



## QTrax – Electronic Queuing Management System

*The software to help you manage your queuing needs of your business*

Customer service orientated companies and institutions frequently face the problem of lengthy queues and unpredictable waiting time causing tension and stress to both customers and staff which result to inferior service to clients.

The solution is a queue management system, which enables the confident treatment of administration, which is often essential; customers do not stand end to end any more. Instead of standing in long queues, customers may sit down and might as well learn some useful information concerning the services of the company.

Any customer-orientated institution, like banks, local government offices, schools, universities, hospitals, post offices, telecommunication companies etc. will improve their services and provide more positive image to their respective customers.



### Modules

- ✓ **Ticketing**
- ✓ **Display**
- ✓ **Window/Teller**
- ✓ **Admin Management**

### Main Features

- ✓ Multiple Queue per Window
- ✓ Multiple Service Ticket Issuer
- ✓ Schedule base Ticketing option
- ✓ Custom Company Logo for Display
- ✓ Custom Company Logo for Tickets
- ✓ Prominent Number Calling

### User Benefits

- ✓ Orderly Queues
- ✓ Increased staff productivity
- ✓ Increased customer satisfaction
- ✓ Reduce Printing cost of advertisement
- ✓ Informative and Entertaining thru media

### Other features

- ✓ User-level password access
- ✓ All reports are on-demand
- ✓ Ticket Locator
- ✓ Open-source Database Server

### Technical Support

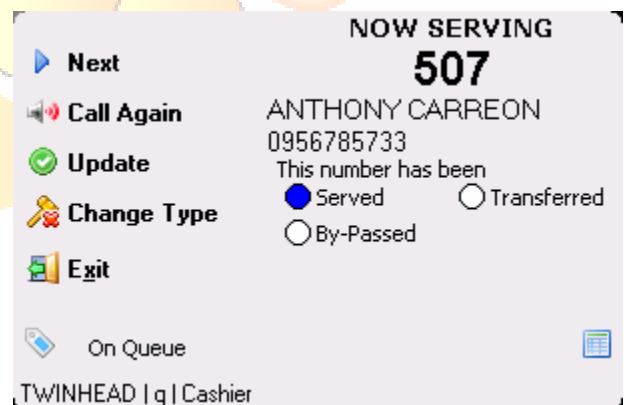
Free technical support after installation through the Internet and phone. Site visits will only be resorted to in extreme cases. Site visit fees are to be arranged. Technical support will be mainly on updates on feature requests, software fixes, and database repair.

### System Requirement

- ✓ Workstation with Pentium-level processor, 64MB memory, and sufficient hard disk space
- ✓ Windows 9x/, XP, 2000, Vista
- ✓ Users should be familiar with the Windows user interface
- ✓ A System Administrator who knows how to setup software, copy files through the Windows Explorer, do backups, zip files, and upload and download files to and from the Internet.

### Options available

- ✓ Touch Screen Ticket Dispenser
- ✓ TV or LCD Display
- ✓ Multi-media Playing Background Display
  - Supports major media file .mpg, .avi, .vob etc
  - Supports .jpg, .bmp, .gif, .png etc. image files
  - Capture device such as TV Card, Webcam or IP
  - Streaming media playback supported
- ✓ Integrate to Microsoft Speech



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