

Support your Business with the **Queue Management System**



Truknox eQUEUE is a queue management system that allows you to organize customers flow in an efficient and effective way using state-of-the-art technology. It has been specially designed to bring about order, efficiency and comfort in places such as banks, railway stations, public utility offices, health care and other places where people have to wait in line to get a service

Overview

- Truknox eQUEUE management system redefines customer experience to the next level. eQUEUE creates a service delivery environment where customers can enjoy a memorable experience resulting into the highest levels of customer satisfaction, consequently making them more loyal to your brand and makes you ahead of your competitors.
- From the moment a customer walks into your premises, e queue establishes a powerful connect with the customer to seamlessly deliver a hassle free and personalized service.
- eQUEUE's state-of-the-art Reporting Engine equips management with valuable information to measure their staff performance against service standards for continuous improvement. Constant real time monitoring of service times encourages the company representatives to increase productivity and exceed the defined benchmarks.
- The system is practical for facilities that require managing physical queues dynamically like embassies, airports, immigration centers or those with 'dispersed queues' to allow customers the freedom to browse while waiting for their turn for example super markets; and yet others that want their customers to catch a breath before serving them like banks, hospitals etc. Is sure to speed up service time, reduce frustration, enhance customer experience and ensure fair service.
- This systematic approach towards crowd management gives more control to the front-end personnel, thereby empowering them to ensure dedicated service.

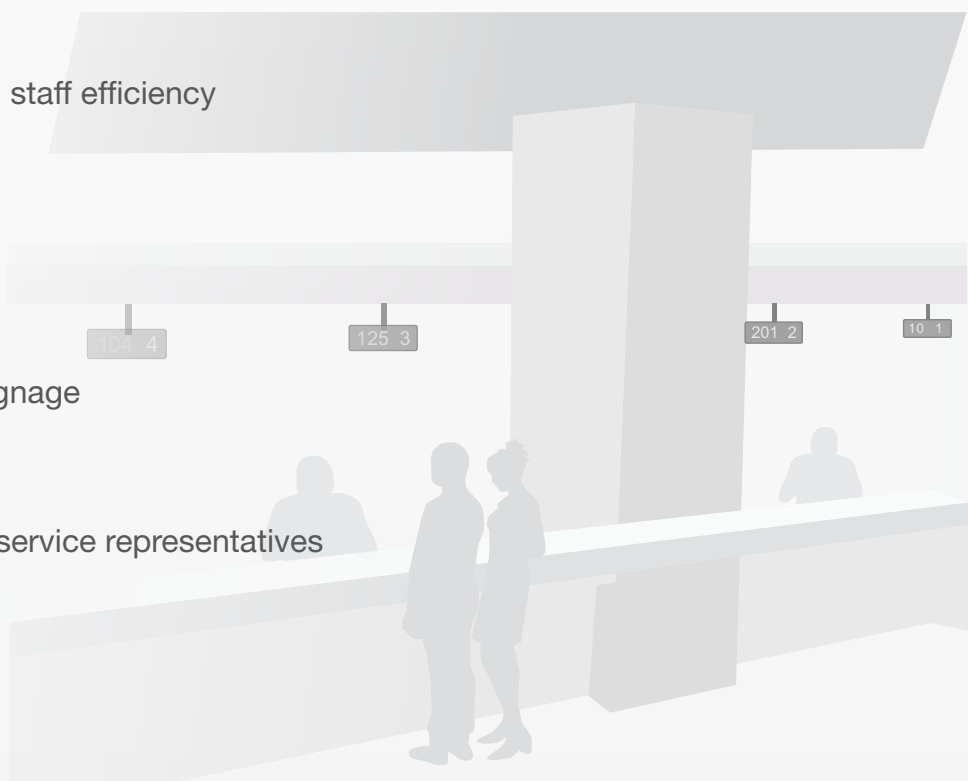
**Increased
staff satisfaction**

**Increased
customer satisfaction**

**More competitive
service providers**

How eQUEUE help your Organisation?

- Turn tellers into sellers
- Increase functional competence and staff efficiency
- Optimize resource allocation
- Provide better service to customers
- Improve quality of service
- Unleash power of adaptive digital signage
- Increased revenue for your business
- Designed to help reduce burden on service representatives





How eQUEUE help your Management?

- Respond to staff workloads and provide better service to customers
- State of art reporting engine equips the management with information to measure their staff's performance against service standards for continuous improvements
- Real time monitoring of the network enables the administrator to get up to the minute status
- Allows to activate / deactivate services across the counters
- Can define counters, i.e. which counters will do what services
- Can edit / change counter definitions on the fly and token dispensations change accordingly
- The individual performance of each employee and their deviation from pre defined base lines are alerted instantly from the exhaustive report mechanism
- Graphical representation of the statistics- for both live and overall report
- Role based authorization for different levels of users



How eQUEUE help your Representatives?

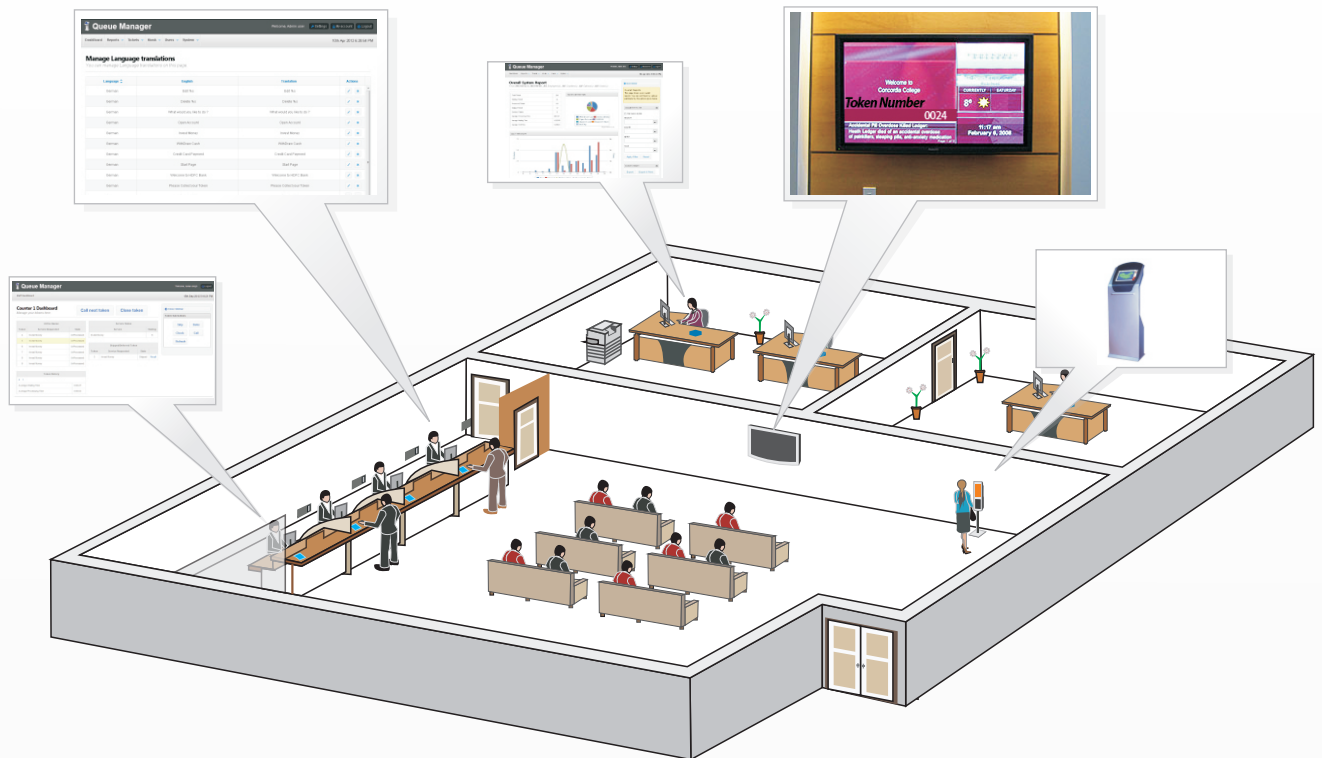
- Extremely easy to operate. Designed to help reduce burden on service representatives and the customers, not confuse them with technical complexity
- The employees can be efficient yet relaxed without being intimidated by the queue of overlooking people awaiting service
- Service Officers are able to view all relevant information of the customer arriving at his counter like token no., transactions requested, waiting customers etc. And are able call and recall any token number at any point of time
- Reduce staff workloads and provide better service to customers
- Define service based benchmarks to compare efficiency of staff members
- Works with both types of counters those having a PC, and those not having a PC



How eQUEUE help your Customers?

- Fair serving chance
- Perceived and actual waiting time is reduced
- Saves customer time spent in waiting
- Experiencing an organized customer service environment
- Multi-lingual support
- Generates tokens which contain date, time, branch, token number, selected services etc
- Can wait in a more relaxed environment
- Customer are informed about their average waiting time
- The Kiosk can have flash promotional / compliance messages while idle

How eQUEUE works?



MANAGING

Central configuration of all media and content appearing on the screen. Managers can monitor the performance of their staff through real time reports generated by our strong reporting mechanism. These reports can be customized and filtered according to the needs of the customers.

Arrival: The customer walks in and takes a ticket from the ticket dispenser kiosk for the desired service. This allows a fair process for the customers.

Calling: The display notifies the customer about his/her turn and the customer walks to his respective counter.

Waiting: customers sit in a comfortable waiting area avoiding the hassle of standing in a long queue this helps the organization to minimize actual and perceived wait times. While waiting, the customers can be exposed to promotional and entertaining content on the displays.

Serving: The service representative is already informed about the service opted by the customer on his work machine. Once the customer has been served then he/she can call the next customer.

Components

System is a combination of distinct modules. Synchronization among all the components of eQUEUE system is maintained through the application software, eQUEUE. Another sub-unit of eQUEUE is its robust Reporting Engine that allows the management to measure its counter staff's performance. Reporting Engine also provides vital data for efficient management of your waiting area.

Ticket Dispenser Unit: An advanced state of the art touch screen ticket dispensing machine. An interactive display creates an enjoyable experience for the customer, as well as an excellent promotional opportunity for the client.

Lobby Display: Media controller turns your display into an information unit displaying multimedia content for customer entertainment and promotional messages and counter information as well.

Status Display Unit: For each counter's identity, the counter number is displayed along with ticket number which is currently undergoing service on that counter.

Automated Teller Software: This is web based software with all the functionalities of a teller station unit. It enables the representative to call and serve customers and can be used on any computer connected to the network.

Teller Station Unit: This is a keypad/ touch based ticket calling unit and can be easily placed on the representative's counter.

Central Management Tool: Includes ticket designing, configuration of the system, and reporting engine.

Audio Announcement: To ensure that the waiting customers don't miss their turn, number is flashed on the display along with a pleasant chime followed by an audio announcement in language of your choice. Delighted customers, empowered employees and informed management – all translate into increased revenue for your business.

Real time reports

eQUEUE's various utilities also include ticket designing software, configuration software and reporting tool. It has an Exhaustive report mechanism with Flexibility to filter on the basis of staff member, kiosk, counter and service. Master report system for drilling down report. Report can be drilled down on the basis of service or staff member for any duration of time. Its powerful reporting engine records every little detail to help you with better decision making. Recorded variables include; service time, wait time, number of waiting customers, customers served, customers in a particular category etc. These individual fragments are then organized into pre-defined reporting formats for further analysis. The reports include:



- Counter staff efficiency
- Report to indicate peak hours
- Daily activity report
- Other periodic reports

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Graphical representation



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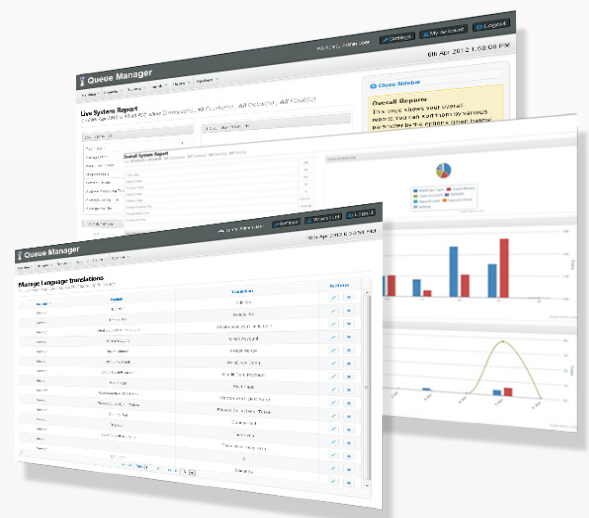
All the statistics are represented on daily time basis and date basis in a graphical manner.

Distribution of services is represented by a pie graph with the option to filter the graph and reports up to any level.

Status report for giving you the status of all the connected devices and their details.

Features

- Interactive system, attractive graphical environment and easy to use.
- Market-standard hardware, easy to install and cost effective.
- Powerful solution with numerous functionalities.
- Flexible, adaptable to the needs of each customer.
- Secure, redundant and fault-tolerant technology featuring high reliability and stability.
- Centralised system, standard SQL server databases.
- Web based viewing across networks
- Service reporting and comparing service representatives
- Smart and easy user interface
- Password protected authorization for different levels



Advantages

- Guides, directs and informs our customers to give them greater peace of mind.
- Gets rid of physical queues.
- Organises waiting areas.
- Improves service quality and efficiency.
- Improves customer care quality.
- Reduces the sense of waiting.
- Improves our organisation's image.
- Improves the quality of our employees' work.
- Distributes workloads fairly.
- Improves efficiency through streamlined management of office resources.
- Enhances the quality of customer care, thus preventing conflicts.
- Improves operational efficiency.
- Maintains confidentiality in customer service
- Creates comfortable and relaxing waiting environments.
- Cuts down on waiting times by means of referrals to other services.
- Makes it possible to anticipate events and foresee crises.
- Reduces the likelihood of our employees making mistakes.
- Fosters response capacity with accurate and instant information.
- Optimises available space by seating the public in controlled areas.
- Delivers quiet waiting areas through voice digitisation.
- Helps to keep customers satisfied.

Add-ons

Integration with Digital Signage

Integrate digital signage with the counter information display unit to make your display more interactive and show additional promotional content.

Mobile-SDU

Mobile-SDU frees your customers to wander about your facility, it watches out for their turn and fires an alert SMS (text message) on their cell phone once their ticket number is about to be called. That way, your business gets more attention as the customers put all their senses to take a good look around. SMS alert can be customized to include several bits of information like service time, wait time and promotional messages