

# Queue Management Information System



## Destination and fields of application

The system is intended to take in evidence and to distribute clients over queues arranged automatically to service operators using visual display of individual numbers and sound signals. The system carries out the statistical account of the served clients by means of personal computer.

The system is preferred to be used in organizations serving significant torrents of clients.

### Examples of fruitful application:

The system is mounted, set up and successfully introduced "on a turn-key basis" at clients service office of MOLDCELL mobile communications operator ([www.moldcell.md](http://www.moldcell.md)) in Khishinev city.

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## Recommended fields of application

- Clients service centers of the operators of cellular communication
- Operational halls of banks
- Travel agencies
- Retail networks
- Beauty salons
- Medical centers
- Motor shows
- Car-care centers
- Notarial and lawyer offices
- Embassies and consular establishments
- Libraries
- Educational establishments
- Air and railway cash departments
- Official bodies

## Functionalities

### The system provides performance of the following functions:

- Distribution and account of the clients in queues
  - Call of the clients to the operators by sound signal and visual display of individual number of the client on the operator's panel of and on a group panel
  - Statistical account of the served clients
    - queues current state
    - queues dynamics
    - dynamics of clients registration
    - dynamics of operators work
    - clients waiting time
  - Storage of the data for all accounting period
  - Integration with MS Excel, MS Word and other applications used on the enterprise
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# Structure of system

The system is composed from next modules:

- ❖ **Registration board (dispenser)**  
Performs registration of client and provide him with an appropriate coupon. For convenience of the visitors the registration board is mounted near to office's entrance.
- ❖ **Operator management board**  
Performs a call of the client from a workplace of the operator.
- ❖ **Information display of the operator**  
Displays number of called client and number of the operator. Usually is placed above the workplace of the operator.
- ❖ **Central information display board**  
Displays information about current 5 to 8 clients calls.  
Is placed in center of operational hall.
- ❖ **Manager board**  
Allows to configure the system and to accumulate all statistical information.
- ❖ **Control module**  
Unites all elements into one integral system and carries out a storage of the configuration and statistical data.

## System functioning

After powering on the system passes into initial mode ready to register clients. On each board of the operator only the number of the operator is displayed. The group board remains empty.

Having entered into the hall the client approaches to the board of registration, chooses the type of service from the list on the board, presses the appropriate button, tears off the printed out coupon with three-value number of queue and waits for a call in a hall.

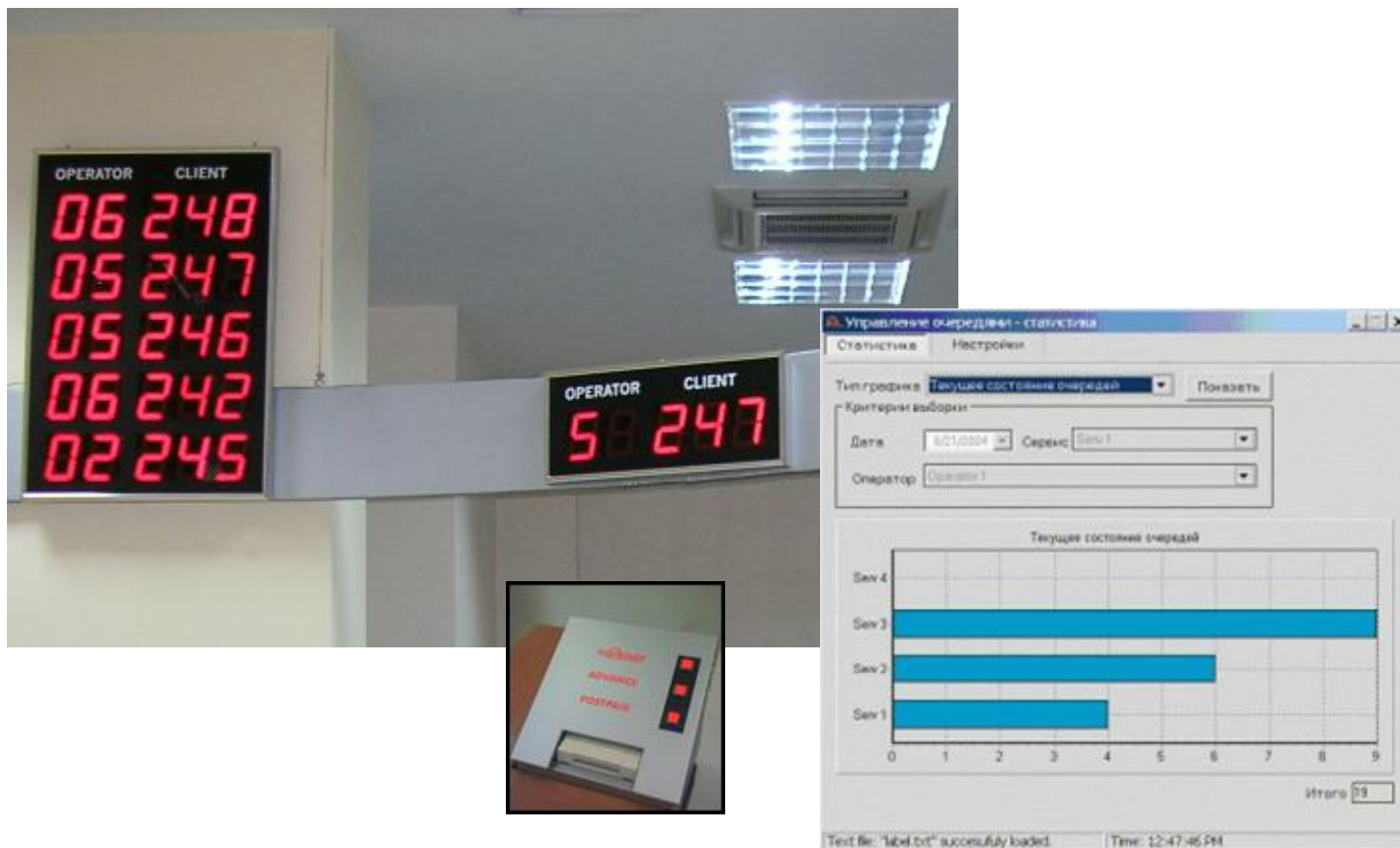
The call of the client is carried out by the operators using management board. On calling the next client the number of client and respective operator are displayed on group board in the top line (previous numbers are displaced one line downwards). Same time the number of the client on the appropriate board of the operator is displayed. The updating of the information on a group board is accompanied by a sound signal.

The operator through the board of management can carry out the following additional operations:

- A call of the concrete client under his number
- Return of the client to queue.
- Directs the client to other operator.
- Puts the workplace into a "is switched off" condition.

## Advantages

- ❖ Convenience to the clients
- ❖ Effective work of the operator
- ❖ Statistics of clients service
- ❖ Increase of productivity of work and overall performance of the enterprise



### Delivery set

	Qty
○ Central information display	1
○ Operator display	3 - 16
○ Operator management board	3 - 16
○ Clients registration board, with printer	1
○ Control computer	1
○ Set of cables	1
○ Software package MD.SOFTCOM.04001-01	1
○ Operation manual MD.SOFTCOM.04001-01 31 01	1



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