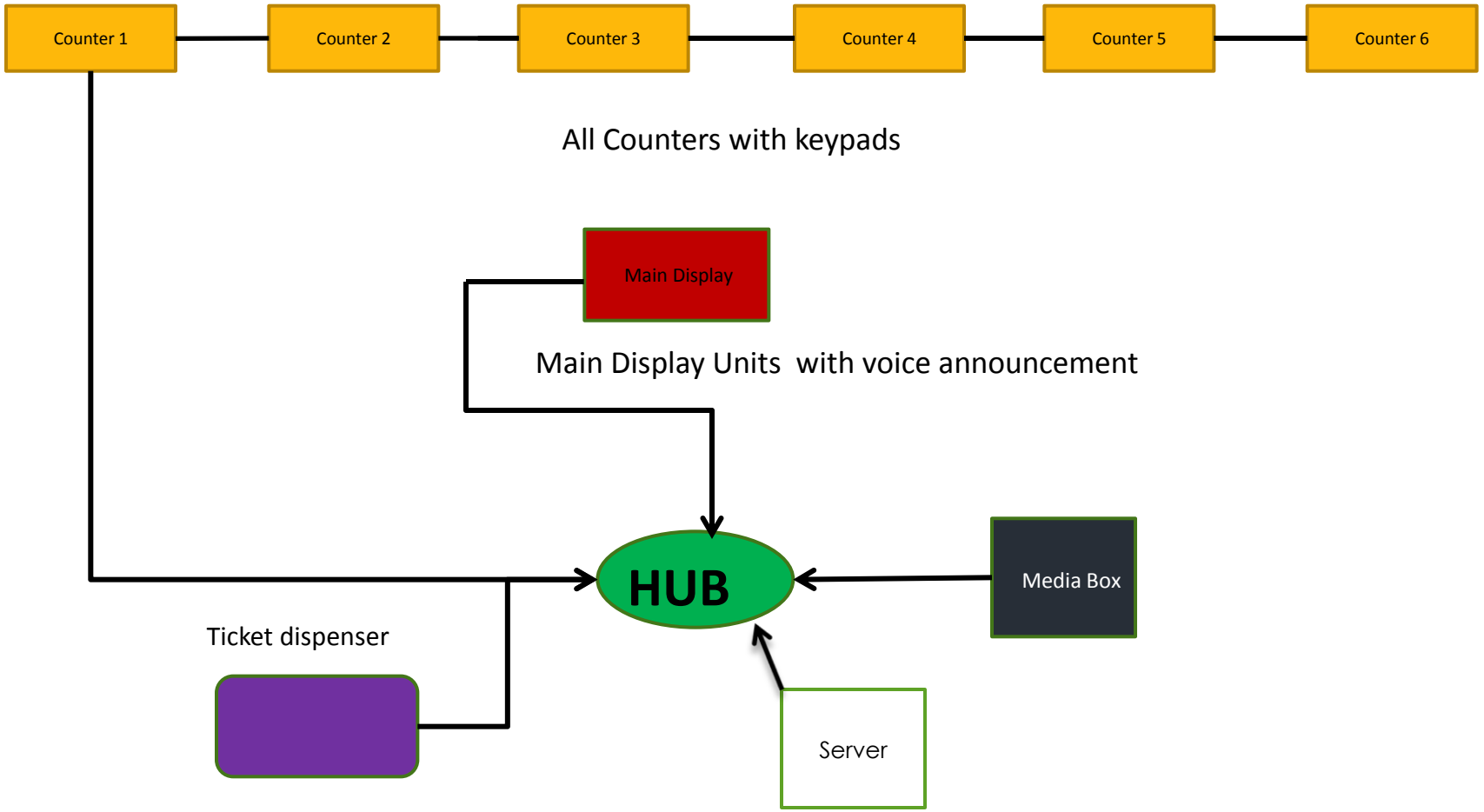
JAYEX

Jayex Queue Management Systems

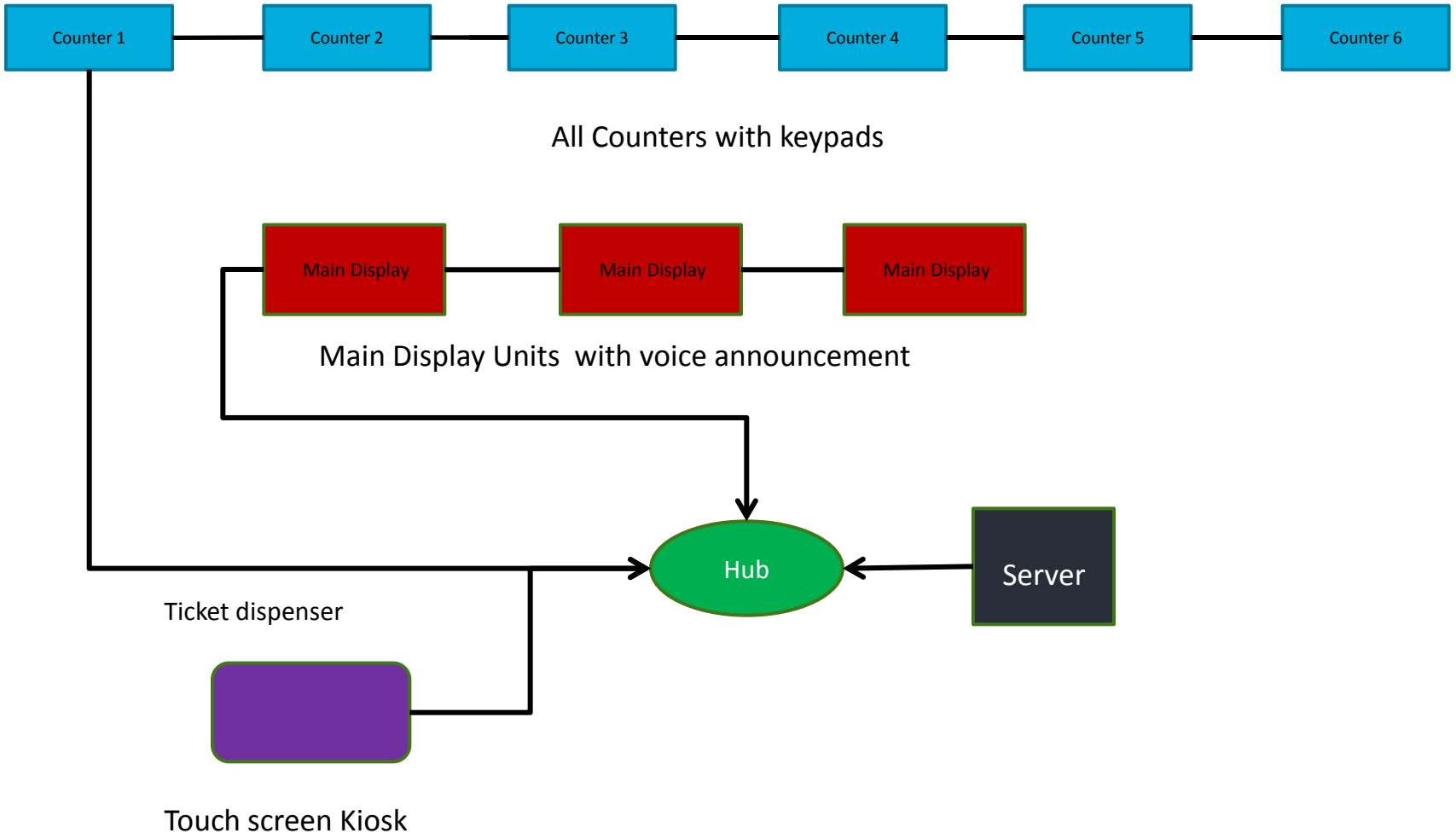
Example Infrastructure

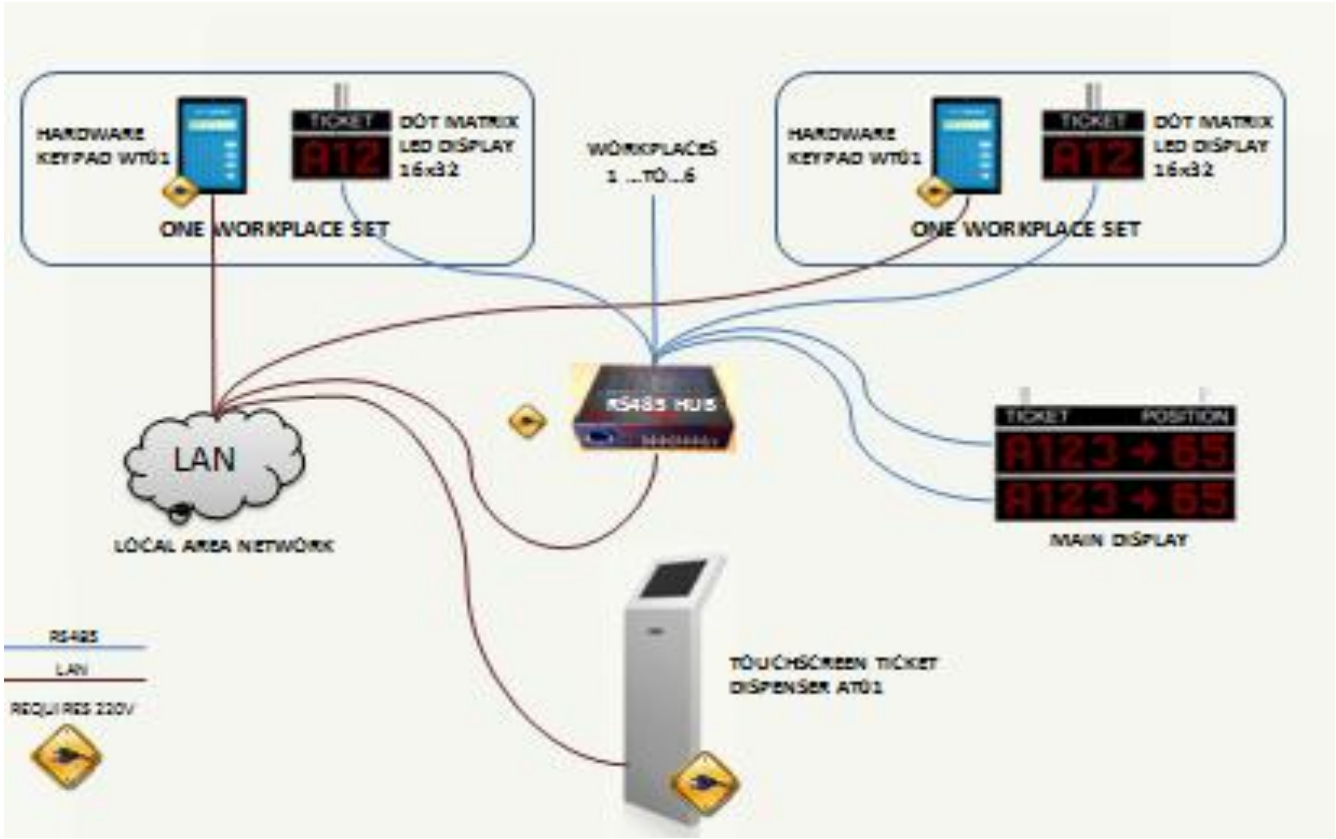


Example Queue System Overview

- A queue system which manages the customer's journey throughout their visit
- A ticket is issued to the customer from a touch screen kiosk, ticket is dependant on service required
- When a consultant is available, the ticket is called forward from a button pressed on the consultant's keypad. The call is displayed all the Display units with a voice announcement
- The customer goes to the counter called, consultant enters reason of visit of brand of service. Consultant then ends consultation
- The entire journey is recorded on the SQL database, which is a Windows PC. This PC is to be installed in a managers office for easy access to reports

Schematic Diagram




HARDWARE
KEYPAD WT01
TICKET
A12
DOT MATRIX
LED DISPLAY
16x32
ONE WORKPLACE SET
WORKPLACES
1 ...TO...6
HARDWARE
KEYPAD WT01
TICKET
A12
DOT MATRIX
LED DISPLAY
16x32
ONE WORKPLACE SET
RS485 HUB
LAN
LOCAL AREA NETWORK
TICKET
POSITION
A123 65
A123 65
MAIN DISPLAY
RS485
LAN
REQUIRES 220V
TOUCHSCREEN TICKET
DISPENSER AT01

Proposed Solution (Flow Chart)

Kiosk

- Patient selects reason for visit from the touch screen options.
- A ticket is printed with a number, patient waits to be called.

Main Display

- An available nurse calls the next ticket.
- Displayed on the screen.
- Voice Announcement in English to notify the customer.

Reports

- All actions are recorded in the SQL database which is hosted on the server PC. Tickets issued, time of consultation, average waiting times, number of tickets seen per department, reasons for visit etc.
- A number of reports can be collated based on the above criteria.

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Advantages

- Structured Approach
- An unlimited number of queues and operations
- Up to 200 operators per system
- Support of a wide selection of service selection terminals (sensor and button types)
- Display of information on high-resolution panels and displays (LCD and plasma)
- Various management tools: software and physical control panels
- Detailed statistical data about the operation of the system
- Real Time Data
- Correct Information on Wait time
- Queue Length
- Average Wait Time
- Counter Operator Productivity

Additional Features

Multilanguage support

This important feature is applied to every part of the system: software interface for operator and administrator, ticket dispenser menu and displays, voice calling, information printed on ticket.

Virtual system segmentation

System has a possibility to play sounds and show messages on specified screens only. This feature allows to position several displays in one service hall and other displays in another and play gong or call by voice in separate halls independently.

Centralizes management and statistics

Organizations that have many branches in different locations may need to track service level centrlay to improve quality and keep it that way. Centralization feature allows to track each branch in HQ and even compare branches!

WEB / phone registration

This allows customers to register their visit in advance and plan their time conveniently. A feature that every customer will evaluate.

Client identification by bar-code, magnetic cards, manual entry

Use this for your VIP clients.

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The Hardware

Functions of all hardware

The Hardware

- Main Display
- Counter Displays
- Ticket Dispensers
- Counter Keypads
- The Hub
- Cables (Cat5)

Main Displays

7 Segment Main display DM01R/G/B Features:

- 3+ 2 digits and arrow
- Available in 3 colours Red/Green & Blue
- 7 Segment LED
- RS485 interface
- Gong Calling
- Voice Calling
- Dimensions: 597 x 143 x 34mm

Main Displays LCD Screen

- Commercial grade LCD Screen (24”, 32” 40”)
- VGA connectivity
- 3 Years Swap Out Warranty

Counter Display

Features:

•Indicator colour - red/green/blue

•Number of information lines – 1

•7 segment LED

•Electric power consumption - 8 W max

•Workplace segment display consists of a 3 character set
indicating the called ticket number or the workplace number

•Connected to the system through RS-485 interface

•Gong Calling Only

Kiosks

- Monitor: 17" touch screen
- Printer: Thermal 80mm wide
- Built-in Queue Server
- Interface Ethernet, RS-485
- Mounting screws to floor screws(Elegant) or stand(Classic)
- Size 1340 x 430 x 300 (Elegant), 1290 x 410 x 250 (Classic)
- Weight 40 kg
- Council Branding optional

Keypad

- Staff login into keypad with unique code; indicates counter is open and records time staff logged in.
- Large button to call the next ticket number in the queue.
- LCD screen shows information on number of customers waiting in the queue, and for which department.
- Call next customer and see the ticket number called.
- Cancel call in progress if no customer arrives.
- View length of consultation.
- SOS – example: Irate customer.
- Close counter – end of staff shift.

Hub

This connects all the cables to one network.
Integrated LAN to RS 485 converter
15 V DC power over single CAT5
Led indicator power on

Parameters	Hub H485L12
RJ45 port quantity	12
Colour	Black
Interface	RS 485
Material	Tin Plate
Size	198 x 61 x 235mm
Weight	2kgs

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The Software

Overview & Screen Shots

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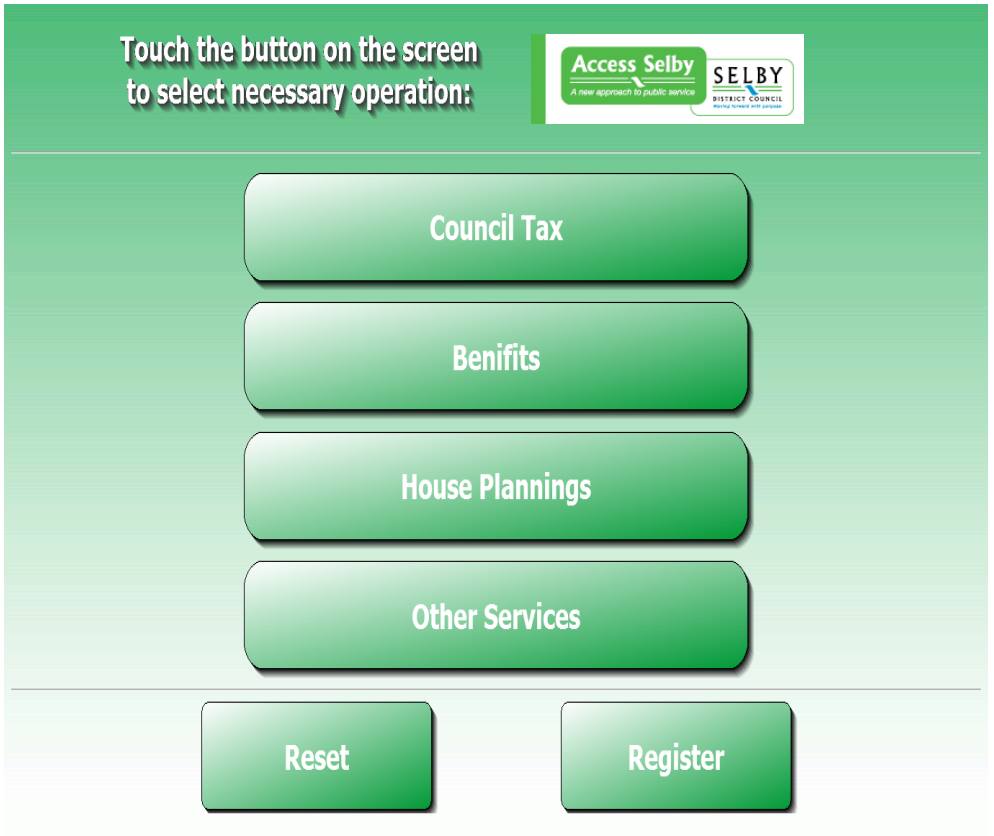
The Software

- Management software to configure the queue according to departments and services.
- Configure Staff users and unique log in codes, reason codes, desk configuration.
- Main Display configurable message; set from software.
- Ticket information: name of company, special messages, average waiting times.
- All transactions are recorded in an SQL database; time of ticket issue, time of consultation, close of consultation, reason for visit, user information etc.
- Counter Call software allows you edit a ticket, delete from queue, rearrange the queue, advisor can call out of sequence.

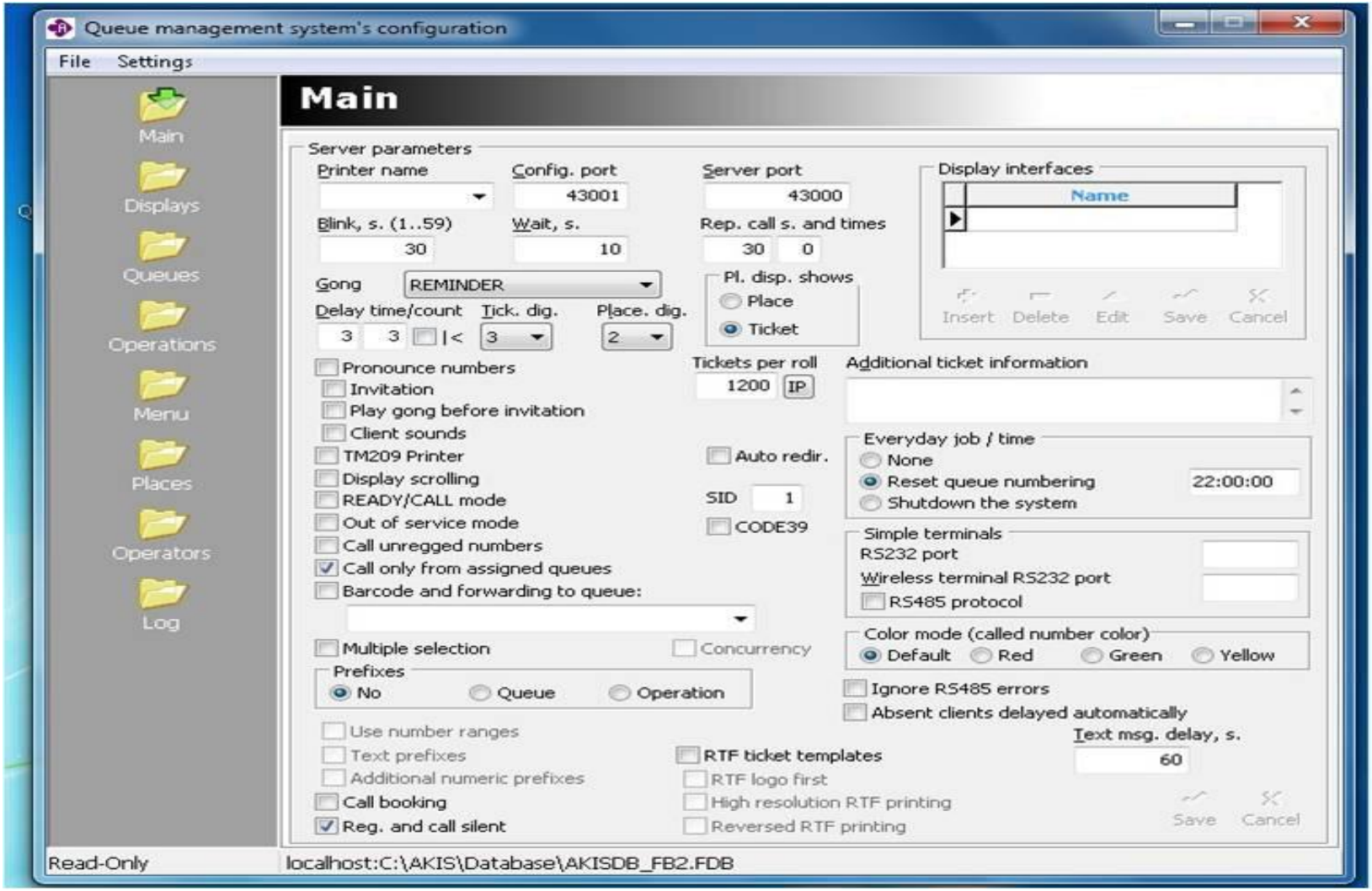
Example: Touch Screen

This is the first thing a customer sees and feels.

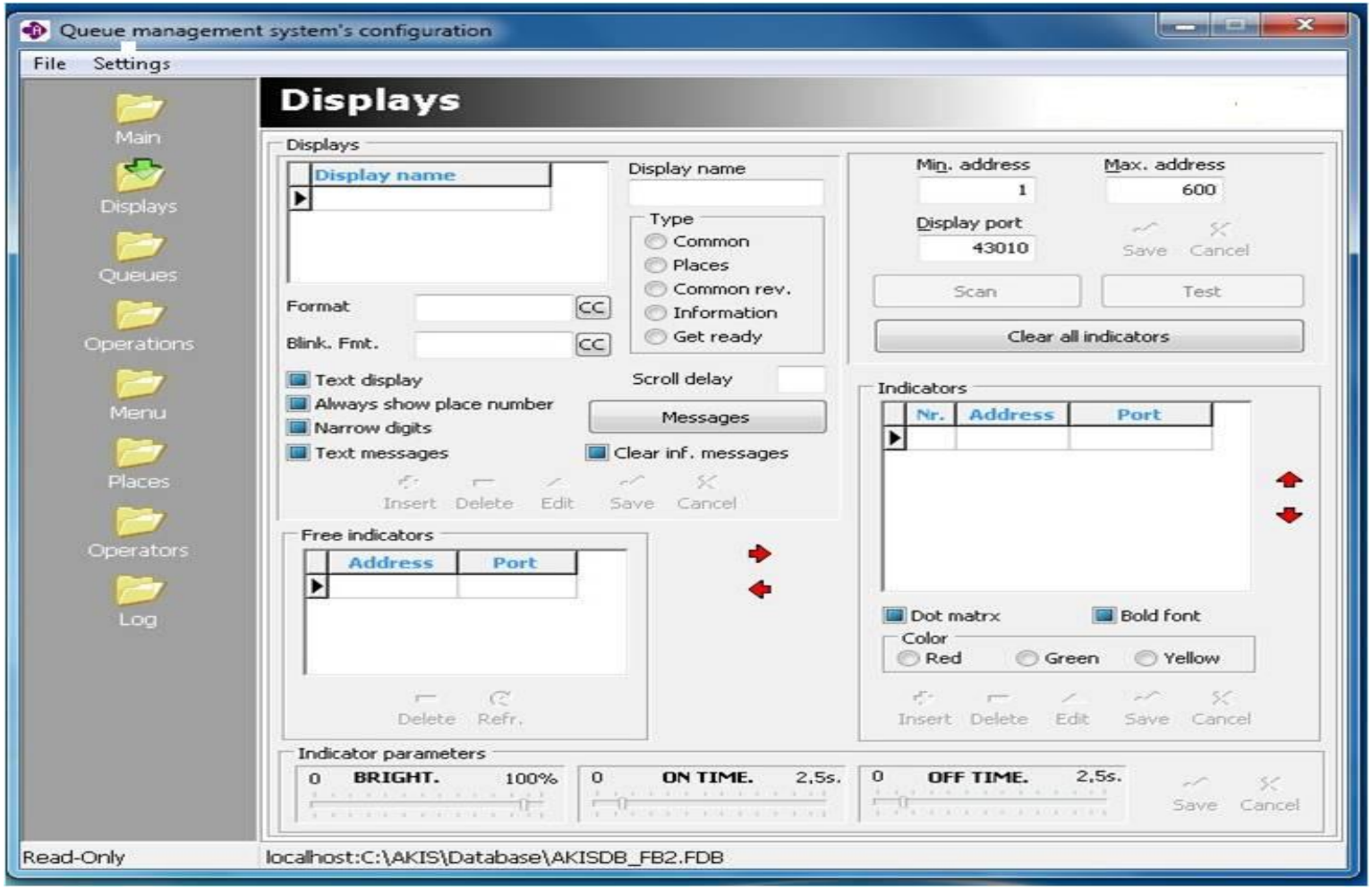
- Multilingual options
- Multi level menus
- Different services
- Brent Council branding and logo



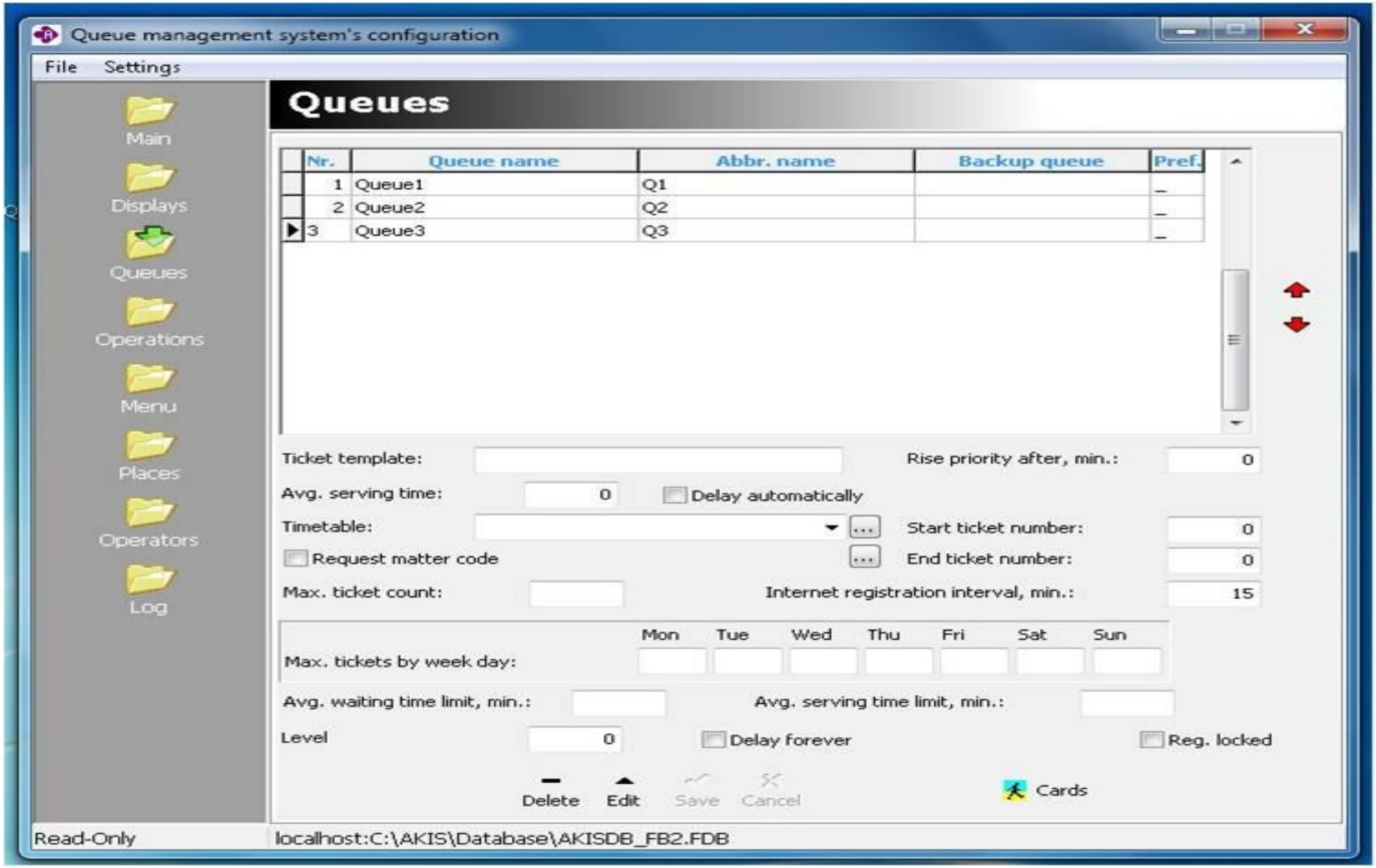
Example: Admin Page



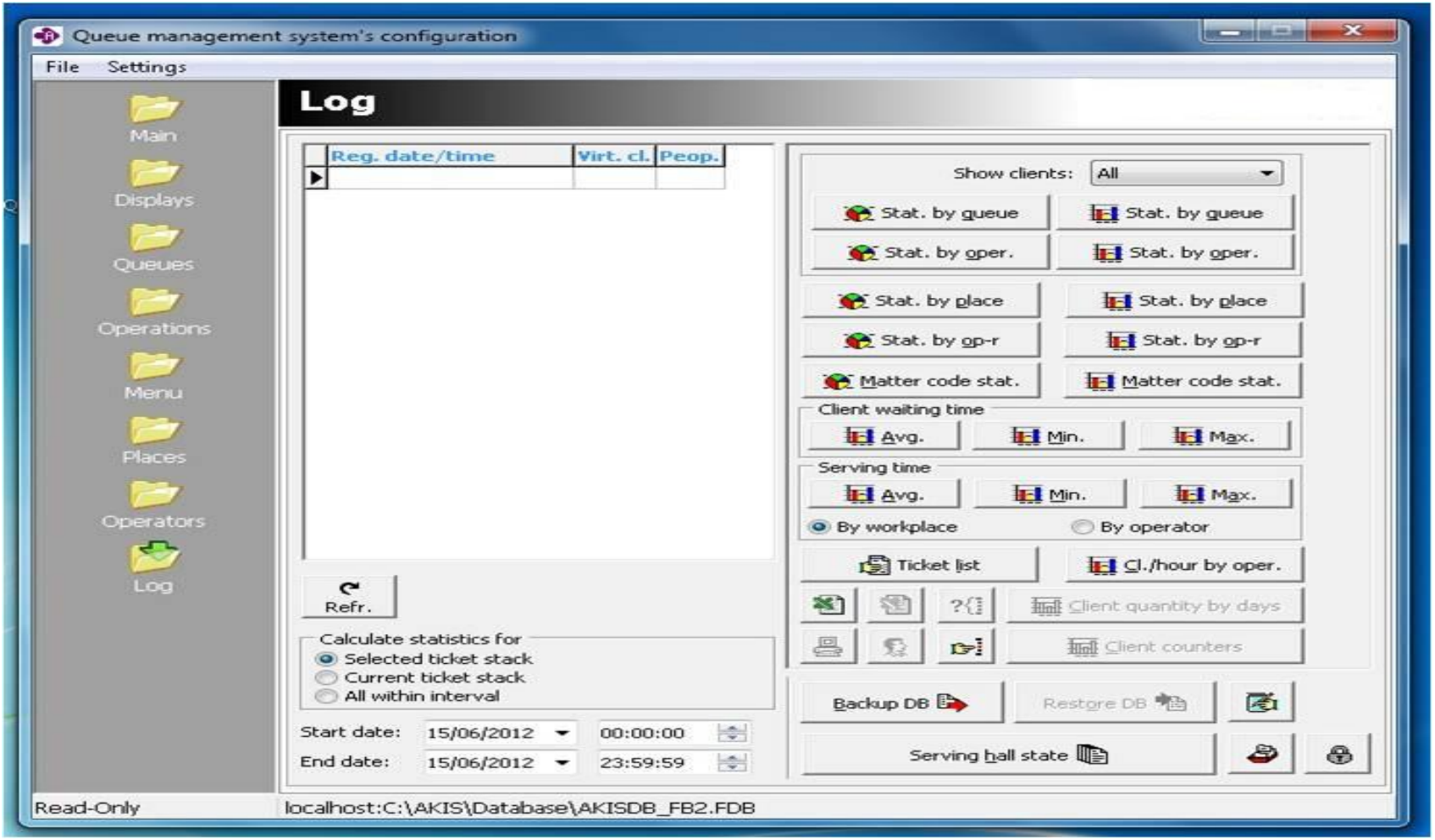
Example: Display Page



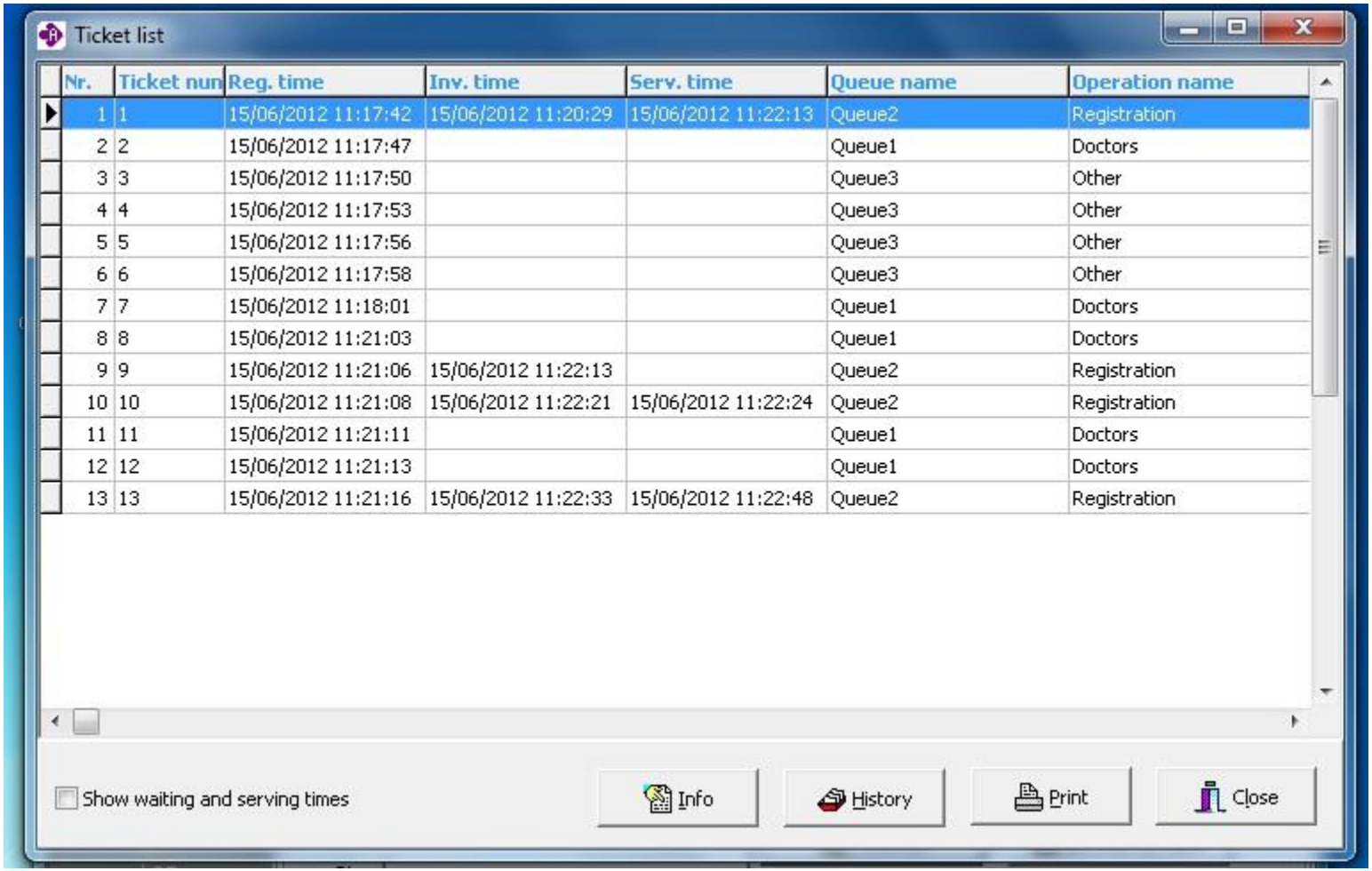
Example Queues



Example Software Log



Example Queue Ticket List



Example Virtual Keypad

The virtual keypad program emulates a hardware workstation terminal. Software has to be installed and run on a computer at workplace.

Minimum system requirements for a workstation computer to run the QMS AKIS Client program are:

•Computer capable of running MS Windows XP or newer operating system

•Operating Systems - MS Windows XP or newer version

•Minimum of 16 MB of free RAM memory for the program

•4 MB of additional space on hard drive;
LAN adapter