

WAVETEC

The Technology Company

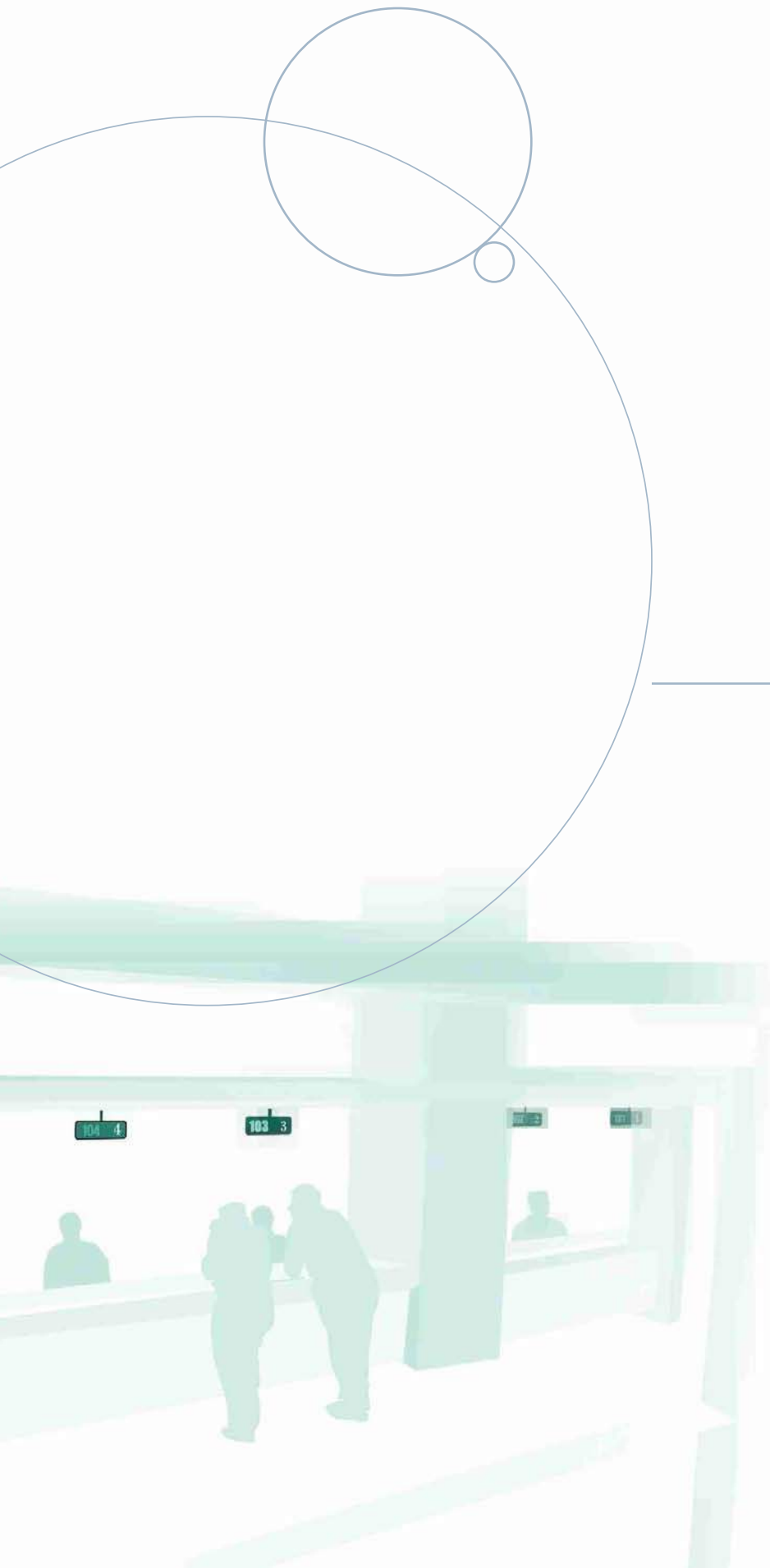


Organized waiting area, enhanced customer experience

Electronic Queue Management System

www.wavetec.com





Wavetec Electronic Queue Management System (EQMS), redefines customer care to a highly customer centric concept. EQMS tunes up your waiting area so that your clients have a pleasant experience throughout by offering them hassle-free and personalized service.

The EQMS system is ideal for organizations that want to develop their customer experience as a competitive edge. A very broad objective of our system is to streamline the flow of customers and avoid chaotic situations. A chaos free environment is the key to attain the highest levels of customer satisfaction.

This systematic approach towards crowd management gives control to the front-end personnel, thereby empowering them to ensure better service. Our state of the art Reporting Engine equips the management with information to measure their staff's performance against service standards for continuous improvement.

Our audio component for announcement gives flexibility in the choice of language. The content management software allows for in-store promotions and better customer guidance. With Wavetec's EQMS you have got - Delighted customers, empowered employees and informed management, all translate into increased revenue from your business.



ARRIVAL

1

The customer walks in and takes a ticket from our Ticket Dispensing Kiosk, for the particular service he desires. This allows a very fair process of customer service delivery.

WAITING

2

Customer sits in a comfortable waiting area avoiding the hassle of standing in long queues. This helps the organization to minimize the actual and perceived waiting times by keeping them engaged through Donatello, customers can be exposed to various promotional messages displayed on the LCD lobby display.

CALLING

3

The voice calling accompanied by the blinking Counter Display Unit (CDU) and Status Display Unit (SDU) notifies the customer about his turn and consequently the customer walks to the respective counter.

SERVING

4

The teller staff has a Teller Station Unit which informs them about the category in which the customer needs to be served. Once the teller has finished servicing, he can press next to call the next awaiting customer.

POST SERVING

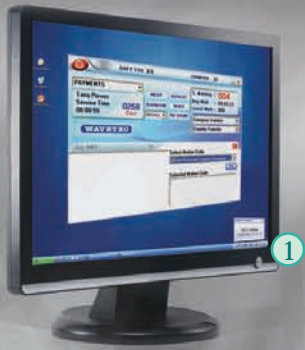
5

Right after the customer is served he can leave his feedback on Wavetec's Opinion Plus Customer Feedback Units (CFU) installed at the counters. CFU helps the organizations to immediately get customer feedback about their level of satisfaction.

MANAGING

6

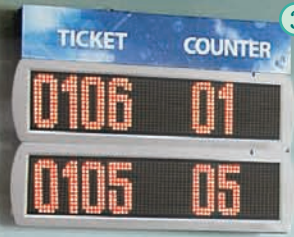
Managers/supervisors can monitor the performance of their staff through the real time reports generated by our strong reporting engine.



flexible



managed



visible



organized

- ① Teller Station Unit
- ② Counter Display Unit
- ③ Status Display Unit
- ④ Ticket Dispenser

eQ System is a combination of four distinct modules. Synchronization among all the components of eQ system is maintained through the application software of reporting. The Reporting Engine also provides vital data for efficient management of your waiting area

eQ automatically routes customers to their destinations. Each module is designed intuitively to make it self explanatory and user-friendly for the customers. Equipped with features such as ability to display foreign language characters and gender specific audio announcement, help retain the human element and make your visitors feel comfortable.







Backlit TDU in brushed steel finish

TDU Lite

Ticket Dispenser Unit

organized

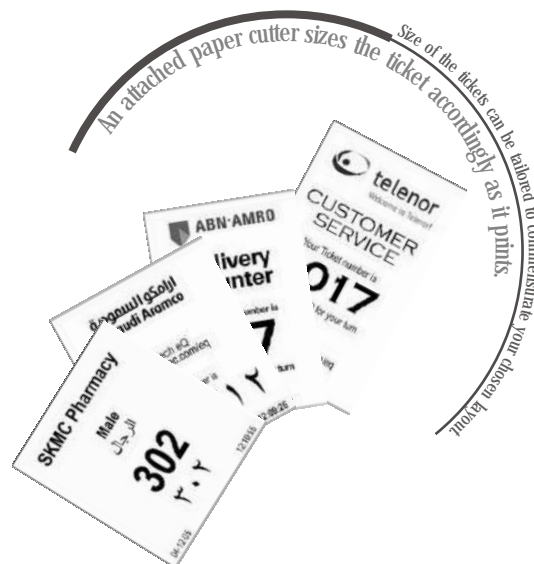
overview

TDU Lite is the result of innovation and uniqueness which is embedded in the products we develop. TDU Lite is a component designed for customer centric businesses, who want design and usability together. TDU Lite has a bright LED, backlit display with a sleek smart and fit design brushed with steel finish. TDU Lite incorporates with high end, faster and superior quality printing technology. TDU Lite can be customized accordingly with the requirements to redefine the aesthetics of multi-lingual design.

specifications

0001 - 9999 (default ticket range)
CUSTOMIZABLE (ticket size and design)
PAPER CUTTER (automatic)
 80mm **WIDTH** (paper size)
TDU LITE (model)

Multilingual (language)
 220 **Volts** (power)
Thermal (printer)
Display (touch screen and full color LCD)
Speed (200 mm/sec)
Width (20 characters per line)



features

- Capability to display multiple categories per TDU Lite
- Provision for smart card, magnetic card and bar code reader through external support
- Pre-designed screen templates for easy personalization of graphics-rich user interface
- Long-life printer capable of fast, high resolution ticket printing
- Multiple TDUs can be installed to accommodate more service categories
- Easy content management through user-friendly ticket dispensing software allowing printing of advertising messages, logos, date and time
- Multiple screens can be used to inform and guide customers through the process of acquiring a ticket in an organized and methodical approach
- Multilingual ticket and display option
- LED backlit user interface





TDU KIOSK

TDU Kiosk- Dual Printer

Ticket Dispenser Unit

interactive

overview

TDU Kiosk is an interactive device which provides an opportunity to interact with customers, promote products and deliver an enjoyable experience. TDU Kiosk is a 15 inch LCD. touch screen with simultaneous support for multiple-languages besides priority tickets. Now also available is a new model of TDU Kiosk in 17" capacitive touch screen. Wavetec's TDU Kiosk has the ability to add and modify infinite number of categories, add a card reader or a biometric fingerprint for the ease of customers. Wavetec offers an advanced, kiosk based touch screen ticket dispensing unit with two redundant auto-cut printers, that is, in case if one printer runs out of paper the device automatically switches to the other printer to keep the operations running. The printers are manufactured and designed to switch automatically, as the customer flow increase. Wavetec uses Fujitsu Thermal printers which are environment friendly.

specifications

0001 - 9999 (default ticket range)
 CUSTOMIZABLE (ticket size and design)
 PAPER CUTTER (automatic)
 60mm WIDTH (paper size)
 MULTILINGUAL (language)
 TDU KIOSK (model)

110 - 220 volts (power)
 Dual thermal (printer)
 17 inch Capacitive LCD (touch screen)
 Radius (body style)
 OS (windows)

features

- . Enables priority ticket issuing on the basis of customer information acquired from loyalty/membership cards
- . The digital interface accommodates multiple categories
- . Screen saver mood can shoe eye catching, dynamic promotional media to captivate the audience
- . Multiple navigational screens can be used to inform and guide customers through the process of acquiring a ticket in an organized and methodical approach
- . With SMS reminder add on product, customers are sent an SMS on their cell phone just before their turn
- . Optional magnetic/RFID card reader/barcode reader interfaces are available
- . eQ customer information can be integrated with third party CRM data (Customization by Wavetec technical consultant)



TICKET

COUNTER

0806 02

0809 03



LED based, wall mounted 2 line SDU

SDU

Status Display Unit

visible

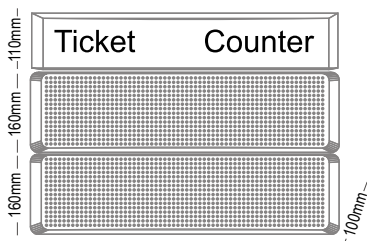
overview

To ensure that the waiting customers don't miss their turn, the ticket number is flashed on a display along with an audio chime. This is followed by an audio announcement in a male/female voice and in the preferred language of the client. New voices and melodies can be uploaded using the provided software. The status display unit can be of 1 to 4 lines and is a Tri-color LED based display with the option to display scrolling messages and directional arrows. Our SDU has the capacity to display various languages including English, Arabic, French, Spanish etc.

specifications

SDU-A02* - Dual line LED SDU
DOT MATRIX, MULTICOLOR (display)
16x64 DOTS (resolution per row)
160(H)x550(W)x110(D) (dimensions in mm)
121x486 (display area per line)
MULTILINGUAL (language)

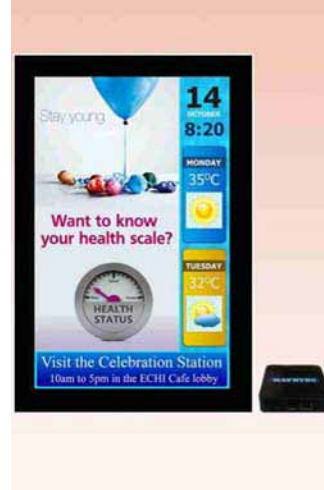
*Multiple lines of SDUs can be grouped together as per requirement. The ticket information will be displayed from latest (first line) to earliest (last line)



features

- Strategically mounted in waiting areas, lobbies, hallways etc. to direct the crowd towards service counters
- Flashes ticket numbers to be served along with their respective service counters
- Optional direction arrows prompt customers towards service counters
- Available in various configurations to correspond to waiting areas of any size
- Multiple SDUs can be installed at different locations in a single facility to display similar or disparate information
- Display effects include scrolling from any direction and flashing for a predefined time period
- Information can be displayed in different languages, one after the other, for a multilingual audience
- Shows promotional messages in idle state
- Cube SDU as an extension is also available for clients who want to display other information using LED displays





Donatello - Digital Signage Solution

Donatello

Digital Signage Solution

engage

overview

Multimedia Controller converts your lobby L.C.D. screen into status display unit (SDU). This advanced status display unit provides high resolution full color graphics for ticket calling. This helps the organization to keep their customers engaged while waiting for their turn and reduce their perceived and actual waiting times. The organization can also enhance their sales by exposing the waiting customers to advertisements and promotional messages.

specifications

INTERNAL STORAGE (4GB)

MEDIA TYPE (Multiple)

MEDIA RESOLUTION (1024 x 768)

AUDIO STEREO (1080 P)

INTERFACE (LAN and Wi-Fi interface with BQMS)

DIMENSIONS (L:100 mm x W:105 mm x 27 mm)

features

- Flexible template design and scheduling – reflect your brand
- Live TV Streaming - entertainment
- High Definition Videos & Images – to keep customers informed. You can also use this to inform about your business, new offers, or simply inform them about changes
- Centralized real time updates – to connect with queuing, display ticket numbers being served
- Media content can be automatically synchronized and updated on display through a central web-based server over LAN/WAN or through USB Flash drive
- RSS Feeds, Financial Tickers, etc – industry specific information
- Donatello is available in horizontal and vertical display option





Wall Mounted CDU

CDU

Counter Display Unit

managed

overview

The counter display unit notifies waiting customers of the counter number and the ticket being served on each counter. The installation can be done through various techniques like wall mounted CDU's, desk fixed or suspended from ceiling. We also offer wireless CDU's which are usually a requirement of companies that emphasize on the interior decoration of their branches. CDU's are also available in different colors such as white and blue.

specifications

CDU-A02-3 (model)

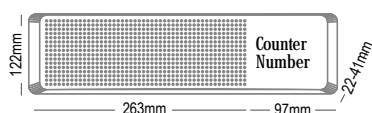
DOT MATRIX, MULTICOLOR (red, green, Amber, white, blue) (display type)

16x48 DOTS (Resolution)

75(H)x230(W) (display area)

MULTILINGUAL (language)

122(H)x360(W)x50(D) (dimensions in mm)



features

- Wall mounted, desk fixed or suspended from the ceiling
- Displays the ticket number to be served
- Activated when the service representative hits the next button
- Remains activated for a defined time period to save power
- When the counter is inactive, CDU displays "OFF" or any other customized message
- Display effects include scrolling from any direction and flashing for a predefined time period
- Labeled with counter number for easy identification
- Information can be displayed in different languages, one after the other, for a multilingual audience
- Available in Wired, Wireless and Central Power modules
- TCP IP and RS 485 available



310 1

311 2

311 3



Wireless connectivity minimizes cabling for easy setup

Wireless CDU

C o u n t e r D i s p l a y U n i t

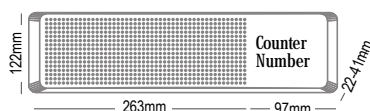
enhance

overview

The counter display unit notifies waiting customers of the counter number and the ticket being served on each counter. The installation can be done through various techniques like wall mounted, desk fixed or suspended from ceiling. We also offer wireless CDU which is usually a requirement of companies that emphasize on the interior decoration of their branches.

specifications

CDU-A02-3 (model)
DOT MATRIX, MULTICOLOR (red, green, orange)
16x48 DOTS (Resolution)
75(H)x230(W) (display area, extendable)
122(H)x350(W)x22-41(D) (dimensions in mm)



features

- . Wall mounted, desk fixed or suspended from ceiling
- . Wireless 802.15.4 standard signal strength
- . Communication baud rate 115Kbps wireless
- . Tri-Color support for text (Orange / Green / Red)
- . Capability to display dual language counter numbers
- . Messages storage capacity 50 characters per message
- . 50 wireless CDU nodes
- . Wireless communication
 - a. Range 30 meters in case of urban area
 - b. Range 80 meters in case of line of sight
- . Signal strength indication at startup
- . Auto detection of wireless or wired interface
- . Screen size 48 X 16 pixels
- . Display effects include scrolling from any direction and flashing
- . One frame close counter message in any language
- . Ticket numbers can be called in English and Arabic. Other languages are also available from Wavetec representatives





Soft TSU

Soft TSU

Automated Teller System

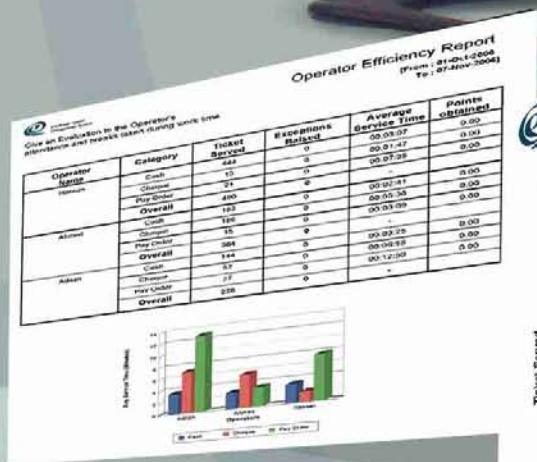
convenient

overview

The Soft TSU is a software with all the functionality of the Teller Station Unit (TSU). Soft TSU saves the space on the desk of your staff, making room for things that they need to serve better. Soft TSU is installed on a PC or a tablet, whichever device your environment supports for your staff. Your staff can perform all the customer service functions such as call, serve, pause, transfer and finish from this unit.

features

- . Shows the average wait-time of customers in the current category
- . Displays customer information to the teller as acquired from their loyalty /membership card or CRM using TDU Smart KIOSK
- . Teller can define multiple services (matter codes) against a single ticket for a customer
- . Supports multiple workflows allowing calling from single or multiple categories
- . Sequential and random calling of customers
- . Notifies teller via popup when a ticket is generated
- . Auto transfer option transfers the customer based on pre-configured queuing workflow
- . It supports centralized architecture
- . It integrates with IDAP using windows active directory
- . Multilingual Support
- . Input of unique customer reference number eQ customer information can be integrated with third party CRM data

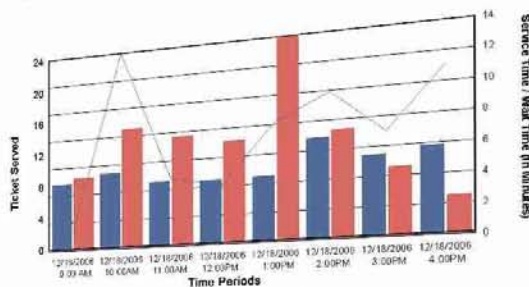


Summary Report

[From : 18-Dec-2009
To : 18-Dec-2009]



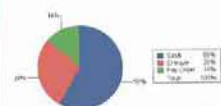
This report provides an extract from all the reports giving a concise picture of the work during the time period.



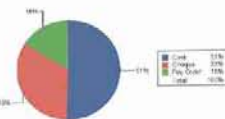
Category	Ticket Issued	Ticket Served	Average Wait Time	Average Service Time
Cash	60	60	00:06:59	00:04:45
Cheque	29	28	00:08:03	00:05:25
Pay Order	14	14	00:06:51	00:05:30
Total	103	102		

= 00:01:27 , Average Service Time = 00:04:16

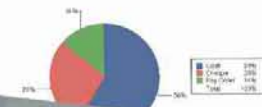
Work Load (Ticket Served)



Work Load (Service Time)



Counter Time Allocated





eQ Central Reporting Software

eQ Reporting

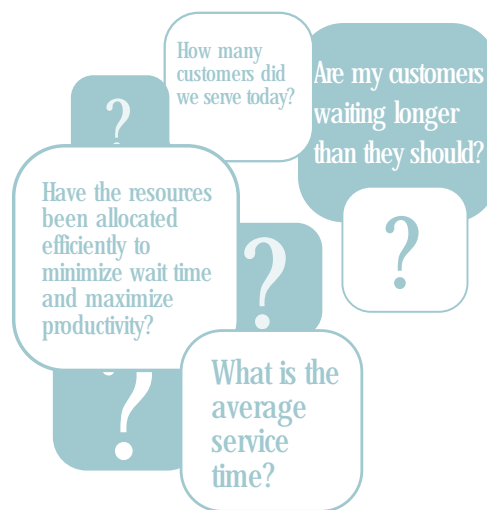
Central Reporting Software

centralized

overview

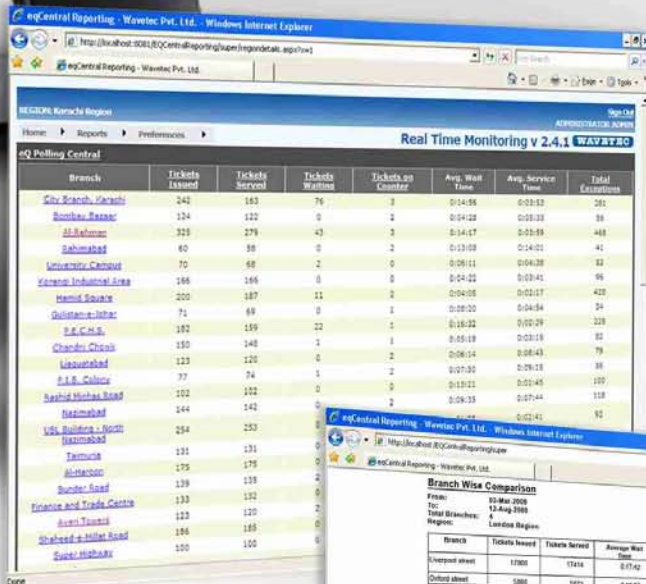
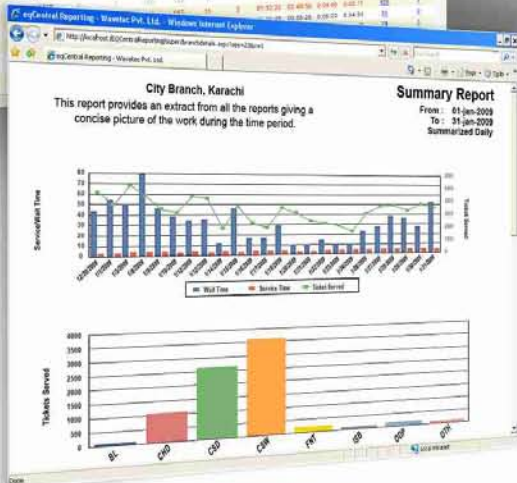
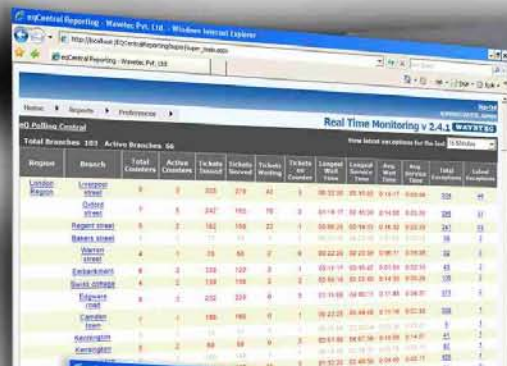
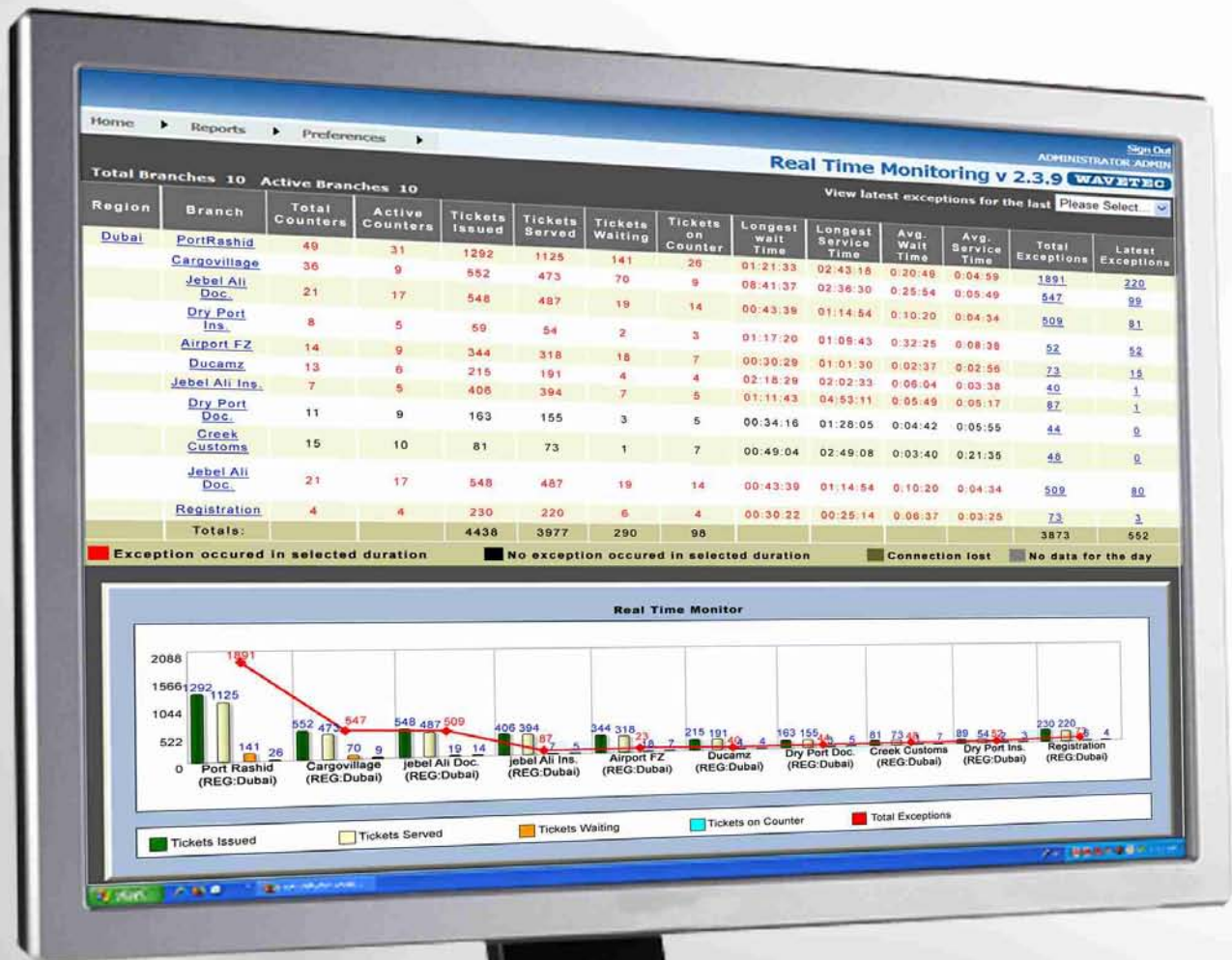
EQMS Central Reporting Solution (CRS) is an extension of the business intelligence toolkit built into all Wavetec Solutions. CRS gives your organization the ability to analyze service quality and performance data in real time from a central location. This feature enables the management to compare data of all their branches to check on service quality levels.

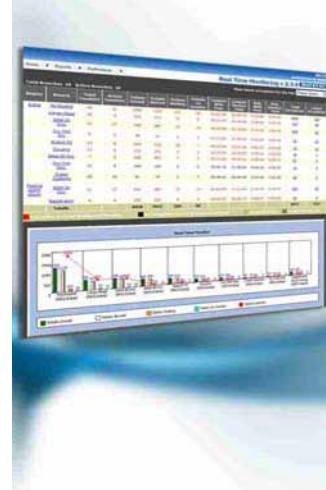
The powerful reporting engine provides detailed graphical and tabular summary reports enabling top management to view live data trends and make well informed decisions to improve service quality. The data can be accessed from anywhere in the world over an internet connection. EQMS Central Reporting Software is an ideal solution for organization to streamline their performance across a large and a busy operational network.



features

- . Live dashboard show real time performance summary
- . Service monitoring tracks service at all branches and can be customized to provide information based on the user access levels
- . Business reporting generates performance trends
- . Data comparison benchmarks data across branches
- . Smart design for branch, regional and company data
- . Web based viewing across operational network
- . Data exportability into all standard file formats such as PDF, Excel or can be copied to an e-mail. The software also supports multiple database software
- . Multilingual real time reports and monitoring
- . Multiple database support Oracle 11g and MS SQL server





Branch Reporting

Branch Reporting

collection

Overview

Every branch which has Wavetec's BQMS installed is provided with a powerful branch reporting software. This software basically gives real time reports to the management about the current service quality levels in the branch, such as the numbers of customer served/waiting, average waiting/serving time, etc. the software then compiles all this data in pre-defined reporting formats for the management to analyze. These reports include a front line staff efficiency reports, indications of peak hours report and a daily activity report which summarized all the data of that particular day.

features

- . Real time performance reports available
- . Monitor current service quality levels at each branch
- . Smart design for branch data





Customer Feedback Unit

Opinion Plus

Measuring Customer Feedback

measure

overview

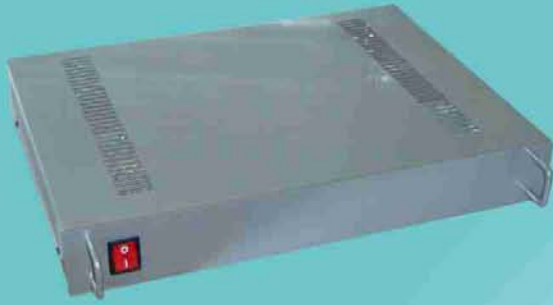
Customer service can be improved if you are 'listening to your customer'. For maximum care for your customers and a feedback from them in real time – Wavetec's Opinion Plus is the perfect solution. It enables you to easily create and publish customized professional polls and view your customer responses in real time from a centralized location.

Benefits

- . Measure customer satisfaction in real time
- . Visibility of commitment to service improvement
- . Monitoring of key service experience indicators
- . Feedback trend tracking
- . Availability of Strategic reports
- . Benchmarking your branches
- . Monitor and measure employee performance

Features

- . Promotional video player during idle time
- . Flexible reports and real time dashboards
- . Wireless connectivity for feedback recording
- . Multi Lingual User Interface
- . Centrally Updatable
- . Create Customized Polls using Poll Designer (PowerPoint Plug-in)
- . Multiple Poll Scheduler
- . Filter Criteria
- . Works in Standalone Mode as well
- . Seamless Integration with Wavetec's EQMS & Donatello



eQ Active Controller

The eQ Active Controller is the brains of the entire EQMS System. Active Controller is a Linux based Queuing Server providing extensive functionality and robust operations for demanding environments

The Active Controller was created to provide a single point of connectivity for all queuing needs; it features an inbuilt Active Hub, Active Amplifier, DB Storage, Local Area Network Connectivity



Tickets on the Go

Customer can receive their tickets by sending an SMS to our system. In response, the system sends an SMS-Ticket which includes the following information:

- Ticket Number
- Average Waiting Time
- Average Service Time
- Approximate Customer Approach Time

Hard TSU – Teller Station Unit

This is a keyboard based ticket calling device and it allows the C.S.R. to control service – Next, Wait, Transfer, No-Show, etc. The LCD. display on the hard TSU keeps on giving constant information like clock wait, reminder blinks, etc.

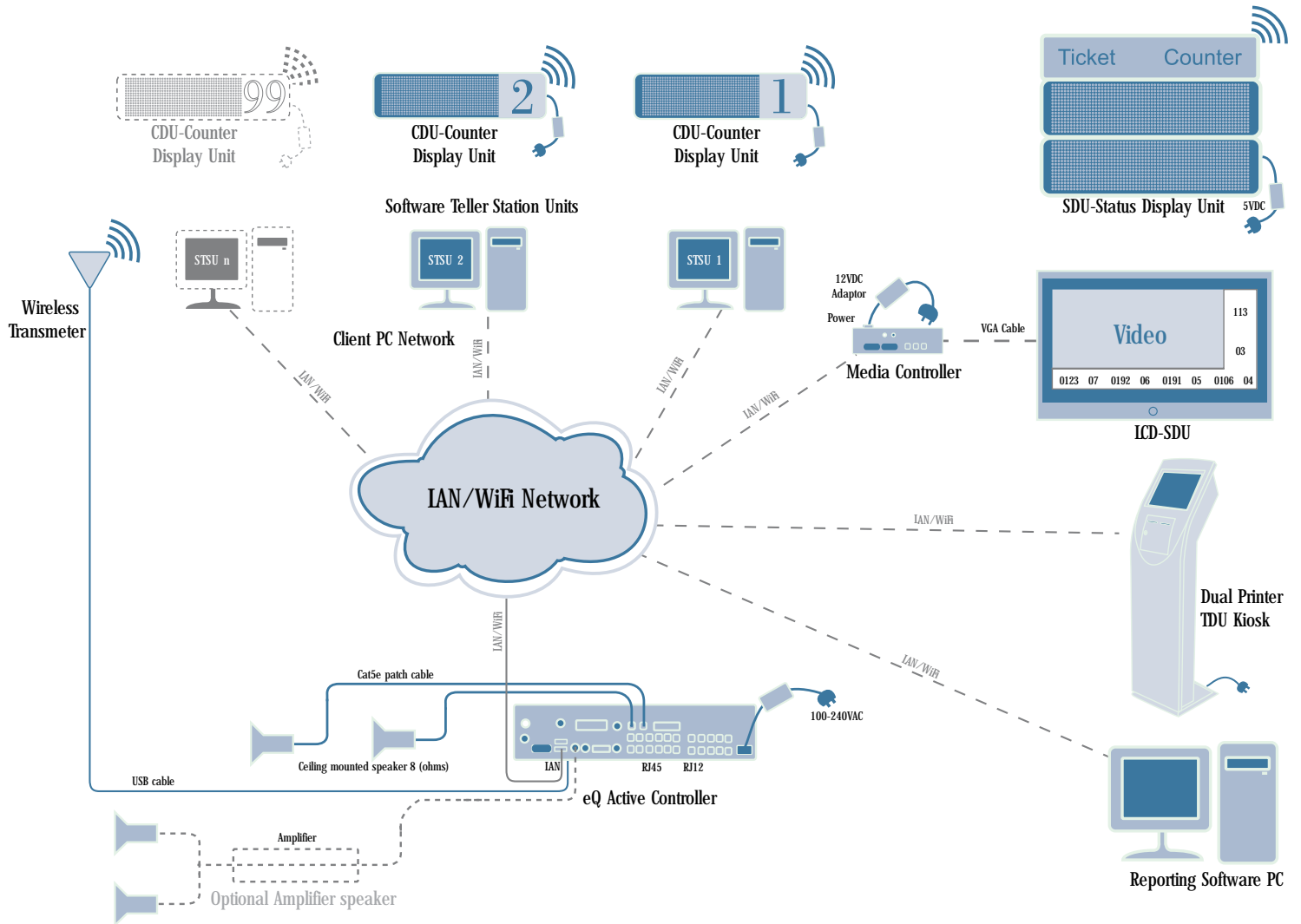


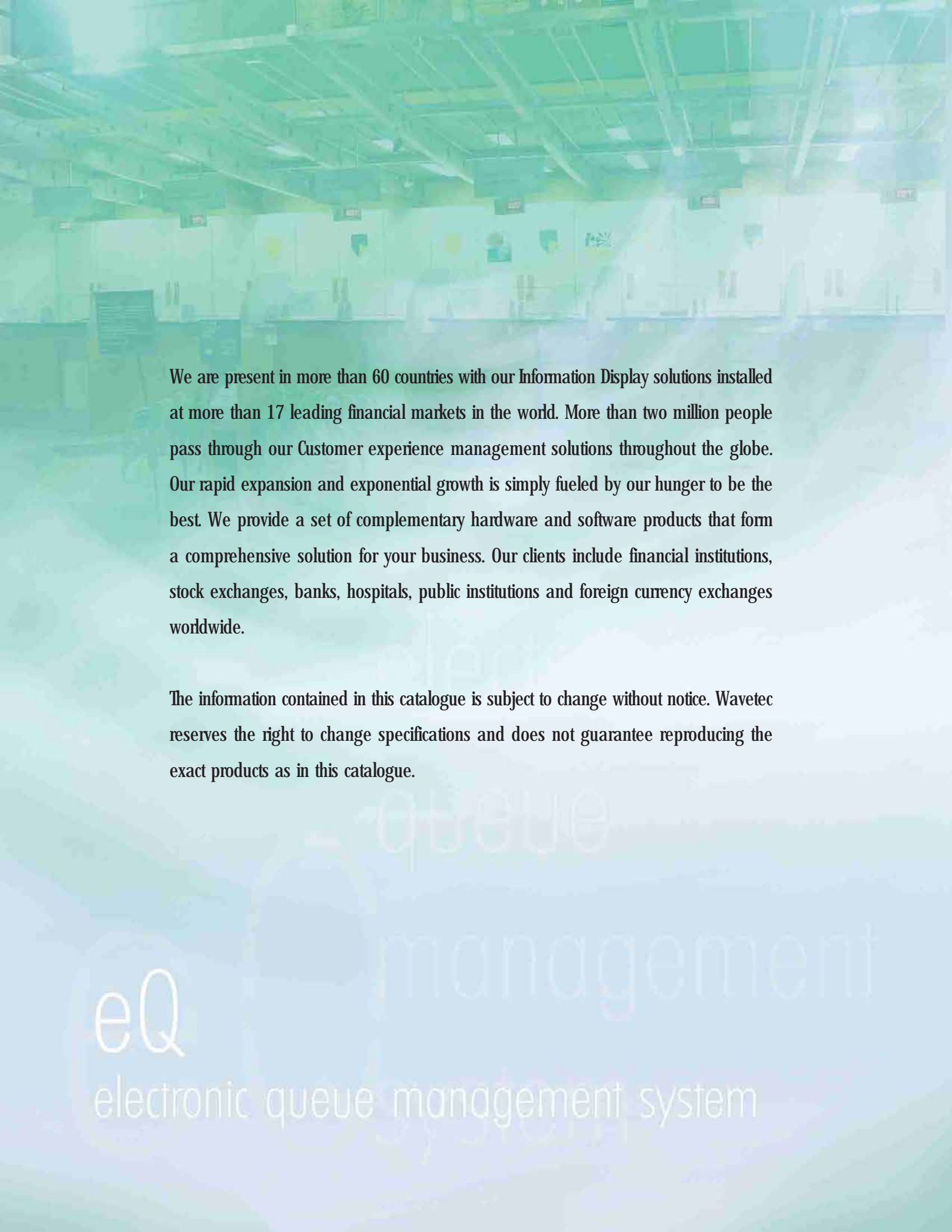
Web based Appointment

Pre-arrival Arrangements

With the help of our Advanced Web Bases Appointment Feature, customers can now book their appointments online before arriving at the branch. This helps the organization and the customers by reducing actual and perceived waiting time.

Wireless System Network Diagram





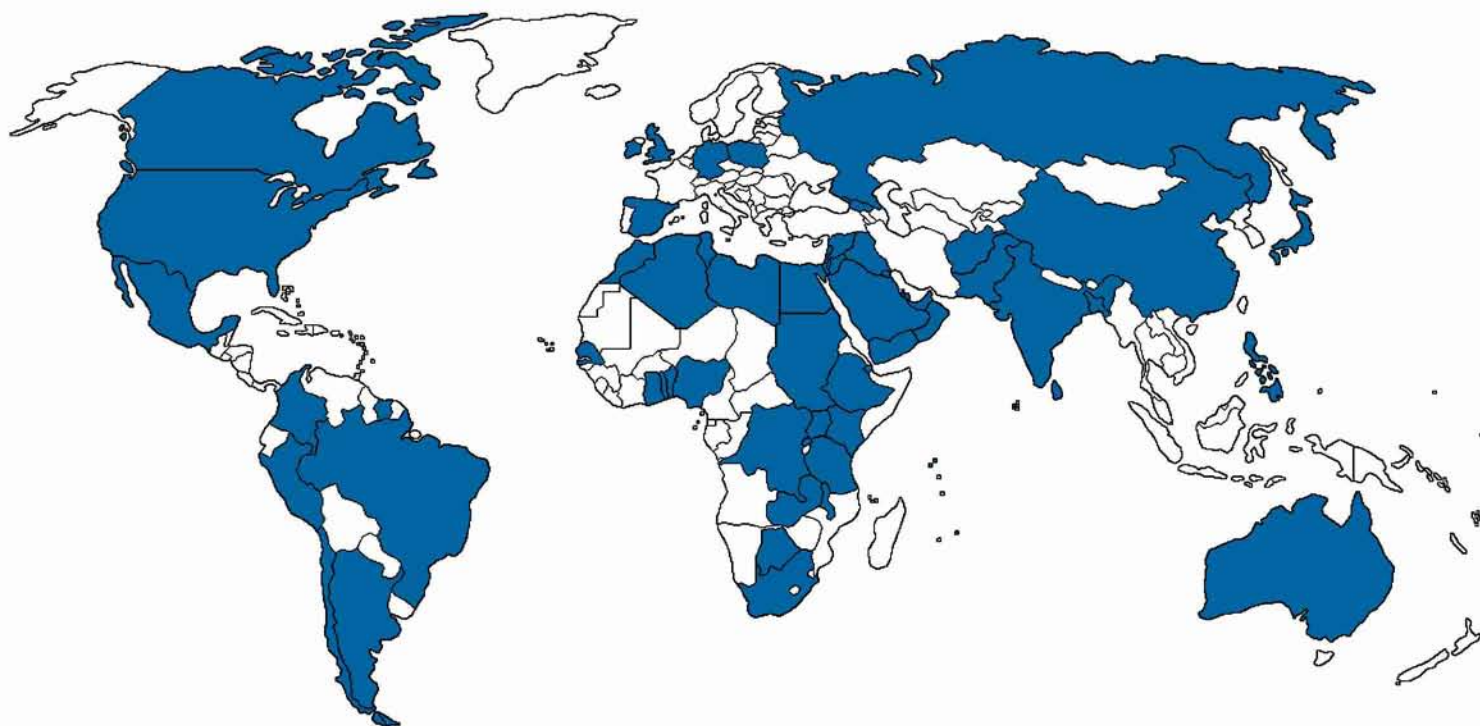
We are present in more than 60 countries with our Information Display solutions installed at more than 17 leading financial markets in the world. More than two million people pass through our Customer experience management solutions throughout the globe. Our rapid expansion and exponential growth is simply fueled by our hunger to be the best. We provide a set of complementary hardware and software products that form a comprehensive solution for your business. Our clients include financial institutions, stock exchanges, banks, hospitals, public institutions and foreign currency exchanges worldwide.

The information contained in this catalogue is subject to change without notice. Wavetec reserves the right to change specifications and does not guarantee reproducing the exact products as in this catalogue.

eQ

electronic queue management system

Wavetec Global Presence



Americas & Europe

Argentina
Canada
Chile
Germany
Ireland
Spain
United Kingdom
United States of America
Mexico
Columbia
Suriname
Russia
Georgia
Poland
Brazil

Australasia

Afghanistan
Australia
Bangladesh
China
India
Pakistan
Philippines
Srilanka
Japan

Middle East

Bahrain
Iraq
Jordan
Kuwait
Lebanon
Oman
Palestine
Qatar
Saudi Arabia
Syria
UAE
Yemen

North Africa

Algeria
Egypt
Libya
Morocco
Sudan
Tunisia

Rest of Africa

Ethiopia
Ghana
Kenya
Malawi
Mauritius
Nigeria
Rwanda
Senegal
Seychelles
Tanzania
Uganda
Djibouti
Democratic Republic of Congo
Benin
Togo

Southern Africa

Botswana
South Africa
South Sudan
Zambia

Wavetec FZCO (Head Office)

Light Industrial Unit # 9, Dubai Silicon Oasis,
P.O. Box 341133, Dubai, United Arab Emirates
Tel. +(971.4) 326.3193
Fax. +(971.4) 326.3192

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