

Q-FL queue management system improves customer service in companies and institutions that face problems associated with long queues. Q-FL manages the queuing and service process and produces metrics that help monitor and improve productivity. Q-FL is a powerful tool that integrates all the necessary features for advanced queue management:

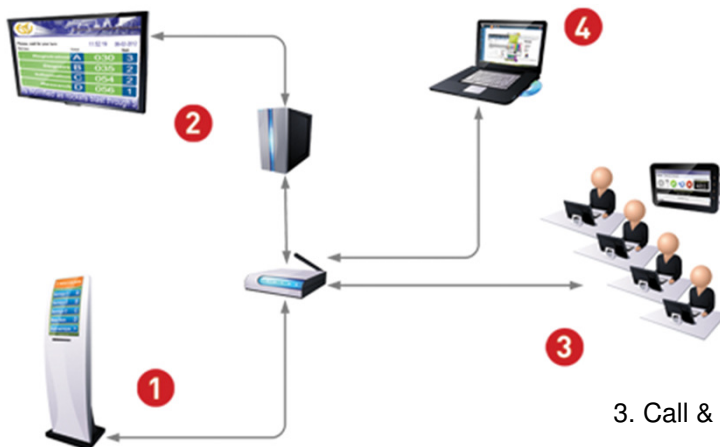
- Management of services, counters and priority
- Management of users / operators
- Statistics and reports via Web Server
- Online operators information



Why Q-FL



- Improve Service delivery
- Minimise Waiting time
- Monitor productivity
- Reduce perceived waiting time
- Engage waiting customers
- Leverage a captive audience
- Improve the customer experience
- Combine Digital Signage and Queue management

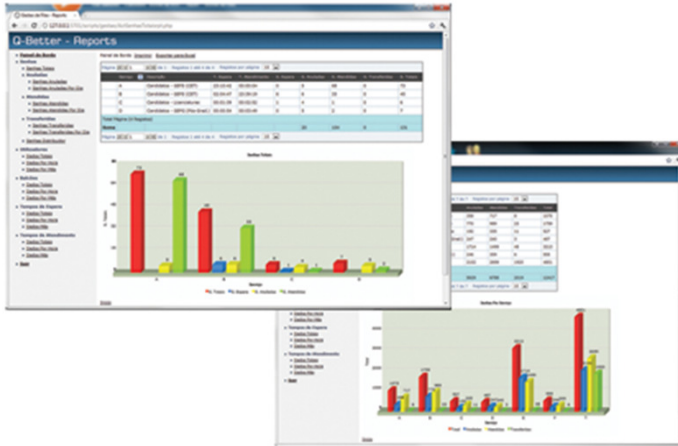


Q-FL Architecture

1. Automatic ticket dispenser
2. DS Player with the Q-FL software
3. Call & control device (Wireless buttons or QM-PAD)
4. Browser access to Q-FL real-time statistics and reports.

Captivate your audience - Promote, Inform and Entertain.

Q-FL Statistics



Queue metrics and statistics are given in real time allow the configuration, administration and optimization of resources

- Report daily or custom dates
- Service, operator and agency;
- Waiting periods, time of service
- Total tickets attended, cancelled, rerouted and waiting;
- Graphical Reports

Customer Ticketing Accessories

DTTS – Touch Screen Ticket Dispenser



- 15" portrait format LCD
- Anti Vandal Touch Screen
- Easy to configure graphical buttons
- Built in CPU w/ Network Connection
- Auto detection by Q-FL
- High reliability 2.25" thermal printer

DTS8 – Push Button Ticket Dispenser



- 8 rugged push buttons
- Custom text Panel
- Network Interface
- Auto detection by Q-FL
- High reliability 2.25" thermal printer

Service Desk Accessories

Receiver and Wireless Buttons

A82K Receiver

- Up to 50 radio buttons
- 4/14 wired buttons



A88 Wireless Caller Button

- Up to 300M range
- Battery life 22,000 activations



QM-PAD – Service desk application

- Windows web or tablet format
- Service login / close
- Call, finish, re-route or cancel
- All actions logged



Your EurosignDS representative is: