Advanced Queue Management System

AQMS-32

Databyte's Advanced Queue Management Solutions

Touchcreen Kiosk

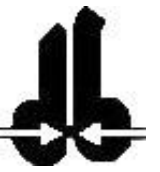# Types of KIOSK

Wall Mount Button KIOSK

Wall mount Touch screen KIOSK

Floor mount Button KIOSK

How It Works

1. *Customer comes in and presses a button to print a Token No. for the service desired.*
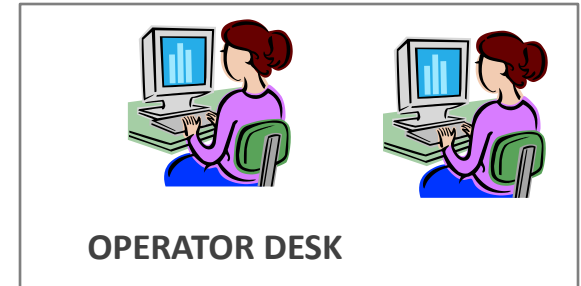
2. *When his Token No. appears on the Master Display, he goes to the counter displayed against his Token No. and gets served.*

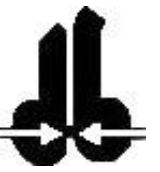3. *After finishing with one customer, the counter operator presses a button to serve the next customer in queue.*

Waiting area

LCD

MASTER TOKEN DISPLAY
System can have either or both

OPERATOR DESK

TOKEN DISPENSER UNIT

Touch Panel Based Kiosk
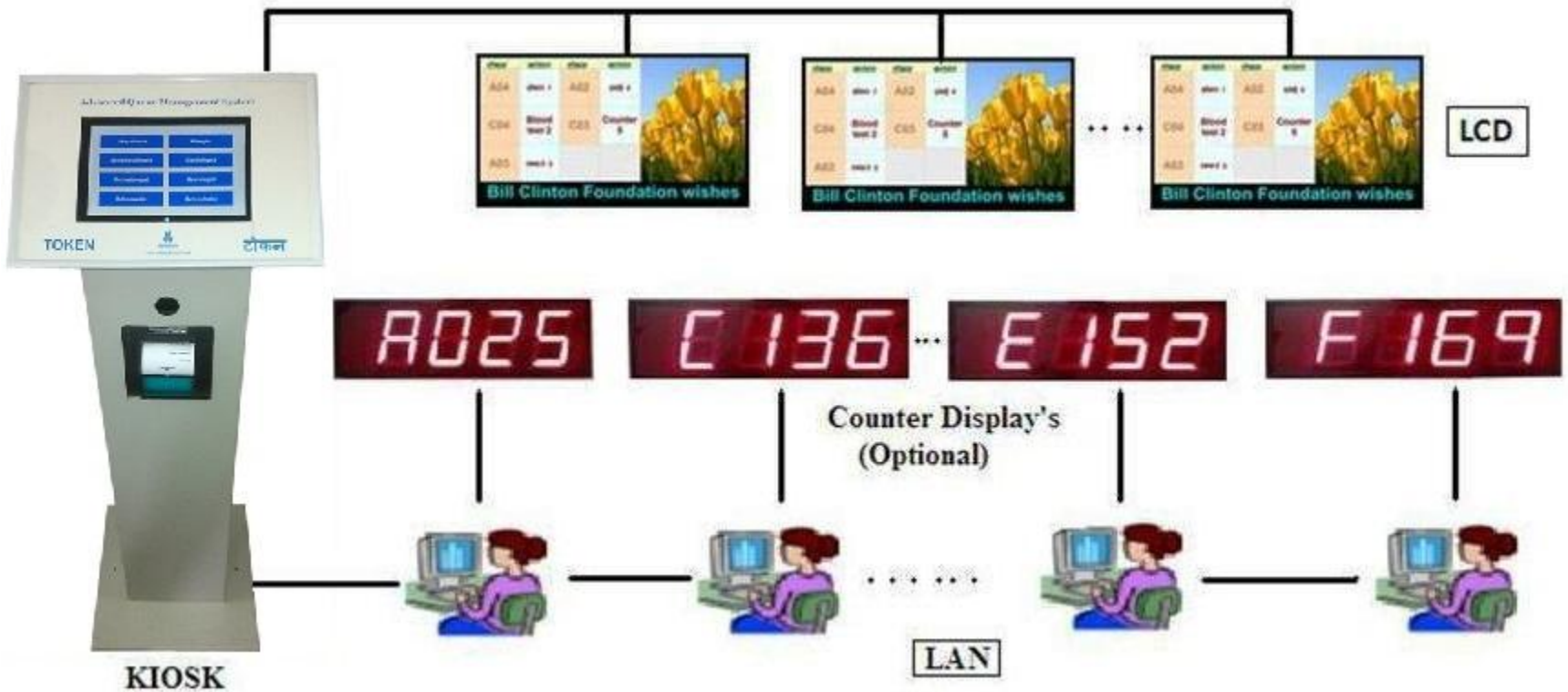
✓ Simple, user-friendly , versatile, comprehensive and technologically advanced.

✓ Works independently through browser and does not interfere with any user software that may be installed.

✓ Allows customers to use a single token across multiple services. Operators can forward tokens between different services.

Benefits of AQMS-32(2 of 3)

- ✓ Provision to call tokens from other services so as to distribute the load.

- ✓ Voice announcement of tokens in any language.

- ✓ Facility to show promotional message on Token-Ticket.

- ✓ Provides detailed comprehensive reports which allow managers to measure their operator's performance, optimize resource allocation, respond to operator workloads and provide better service to patient.

Benefits of AQMS-32 (3 of 3)

- AQMS32 supports up to 32 services & 64 counters

- Multiple counters can be assigned to individual services and

- Multiple services can be assigned to individual counters.

- Multiple Dispensers of various types, (Switch based, touch screen and mixed)

- Multiple Master Displays of various types (TV, Monitors and Seven Segment LED)

- Supports non-PC counters

Detailed management reports

- Graphical reports

- Management Alerts

- Dynamic load distribution

- Central Monitoring System

- Easy data backup and restore

- Multiple provisions for priority customers
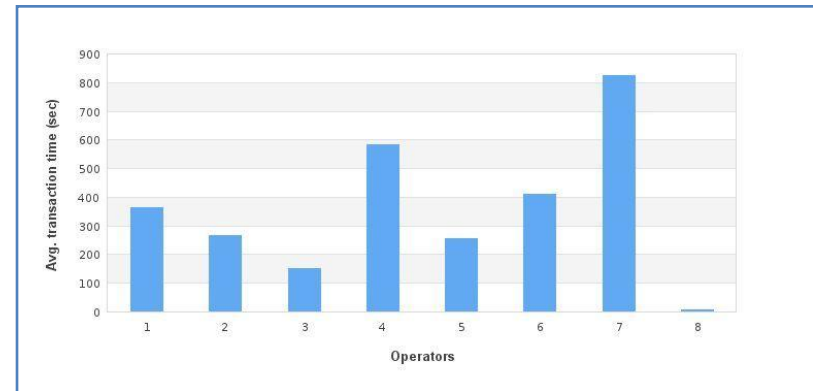
AQMS-32 System Components

1. Token Dispenser Unit

2. Master Token Display

3. Token Ticket

4. Dual-Side Visible Counter Token Displays & Call Pads

5. Software Components
   - Manager Console
   - Operator Console
   - Administrator Console

Token Dispenser Unit

- Floor or wall mountable Kiosk

- Buttons or touch screen

- Multilingual display and printing

- Nested service selection

- Multiple service selection

- Supports Multiple Dispensers

Fig. Floor mountable

Master Token Display

The LCD Master display can be configured to show promotional images/flash/video on the right side of the display and promotional scrolling text at the bottom.
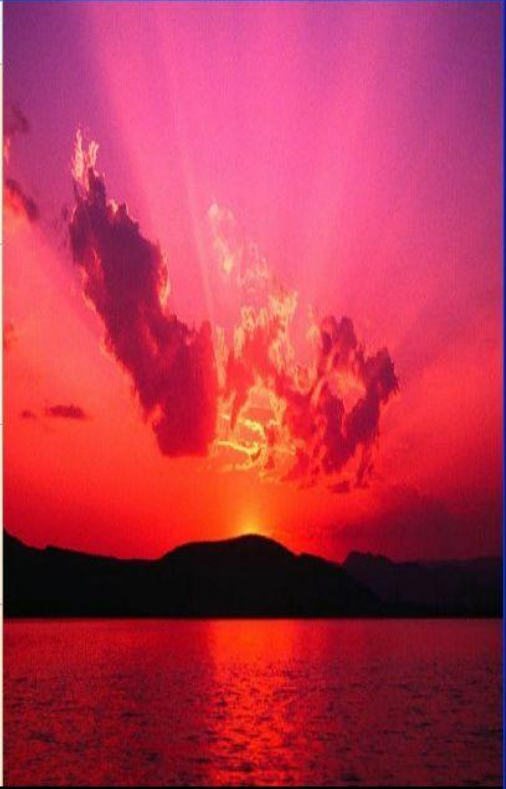
Multiple displays showing same information or different counter information

Promotional Video and Text

Operator Console

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Counter Name	Current Token
COUNTER 1	**A16**
Status Active	
Switch To Idle State	

Services Handled	Requested Services	Waiting Customers: 3
Service A	Service A	
Elapsed Time 00:15	Customer Type **Regular**	Transactions Complete: 9

COMPLETE & CALL NEXT

CALL NEXT TOKEN	TRANSACTION COMPLETED	CALL SPECIFIC TOKEN
SKIP TOKEN	DEFER TOKEN	AUTO CALL TOKEN
FWD TO OTHER SERVICE	FORWARD & BACK	CHECK TOKEN STATUS

Service Name	Waiting Customers
Service A	3
Service C	1
Service E	2
Service F	3
Service G	0
Service H	0
Service J	1
Service L	3
Assigned By Manager	0

Deferred Tokens
Click on the token numbers to recall the deferred tokens.
A15

Skipped Tokens
Click on the token numbers to recall the skipped tokens.
A13A14
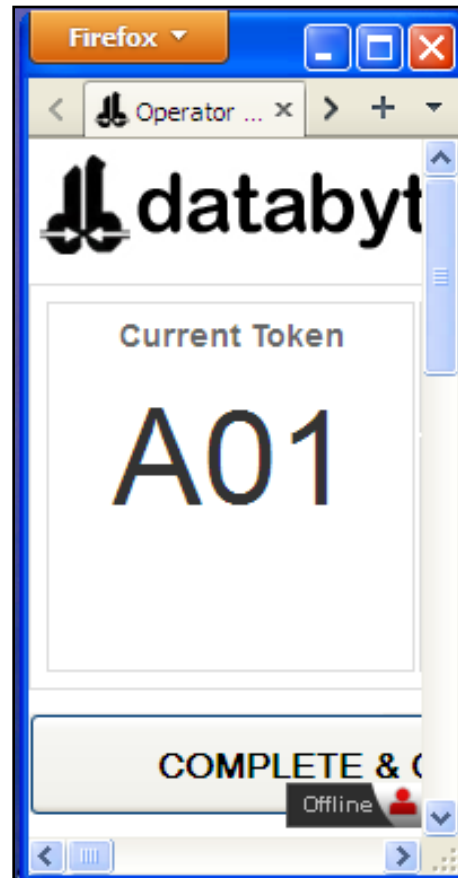NOTE:*Refresh the page to see tokens skipped by other counters of this service.

Remarks
Add Remarks

Customer Information
Add Details

Offline

Reduced size of Operator console

The Operator Console Window can be reduced to a very small size and can be set to be always on top of other application windows.

Auto Recall Token

- Not all customers respond when their token number is announced. This maybe because the customer maybe busy with some other tasks like filling up form/slip or customer may not have realized that his token has been called. In such cases, after waiting for a few minutes & re-announcing the token, the operator calls the next waiting customer.

- AMQS-32 allows these skipped tokens to be automatically recalled after a specified time.

Defer a Token

- Often a single service may include several tasks. Hence, the customer may need to wait, while the back-end personnel gets other related tasks done e.g. processing some form, creating some reports, etc.

- AQMS-32 allows the operator to defer such a token The operator can serve the next customer while the background tasks are being processed.

- The customer can be recalled as soon as these other tasks are completed and the operator is ready to serve the customer again.

Forward a Token

- Often customers may require more than one service. In some cases these services may be interdependent. AQMS-32 allows customers to use a single token for multiple services.

- Once the patient is served at one counter, the operator can forward his token to another service from the Operator Console. The token number gets queued in the other service and the customer can wait till his token number is announced again.

Forward-back a token

An operator can forward-back a token to another service. On completion at forwarded service, the token is returned back to sender counter on priority.

Add remarks to a token

Operator console shows counter-wise remarks added by previous operators who served the current token. Allows current operator to add his/her own remarks.

Example of text chat

operator1

Me: hi
operator1: hi
Me: Token
A45 want a passbook
forwarded to you
operator1: ok
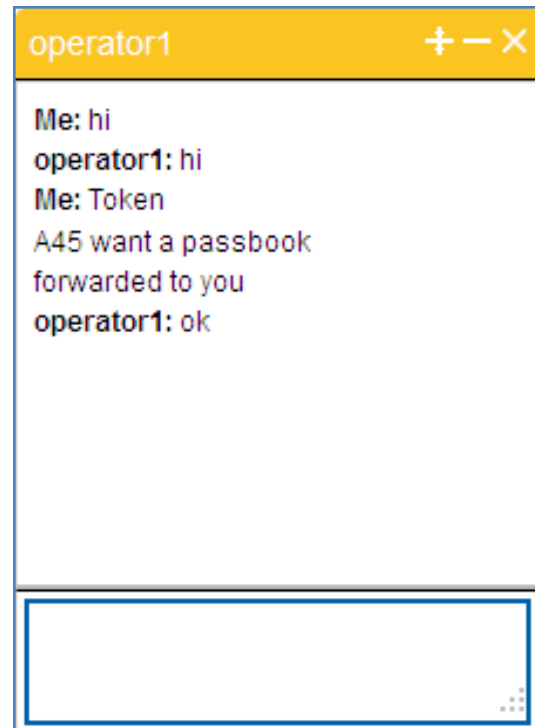
Load Distribution

- AQMS-32 provides the operator with a complete view of all the services and hence the operator can see how many customers are waiting in each queue.

- If any operator is done serving all his customers and has no more waiting tokens, he can call customers from one of the other services. This helps in reducing the waiting time and improving the efficiency.

Token Ticket

- **Customer Logo**
- **Informative or promotional text**
- **Token info:** Following information to be printed on token ticket as per selection,
- Wait count: No of people to be served before this customer
- Wait time: Approx wait time before customer will be called.
- **Date and Time stamp**

!dea

An Idea can change your life...
We welcome your suggestions
to improve our services.

Service A

TOKEN A09

People before you:08
Aprx Wait Time 00:07:00
17-12-2013 01:00:57 PM

Facility to Call by Case No, Name or Mobile No.

Call by Case No.

Token	COUNTER	Token	COUNTER
0000	COUNTER 1	0000	COUNTER 5
PRN0245	COUNTER 2	0000	COUNTER 6
0000	COUNTER 3	0000	COUNTER 7
0000	COUNTER 4	0000	COUNTER 8

Call by Name

Token	COUNTER	Token	COUNTER
RAHESH SHARMA	COUNTER 1	0000	COUNTER 5
0000	COUNTER 2	0000	COUNTER 6
0000	COUNTER 3	0000	COUNTER 7
0000	COUNTER 4	0000	COUNTER 8

Call by Mobile No.

Token	COUNTER	Token	COUNTER
0000	COUNTER 1	0000	COUNTER 5
0000	COUNTER 2	0000	COUNTER 6
0984852654	COUNTER 3	0000	COUNTER 7
0000	COUNTER 4	0000	COUNTER 8

Taking inputs from Customer before issuing a token

Select any Service From Touchscreen

Select a Service

192.168.2.40/touchscreen/index/1/Group1   Search

Select Language: English

Service A	Service C
Service E	Service F

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Fill in all Details

Requested Service(s):
Service A

NAME
Rahesh Sharma

MOBILE NO
0974212467

ADDRESS
Koregaon Park, Pune.

Cancel   Print Token

Inputed details will get Print on Token

Service A

Token A005

NAME : RAHESH SHARMA
MOBILE NO : 0974212467
Address : KOREGAON PARK, PUNE.

People before you: 6
Aprx Wait Time 00:06:00
21-3-2016 04:28:47 PM

The inputs taken from customer can be different for different services

Facility to split services across several dispensers

- Different services will be seen on different dispensers as follows:

Master Dispenser

Slave Dispenser 1

Slave Dispenser 2
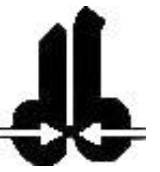
Facility to have separate Master Displays for each department

Department 1

Department 2

Nested Service Selection

• Customer is able to select Service from Nested Services

• Two or more services can be nested in single service as shown below:

Please select Servive for your Product:

English

DEPOSIT

Cash Deposit

Cheque Deposit

Multiple Service Selection

Customer can able to Print Multiple Token at the same time

Please select Servive for your Product:

English ▼

Service A

Service E

Service H

<< Prev   Clear   Print Token

Premium Customers
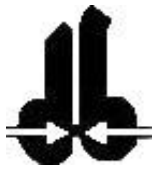
- Tickets can be issued to premium customers in 2 ways:

1. As one of the Services:

   - On selecting this option, the customer is put in the premium queue.

   - Customers in this queue are served by separate designated counters where the customer presents his 'Premium card' before getting served.

2. Issued by the Manager or one of the responsible staff members in order to prevent misuse.

   - No. of regular customers after which a premium customer can be called, is configurable.

Voice Announcement (Add different languages)

Manager Console

- Real-time overview of all the activities going on in patient service area.
- Provides detailed reports - summary, transaction , counter, service & operator.

Counter Assignment

Counters Overview	Services Overview	Counters Assignment	

Counter(s) Not Active

Assign Token(s) to Counter

Tokens	Action	Selected Tokens	Counters
Token No. : E01 Token No. : G01 Token No. : C01 Token No. : E02 Token No. : G03 Token No. : J01 Token No. : F02 Token No. : E03 Token No. : G04 Token No. : A04 Token No. : E04	>> <<	Token No. : G04	- Select a Counter - Counter : Token 8 : L01 4 : G02

Hint : Use Control or Shift to Select Multiple Token Numbers

Delay Alerts

Manager Reports

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Transaction wise report

Graph of Hourly traffic Report
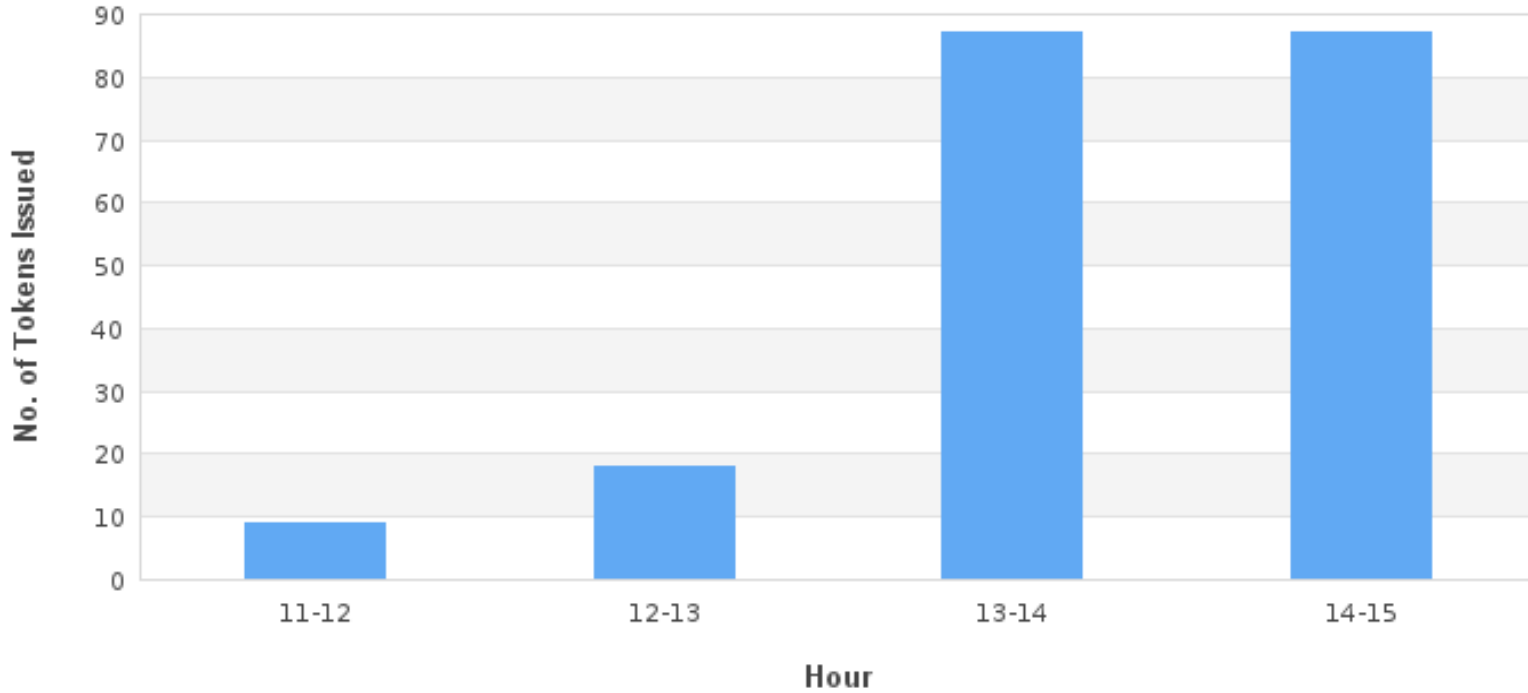
Counter wise report

Service wise Report

Welcome Manager AQMS   Account | Logout

Service Wise Report

From:

12/12/2013

To:

12/12/2013

View Report   **Download Report**

Navigation
- ▸ Dashboard
- ▾ Reports
- Summary Report
- Transaction Report
- Counter Report
- Service Report
- Operator Report
- Skipped Tokens Report
- Idle State Report
- Token Benchmark Report
- Call Field Report
- Detailed Report
- Branch Score

Service Name	Transaction	Avg. Transaction Time	Avg. Waiting Time
Service A	4	00:14:27	00:15:13
Service C	8	00:00:01	00:07:33
Service E	3	00:00:03	00:57:16
Service F	1	00:53:18	00:02:40
Service G	1	00:00:02	00:58:06
Service H	3	00:00:01	00:01:02
Service J	4	00:00:02	00:15:08
Service L	0		
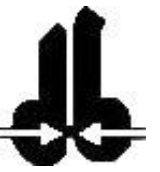
Graph of Service wise Report

Users [1] — 🔧 🔧

operator8

Operator wise Report

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Welcome Manager AQMS   Account | Logout

- ▸ Dashboard
- ▾ **Reports**
- Summary Report
- Transaction Report
- Counter Report
- Service Report
- Operator Report
- Skipped Tokens Report
- Idle State Report
- Token Benchmark Report
- Call Field Report
- Detailed Report
- Branch Score

Operator Wise Report
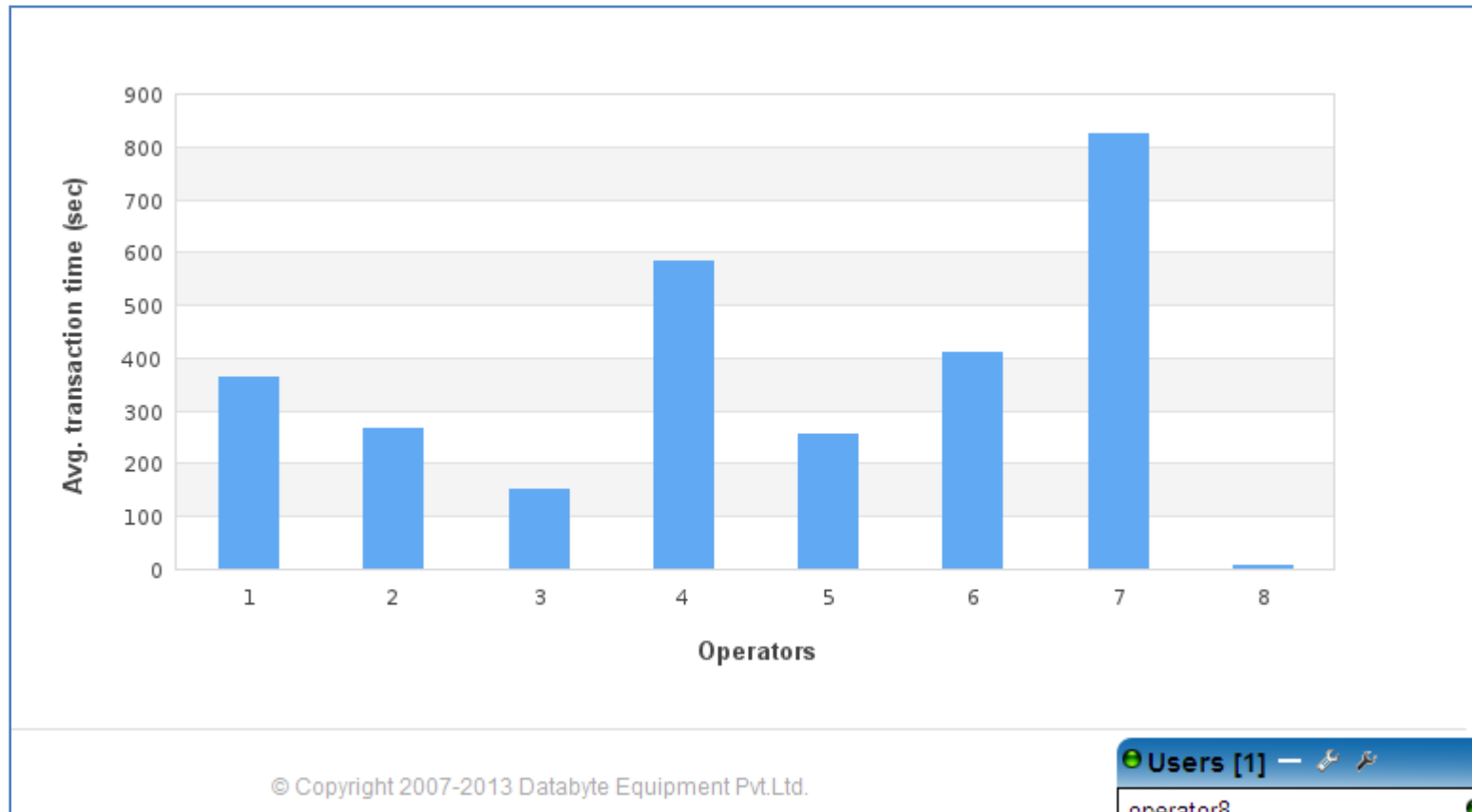
From:
12/12/2013

To:
12/12/2013

View Report   **Download Report**

Operator Name	Transaction	Avg. Transaction Time	Avg. Waiting Time	Max. Transaction Time	Max. Waiting Time
Operator AQMS (Operator1)	8	00:06:54	00:36:36	00:54:57	00:58:06
Operator AQMS (Operator2)	7	00:00:01	00:00:25	00:00:01	00:00:29
Operator AQMS (Operator3)	0				
Operator AQMS (Operator4)	0				
Operator AQMS (Operator5)	0				
Operator AQMS (Operator6)	5	00:11:14	00:12:15	00:53:18	00:55:29
Operator AQMS (Operator7)	4	00:00:02	00:15:08	00:00:02	00:59:20
Operator AQMS (Operator8)	0				

Users [0] —
No One Is Online

Graphical view of operator wise report

Skipped Token Reports

Idle State Report

Token Benchmark Report

Call Field Report

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Data Field Report

- ▸ Dashboard
- ▾ **Reports**
- Summary Report
- Transaction Report
- Counter Report
- Service Report
- Operator Report
- Skipped Tokens Report
- Idle State Report
- Token Benchmark Report
- Call Field Report
- Detailed Report
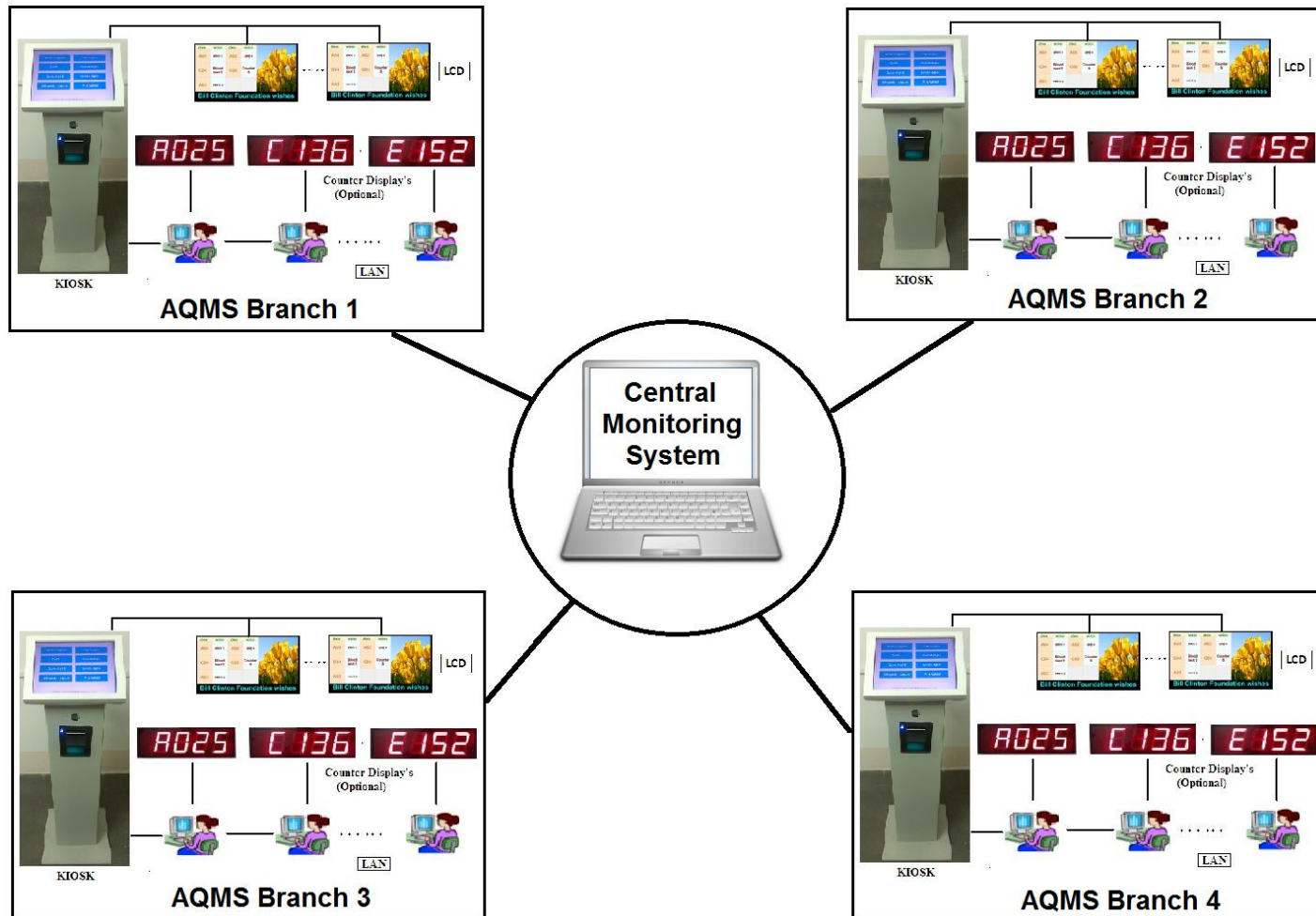- Branch Score

From:
03/01/2013

To:
12/14/2013

View Report   **Download Report**

Field Name	Field Values	Total Customers	Avg. Transaction Time	Avg. Waiting Time
Call Types	Prepaid	18386	00:09:19	00:26:41
	Postpaid	18386	00:09:19	00:26:41
	Other Services	11890	00:09:18	00:26:46
	Recharge	1625	00:09:01	00:23:25
	Documents Submission	2144	00:08:56	00:25:06
	Balance Amount Related Queries	1079	00:08:57	00:25:53
	Roaming	344	00:11:17	00:22:10
	3G Smart Phone	199	00:08:48	00:27:46
	'Blackberry Plans	546	00:10:25	00:26:56
	MNP	2739	00:09:28	00:25:49
	Value Added Services	1083	00:09:08	00:26:18
Connection Types	Sim/Handset Related Queries	10054	00:09:14	00:26:17
	Roaming	260	00:09:53	00:00:40
	New Connection	3963	00:09:31	

⊖ Users [1] — 🔧 🔧
operator1   ●

Operator Detailed Report

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▸ **Dashboard**

▾ **Reports**

Summary Report

Transaction Report

Counter Report

Service Report

Operator Report

Skipped Tokens Report

Idle State Report

Token Benchmark Report

Call Field Report

Detailed Report

Branch Score

Operator Detailed Report

From: 12/12/2013   **To:** 12/12/2013

Select Operator : Select An Operator

Detailed Report Of Operator Name : **Operator AQMS**   From :12/12/2013 To : 12/12/2013

Services	Benchmark Time	Avg. Time	% of Time Efficiency	Attended Customers	Total Customers	% of Customers
Service A	00:01:00	00:18:21	-1735.00 %	3	4	75.00 %
Service C	00:01:00	00:00:03	95.00 %	1	8	12.50 %
Service E	00:01:00	00:00:03	95.00 %	3	4	75.00 %
Service G	00:01:00	00:00:02	96.67 %	1	4	25.00 %
				8	20	40.00 %

● Users [1]

operator2

Branch Score

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- ▸ **Dashboard**
- ▾ **Reports**
  - Summary Report
  - Transaction Report
  - Counter Report
  - Service Report
  - Operator Report
  - Skipped Tokens Report
  - Idle State Report
  - Token Benchmark Report
  - Call Field Report
  - Detailed Report
  - Branch Score

Branch Score

From:
12/21/2013

To:
12/21/2013

[View Score] [Download Score]

Wait Time Branch Score	Transaction Time Branch Score
157.549	1469.388

Block Diagram of Central Monitoring System

Central Monitoring System

CMS32 allows the central office to monitor and control working of its branches spread across the globe

Backup and Restore

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CMS Manager Console:

Branch-wise Overview

Real Time Overview

View Reports-Transaction Wise Report

View Reports-Service Wise Report

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Edit Branch Configurations

Branch Name	Actions
AQMS1	Edit Configuration
AQMS2	Edit Configuration
AQMS3	Edit Configuration
AQMS4	Edit Configuration

Page 1 of 1, showing 4 records out of 4 total, starting on record 1, ending on 4

<< previous || next >>

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Editing Configurations

Promotions

Additional feature – 1
Doctor's name plate on a Tablet
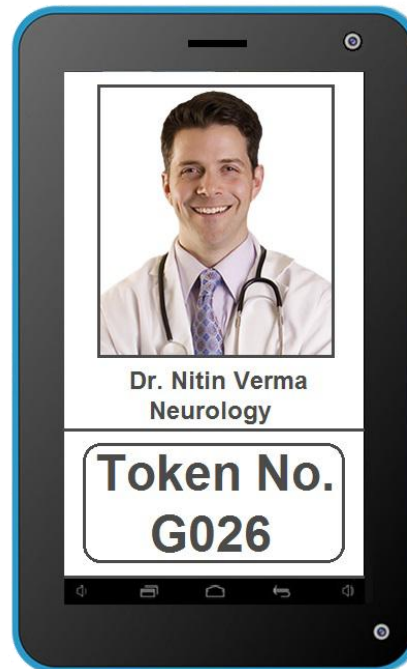
Additional feature - 2

- **Token number displays for the counters**: Our system supports LED based display of token number currently being served by each counter. These token number displays assure the customer that he has reached the right counter. They also add to the ambience of the branch.

COUNTER 3

COUNTER 5

COUNTER 8

LAN
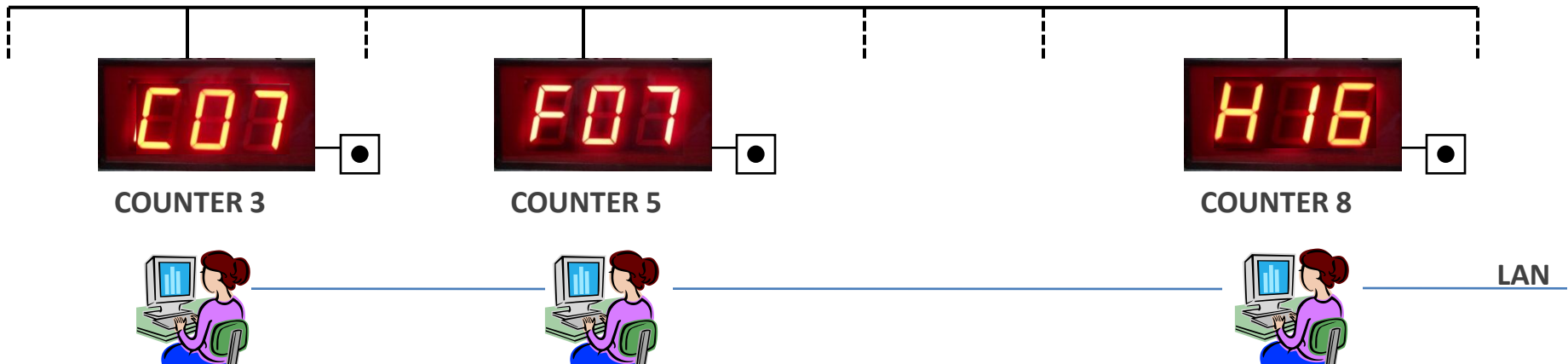
Additional feature - 3

- **LED based Master Displays:** They can be placed in those parts of the waiting areas which are not adequately covered by the digital signage. An optional beep generated by these displays alerts the waiting customers whenever a new token number is called.

Additional feature – 4
Facility to integrate Multiple AQMSs into one Display
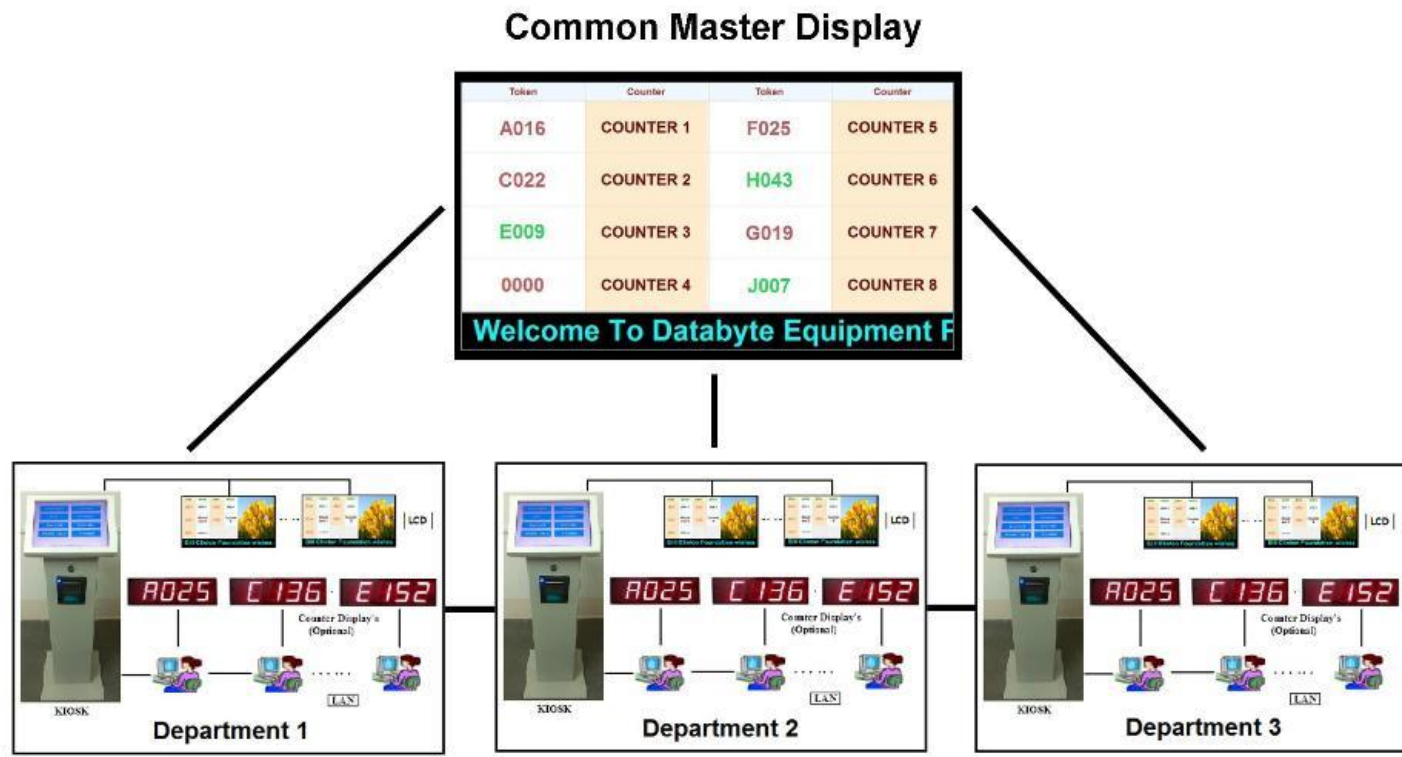
- Each department can have its own AQMS with its own Touch Screen Kiosk and Master Display.

- In addition to department-wise master displays, there can be combined Master Displays put in the common areas. Administration and reports are also integrated.

Additional feature - 5

Tablet

In a Wi-Fi location, a tablet or a Cell Phone can be used to call tokens and see reports.

Additional feature - 6

Group calling

     During the rush hours (configurable for each branch), 2, 3 or 4 successive token tickets carry same token numbers and separate subscripts. Customers carrying token tickets of same token numbers are called together to a counter and are served as per their respective subscripts.

e.g. 174A, 174B, 174C, 174D

Engineering

- All modules are Industry standard and easily field replaceable.

- All modules, except printer have 3 year warranty from the supplier

Back up

Provision for back up and restore in system software at the branch as well as at the Central Office.

Fall back

- Our hard disk has two partitions. Both partitions have full system installed

- Second partition also has a ghost image of the first partition which can be used to restore the first partition in the field.

User Interface

- User perspective

- Management perspective

Some of Our Clients

HLL Lifecare Limited
(A Government of India Enterprise)

The Apollo Clinic

SAHARA HOSPITAL
Curing Through Care

All India Institute of Medical Sciences — Jai Prakash Narayan Apex Trauma Center

Shree Parshwanath Digambar
Jain Dharmarth Chikitsalaya

ECHS, Polyclinic

Images

FIG: COUNTER TOKEN DISPLAYS

FIG: APOLLO HOSPITAL, KOLKATTA

Company Overview

- Established in 1981

- 30 years of experience in the field of Electronics and Communication.

- Highly skilled and trained manpower with an average experience of 10 years.

- 15 people are involved in development & testing and 15 handle technical support and maintenance.

- With factory and head office in Pune, we have our own sale and support offices in Delhi & Kolkata, and associates in Chandigarh and Chennai.
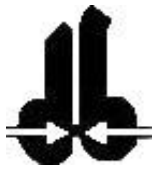
Key Strengths
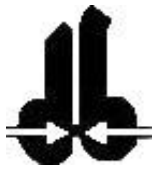
- DSIR Approved Research & Development Lab

- High standard Quality Control

- All India Service Network

- Provide Complete Communication Solutions

- Over 10,000 strong product installations across India

Our Products

For the last 30 years, we have been making equipment for **Indian Defence** including the Indian Army, Indian Navy, the Indian Air Force.

Intelligent Message Terminal(IMT) is a standard terminal equipment used across Indian Army, Navy and Air Force and is exclusively manufactured by Databyte. IMTs supplied to them in 1990 are still operational and supported.

Our Products

PCTP-10

MULTI MESSENGER

EQUIPMENT SUPPLIED TO DEFENCE

V35 ROUTER

Our Clients

- Department of Immigration, Kathmandu

- BP Koirala Memorial Cancer Hospital, Bharatpur

- Bharatpur Hospital, Chitwan, Nepal

- Bhakullar Ratnanagar Hospital, Ratnanagar, Nepal

- Kisan Cooperative, Nawalparasi, Nepal

Clients from different Countries

Morocco-Country Tech

Nigeria- 1.Rexox Integrated Ser. Ltd

          2. FCI International Ltd

Mauritius- Rolem Bureautique Ltd

Tanzania- Double click consulting Ltd

Rwanda- 1.CAL, Rwanda Symphony

          2.Computer Solution

          3. MSV Technologies

South Africa-New Tech Grp NTG

AL –AIN UAE- Al mada Electronics

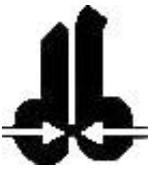Bhutan-1. Office Automation System

          2.Dragon Infotech

Srilanka-IPC Holdings Pvt. Ltd

Maldives-Dhaan Grp.of Companies

Qatar-A1 Madaen Tech.

Kenya-Diamond IT system

Contact Us

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For India

Databyte Equipment (P) Ltd.

www.databyteindia.com