

Queue Management System

Enterprise Solution

Scalable, Reliable, Cost-effective

Multi-counters, Multi-service types

Multi-locations, Smart ticket kiosks

E-ticket, QR code, SMS, Statistic report

Queue status display, Digital signage

Web portal, User permission, Audit trail



Ticket	Counter	Ticket	Counter
A003	2	B017	3
B014	1		
A004	3		
C027	4		
A005	2		
B015	1		
D007	3		
B016	1		
C-28	4		

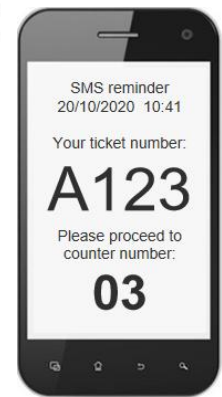
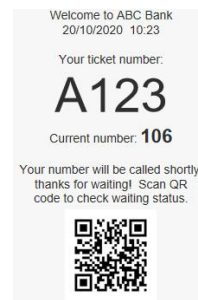
digital signage
videos & images

Current serving ticket number: **A123**

Serving time: 00:21:42

Next Recall Transfer Suspend

Start End Finish



KEY FEATURES

- **Counters & Service Types** - support user-definable service types and number of counters.
- **Locations & Kiosks** - support multiple shop locations and multiple kiosks in a shop.
- **Ticket Kiosk** - support thermal ticket, cloud e-ticket, SMS notification, IC/RFID/NFC card reader, scan QR code to check ticket status.
- **Queue Status Display** - display queue ticket status on display panel, support video/image digital signage playback on split-screen.
- **Flexible workflow** - assign different service types to different service counters.
- **Counter tablet** - mountable POE tablet for counter, custom-built template, call/recall/cancel ticket; transfer a ticket from one counter to another.
- **Voice Announcement** - connect to PA system, voice announcement in Cantonese, Mandarin and English language.
- **Digital Signage** - support additional display panels for digital signage purpose.
- **Central Database** - able to auto-transfer all shop data to central headquarters daily.
- **Report & Activity Log** - sort & filter data listing and activity log, output data to Excel.
- **Customisation** - provide user-interface and workflow customisation.
- **Network** - support closed network system.
- **Integration** - integrated with Digital Signage Management System.

HARDWARE

- Server: Windows 10/11 Pro, Windows Server 2019, SQL database, web server.
- Kiosk: Embedded IPC, touch monitor, thermal printer, QR code scanner, card reader.

E20220620

DCM Visitor Management System ~20 Years Experience~