QUEUE MANAGEMENT SYSTEM

netsol
IT SOLUTIONS

NETSOL'S
QUEUE MANAGEMENT SYSTEMS

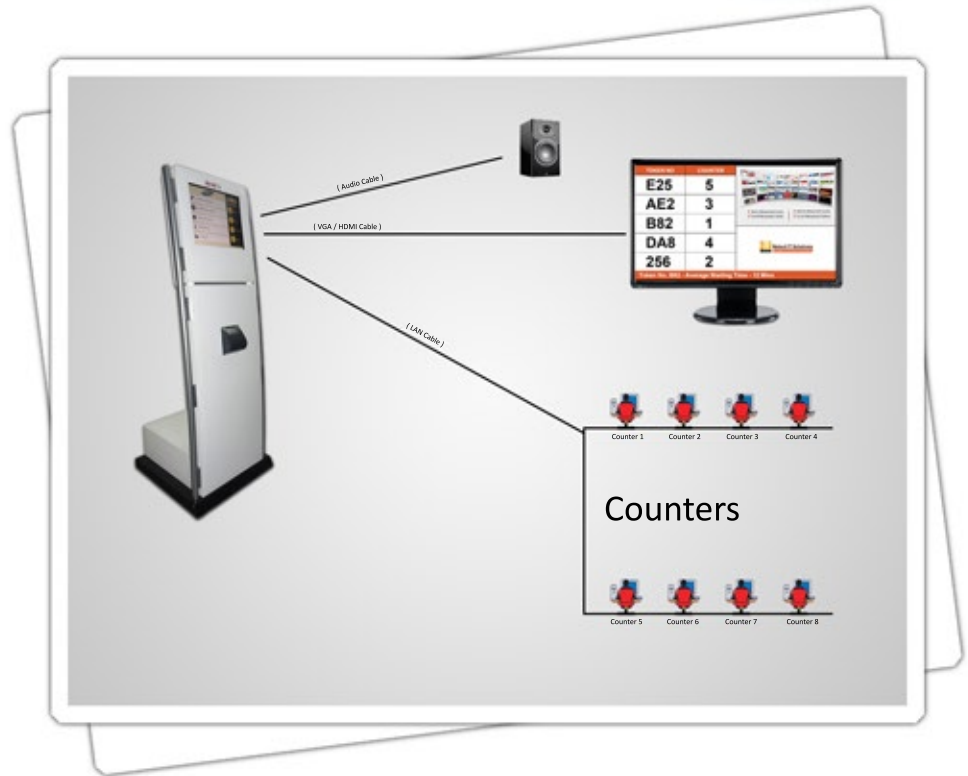*An Inteligent Queue Management System That Is Beyond Just Managing Queue*

A complete organizational analytic system that not only manages customers queues in real-time but also provides the management real time access to performance metrics like customer waiting time, average service time and employee efficiency.

Data from our iQMS will form an input form many organizational initiatives such as productivity. The data on number of transactions at each desk per employee will help to calculate employee productivity and determine staffing requirement. Customer wait time and Customer transaction time form valuable PROCESS QUALITY INFORMATION SYSTEM.

- ⊛ Modular And Configurable
- ⊛ Token Forwarding
- ⊛ Multi Queue
- ⊛ Web Based
- ⊛ SMS Integration
- ⊛ Appointments
- ⊛ Modular And Configurable
- ⊛ Customer Feedback Solutions
- ⊛ Footfall Count

HOW DOES
IT WORKS?

?

TOKEN NO	COUNTER
E25	5
AE2	3
B82	1
DA8	4
256	2

(Audio Cable)

(VGA / HDMI Cable)

(LAN Cable)

Counter 1 Counter 2 Counter 3 Counter 4

Counters

Counter 5 Counter 6 Counter 7 Counter 8

✔ Initially, Customer / Visitor takes a token from Netsol Token Machine and wait for their turn at the waiting lounge.

✔ The moment token is issued the CCO, Customer Care Officer, gets an intimation of the same in his / her user panel.

✔ CCO calls the customer / visitor in a sequence or as per the priority customer, like senior citizen, physically handicapped etc. Priority can be pre defined by the organisation if needed.

✔ At the same time the customer / visitor will hear an announcement through the audio installed at the waiting lounge.

✔ Announcement will be in the male / female or a normal buzzer based on the option selected by the cco.

✔ Based on the announcement customer/visitor proceeds to the respective counter and cco handles them accordingly.

✔ Once the process of the cco with customer / visitor is through, cco calls the next customer through our user panel

WHAT ARE THE
BENEFITS OF
VIRTUAL QUEUEING?

1 If not managed appropriately, queuing and waiting can have a negative impact on the customer's service experience.

2 If you inform customers about expected waiting time, they will feel even more relaxed and in control of the situation. They can linger in your store and enjoy the waiting experience.

3 If the customer wants to leave the premises to make use of the waiting time elsewhere, they can be called by text message on their mobile which is scheduled by the user to get

4 The waiting time can be used for entertainment via media screens by giving them related informative movie clips or by making them aware with the new arrival movie clips.

5 By using virtual queuing, the service provider will improve their operational efficiency, make significant cost savings and get vital statistic for accurate forecasting staffing.
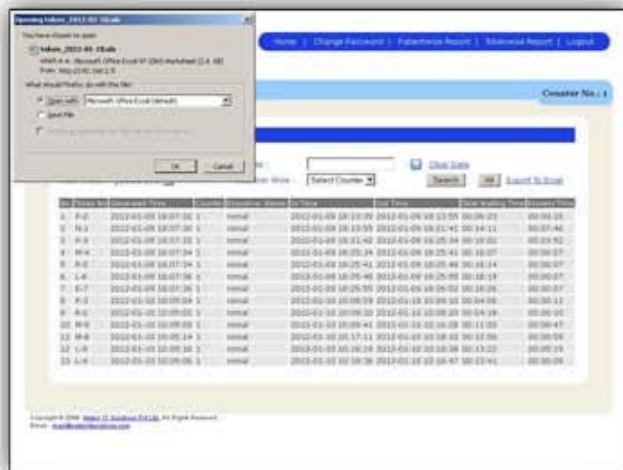
KEY FEATURES

- Our Token Dispenser generates the Token in a Counter Wise Pattern.

- The System do not require a separate system for Token to be displayed so that the client can use the already running system without altering their work on that system thus reducing the setup cost.

- One can use a Monitor, LCD or a TV for the token display.

- The system even helps the user to manage the token restart (reset) from where the user need. This is used when the user encountered any mistakes at any time

- The system gives facility to put any token in hold (pending) for any number of times and repeat the same when required.

- The System even facilitates the user to display the token as per his desire by using manual option.

- The user can also reset the Token machine at any given point of time.

FUNCTIONS
AND BENEFITS

The system even give counter performance report, daily summary report, daily collection report (Customized), Executive summary report.

The system provides every report in a graphical analytical form so that the user can clearly identify the data flow.

The system also provide a CRM module for the intimation of extension of the service through SMS or mailing service (customized)

The system also provides a representative online educating and performance testing module to enhance the productivity of the Institute (organization)..

Netsol Token Display allows the client to run a pre-defined movie clips in between the token display and that even can be managed by a Centralized allocation module so that the movie will played uniformly globally.

AREA OF
IMPLEMENTATIONS

NETSOL IQMS FOR BANKS

iQMS is a complete bank analytics system that not only manages customers queues in real-time but also provides the management real time access to performance metrics like customers waiting time, average service time and employee effciency.

iQMS enables banks to take out comparative data of various branches online (any given time) by the branch heads and can motivate the operation team to enhance the performance level.

Data from our iQMS will form an input form many bank's initiatives such as productivity. The data on number of transactions at each desk per employee will help to calculate employee productivity and determine staffing requirement.

iQMS For Banking Sectors

NETSOL IQMS FOR HOSPITALS

iQMS is specially designed queuing system for effective management of queues in OPDs of hospitals. The system is designed keeping in mind the common problems of handling large number of patients to be attended by a number of Doctor in an OPD.

It incorporates advanced technology for data communication, control and display ensuring excellent reliability iQMS enables.

- **Reduction in work load of hospital staff**
- **Effective time management for Doctors**
- **Smooth sequential Patient flow**
- **Convenient & transparent queuing for patients**
- **Clear unambiguous display of current patient number**
- **Easy ticket Printing Token Dispenser.**
- **Available in Various models**

iQMS For Hospitals

AREA OF
IMPLEMENTATIONS

IQMS FOR SERVICE INDUSTRIES

iQMS enhances the productivity and motivation of the providing excellent customer service

iQMS helps in decision-making for top management on improvement of service quality.

iQMS upholds and professional image of the organization as the queue system ensures discipline at the premises.

iQMS For Services Industries

iQMS For Pharmacy

iQMS For Reservation Counters

iQMS For Iimmigration Bureau

OUR CLIENTELE

Nokia Care

Bharti Airtel Limited

Samsung Mobiles India

OUR CLIENTELE

State Bank of India

Aayakar Seva Kendra

MIMS

Bank of Maharashtra

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Mindset Of Positive Expectancy

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