AQUIS
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QC

QUEUE MANAGEMENT SYSTEM

Advantages
expectations

In the business sector companies with organized, transparent and civilized client management have the competitive advantage. Banks, insurance companies, utilities, health care institutions and public agencies, authorities operating client service or any other company or institution are seeking more efficient and faster way to serve their customers. Recognizing this need, we started more than twenty years of development and production of automated client management systems.

Due to the modular design of the Q-Control client management system it is capable of meeting a wide range of customer needs or a later expansion of the existing system.

Manufactured totems and peripherals and system software solutions developed by AQUIS Innovo ensures a really effective structure of all aspects of customer convenience.

The queue management system surface is fully customizable. Customer needs and expectations are met with a range of ticket dispensing totems and peripherals which can be adapted to a wide scope of products.

Statistics and monitoring modules continuously provide up to date information of the daily business, so you can welcome your customers with a fast and accurate order scheme.

The booking date options and information displayed on the customer's space are all serving customer satisfaction, thus helping your business in a more efficient and trackable way, giving you the option of constant renewal based on customers feedback.

Q-Center
Simple, clean design. The barrier-free construction has wheelchair access. Recommended to a cost effective solution seekers.

Paleo
Award-winning design, with a variety of expansion options.

Q-Line
Modern construction, elegant design, materials, surface texture and color choice on demand (powder-coated steel, glass, Corian and other decorative plates). Large 21.5 „Full HD display provides more and highly visible content. Recommended for banks and elegant customer management spaces.

Q-Tab
Easy installation. Elements of the system have WIFI connection so it does not require data cabling and high power installation. Recommended for small, elegant customer spaces.

Software modules

Statistics module
- Statistics about the customer distribution, performance of the administrators -
- The statistics for system effectiveness can be optimized.

Monitoring module
- The collected data followed online and system parameters change during operation. A journal for daily events, measuring daily efficiency.

Ticket design module
- The ticket image can be edited and the information altered according to individual needs

Totem surface design module
- The teller interface can be completely customized by the system, making it fully adaptable to the client's image surface. The designer platform can contain images,

text, flash animations, different fonts and colors. In addition, the resolution is set, depending on the totems placed monitors, in portrait or landscape orientation.

Appointment booking module

- The customer chooses through a call center or website the most appropriate customer service office, receives a phone number (via SMS to the given phone number). In this way arriving on time at the customer service, you can arrange your affairs without delay.

Administration module

- The administration module provides an efficient way of changing or setting the system parameters, managing users and permission related tasks.

SMS sending module

- Sending messages directly to the client system. When client makes an appointment and provides his/her phone number within the booking data the system can acknowledge by sending an SMS.

Multimedia module

- Showing numbers, displaying multimedia content and making an announcement in the customer area. The software module provides an opportunity to replace the central segment LED displays with high resolution LCD display.

Web clients

- In the system, applications and clients are based in the fully web-based technology, so for their use no software components are necessary

Customer Identification (VIP)

- The system also identifies possible VIP customers, so when called these clients have advantage over other clients. Identification with magnetic stripe, chip, contactless card or a virtual keyboard.

Customer satisfaction module

- The client can rate the quality of the service with one touch, which provides valuable feedback for the HR management, making the customer service operation even more efficient.

Mobile phone use

- Mobile application allows reserving time in the system options or requesting tickets directly to the designated account. In case of direct ticket request, the system can ensure that the client will not show up before the calculated waiting time.

External peripherals

Counter displays:

- 3-4 (+2) digit LED line segment
- 4 (+2) segmented dot segment or matrix LED display
- 10,1" LCD counter display (WIFI data connection, multimedia contents)
- 10,1" Mini Signage display remotely controlled LAN connection, high brightness)

Central Displays

- 3-4 + 2 (+1) digit LED line segment display
- 4 + 2 (+1) digit dot segmented or matrix LED display
- 32"-47" LCD display (multimedia contents)
- 42"-50" Digital Signage display (remotely controlled LAN connection, IPS LED display)

Distributor / data distribution

- RS 485 data and power distribution to the LED displays and HW counters

Operator counter

- Software counter
- Tablet counter (WIFI connection)
- Hardware counter (RS 485 connection)

Loudspeakers

- Gong module
- 2 x 40 W Active loudspeakers

General technical specification

	Q-Center / Paleo	Q-Line	Q-Tab
Modell	Standing totem	Slim standing totem	.Small standing or desktop totem
Q-Center	1190 x 410 x 400 mm	1600 x 500 x 80 mm	1350x 250 x 60 mm
Paleo	1670 x 670 x 250 mm		
Advertising space	Yes	Individually variable front surface (glass, Corian, decorative plates)	Yes
Color	According to RAL color scale		
Processor	Intel® Quad-Core Celeron® 2.0 GHz		Intel® Atom™ x3-C3200 Quad-Core, 64bit
Display	19" LCD	21,5" LCD	10,1" IPS
Resolution	1024 X 1280 pixel	1080 x 1920 pixel FHD	800 x 1280 pixel
Touch sensor	Surface Acoustic Wave	Surface Acoustic Wave / Projected Capacitive option	Projected Capacitive
Thermal printer	80 mm wide thermal printer		60 mm wide thermal printer optional
Paper roll	80 mm x 110 mm x 24 mm		60 mm x 80 mm x 12 mm
Lifespan	100 km printing or 1 million cuts		
Remote Access	Trough Q-Control management		

	Optionally available
Obstacle clearing	Voice menu
	Induction loop
	Screen magnification
	Braille caption
Voice	Voce announcement
	Gong module
Card reader	Magnet, chip and contactless card reading
Bar code reader	Bar code and QR code reading
UPS	15 minutes bridging time

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