WAVETEC®
QUEUE
MANAGEMENT
SYSTEM

WELCOME
Please select an option
NEW CLIENT   CURRENT CLIENT
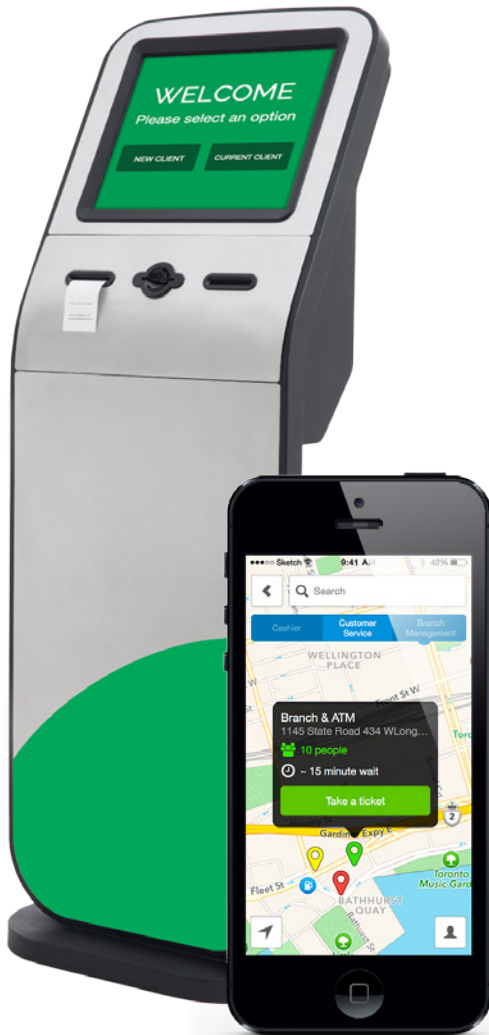
Empowering customer service areas

THE CONCEPT

Wavetec Queue Management System is an enterprise solution specially designed to organize and manage the customer flow in the service area. Developed for organizations committed to obtain the best results in terms of efficiency, customer experience and service quality.

Organize the customer flow

Real time monitoring staff and branch performance
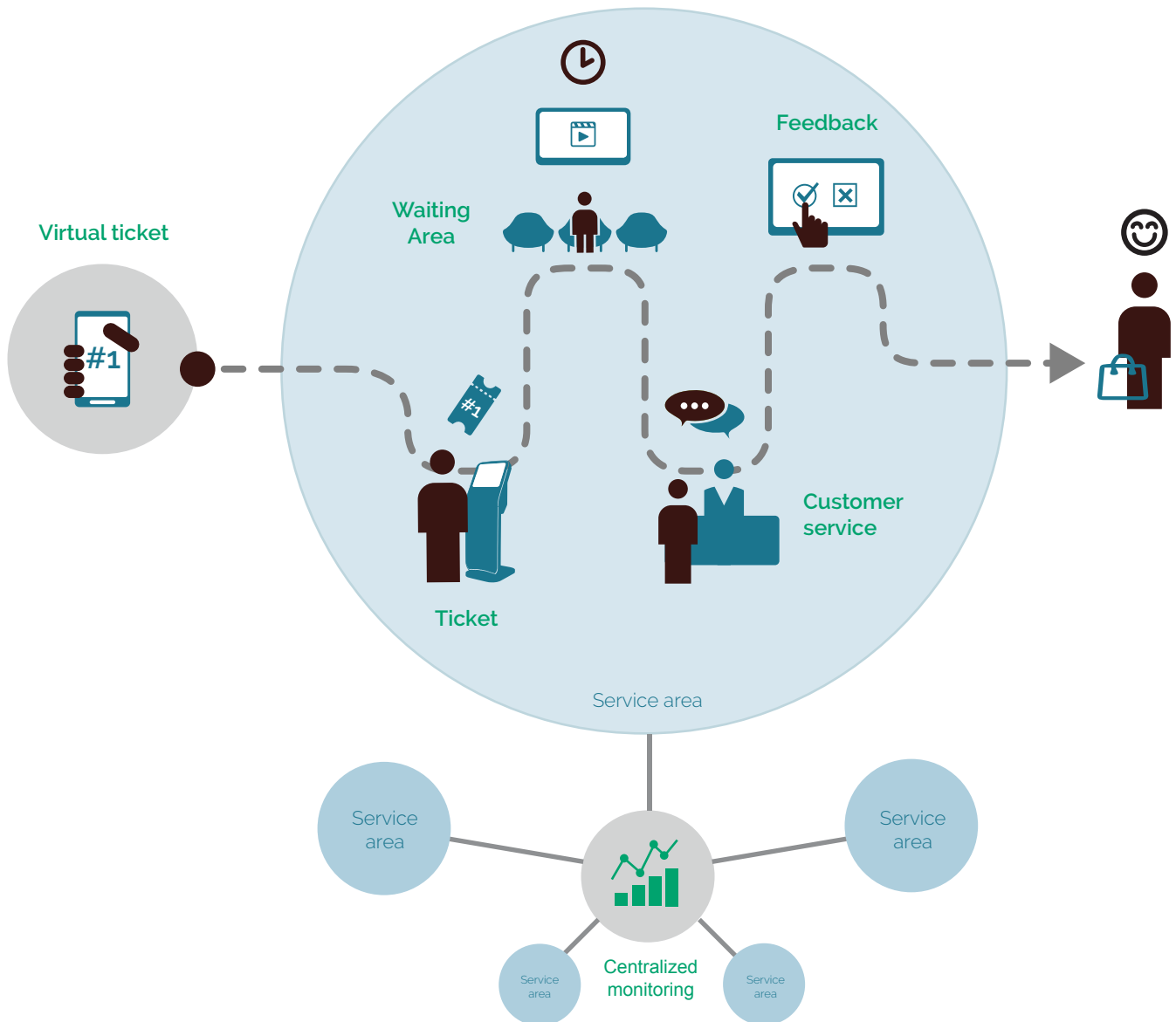
Increases service productivity

Manage offices from a centralized location

MAIN BENEFITS

Manages the customer flow reducing overall service costs.

Monitors the performance of the staff in real-time.

Measures the branch service level from any location.

Reduces customer waiting time by 30% and increases loyalty by 15 %.

Provides personalized customer experience.

Builds a customer centric organization.

SYSTEM ARCHITECTURE IN A SERVICE AREA

Virtual ticket

Feedback

Waiting Area

Ticket

Customer service

Service area

Service area

Service area

Service area

Service area

Centralized monitoring

Please visit our www.wavetec.com for more information about **other queing models**.

Ticket Dispenser Kiosk

- Dual-Printer for continuous ticket dispensing.
- 17" LCD highly responsive capacitive touch screen.
- Magnetic card Barcode Reader (Optional).
- LED Light Indicator in ticket and card reader slots.
- Magnetic/Chip Card and Barcode Reader (Optional).

- Integration with third party applications and
  database (Optional).
- Resistant Powder Coated Steel Enclosure.
- Easy and centralized ticket configuration
  and screen template design.
- Content Scheduling.
- Unlimited branding options.
- Wifi (Optional).
- Designed in UK.

Ticket Dispenser Mini-Kiosk

- 8.4" highly responsive capacitive LCD
  touch screen.
- Complies with the American & European
  Disability Access standards.
- High speed & quality printing.

Ticket Dispenser Desktop

- 10.4" LCD highly responsive capacitive
  touch screen
- External printer and one additional
  peripheral (e.g. bar code reader).

External Printer

Queue Mobile App

Choose the branch with less waiting time and take a ticket on the go

- More opportunities to create cross-channel
  experiences.
- Integration with the existing tools and platforms
  like Mobile Banking.
- Personalized and targeted messages for users.
- Better use of resources and physical space
  assigned to waiting areas.
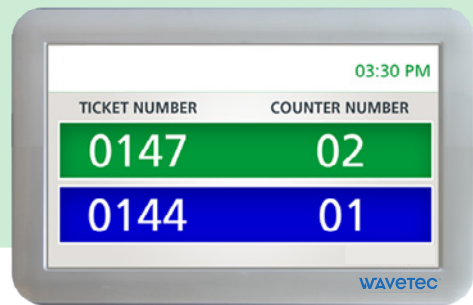
Status of The Queue LED Matrix Lines

- Adjustable Number of DisplayLines (From 1 to 5)
- Red, Green and Amber colors.
- Resolution of 16 (H) x 64 (W) dots.

- Multilingual
- Customizable Flipping Messages
- Wireless (Optional)
- Four Characters for Ticket Denomination.

Status of The Queue LED Matrix Display

- Compact 19" Display
- Red, Green and Amber colors.
- Resolution of 32 (H) x 64 (W) dots.

Queue Informational Display LCD

- Compact 19" HD LCD screen.
- Information of tickets in wait.
- Displays information messaging.

Digital Signage Suite

- Media Player Stand alone Digital Signage with multiple templates and flipping messages
- Live Streaming (Optional)
- Donatello Suite Centralized Content Management, Scheduler and Designer (Optional)
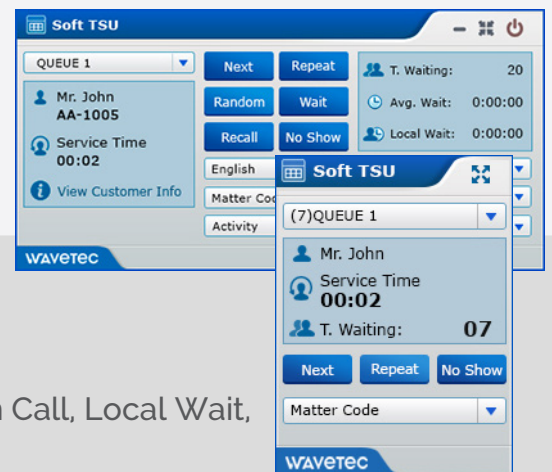
donatello®

Counter Display Unit

- Multilingual Characters.
- Four Characters Ticket Denomination.
- Customized Message during Idle-Time.
- Wireless (Optional)
- Resolution of 16 (H) x 48 (W) dots.
- White Digits (Optional)

Teller Station Calling Application

- Customer Information Integration (Optional)
- Customizable Theme of Interface
- Works with Thin-Client Architecture.

- Next, Repeat, Random Call, Local Wait, No Show, Auto-Next.
- Sub-Categories Selection
- User, Category and Counter Transfer.

Teller Station Calling Unit

- Stand alone unit (desktop PC is not required).

Customer Feedback Kiosk

Opinion Plus

- 17" highly capacitive and responsive LCD touch screen
- Unlimited Branding Options.

- Unlimited Customization of Templates for Feedback. Questionnaire.
- Idle Time Promotional Videos.
- Targeted Messages integration with CRM or Database (Optional)
- Real Time Dashboard and Historical Reports.
- Wireless compatibility.
- Web-based Central Configuration & Content Management.
- Can be integrated with our Queue Management System.

Customer Feedback Tablets

- 10" capacitive touchscreen.

- 7" capacitive touchscreen

Announcement Speakers

- Chime and/or Voice announcement.
- English, Spanish, Russian, French, Arabic, Hindi/Urdu (Other Languages Optional)
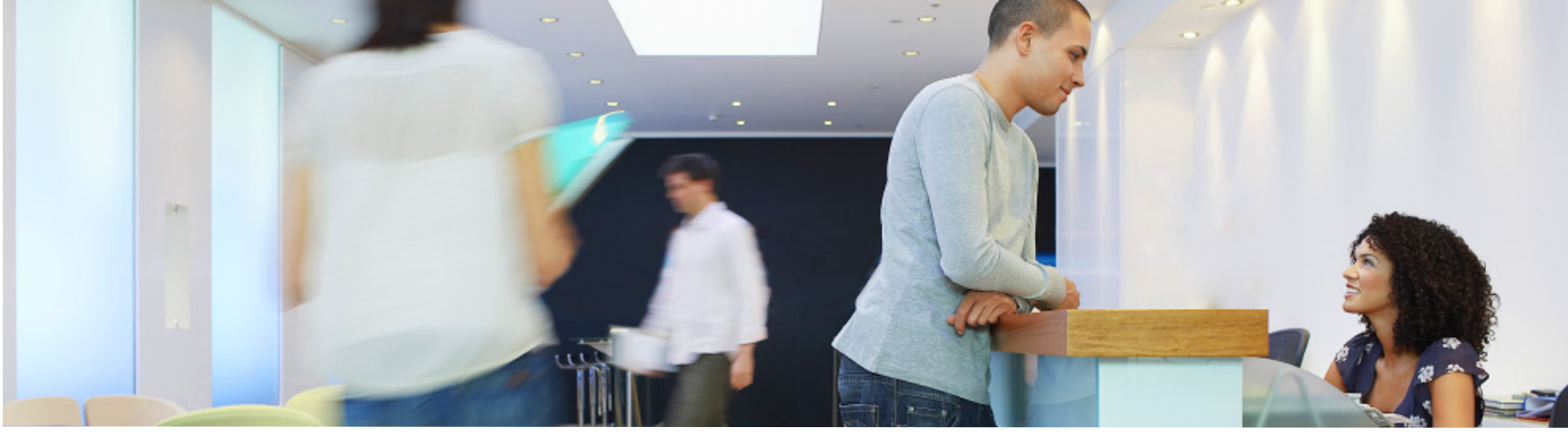
Local Server

Active controller
Brain of the entire Queue Management System

- Industrial Grade Linux Based Server.
- Local Configuration and Database of the branch.
- In-Built Audio Amplifier.

WaveSphere
# Reporting & Management Portal

- Real-Time Monitoring Dashboards
- Over 50 Historical Reports such as:
  - Service Quality Levels
  - Employee Performance
  - Branch & Region Performance
  - Time Attendance
- Central Configuration and Management of the System.
- Multilingual (English, Spanish, French, Arabic, (Other Languages Optional)
- Custom Designed Reports.
- Drill Down Reports.
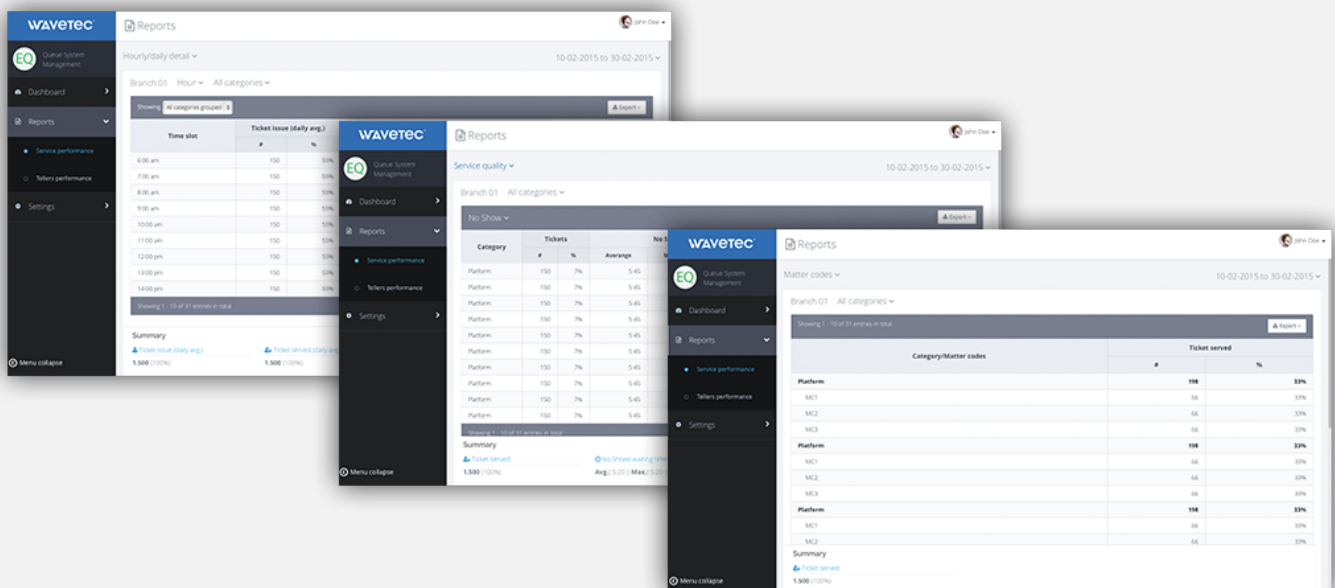
Concept snapshots.

ENTERPRISE SOLUTIONS

Increase efficiency
and improve customer experience.
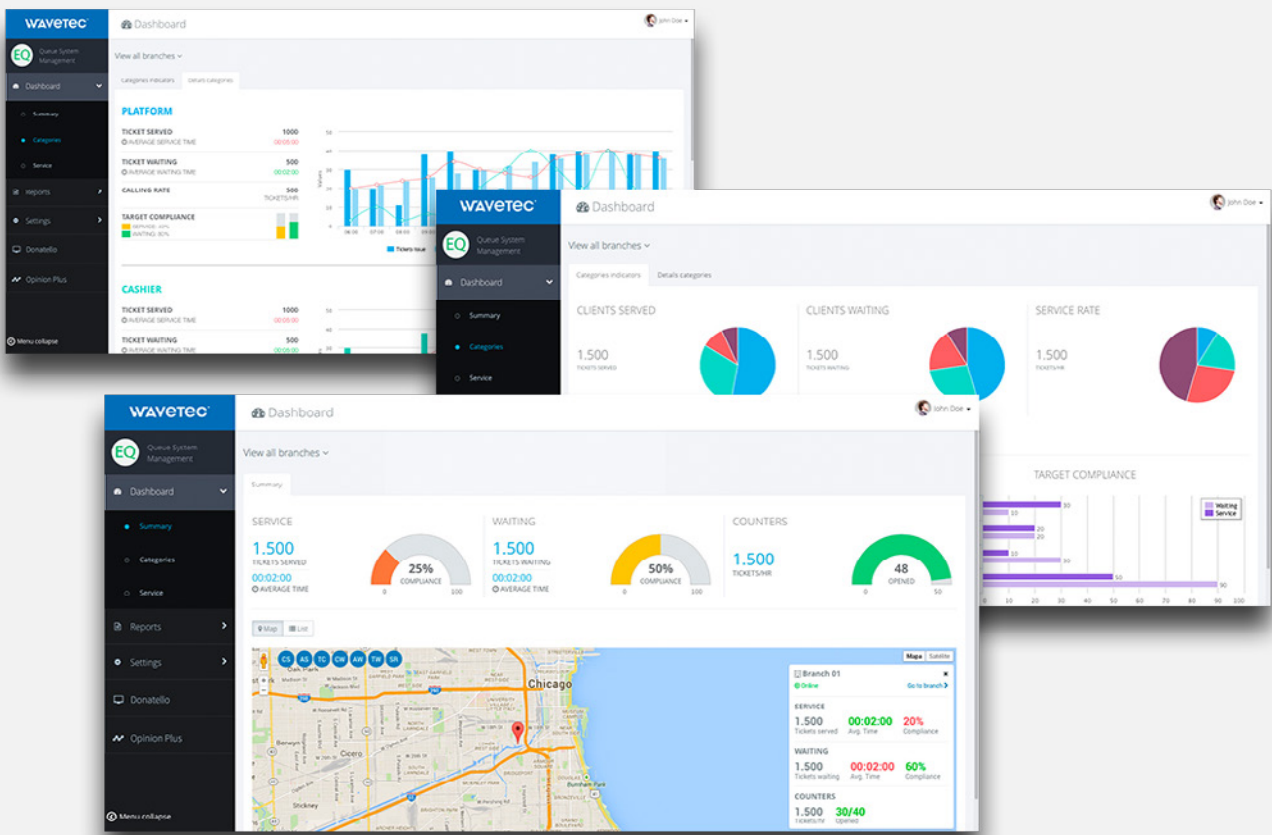
GET THE COMPLETE SOLUTION

Learn about our
Wavesphere products

WAVETEC®

QUEUE
MANAGEMENT
SYSTEM

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