

Qmatic Solo System is a self-contained Customer Flow Management Solution. It will organize your customers at the point of entry and guide them through your in-branch workflow, making your operations more efficient and also easier to manage.

Customers select their service on a bright, clear and highly configurable touch or button screen and are issued with a simple identifying ticket that then forms their passport to access your delivery team in the order you determine according to your business needs. In the meantime, the customers are free to browse or just relax as they ready themselves to be served.

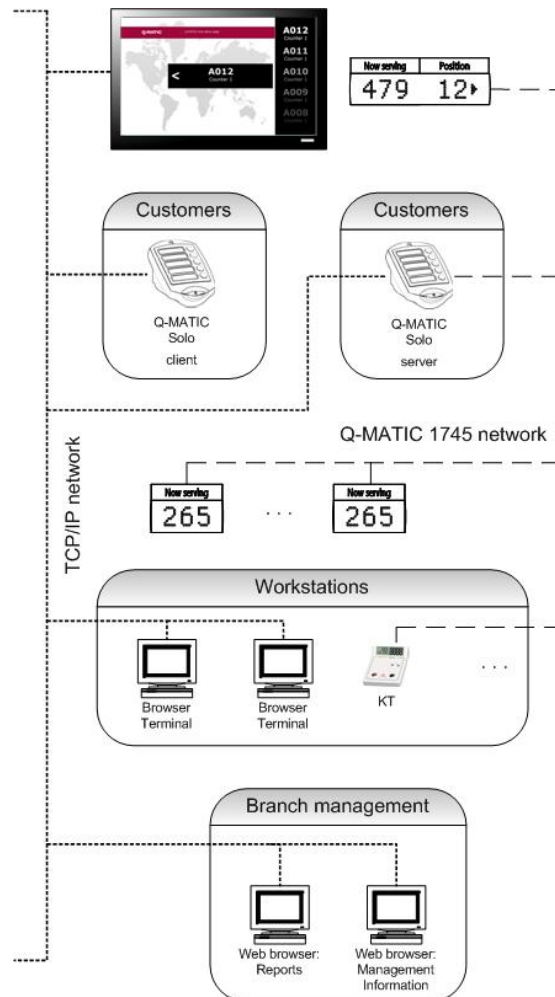
Solo therefore brings order to the customer area and allows you to work with customers according to your key business objectives. These include faster and more efficient workflow, ensuring maximum throughput at minimal operational cost, while delivering the higher levels of customer satisfaction. The solution is highly configurable an essential capability to ensure the most effective solution. Different customer groups can be treated selectively according to their needs and your optimum business requirements.

For example; different counters or positions within your branch can deal with specific services according to staff or position capability. Customers are directed according to both their needs and your optimized workflow. The priority of each customer group can be set so that urgent or important customers can be handled more swiftly. Another optimization is that waiting times for each group can be targeted at the needs of that group so that, for example, those waiting for quick service can be seen sooner. A wide range of options allows the system to be tailored to your business. Digital signage, Management Information and a range of customer-guiding displays are just a selection of the options available to match Solo to your exact requirements.

Because the system is so easy to build and extend these options also mean that Solo will adapt as your business grows and your needs change.

The server printer in a Qmatic Solo system contains a complete system server for a powerful Queue Management System. The only time you need a PC is when you make changes to printer settings or want to read system information.

The printer has a built-in web server. Use any web browser connected to the same network to read information or to change settings.



This is a schematic picture of a large Qmatic Solo System.

The physical components are:

- Two Solo printers, one is server and one client.
- Several displays, including a Media display.
- Several workstation terminals.
- Two local management computers.

These components are connected by two types of networks:

- Qmatic 1745: the server and other Qmatic hardware like displays.
- TCP/IP: the computers and printers.

There are two main software systems in the units, managing the information: a queue server and a web server.

Many parts of a Qmatic Solo System can be controlled by script programs, which make it possible to tailor-make the system for each customer's needs and requests.

Features

Included in a Base License:

Management Information

A web-based management page displays all basic information from the system; such as waiting and transaction times for every category and workstation. All that is needed is a computer with a web browser.

Browser Terminal

A web-based program for the basic tasks performed at a workstation, like calling the next number and selecting priority. All that is needed is a computer with a web browser.

Web-based settings

All the settings of the system are done on web-based settings pages from any computer connected to the network. All that is needed is a computer with a web browser.

Security

Four access levels protect the system from unauthorized changes. Each level is protected by a password.

Customization

It is easy to use any type of font on displays and tickets. Likewise, it is very easy to insert pictures on tickets.

An extensive set of script commands can be used to customize many of the hardware units, for example the information shown on the displays.

Ticket Editor

A program for designing tickets is included. It runs on any Windows PC connected to the network. With it, it is easy to create ticket designs that include text, pictures and system information.

Staff login

Staff login enables improved follow-up on individual level. Being able to measure the daily operations gives even more possibilities to increase service and improve the customer experience.

With local report and statistics export to Management Portal, local admin and bulk export/import of users.

Requires a Solo Media License:

Media

Using for example Cinematic, or Hub Media, the system can show several types of information on large displays: text, images and video, and information from the queuing system, like the called ticket number.

Requires a Solo Statistics License:

Reports

A set of web-based reports gives the user information about stored statistics. Among the report types are *Customer Flow Weekdays*, *Average Transaction Time* and *Waiting Time*. The printer stores statistics from the last four months. All that is needed is a computer with a web browser.

The *Qmatic Management Portal* can import statistics from a Qmatic Solo System. The *Qmatic Management Portal* is an advanced statistics program for large amounts of information spanning a large organization with several branches.

Requires a Solo Additional Printers License:

Printing

The Qmatic Solo System can print text in any language, limited only by the available fonts.

More printers

You can have a maximum of 3 printers in a Qmatic Solo System. 1 or 2 more printers extra requires a Solo Additional Printers License.

Requires a Solo Communication License:

E-mail/SMS

The E-mail option gives you the possibility to allow the system to send email updates, keeping you informed, regardless of your location.

It can be configured to automatically send e-mail alerts to the appropriate personnel or manager, when certain system events occur, for example when the waiting time is too long. It is also possible to configure the system to send e-mails at a specific time, for example once every day. By the use of scripts, you can make any information that is available in the system trigger that an e-mail is sent.

It is possible to use the e-mail function in combination with an external SMS gateway provider, turning the e-mail messages into SMS messages. This way, on top of sending messages to internal staff, you can also send messages to customers. The customers can, for example, receive an SMS when a ticket number reaches a certain position in the queue, or when the ticket number is called.

With the Qmatic Solo System, you can

- Run a complete Queue Management System with displays, workstations, statistical reports, and the like.
- Display both system information (available services, waiting times, and the like) and information from a web server.

Article numbers

Base Licence	10110801
Additional Printers Licence	10110810
Statistics Licence	10110811
Media Licence	10110812
Communication Licence	10110813