

# Advanced Queue Management System

## AQMS-32

Databyte's Advanced Queue Management Solutions

The image displays a variety of hardware and software components for an Advanced Queue Management System. At the top left, a digital display shows a queue management interface with a table of token numbers and counter assignments, and a welcome message in Hindi. Below this is a large touchscreen kiosk with a menu of banking services. To the right, another kiosk displays a queue management interface. Further right, a red LED display shows token numbers and room numbers. In the foreground, there is a smaller touchscreen kiosk, a digital display showing the token number 'R027', a blue 'Token टोकन' sign, a tablet displaying a queue management interface, and a smartphone displaying a doctor's profile and token number 'G026'.

Token	Counter	Token	Counter
A05	COUNTER 1	G02	COUNTER 5
C03	COUNTER 2	000	COUNTER 6
000	COUNTER 3	F03	COUNTER 7
000	COUNTER 4	L02	COUNTER 8

डेटाबाइट इन्क्विपमेंट में आपका स्वागत है

Dr. Nitin Verma  
Neurology  
Token No.  
G026



# Touchscreen Kiosk





# Types of KIOSK

Wall Mount Button  
KIOSK



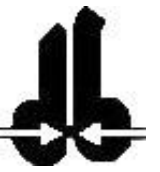
Wall mount Touch screen  
KIOSK



Floor mount Button  
KIOSK



# How It Works



1. Customer comes in and presses a button to print a Token No. for the service desired.



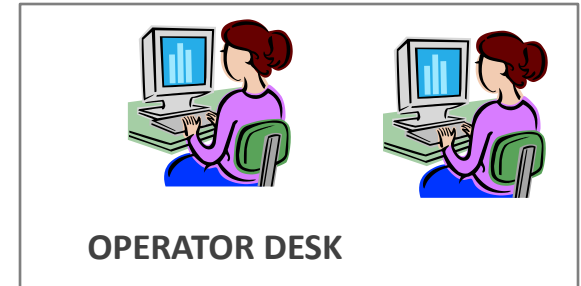
2. When his Token No. appears on the Master Display, he goes to the counter displayed against his Token No. and gets served.



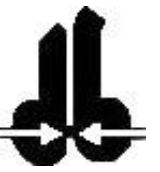
↑ Waiting area



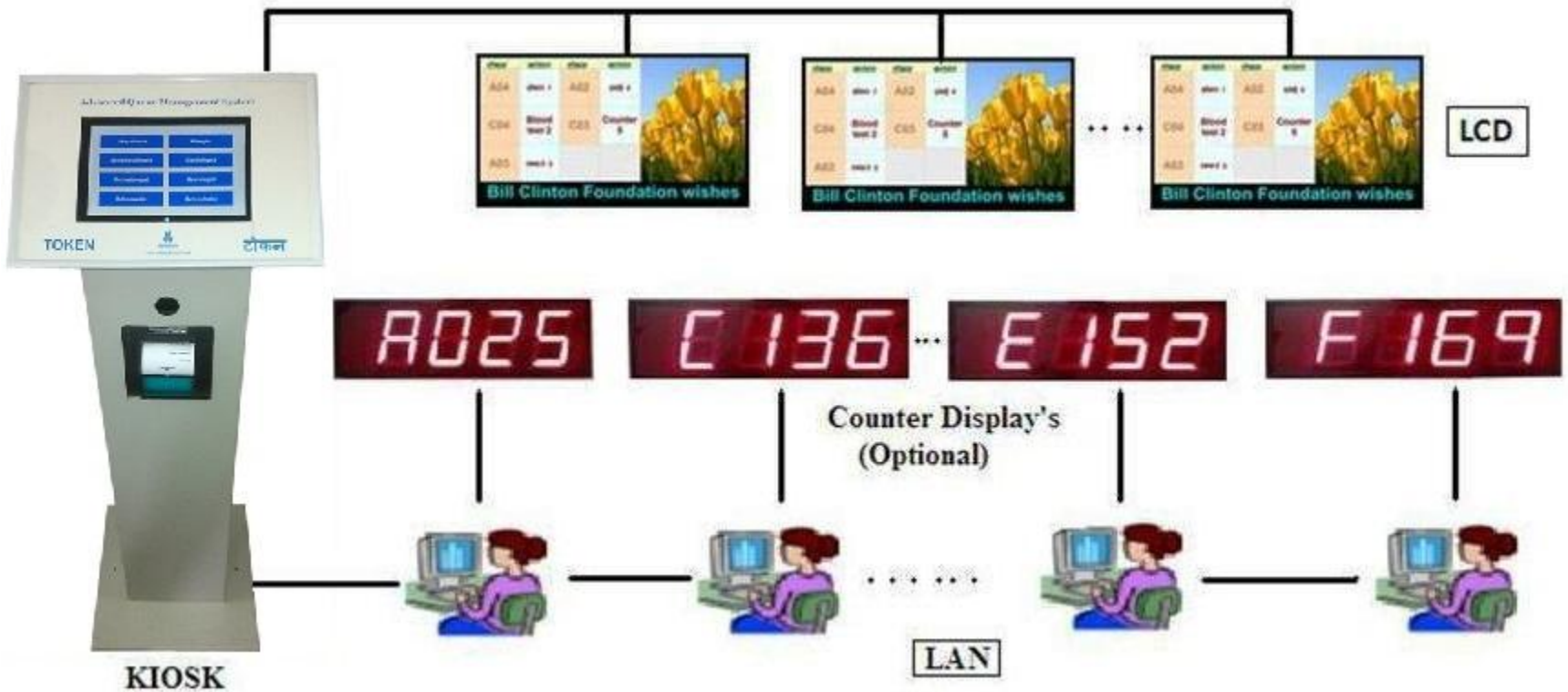
3. After finishing with one customer, the counter operator presses a button to serve the next customer in queue.



TOKEN DISPENSER UNIT



# Touch Panel Based Kiosk



# Features of AQMS-32 (1 of 3)



- ✓ 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)



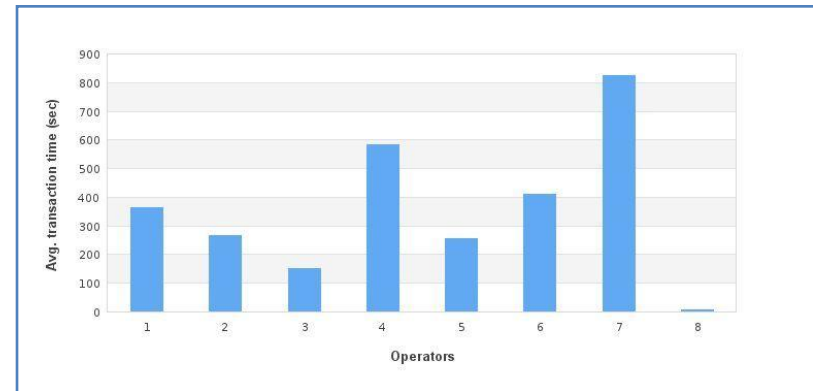
- AQMS32 supports up to 32 services & 64 counters
- Multiple counters can be assigned to individual services and
- Multiple services can be assigned to individual counters.
- Multiple Dispensers of various types, (Switch based, touch screen and mixed)
- Multiple Master Displays of various types (TV, 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.

टोकन	काउंटर	टोकन	काउंटर
A04	कॉन्टर 1	A02	कॉन्टर 4
C04	Blood test 2	C03	Counter 5
A03	कॉन्टर 3		



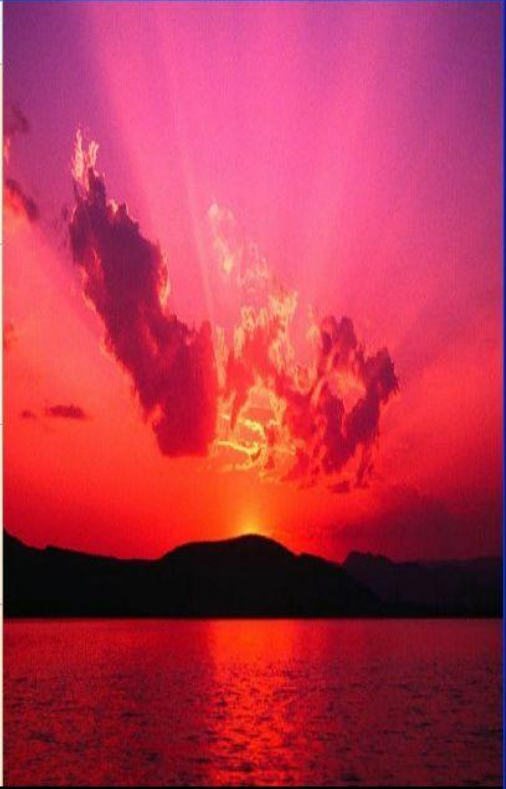
**Bill Clinton Foundation wishes**

Multiple displays showing same information or different counter information

# Promotional Video and Text



Token	Counter	Token	Counter
000	COUNTER 1	000	COUNTER 5
000	COUNTER 2	000	COUNTER 6
000	COUNTER 3	000	COUNTER 7
000	COUNTER 4	000	COUNTER 8



**Welcome to Databyte Equ**

# Operator Console



Welcome Operator AQMS [Account](#) | [Logout](#)  
[View Dashboard](#) | [Search Customer Records](#)

Counter Name  
COUNTER 1

Current Token

A16

Status  
Active

[Switch To Idle State](#)

COMPLETE & CALL NEXT

Service Name	Waiting Customers
<a href="#">Service A</a>	3
<a href="#">Service C</a>	1
<a href="#">Service E</a>	2
<a href="#">Service F</a>	3
<a href="#">Service G</a>	0
<a href="#">Service H</a>	0
<a href="#">Service J</a>	1
<a href="#">Service L</a>	3
Assigned By Manager	0

## Customer Information

Add Details

### Services Handled

Service A

Elapsed Time  
00:15

### Requested Services

Service A

### Customer Type

Regular

Waiting Customers: 3

Transactions Complete: 9

CALL NEXT TOKEN

TRANSACTION COMPLETED

CALL SPECIFIC TOKEN

SKIP TOKEN

DEFER TOKEN

AUTO CALL TOKEN

FWD TO OTHER SERVICE

FORWARD & BACK

CHECK TOKEN STATUS

### 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

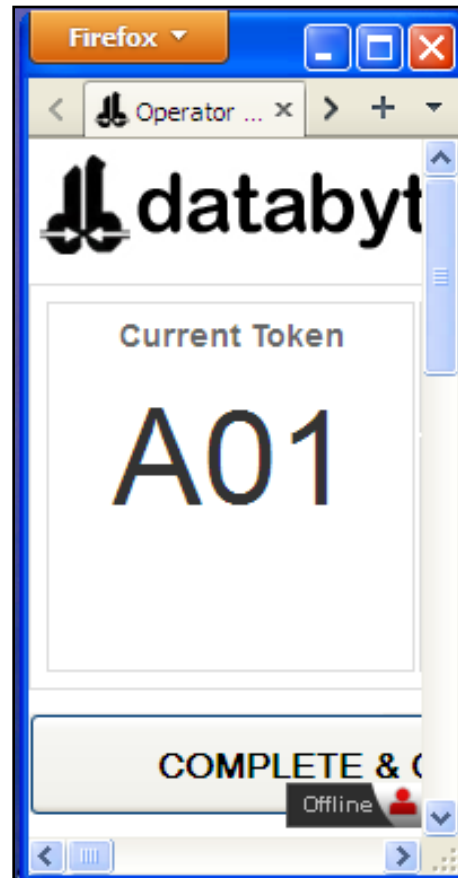
[Add Remarks](#)

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 may be because the customer may be 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.

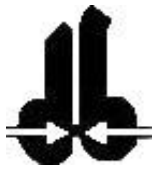


# Defer a Token



- 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.



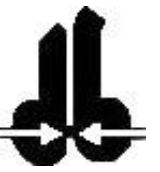
## Forward-back a token

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.

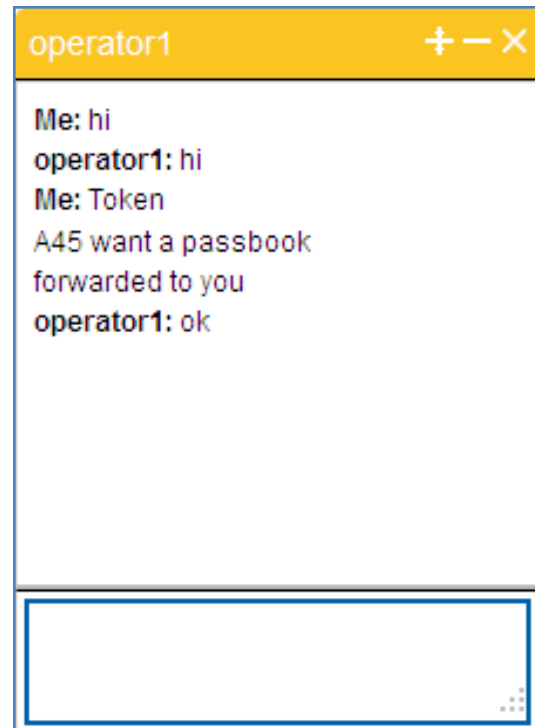


## Add remarks to a token

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



# 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**



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



Call by Case No.

Token	COUNTER	Token	COUNTER
0000	COUNTER 1	0000	COUNTER 5
<b>PRN0245</b>	<b>COUNTER 2</b>	0000	COUNTER 6
0000	COUNTER 3	0000	COUNTER 7
0000	COUNTER 4	0000	COUNTER 8

Call by Name

Token	COUNTER	Token	COUNTER
<b>RAHESH SHARMA</b>	<b>COUNTER 1</b>	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
<b>0984852654</b>	<b>COUNTER 3</b>	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

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

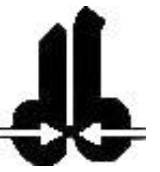


Slave Dispenser 1



Slave Dispenser 2





# Facility to have separate Master Displays for each department

Department 1

Token	Counter
0000	COUNTER1
0000	COUNTER2
0000	COUNTER3
0000	COUNTER4

Department 2

Token	Counter
0000	COUNTER5
0000	COUNTER6
0000	COUNTER7
0000	COUNTER8



# 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 Service 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 Service for your Product:

English

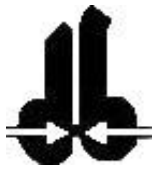
Service A

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)



**databyte** Welcome Databyte Administrator [Account](#) | [Logout](#)

Dashboard | **Languages** | Touchscreen | General

**Configurations**

- System Settings
- Touchscreen Settings

Utilities | Users | Counters | Services | Components | Promotions | CMS

**Languages Config**

**Branch Language**

English  Marathi  Hindi  Bengali  Gujarati  Kannada  Kashmiri   
Malayalam  Punjabi  Tamil  Telugu  Urdu  Oriya

**Touchscreen Language**

English  Marathi  Hindi  Bengali  Gujarati  Kannada  Kashmiri   
Malayalam  Punjabi  Tamil  Telugu  Urdu  Oriya

**Token Annoucement Language**

English  Marathi  Hindi  Bengali  Gujarati  Kannada  Kashmiri   
Malayalam  Punjabi  Tamil  Telugu  Urdu  Oriya

Customer Language

No Annoucemnet

**Update**

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**Users [3]**

operator3	<input checked="" type="checkbox"/>
manager1	<input checked="" type="checkbox"/>
operator1	<input checked="" type="checkbox"/>

# Manager Console



**databyte** Welcome Manager AQMS [Account](#) | [Logout](#)

**Dashboard**

- Overview
- Reports

**Notifications**

- Token
- E01
- G01
- G02
- C01
- L01
- E02
- G03
- J01
- F02
- E03
- G04
- A04

### System Overview

Overview of the current system(shows data relevant to current date)

**Total Tokens Issued: 18**

**Counters Overview** | Services Overview | Counters Assignment

Counter Name	Current Token	No. of Transactions Completed	Avg. Transaction Time(secs)
1	A03	2	00:00:02
2	-	0	-
3	-	0	-
4	-	0	-
5	-	0	-
6	F01	1	00:00:02
7	-	0	-
8	-	0	-

Page: [1](#)

**Users [1]**  
operator6

- 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



The screenshot shows the Databyte System Overview dashboard. A modal window titled "Wait Time Exceeded" is open, displaying details for three tokens: A17, A18, and A19, all issued by Operator AQMS with a wait time of 01:25:20. The background dashboard includes a sidebar with navigation options (Dashboard, Reports, Notifications), a "System Overview" section with "Total Tokens Issued: 185", and a table of counters with columns for "Counter Name", "Completed", and "Avg. Transaction Time(secs)".


Counter Name	Completed	Avg. Transaction Time(secs)
1		00:06:02
2		00:04:28
3		00:02:31
4		00:09:42
5		00:04:22
6		00:06:52
7		00:13:45
8		00:00:42

Alert Modal Content:

- Token Number: A17  
Operator Name: Operator AQMS  
Wait Time: 01:25:20
- Token Number: A18  
Operator Name: Operator AQMS  
Wait Time: 01:25:22
- Token Number: A19  
Operator Name: Operator AQMS

# Manager Reports



 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

### Summary Report

From:  To:  In Format:

Total Tokens Issued	Total Transactions Completed	Avg. Transaction Time	Avg. Waiting Time	Total Customers Skipped
18	3	00:00:02	00:02:05	0

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Users [0] —

# Transaction wise 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

## Transaction Wise Report

From:

12/12/2013

To:

12/12/2013

Note: This is a day-wise report

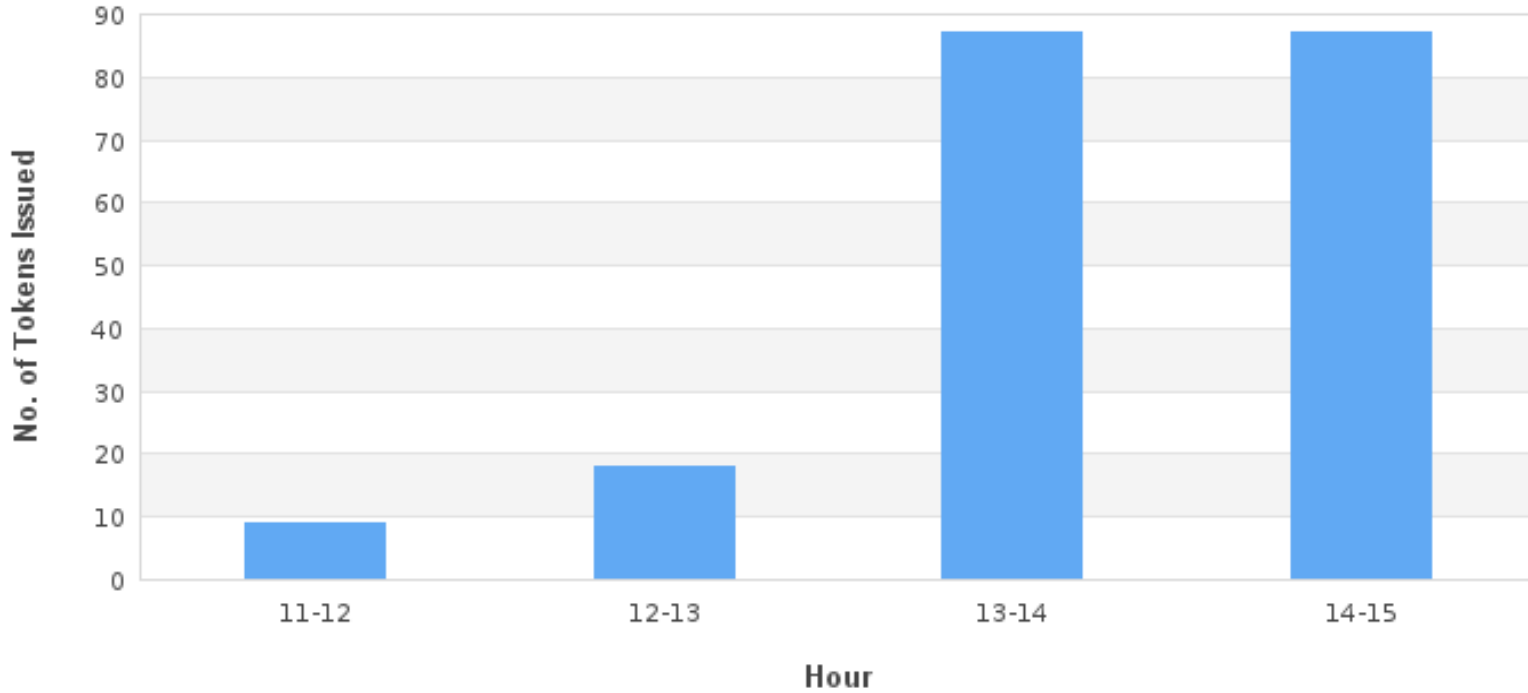
[View Report](#)

[Download Report](#)

Token No.	Date	Issued	Counter1		Counter2		Counter3		Counter4		Counter5		Cour Start
			Start	End	Start	End	Start	End	Start	End	Start	End	
A01	12/12/2013	03:49:47 PM	03:51:56	03:51:59	-	-	-	-	-	-	-	-	-
H01	12/12/2013	03:50:06 PM	-	-	-	-	-	-	-	-	-	-	03:52:26
A02	12/12/2013	03:50:13 PM	03:51:59	03:52:01	-	-	-	-	-	-	-	-	-



# Graph of Hourly traffic Report




Users [1] —

operator8



# Counter wise report

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

Counter Wise Report

From:

12/12/2013

To:

12/12/2013

View Report

Download Report

Counter Name	Transaction	Avg. Transaction Time	Avg. Waiting Time
COUNTER 1	8	00:06:54	00:36:36
COUNTER 2	7	00:00:01	00:00:25
COUNTER 3	0		
COUNTER 4	0		
COUNTER 5	0		
COUNTER 6	5	00:11:14	00:12:15
COUNTER 7	4	00:00:02	00:15:08
COUNTER 8	0		

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Looking up www.gravatar.com...

# Service wise Report



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

## Service Wise Report

From:

12/12/2013

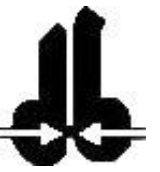
To:

12/12/2013

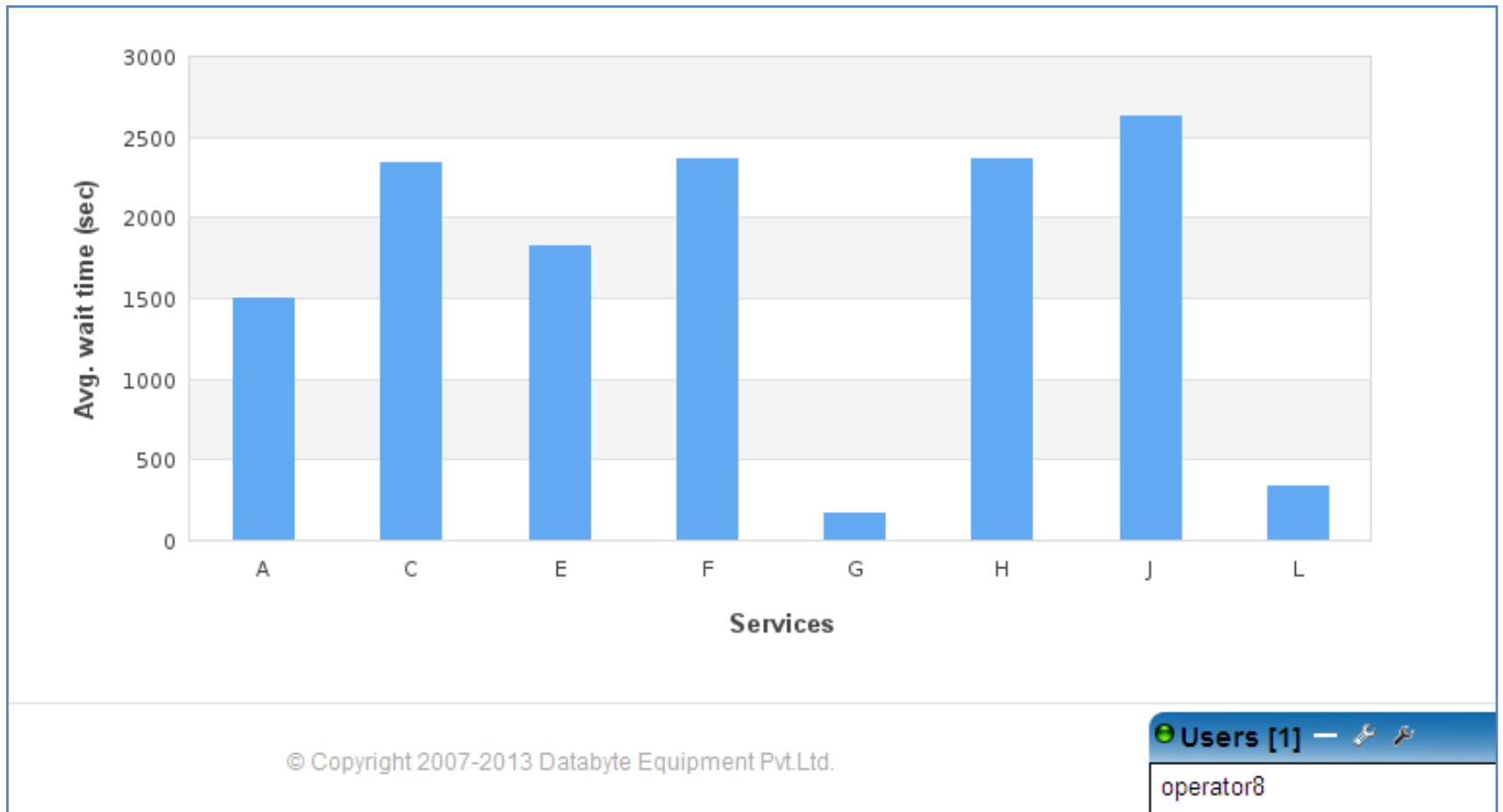
[View Report](#)

[Download Report](#)

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





# Operator wise Report



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](#)

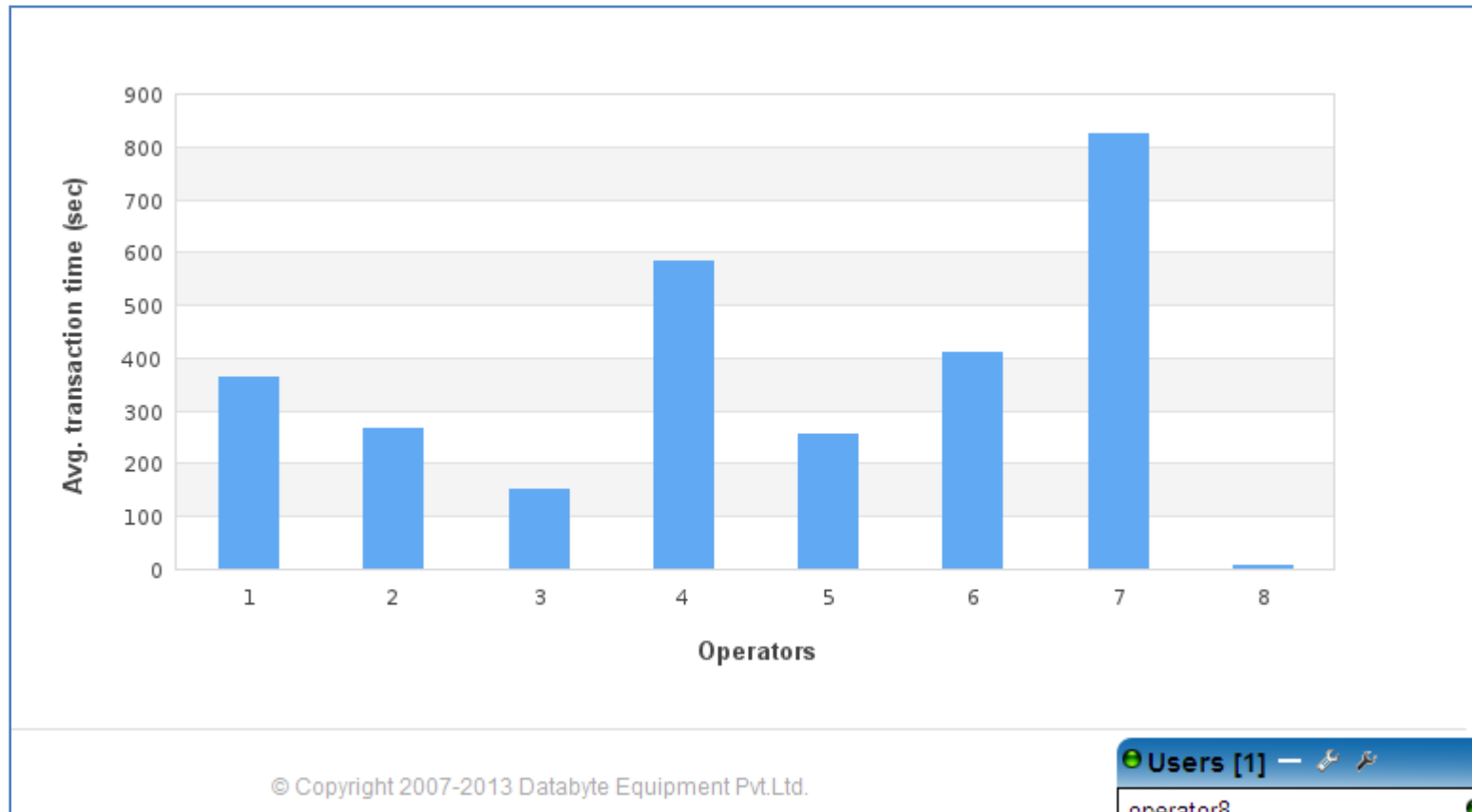
[Download Report](#)

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



**databyte** Welcome Manager AQMS [Account](#) | [Logout](#)

**Skipped Tokens Report**

**From:**  **To:**

**Select Operator :**  
 ▼

Token Skipped	Date Created
A03	2013-12-07 13:01:29

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**Users [1]** —



# Idle State 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

## Idle State Report

From:  To:

Select Operator :

Date	Start Time	End Time	Reason
12-12-2013	17:28:26	17:28:33	Lunch

Users [1]

operator2
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# Token Benchmark Report



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

## Token Benchmark Report

From:

12/12/2013

To:

12/12/2013

Of:

transaction time

View Report

Download Report

Token Number	Date Created	Transaction Time
A03	2013-12-12 15:50:32	00:54:57
A04	2013-12-12 15:50:39	00:02:47
F01	2013-12-12 15:50:04	00:53:18

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Users [1] —   
operator2

# Call Field Report



**databyte**
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

## Data Field Report

From:  To:

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
Connection Types	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
	Sim/Handset Related Queries	10054	00:09:14	00:26:17
	Roaming	260	00:09:53	00:22:10
	New Connection	3963	00:09:31	00:22:10

# Operator Detailed Report



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 Detailed Report

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

Select 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 %
				<b>8</b>	<b>20</b>	<b>40.00 %</b>

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Users [1] —

operator2



# Branch Score



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

## Branch Score

From:

12/21/2013

To:

12/21/2013

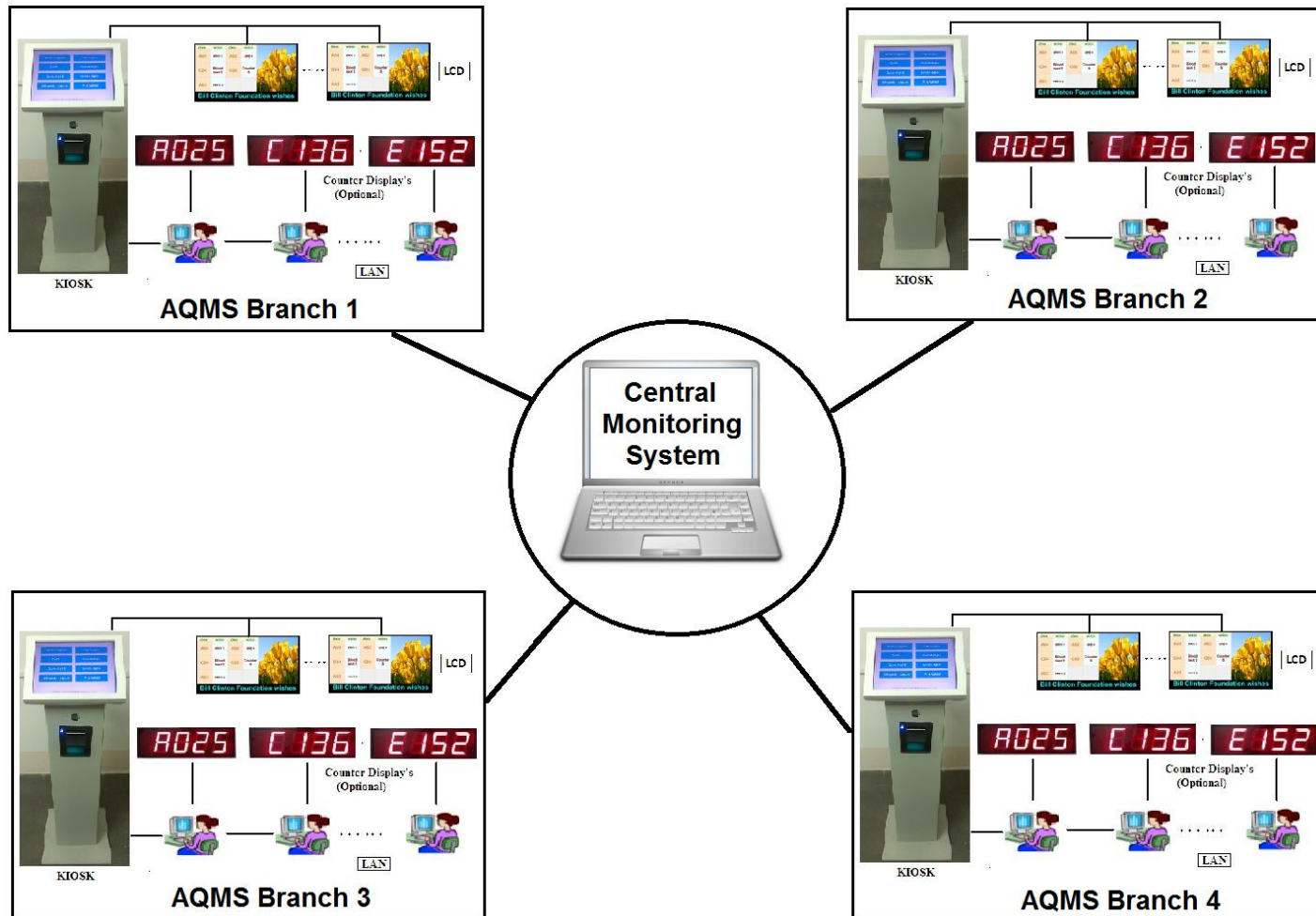
[View Score](#)

[Download Score](#)

Wait Time Branch Score	Transaction Time Branch Score
157.549	1469.388



# Block Diagram of Central Monitoring System





# Central Monitoring System

Welcome Databyte Administrator [Account](#) | [Logout](#)

▼ AQMS Branches

[Add Branch](#)

[View Branches](#)

▶ Backup and Restore

### AQMS Branches

Branch Name	Web Service Endpoint Url	Actions	Ping Status	Provision Status
Aqms 1	192.168.1.110	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Ping</a>	Success	Success
Aqms 2	192.168.1.90	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Ping</a>	Success	Success
Aqms 3	192.168.1.123	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Ping</a>	Success	Success
Aqms 4	192.168.1.200	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Ping</a>	Success	Success

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

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

# Backup and Restore



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[AQMS Branches](#)

**Backup and Restore**

[View Branches](#)

### AQMS Branches


Branch Name	Actions
AQMS1	<a href="#">Backup</a> <a href="#">Restore</a>
AQMS2	Inactive <a href="#">sync</a>
AQMS3	<a href="#">Backup</a> <a href="#">Restore</a>
AQMS4	Inactive <a href="#">sync</a>
AQMS5	<a href="#">Backup</a> <a href="#">Restore</a>

Page 1 of 1, showing 5 records out of 5 total, starting on record 1, ending on 5

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# CMS Manager Console:

Welcome Manager CMS [Account](#) | [Logout](#)

- Dashboard
  - Overview
  - Branch-wise Overview
- Configurations
- Promotions

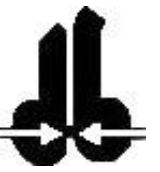
### System Overview

Overview of the current system(shows data relevant to current date)


#### Overview

	Current Wait Count	Total Transaction Completed	Avg. Wait Time	Avg. Transaction Time	Assigned Counters
Aqms 1	2	4	00:02:47	00:00:02	8
Aqms 2	4	4	00:01:22	00:00:01	8
Aqms 3	0	0			8

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# Branch-wise Overview

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▼ **Dashboard**

[Overview](#)

[Branch-wise Overview](#)

▶ **Configurations**

▶ **Promotions**

### AQMS Branches

Branch Name	Actions	
AQMS1	<a href="#">Get Real Time Overview</a>	<a href="#">View Reports</a>
AQMS2	<a href="#">Get Real Time Overview</a>	<a href="#">View Reports</a>
AQMS3	<a href="#">Get Real Time Overview</a>	<a href="#">View Reports</a>
AQMS4	<a href="#">Get Real Time Overview</a>	<a href="#">View Reports</a>
AQMS5	<a href="#">Get Real Time Overview</a>	<a href="#">View Reports</a>


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# Real Time Overview

Welcome Manager CMS [Account](#) | [Logout](#)

- Dashboard
  - Overview
  - Branch-wise Overview
- Configurations
- Promotions

## System Overview - AQMS1

Overview of the current system(shows data relevant to current date)

**Total Tokens Issued: 57**

### Counters Overview

Counter Name	Current Token	No. of Transactions Completed	Avg. Transaction Time(secs)
COUNTER 1	UA001	3	00:00:05
COUNTER 2	-	0	-
COUNTER 3	UA002	10	00:00:04
COUNTER 4	-	0	-

### Services Overview

Service Name	No. of Waiting Customers	Avg. Waiting Time(secs)
Bill Payments	1	00:07:20
EPIC / CET	4	-
Multiple Bills (Up To 5 Bills)	2	-
Multiple Bills (Up To 10 Bills)	2	00:08:56

# View Reports-Transaction Wise Report



welcome manager AQMS [Account](#) | [Log](#)

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

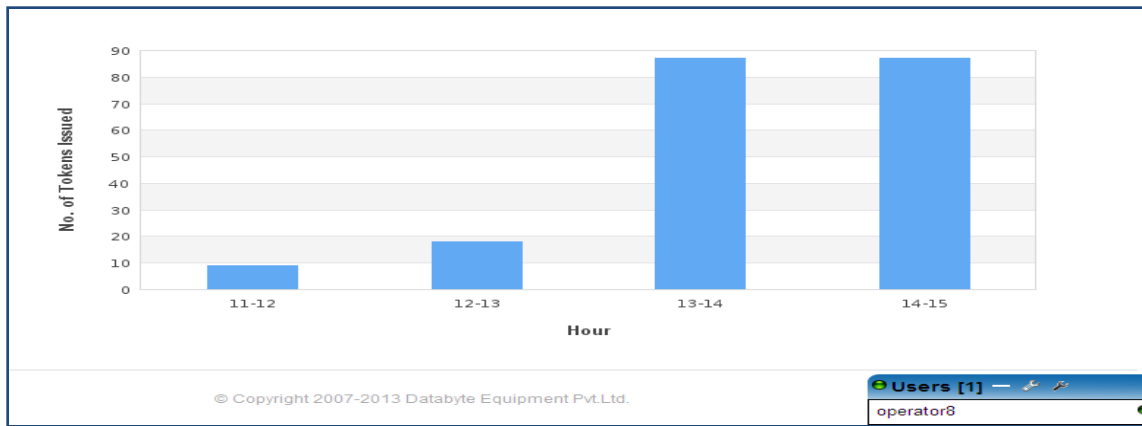
### Transaction Wise Report

From:

To:

Note: This is a day-wise report

Token No.	Date	Issued	Counter1 Start End	Counter2 Start End	Counter3 Start End	Counter4 Start End	Counter5 Start End	Cour Start
A01	12/12/2013	03:49:47 PM	03:51:56 03:51:59	- -	- -	- -	- -	-
H01	12/12/2013	03:50:06 PM	- -	- -	- -	- -	- -	03:52:26
A02	12/12/2013	03:50:13 PM	03:51:59 03:52:01	- -	- -	- -	- -	-



# View Reports-Service Wise Report

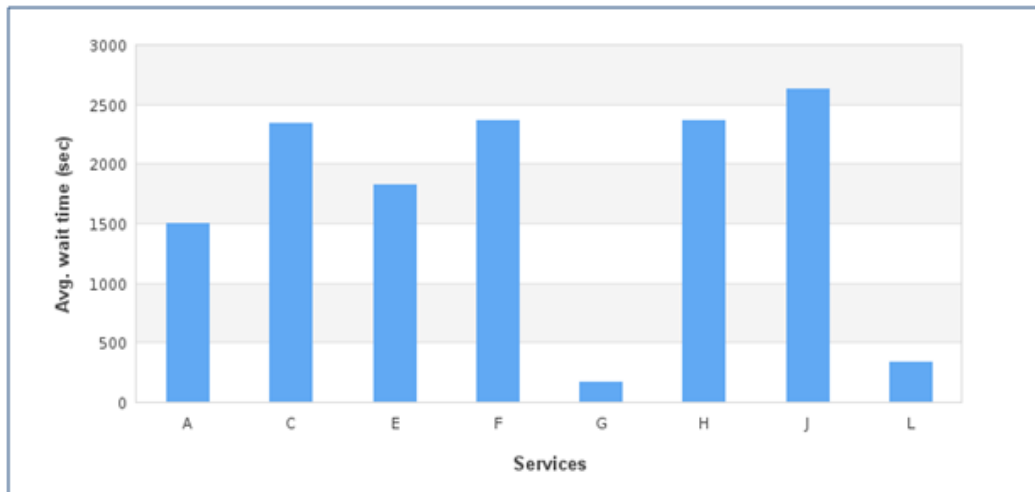


**databyte** Welcome Manager AQMS [Account](#) | [Logout](#)

**Service Wise Report**

From:  To:


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		







# Edit Branch Configurations

 **databyte** Welcome Manager CMS [Account](#) | [Logout](#)

▶ Dashboard

▼ **Configurations**

[Edit Configuration](#)

▶ Promotions

## AQMS Branches

Branch Name	Actions
AQMS1	<a href="#">Edit Configuration</a>
AQMS2	<a href="#">Edit Configuration</a>
AQMS3	<a href="#">Edit Configuration</a>
AQMS4	<a href="#">Edit Configuration</a>

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# Editing Configurations



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**Edit Configurations of AQMS1**

[Dashboard](#)

[Overview](#)

[Branch-wise Overview](#)

[Configurations](#)

[Promotions](#)

**System** **Master Display** **Token Ticket** **Touch Screen** **Promotion**

**Token Ticket Configurations**

**Token Info\***

WaitInfo

Information to be printed on token ticket.  
WaitCount - No. of people to be served before this customer.  
WaitTime - Approx Wait Time before customer will be called.  
WaitInfo - WaitTime + WaitCount

**Token Date Location**

END

Position of the date on the token ticket.

**Token Date Font**

NORMAL

Font size of the date on the token ticket.

**Number of Tickets to be Printed with Each Token Number:\***

Number of tickets to be printed per token number.

**Print Token In English**


Yes

- Each Token Get Print In English

**Update**

# Promotions



 **databyte** Welcome Manager CMS [Account](#) | [Logout](#)

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- [Overview](#)
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- [Configurations](#)
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### Add Text Promotions for AQMS1

**Text\***

**Ad to be placed on\***  
Master Display ▾

**Start Date for Promotion\***  
September ▾ - 15 ▾ - 2014 ▾

**Start Time for Promotion\***  
12 ▾ : 00 ▾ am ▾

**End Date for Promotion\***  
September ▾ - 15 ▾ - 2014 ▾

**End Time for Promotion\***  
11 ▾ : 59 ▾ pm ▾

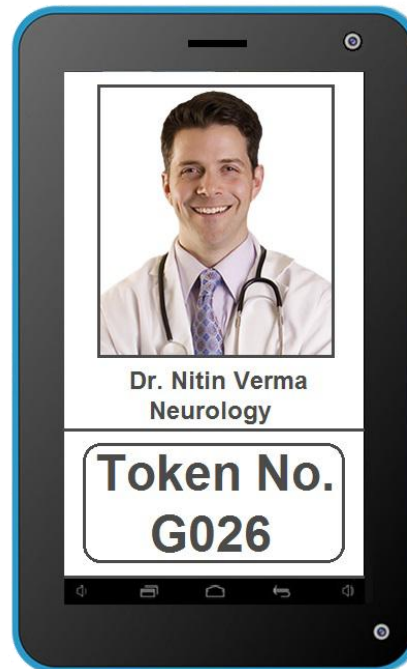
**Promotion Status\***  
Enable ▾

**Add Text Promotion**



# Additional feature – 1

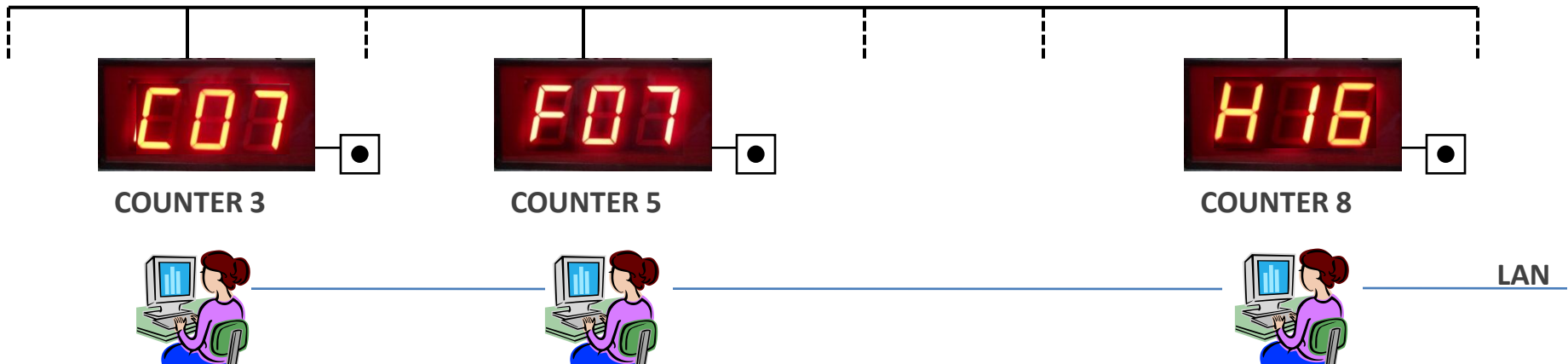
## Doctor's name plate on a Tablet



# 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.



# Additional feature - 3



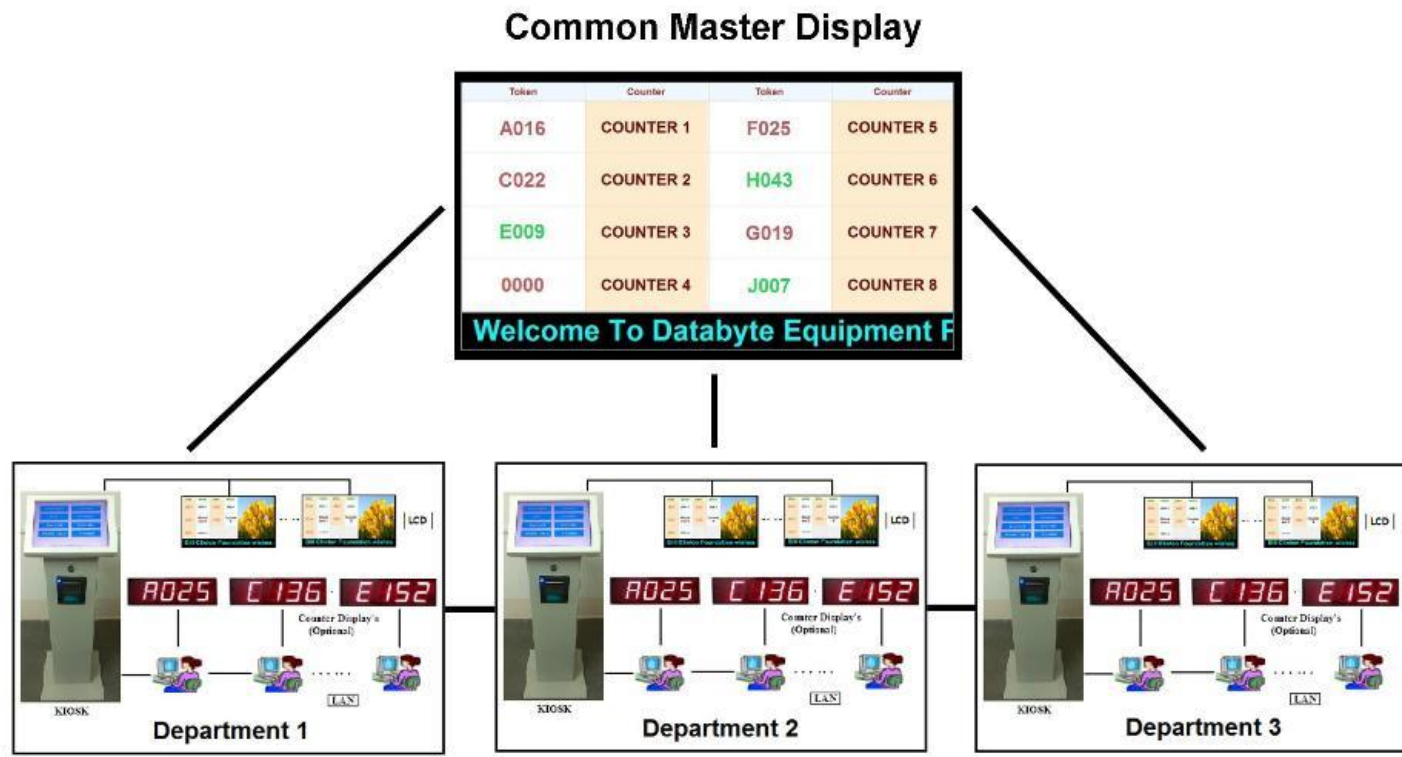
- **LED based Master Displays:** They can be placed in those parts of the waiting areas which are not adequately covered by the digital signage. An optional beep generated by these displays alerts the waiting customers whenever a new token number is called.



# 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)



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

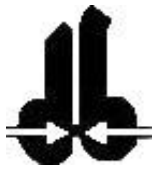


- Established in 1981
- 30 years of experience in the field of Electronics and Communication.
- Highly skilled and trained manpower with an average experience of 10 years.
- 15 people are involved in development & testing and 15 handle technical support and maintenance.
- With factory and head office in Pune, we have our own sale and support offices in Delhi & Kolkata, and associates in Chandigarh and Chennai.



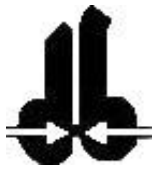


# Key Strengths



- 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

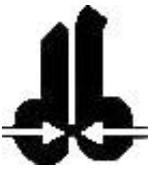
Srilanka-IPC Holdings Pvt. Ltd

Maldives-Dhaan Grp.of Companies

Qatar-A1 Madaen Tech.

Kenya-Diamond IT system

# Contact Us



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[www.databyteindia.com](http://www.databyteindia.com)