even more efficient.

Mobile phone application

Mobile application allows booking appointment in the system or requesting tickets directly to the designated counter. In case of direct ticket request, the system can ensure that the client willnot be called before the calculated waiting time.

Central displays:

◘ Colour RGB LED display

   □ Can be set up from 32x32 pixel panels on demand
   □ Minimum size: 2x2 panel, 4 lines, 8 digits in a line
   □ True colour display
   □ Brightness: 2000 nits

◘ LCD display

   □ 32"-47" size
   □ 1920x1080 pixel resolution

◘ Digital signage display

   □ 42"+ displays
   □ At least 1920x1080 pixel resolution
   □ LAN connection

HDMI extender is necessary in case the distance between the totem and the central display is more than 8-10 m

Distributor / data distribution

◘ RS 485 data and power distribution to the LED displays
◘ Ethernet network solution for 10" Counter Display module.

Operator counter

◘ Software counter
◘ Tablet counter (WIFI connection)

Loudspeakers

◘ Connected to Central display (in case of LCD)
◘ 2 x 40 W Active loudspeakers (in case of LED)

External peripherals

Counter displays:

◘ Colour RGB LED display, single

   □ 32x16 pixel resolution
   □ 192 mm 96 mm visible area
   □ True color display
   □ Up to 4 digits to display
   □ Brightness: 2000 nits

◘ Colour RGB LED display, double

   □ 64x16 pixel resolution
   □ 384 mm 96 mm visible area
   □ True color display
   □ Up to 8 digits to display
   □ Brightness: 2000 nits

◘ LCD display

   □ 10" diameter
   □ True color display
   □ 1024 x 720 pixel resolution at least

General technical specification

	Q-Center	Q-Line	Q-Tab
Modell	Standing totem	Slim standing totem	.Small standing or desktop totem
Q-Center	1190 x 410 x 400 mm	1600 x 500 x 80 mm	1350x 250 x 60 mm
Advertising space	Yes	Individually variable front surface (glass, Corian, decorative plates)	Yes
Color	According to RAL color scale		
Processor	Intel® Quad-Core Celeron® 2.0 GHz		Intel® Atom™ x3-C3200 Quad-Core, 64bit
Display	19" LCD	21,5" LCD	10,1" IPS
Resolution	1280 X 1024 pixel	1920 x 1080 pixel FHD	1024 x 720 pixel
Touch sensor	Surface Acoustic Wave	Surface Acoustic Wave / Projected Capacitive option	Projected Capacitive
Thermal printer	80 mm wide thermal printer		60 mm wide thermal printer
Paper roll	80 mm x 110 mm x 24 mm		60 mm x 80 mm x 12 mm
Lifespan	100 km printing or 1 million cuts		
Remote Access	Trough Q-Control management		

	Optionally available
Accessibility for disabled people	Voice menu
	Induction loop
	Screen magnification
	Braille caption
Voice	Voce announcement (Hungarian, English, German, Arabic or other languages can be recorded and added if needed)
	Gong module
Card reader	Magnet, chip and contactless card reading
Bar code reader	Bar code and QR code reading
UPS	Providing 15 minutes powerless working time

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