

Q-TOUCH

(QUEUE MANAGEMENT SYSTEM)



TIME ATTENDANCE & DOOR ACCESS
ID CARD SOLUTIONS

Q-TOUCH

FIXED ASSET MANAGEMENT SOFTWARE
KIOSK SOLUTION
DIGITAL SIGNAGE SOLUTIONS
INTERACTIVE VOICE RESPONSE
DOCUMENT MANAGEMENT SOFTWARE



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Introduction

In today's busy world, the word 'Queue' has a very important role in day to day life. Each and every one of us might have been in a Queue, either at a Super Market or at an ATM counter etc. The basic understanding of the word Queue is to be in a line and wait for the turn to get served. The thought of replacing physical lines, led us to the development of Q-Touch.

Q-Touch will replace the traditional queue line with a service-minded system where integrity and the individual needs come first. The purpose is to not only fill the customers waiting time with something more meaningful than standing in line, but also create a relaxed working atmosphere. The entire system consists of the central Unit, ticket dispenser, customer display, Agent panel and the management display unit.

Q-Touch can reduce the perception of waiting times, which in turn, increases customer loyalty, improves productivity and ultimately profitability.

Q-Touch is a fully automated Queue Management System, which can be used in various organizations like Banks, Government Offices etc. The system comprises of different applications and hardware. This is ideal for organizations which has different branches at different locations. The application can be used to configure each branch separately and also transfer data from Head Quarters to Branch and vice versa.



Key Features

- 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, branches, counters etc.
- Configurable priority for services.
- Priority based calling.
- Ability to recall, skip call, direct call or transfer from counter to counter.
- Web based reporting.
- Online monitoring, gauges and dashboard.
- Capability of sending SMS notifications to the customers in the queue.
- Monitoring Services.
- Dynamically designing the ticket based on service.
- One – to – One chat between supervisor and agent.
- Configurable dynamic alerts for the supervisor and admin user.
- Replication of data from branch to headquarters and vice versa.
- Multilingual support.
- Menu and submenu support.
- Fully Integrated with survey module.
- Can be integrated with the existing CRM or any other existing database.



Add-inn

- Civil ID reader
- Customer survey module
- Evaluation and Recording module
- Appointment module

Q-Touch Components (Software)

- Q-Touch Application.
- Web Based Appointment System
- Touch screen application for the ticket dispenser.
- Application Keyboard for agents at the counter.
- Web based reporting tool.
- Microsoft SQL 2008 R2 Database

Q-Touch Components (Hardware)

- Database Server.
- Q-Touch Application Server.
- Ticket Dispenser.
- Main Display (LED).
- Counter Display (LED).
- Hub for the displays.
- Computers at the counters

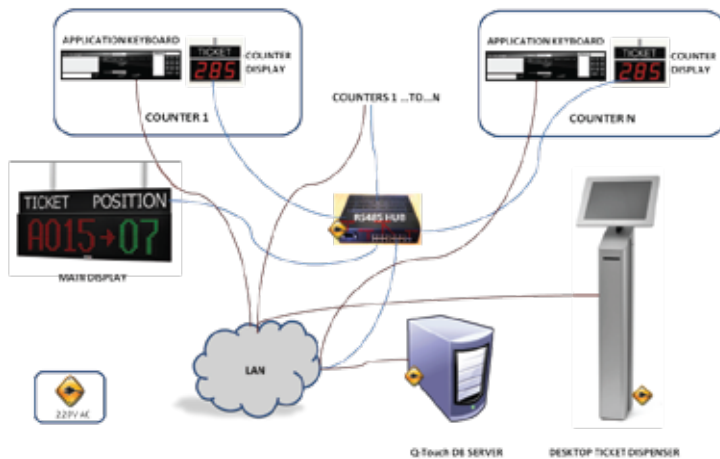


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Q-Touch Architecture



Ticket Dispensers



Main Displays



Counter Displays



Q-Touch Application

The Q-Touch Application is used to configure the entire system. This is a desktop based application that configures the branches, counters in each branch, services which are available in each branch and so on. The settings of the ticket dispenser and the design of the ticket are also configured from Q-Touch.

Q-Touch can be accessed by providing a unique username and password for each user and the availability of its unique features are subjected to the privileges assigned to that user. For e.g., a user can have the privilege to add, edit, delete a branch where as another user may have only the privilege to view only the details. With this feature, the security of data can be assured.

Branch Setup

The Branch Setup screen of Q-Touch allows the user to create, edit, search, and delete branches. This feature enables the creation of a branch with its location details and database server details. Each branch has its own Database.

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Counter Setup

The Counter Setup in Q-Touch is used to create and configure different counters for any branch created from the previous step. The counter is created with a counter name and description. The counter display screen's configuration details and main display screens are configured from this step. The status of the counter can also be defined here such that the counter is enabled or disabled.

Services Setup

In Q-Touch Services Setup screen is used to create the different services/tasks that are offered to the customers. The services are also configured per branch and counter. These services will be made available on the dispenser touch screen, from which the customer prints the ticket. Each service can be configured with a priority, estimated waiting time and delay calling time alias wrap up time. Each service can have a unique pre - char configuration, so that the queue number will be printed with this pre - char.

Ticket Designer

Another unique feature of Q-Touch is its Ticket Designer. User can design the ticket that is printed from the dispenser. The tickets can be served for each branch. They can even have logos embedded into the ticket and has the feature of previewing the ticket.

Monitoring

This online feature of Q-Touch helps the admin level users to closely view or monitor the daily statistics of each branch or service. They can monitor the agent's efficiency in serving the customers, the average waiting time and so on.

This feature is enabled with dashboards and interactive charts.

Dispenser Application

The touch screen module is a part of Q-Touch and is the area where the customers have direct interaction with the system.

The application is very user friendly and multilingual as well. When the customer walks in to a branch, she/he has an option to select the language and the next screens will be available as per his choice only. The customer will be given a set of services available in that branch, which we configured from the Q-Touch Application. She/he makes their choice and prints the ticket and waits for their number to be called by the agent.

While printing the ticket, the application gets the priority of the selected service and place the customer in the queue as per this priority. The Queue will be ordered with a combination of priority and ticket printed time.

There is also an option for sending the ticket number as SMS to the customer. For this the customer has to make the correct choice and enter the mobile number.

If the customer has made a prior appointment through the Appointment System, then she/he can print the ticket by providing the appointment code that they received through SMS. In this case the priority will be set automatically with the appointment time and the time of ticket taken.

Application Keyboard

The Application Keyboard is a part of the Q-Touch which is used in the counters by agents. Each agent has to log in to the application with the username and password. Also the agents PC should be configured on the Q-Touch for a successful login. Based on the privileges, given to the agent, the module is loaded with features.

When the agent presses the call button, the system selects a ticket number with highest priority and is displayed in the Main Display as well as the Counter Display. In the Main Display Screen it will show, the ticket number and the counter number, where as in the counter display, it will display the ticket number only.

The module can also be used for redirecting a client to another counter, skipping a ticket if there's a no-show, direct call a number etc. There's also an option to have a one - to - one chat with the supervisor/manager of that branch.

Reporting

Reporting makes any software application complete. Q-Touch also has a web based reporting system. Since it is web based, the reports can be generated from any location at any point of time. Since the data is replicated from branch to head quarters and vice versa, report of any branch can be generated from different locations.

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