The practical Queue Management System

Operating a Customer Service is not a simple job. Operating it efficiently is a real challenge. But how a Customer Service can be efficient? If the customers don't perceive their waiting times as an eternity. If the staff's productive work is recognized and awarded. If the managers have full control over the operation.

iQ10

QUEUE MANAGEMENT SYSTEMS ➡ **TICKET DISPENSERS**

➡ THE IQ10 SYSTEM CREATES THE PERFECT ENVIRONMENT IN YOUR CUSTOMER SERVICE, WHICH ENABLES YOU TO CARE ABOUT A SINGLE THING: YOUR CUSTOMERS.

THE ◆NLINET GROUP

iQ10

Features and benefits

Modular design

The iQ10 system follows the growth and changes in your organization. Extending the system with one or more desks, replacing the LED based central display with LCD screen or integrating a new software module among the others, is not a problem anymore. Replacing the service names on the ticket dispenser or changing the information on the tickets, can be a daily routine.

Easy to use

The simple design and the clear listing of services on the touchscreen makes the iQ10 an easy-to-use queuing system. In this way, even those who are unfamiliar with the usage of IT products, will use it confidently, without stress or embarassing feeling.

Low operation costs

The iQ10 ticket dispenser is using an economic paper roll, that allows the printing of 1300 to 2400 tickets/roll*. The software related to the queuing system, despite of the frequent practice of other companies, has a licence that allows unlimited number of users in a single location**

* depending on the length of the ticket

** excluding the CDS Desk

TECHNICAL SPECIFICATION	
Screen	10" portrait touchscreen with 1280x800 resolution
Printer	3" thermal printer
Printer power supply	24 VDC
Tickets	80 mm wide paper roll
Housing	special, multi-layered, tough and glossy material (front) and metal back)
Characteristics	Built-in PC with Windows operating system
Recommended max. nr. of cashiers/advisors	20
Recommended max. nr. of tickets printed daily	3000

SIZES	
(W x D x H):	230 x 283 x 1408 mm

➡ RECOMMENDATION

- → Pharmacies
- → General and private medical centres, Dentists
- → Beauty-shops, solarium-shops, hair dressers
- → Real-estate agencies
- → City councils, District councils, Housing associations, Tax-Revenue-Custom offices
- → Universities, Colleges, Language Schools
- → Local Police Offices
- → Small Bank and Building Society branches
- → Self-service and fast food restaurants, small and medium sized shops
- → Galleries, Museums, Exhibition Centres, Conference and Event organizers
- → Indoor playhouses, Amusement Parks, Sport Arenas

→ **BUILT-IN ACCESSORIES**

→ **WiFi router for Digital Signage communication and wireless monitoring/reporting access**

→ **EXTERNAL ACCESSORIES**

→ **LED (seven segment and matrix) counter displays**
→ **LED (seven segment and matrix) central displays**
→ **LCD counter displays**
→ **LCD/LED central displays with digital media player PC**
→ **Multifunctional customer calling terminal**
→ **Touchscreen customer feedback terminal**

→ **Pushbutton customer feedback terminal**
→ **12V power supply and signal distributor**
→ **80mm thermal paper**
→ **Ceiling and desk mounting display supports**
→ **GSM gateway (to be used with SMS software applications)**

→ **SOFTWARE**

→ **CDS queue management software**
→ **CDS MAINFRAME central queue management software**
→ **CDS DESK customer calling application**
→ **OMP (Onlinet Media Player) digital signage local application**
→ **OMM (Onlinet Media Manager) digital signage central application**
→ **CDS SMS Alert**

→ **CDS VOICE Calling**
→ **CDS BOOKING Online**
→ **CDS MEETING Room Occupancy Display**
→ **iBOOKING smart phone application**
→ **DASHBOARD visual management information system**

→ **RELATED SERVICES**

→ Customer service development consultancy
→ Site survey, planning
→ Installation, commissioning, training
→ Maintenance, remote support, repairs
→ Paper roll and spare parts supply
→ Operation, statistics and data analysis
→ Custom development and design
→ Integration to existing CRM or Front-Office systems