

IDEA-Queue Professional

Queue Management System

Decrease customer wait times, improve your service efficiency, and increase your revenues with IDEA-QUEUE Professional queue management solutions. Our customer experience solutions are based on the Wave sphere Philosophy that aims to organize, engage & measure waiting and disconnected service areas and enhance customer experience at key touch points. Excessive queuing and waiting are among the leading causes of dissatisfaction in banks, retail stores, hospitals and government institutions. INovex Idea Solution is one of the greatest manufacturers and suppliers of queue management systems globally and possesses high experience of helping organizations improve their customer flow and manage queues with virtual and linear queuing solutions, queue displays, appointment bookings, queuing app, queue information, and sophisticated queue management software.



Queue Management System

INovex Idea Solution provides standard, and customizable queuing solutions to cater to diverse queuing problems faced by organizations. Choose from Enterprise, Basic or Mobile Queuing systems to manage crowds and queues at your service areas. Our powerful queue management software creates a seamless customer journey by providing different solutions ranging from Virtual and Linear queuing systems to appointment booking options and a more sophisticated method like mobile app. Our queuing solutions come with the capability to be integrated with digital signage solutions and customer feedback solutions to deliver holistic customer experiences. INovex Idea Solution has built its customer experience solutions for diverse industries, giving you the opportunity you need to adapt quickly, transform your service area and succeed.

Our queuing systems are designed taking into account various industry needs and practices. We offer both Single Line and Virtual Queuing systems allowing us to enhance the customer experience in any environment.

Enterprise Virtual Queue Management System

Turnkey solution to manage customer flow

A complete system that caters to diverse queuing needs from a basic queuing system to a sophisticated, multi branch, multi-region enterprise solutions. Our queue management system allows customers and visitors to enter a queue by taking a ticket via different channels such as Self Service Ticketing Kiosk, Web Ticketing, Mobile App and Online Appointment.

KEY FEATURES

- Predicts waiting times accurately
- Allows you to customize your settings
- Integrates with different platforms
- Predictive Analysis & Customer Journey Mapping
- Provides performance insights via reports and dashboards
- Enables you to engage waiting customers with digital signage
- Create your own solution-choose from fundamental and optional features

Linear Queuing System

Single Queue for a shorter wait

This ticketless, single line queuing system is a cost effective way to manage queues in the fairest and fastest way at retail and pharmacy check-outs. When there are electronic linear queues, customers are treated on a first come, first served basis, which feels quicker. As customers reach the front, they are called to the next available counter when the teller presses a button.

HOW IT WORKS



STEP 1

Customer enters the queue by taking ticket from the touch screen kiosk. The ticket issued is a unique number.



STEP 2

The customer waits in the waiting area to be served. While waiting the customer is aided with digital signage to view the queue status.



STEP 3

When the next available staff is free, the customer is called to be served. Customers are notified about their turn using status display units or LCD's.



STEP 4

Once customer is served, they can give instant feedback about the service and the staff member.



STEP 5

This step marks the end of the customer journey through a virtual queuing system.

KEY FEATURES

- Best for short transactions
- Easy to install and deploy
- than multiple queues
- Customers served on first come, first served basis

Mobile Queuing System

The Platform for Mobile Revolution

Take a step forward with INovex Idea queuing app, Mobile-queue. This take-a ticket solution eliminates crowded service areas and optimizes customer flow by allowing customers to join a queue before they arrive. Enable customers to choose their nearest branch, take a ticket with a simple mobile app, and join the queue when it's their turn.

KEY FEATURES

- Assign ticket numbers using a smart phone
- Provides directions to the nearest branch
- Book Online Appointments
- SMS / Text Message Notifications
- App shows alerts once your number is up!

Hardware & S/W components:

1. Ticket Dispensing Unit

Ticket Dispensing Unit (TDU) is a sleek, customer-centric industrial design touch screen ticket dispensing machine. It is equipped with the latest printing technology which allows faster and high quality printing.

Design details:

- Custom design stainless steel kiosk stand
- Windows O/S Table for printing application
- Token printer

Features:

- TDU comes with rich UI screens screen templates for easy personalization
- All services are categorized into item and sub item
- Customer click on desired item to collect token.
- Fast and high resolution ticket printing
- Comes with multilingual ticket and display interface
- Customizable tickets offer promotional and branding
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Or, Touch Screen Self Service Kiosk

The most advanced touch screen ticketing unit which enables you to take control of your queues. It comes in 17 inches all in one PC with 16.1M colors capacitive touch screen display.

Design details:

- Custom design stainless steel kiosk stand
- Windows O/S All in one Pc for printing application
- Token printer

Features:

- TDU comes with rich UI screens screen templates for easy personalization
- All services are categorized into item and sub item
- Customer click on desired item to collect token.
- Fast and high resolution ticket printing
- Comes with multilingual ticket and display interface Linked with reporting system for real-time reports
- 500GB built-in storage and 4GB RAM (External SD card supported)
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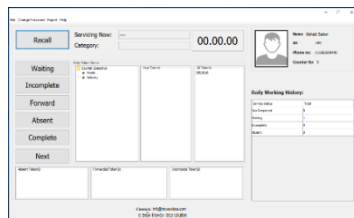


2. Customer Executive Application:

H/w varies client to client. Though our application is responsive and not depends on device size, user can use laptop, desktop or any other mobile devices (Tablet) for using this application.

Features:

- Device independent web application.
- Executive login into system and service customer by selecting from application queue list.
- Automatically assign priority based on first come first serve
- Auto select next token after completing any token service.



panel

- Every call and recall system call customer by audio voice.
- Absent token can call at suitable time.
- Forward token to another counter for better services.
- View real-time queue status and short reporting on side
- Monitoring service time.

3. Customer feedback Application

Customer needs and expectations are constantly evolving, and thus customer feedback is vital for customer centric businesses. Our feedback application is the key to extract data about customers' experiences and find out what they expect from you. This application is an advanced customer feedback system that serves to bridge the gap between you and your customer's perceived value of your service. Moreover, it also leverages you to use the feedback to master the customer service experience.





Measure customer satisfaction
in real time



Follow-up staff and branch
performance



Show Commitment to Service
Improvement



Take strategic decisions based
on dynamic reports

4. Token status Display

This is multimedia TV display. Size differs brunch to brunch. Common size of display is 32".

Features:

- TV display contain multimedia for customer entertainment.
- It's highly customizable and admin can set live TV/custom video/ any advertisement for display.
- Live News update with Digital clock
- The Display will show the token number and respective Counter
- One page will show maximum 5 no. of row, it will be customizable based on client requirement.
- More than 5 Counter will go to next display page
- Every 5 second display shown next 5 no of Token and respective counter if available.
- When executive call for new token, Display shown token immediately at next call.
- Every call and recall notify customer via audio sound. Like (Mobile Token 10 at counter 2)
- Customer can view queueing ticket on upcoming ticket panel.

INovex Idea Soution (Rampura Branch)				
	TOKEN NO	COUNTER		
	0008	03		
	0001	03		
	0002	03		
	0003	02		
	0004	03		
Upcoming Token	TOKEN NO	TOKEN NO	TOKEN NO	TOKEN NO
	0002	0001	0002	0003
2018-10-09 19:43:19	News Heading available here.....News Heading available here.....News Heading available here.....News Heading available here.....			

5. Reporting

Top performing companies worldwide use business intelligence reports to make timely and strategic decisions. Our business intelligence and reporting systems equip you to take real-time business decisions which help you enhance your service scape and customer experience. Our business intelligence algorithms coupled with real-time dashboards and interactive visualizations make decision making very easy.

We offer a web based reporting platform which allows you view and extract interactive reports and view real-time dashboards. This in-depth understanding of your customer and your service levels will equip you to outperform your competition in no time.

FEATURES

Our business intelligence and reporting portal is centrally configured which can be accessed from any location. This portal allows you to construct the queue management network based on your business requirements and delivers real-time information as well as reports which helps the manager to view and analyses the customer flow in each branch and assist the user in serving the customers in more efficient and orderly manner.

Performance Reports

To better gauge your branch and employee performance, our reporting system allows you to view key performing queue indicators which help you take key business decisions. Reports help managers visualize and analyze key data which illustrates information like key business trends and exceptions.

Interactive Dashboards

Our rich and interactive dashboards give you the most powerful tool-information which help you identify the business metrics. Dashboard include key deliverable like no. of tickets waiting in the branch, total counters, no. of active counter, average service time, average wait time and much more. The unique dashboard information and design features with captivating graphics allows you to take data driven decisions faster than ever before.

Service feedback Reports

Service feedback reports helps manger to identify key problem of business and employee performance and behavior. This report provide guideline how improve service quality and how to increase customer satisfaction.

Our reports and dashboards empower you with real-time queue information at the right time resulting in insightful business knowledge with the ability to anticipate changes and uncover new opportunities.



Queue Management Systems transforms businesses into high performing, customer oriented and driven organizations.

Our solutions provide various industries with intelligence tools which helps them understand their business and customer better. Our industry specific solutions are tailor made to help you better organize your service areas in making them more informed and efficient. We know what challenges your industry is facing and understand the importance of creating a remarkable customer experience.

See how our solutions are used in various industries.



AIRPORTS & AIRLINES

Our queue systems solutions are ideal for airports and airlines as real-time queue information helps reduce queue times, and enhance passenger experience.



BANKING

Our queue solutions and information displays are helping numerous banks globally which has resulted in higher customer satisfaction and increased revenue.



EDUCATION

Our solutions are now making student life more easy and accessible. Students now use information displays and self-service kiosks for appointments.



GOVERNMENT

Government and public offices are the mostly crowded with people. Our solutions are helping various government departments to better organize their service areas.



HEALTHCARE

Our patient flow systems and signage a solution provide management for hospitals and clinics and helps them improve their patient experience.



TELECOMMUNICATION

Telecom service centers are one of the most crowded areas. Our solutions are helping some of the top telecom providers in the world to manage increasing customer footfall.



RETAIL

Signage and queue solutions are widely used in retail environments. Our systems help retailers take their retail customer experience to the next level.