

# QB20

Queue Management System

## “Tracks your customer flow & queue status up-to-the-second”

QB20 never fail to solve complex inter-department customers queue flow

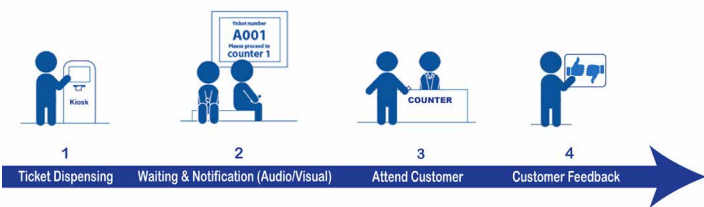
- One-Ticket-Multiple-Services concept integrates seamlessly with inter-department queue transfer feature to simplify your customer flow management
- Real-time queue tracking & monitoring give you full control to dictate the way your customers are served

QB20 is not only about delivering functionality but also reliability

- For multiple departments within the same building
- For the administrator - real-time centralized & consolidated queue data for monitoring & reporting
- For the customer - simplified queue process that saves time

### Real-time Customers Flow Tracking

QB20 is uniquely designed to allow you to monitor and track your customers flow precisely up-to-the-second giving you the full control to dictate the way your customers are served. Right from moment customers enter the doorstep with a queue number ticket, QB20 starts to track & record the movement of your customers providing you the full data to analyze your strengths & weaknesses at each checkpoint.



### Integrated Customer Feedback Solution

QB20 understands your utmost requirement to stay in pulse with customers satisfaction level - improve customer loyalty. Integrated with responsive & user-friendly Customer Feedback Solution, QB20 allows you to kill 2 birds with one stone - display queue number on counter & promote customer to rate the consumed services experience.



### 3rd Party Integration

QB20 comes with flexible back-end architectural to perform integration with 3rd party system - HIS, CRM, etc. This customization gives you an extended value to consolidate the piecemeal information from multiple solutions under-one-roof unleashing the power of the information that already exist in your premise.



### Statistics & Reports

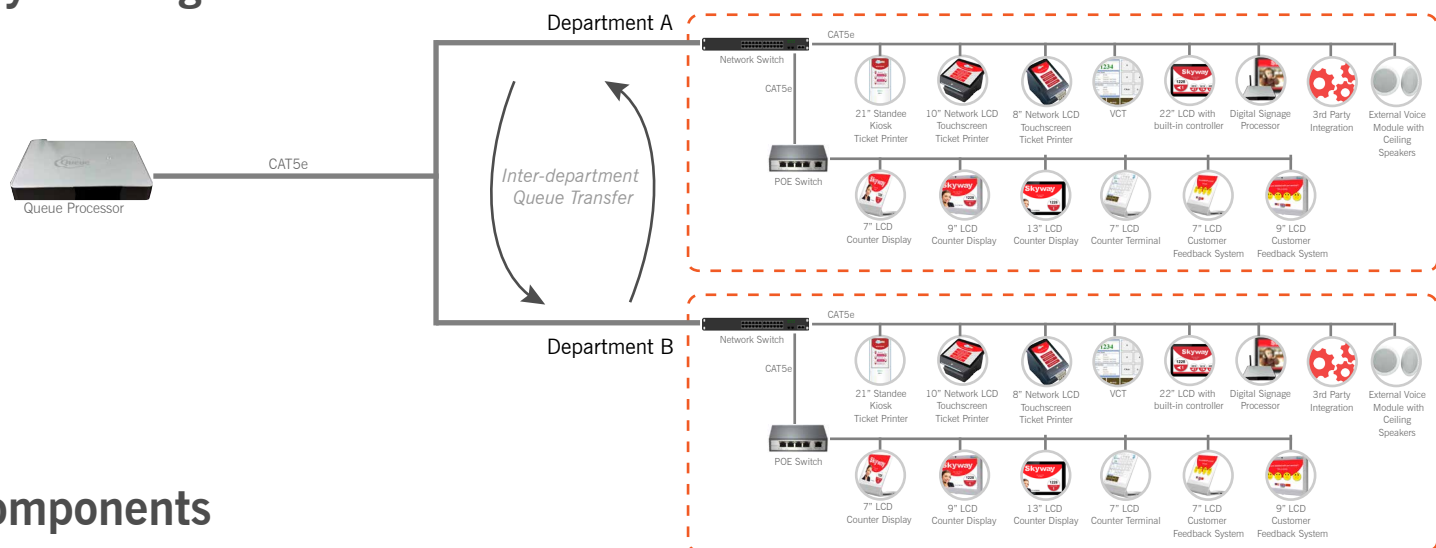
QB20 loves the manager to be spoilt for choices with hundreds of statistic and report templates. The manager is able to generate reports with real-time data from multiple departments with a click of finger through our fully web-based User Interface that saves lot of time.



# Technical Specification



## Layout Diagram



## Components

### Queue Processor



**QB-QCM**

- Queue Central Management Processor
- Each branch require 1 unit
  - Complete hardware & software
  - Dual core / Quad core processor; 1GB Memory

### Ticket Dispenser



**QB-SK01**

- Standee Kiosk (21.5" touchscreen) c/w thermal printer
- Built-in 80mm thermal printer
  - Queue ticket can be single copy or dual copies cut
  - Kiosk casing is made of cold rolled steel of 2.0mm thickness with powder coating finishing
  - Dimension: 446mm(W)x200mm(D)x1650mm(H)



**QB-TSP10**

- 10" Network LCD Touchscreen Queue Ticket Printer
- 170 mm/s speed built-in 80mm thermal printer
  - Queue ticket can be single copy or dual copies cut
  - 10" inch LCD capacitive touch screen
  - Type of languages to be displayed is configurable
  - Dimension: 240mm(W)x186mm(D)x286mm(H)



**QB-TSP08**

- 8" Network LCD Touchscreen Queue Ticket Printer
- 220 mm/s speed built-in 80mm thermal printer
  - Queue ticket can be single copy or dual copies cut
  - 8" inch LCD capacitive touch screen
  - Type of languages to be displayed is configurable
  - Dimension: 290mm(W)x175mm(D)x150mm(H)

### Queue Display



**PLA-1000/22**

- 21.5" LCD with built-in controller
- Dual core processor; 1GB RAM
  - Built-in speaker
  - Support multiple languages
  - Multi segments queue display
  - Network: RJ45
  - Dimension: 510(W)x310(H)x55(D)mm



**PLA-5000**

- Digital Signage Processor
- Dual core / Quad core processor
  - 1GB DDR Memory & 4GB HD
  - For any TV size with HDMI Port
  - Network: RJ45 and 802.11B/G/N
  - Support running Text, Flash, Video, Image, RSS Feed, etc
  - Dimension: 175(W)x120(D)x25(H)mm



**QB-CD07D**

- 7" LCD Counter Display (Desktop)
- Built-in speaker
  - Network: RJ45 & Wifi
  - Power Supply: POE or Adapter
  - Dimension: 185(W)x140(D)x100(H)mm



**QB-CD09W**

- 9" LCD Counter Display (Wall Mount)
- Built-in speaker
  - Network: RJ45 & Wifi
  - Power Supply: POE or Adapter
  - Dimension: 220(W)x140(D)x100(H)mm



**QB-CD13W**

- 13" LCD Counter Display (Wall Mount)
- Network: RJ45 & Wifi
  - Power Supply: POE or Adapter
  - Dimension: 450(W)x380(D)x180(H)mm

### Counter Terminal



**QB-CT07**

- 7" LCD Counter Terminal
- Built-in speaker
  - Network: RJ45 & Wifi
  - Queue number calling, transfer, store, recall, alert message, etc.
  - Power Supply: POE or Adapter
  - Dimension: 185(W)x140(D)x100(H)mm



**QB-VCT**

- Virtual Counter Terminal (VCT)
- Fully web-based
  - Queue number calling, transfer, store, recall, alert message, etc.
  - User-friendly & easy setup

### POE Switch



**QB-POE08**

- POE Switch (8 Ports)
- 9 x 10/100Mbps RJ45 Ports
  - Port 1-8 Supply IEEE 802.3af power
  - 100BASE-TX: UTP Cat 5 & 5e cable (max. 100m cable length)
  - Bandwidth: 1.6 Gbps
  - Dimension: 189(W)x102(D)x28(H)mm



**QB-POE04**

- POE Switch (4 Ports)
- 5 x 10/100Mbps RJ45 Ports
  - Port 1-4 Supply IEEE 802.3af power
  - 100BASE-TX: UTP Cat 5 & 5e cable (max. 100m cable length)
  - Bandwidth: 1.6 Gbps
  - Dimension: 118(W)x85(D)x28(H)mm

### Voice Module



**QB-VM01**

- Voice Module come with
- Amplifier
  - 2 units Ceiling Speakers