

Q-LTRA Queue Management System

Managing long queues during peak business hours has always been a huge problem for organizations. Our QMS has been designed to reduce queue length and increase staff productivity, operational efficiency whilst providing a relaxing and comfortable environment to clients.



Q-LTRA

QUEUE MANAGEMENT SYSTEMS



TICKET DISPENSERS

THE MAIN CONCEPT IN CREATING QMS WAS TO MAKE THE CUSTOMERS FEEL NOT ONLY COMFORTABLE WHILE WAITING FOR A SERVICE OR PURCHASING A PRODUCT, BUT TO GIVE THEM WHAT THEY REALLY DESERVE: TO FEEL LIKE BEING THE ONE AND ONLY.



Key Benefits of Electronic Queue Management System



Reduces customer wait and service time by 50%



Increases Customer Satisfaction by 30%



Eliminates irregular and haphazard queuing



Ensures seamless customer journey & experience



Optimizes Staff Performance & Productivity



Centrally controllable and easy to use



Seamlessly fuses all components of your QMS



Measures KPIs and drives operational efficiency

FEATURES

- Collect Customer Inputs before issuing a token:**
 In some cases you may want to collect certain customer information like mobile number before issuing a token. This is possible with our Touch Screen based Token Machines for Banks. What data is to be collected can be configured in the system and can be different for different services.
- Multi-counter services:**
 Some services may require the customer to go the multiple counters to complete the process. Our system supports such functions. If a service is so configured, then after getting served at one counter, he will automatically be queued up at the next counter listed for that service. This feature can be used in addition to or in place of Multi-service selection by the customer.
- "Forward-back" tokens:** System allows operator to forward token to another service in the "forward-back" mode. On completion of the forwarded service, the token is returned back to sender counter on priority.
- Wait Time Display:**
 Average wait time is displayed so that customers can wait patiently.
- Multi Lingual:**
 Provision for 3 languages for customer interaction.
- Security:**
 Fully secured and based on local server kept at premises.
- Multiple Monitors / TV:**
 Our system can connect up to 5 TV / Monitors synced together for display of TOKENS. Used for platforms / huge waiting halls.



BUILT-IN DIGITAL SIGNAGE

Our digital signage solution gives you an opportunity to interact with your customers when they are seated in the waiting area.

Our solution supports **scrolling text, static images, slide shows and video messages.**



TECHNICAL SPECIFICATION		Model No: ALT- TS-QMS-ADV
Display	19" landscape touchscreen LCD Unique screen background and menu design	
Housing	Special, multi-layered, tough and glossy material	
Printer	3" Thermal Printer	
Paper roll type and size	Thermal paper, Length: 130 m, width: 3"	
Average number of tickets per roll	1300/paper roll	
Printer power supply	24V DC	
Built-in PC as local server	Optimal performance and high reliability PC	
Recommended max. No. of Cashiers/advisors	20	
Max. No. of tickets printed daily	1000	

SIZES	
(H x W x D)	1201 mm x 505 mm x 470 mm



RECOMMENDATION

GOVERNMENT

It is a fact that government receives the highest footfall hence they need a robust system to manage queues.

HEALTHCARE

Hospitals and Clinics are crowded with patients and attendants. QMS is designed to manage the wait time and chaos.

EDUCATION

Students make a large part of population. QMS can be used in library, fees deposit, canteens etc.

BANKING

Banks aim at providing the pleasant experience to their customers so that they may patiently await their turn.

RETAIL

Major showroom and shopping malls receive high footfall where QMS can help in effortless buying and payment.

AVIATION / RAILWAYS / TRAVEL

Airports and Railway Station world over have high footfall. QMS can be used in various places like ticket dispensing, inquiry, rail reservation.