SmartQ

Queue Management Systems

Manage Queues & Enhance Customer Experience

Save & Control Your Time with Smart Queue Management System

A Product of

ICS
INTEGRATED
CONTROL SYSTEMS

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SmartQ - QUEUE MANAGEMENT SYSTEM

Leverage Customer Services & Optimise Performance

SmartQ manages and streamlines queues, improves the quality of customers service, better controls queue management effectively and tracks productivity across the environment in a cost effective way.

SET NEW STANDARDS OF CUSTOMER WITH SmartQ

Optimised Customer Service

SmartQ attends to customer needs by making waiting more comfortable, entertaining and relaxing.

Leverage Corporate Image

SmartQ dynamic multimedia screens enhance organizational image by displaying videos, slide shows and tickers while customer is waiting in the queue.

Total Manageability of Queues

Track customers from the moment they arrive till they leave. Even when they are transferred to another counter, their data is tracked and maintained.

Real -Time Queue Measurement

SmartQ provides a wealth of statistics for service analysis and evaluation including (waiting times, service times, peak flows, KPIs etc.).

TOUCH SCREEN KIOSK

COUNTER CALLING UNITS

CENTRAL & COUNTER DISPLAYS

COMPREHENSIVE REPORTING

AN OVERVIEW OF BENEFITS FOR

Customer
- Reduced long physical queues.
- Better time management.
- Enhanced customer experience.

Employee
- Recognise individual Performance.
- Improved staff productivity.
- Less stress for staff.
- Able to view and manage queues.

Management
- Efficient organisation of HR.
- Total manageability of queues.
- Advanced KPI reports to optimise business performace.

Company
- Improve corporate image.
- Improved customer service.
- Drill down reporting system.

SUITABLE FOR

Banks

Hospitals & Clinics

Business Centers & Offices

Exhibition Centers

Customer Service Centers

Govt. Agencies & Embassies

FEATURES

Touch Screen KIOSK

- Capacitive touch screen.
- Customized 10 inch HD LCD display.
- Ticket printing on 80mm wide thermal printer with auto cutter.
- The system works on TCP/IP using Wi-Fi & ethernet.
- Easy to install with minimum wiring.
- Durable powder coated metal body.
- Available in pedestal and wall mounting.

Central Display

- TCP/IP connectivity via WI-Fi & Ethernet.
- Multilingual ticket and counter calling with voice.
- Promotional videos and slide shows.
- Special announcements and information on moving ticker.
- Live TV can be displayed from IP video streaming servers.

Counter Display (Four Digits Seven Segment LED)

- TCP/IP connectivity via WI-Fi & Ethernet.
- Wall or ceiling mounted counter display with 4 digits seven segments powder coated metal housing.

Ticket Calling Unit (MS Windows & Android Based)

- Wireless hassle-free working.
- Windows & Android based software for ticket calling.
- Available Options: user login/logout, display of queue count, counter number, current ticket number. transfer, recall, hold, multi transfer, skip, no show, bulk transfer, random calling and served.
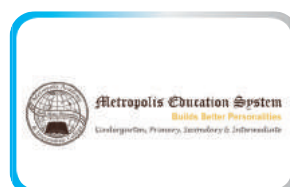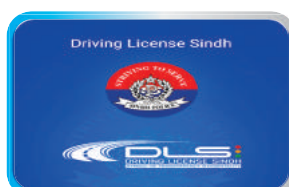
Report Management System

- Remote centralized reporting server.
- Provides managmenet with comprehensive smart reports.
- Reports of organization by zone, branch & user.

RELIABLE, FLEXIBLE AND COST EFFECTIVE SOLUTION

SmartQ enables easy installation and maintainence of the complete Queue Management System in a cost effective way. The components including Kiosk with printer, central display, counter displays, ticket calling units connect via Wi-Fi over TCP/IP, just requiring a power source to bring the peripherals to life.

OUR VALUED CUSTOMERS

MINSITRY OF FOREIGN AFFAIRS PAKISTAN	Armed Forces Institute of Pathology	ASF AIRPORTS SECURITY FORCE HOUSING SCHEME KARACHI	FAZAIA HOUSING SCHEME KARACHI – PAF PROJECT –
PAKISTAN RAILWAYS پاکستان ریلویز	Tabba Kidney Institute	South City H South City Hospital	Hill Park General Hospital
CFH Cancer Foundation Hospital	Summit S Bank	Shab's men salon by Shabbir Jan	CLIFTON HOSPITAL
BAHRIA TOWN	Driving License Sindh DLS	Metropolis Education System Kindergarten, Primary, Secondary & Intermediate	**And Much More..!!!**

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