



DIGI – CALL QUEING SYSTEM- HARDWARE AND SOFTWARE

Ticket printers :

The most fundamental function in a Q-Matic system is issuing a ticket to a customer. The ticket printer issues an alphanumeric ticket that can be customised to include a greeting, wait-time, advertising, and other important information in any language.

The ticket is issued based on the specific service that each customer desires. Customers can then wait comfortably in a lobby area until called.

Ticket printers with touch screens can be used as self-service devices to give the customers the best possible help to select between different categories of service.





Matrix displays :

Designed as a module system, the Matrix displays can be combined to form a number of different configurations in any environment. They are easy to install, and the cables are completely hidden.

Our displays can be programmed to display in any language, any font and in many different colors: red, green, blue or tri-color (red/green/amber).

You can also program both fixed and moving messages and the text can be moved in any direction.

Workstation terminal :

The workstation terminal (installed at each counter) is used to call the next customer by pressing the next button. The workstation terminal can display the ticket number called, the number of waiting customers, or the waiting time. It can also be used to transfer customers to other stations, select and prioritise categories of service, as well as transmit or receive messages from the supervisor or other stations.

Q-MATIC Web Terminal™ our Java based application for calling the next customer, takes the functionality of the workstation terminal and places it on-screen.



Voice interface :

Our current voice interface works with any Q-Matic system and allows for pre-recorded messages to call customers to the correct workstation.

It can be used to relay a pre-recorded message such as the name of the staff member who will help them or the documents they should have ready. It can be played back in different languages to different groups of people in bilingual areas. The message can be changed or edited whenever necessary and can be played wherever it is needed; at a kiosk or over a PA system.



Software :

Q-Matic provides a wide range of modular and integrated software products especially designed to optimize your organization's customer flow and related processes.

Modular and Configurable

Q-Matic provides a wide range of software products from core customer flow software like Q-WIN™ to MI solutions such as Q-MATIC Management Portal™ as well as media solutions such as Q-MATIC Monitor™.

Our product range is very modular and configurable in design. By combining and configuring different modules and applications we can provide the necessary scalability and flexibility for creating the most optimum Customer Flow solution for every situation, from small single sites to large internet-based enterprise solutions.

Management information

Using our customer flow solutions you can record essential milestone data along every step of your customer flow processes. Using this valuable information you can empower and inform decision makers providing them with live situation overviews, automatic alert functions on e.g. KPI's and SLA's values, statistical reporting and analyzing functionality for reducing waiting times and optimizing staff efficiency.

