

e~QMS . . . Ultimate Queue Provider

Electronic Queue Management System

The Electronic Queue Management System (EQMS) comprises of queue ticket dispensers, queue controller, multi-line Main display panel, Counter/room display panel and calling devices.

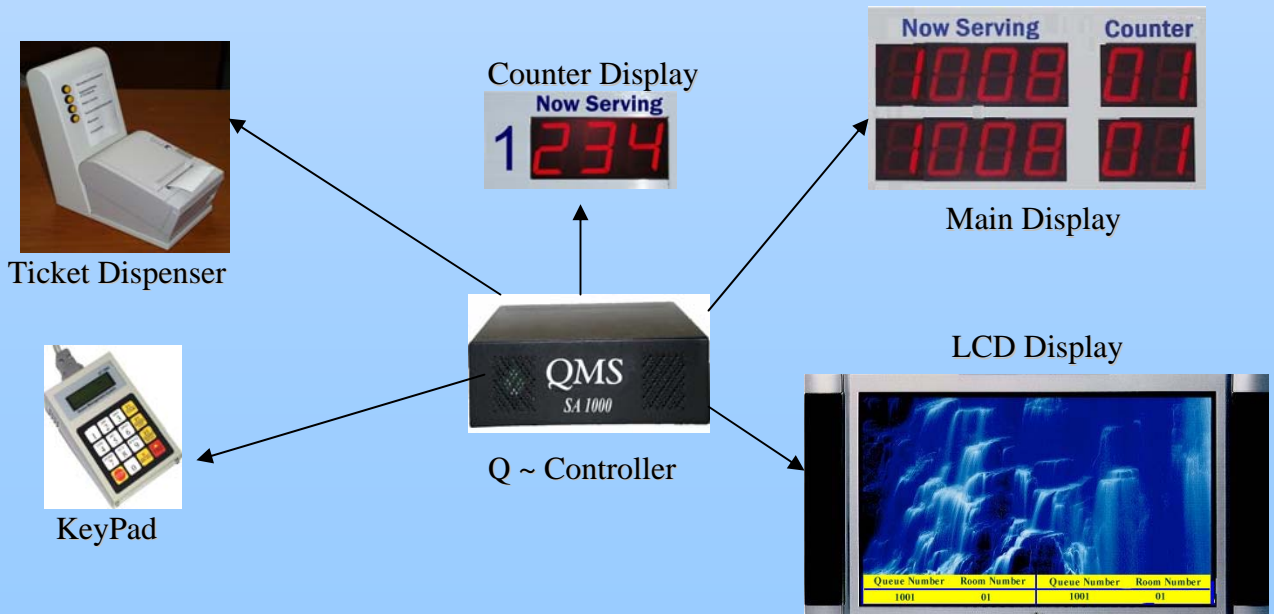
The entire system are linked to each other and is being controlled by the brain of the system – Queue Controller.



The modular design eQMS allows flexibility in system expansion. Should user decide to add additional line of display on main panel or add counter/room display, this can be done easily without the need to purchase and install new system.

The system also has the capability of networking that allows several system to link together should the future need arises. With this capability, the statistical information could be transmitted to any of the host by the touch of the button and view the operation status.

Basic e~QMS Configurations





Central Controller System

Controller is the brain of the entire queue system. It determines the number of counters the entire system should have, controls the queue flow, and is able to compute the statistics at the end of a work day.

Physical / Virtual Keypad

Caller Keypad allows operating staff to call for next running numbers in a queue. It also allows caller to store a missed number in its memory.



Ticket Dispenser (TD)

Starting with a printed number collected from the Ticket Dispenser, a queue is established. There can be more than one service in a single TD.



Counter Display

Counter Display can be customize using 7 segments or Dot Matrix LED according to customer's request. In some system, LCD or VFD can also be used as a Counter display



Main Display

Main Display is an essential in a queue system as it is needed for directing a calling number to its serving counter or room. In modern technology, such display can be replace with MultiMedia Panel like LCD or Plasma Panel



Statistics Reports

This report enable user to compute and compile a series of events up to 10 different formats

Waiting Time By Day Report

Area	Service Type	Queue Type	Display Type	Date From								
<ALL>	<CALL>	<CALL>	Tabular	01-Sep-1998								
Counter	User/Id	Appointment Type	Database	To								
<ALL>	<CALL>	<CALL>	QMS Live	27-Sep-1998								
		WT < 10 mins	WT 10-<30 mins	WT 30-<45 mins	WT 45-<60 mins	WT 60-<75 mins	WT >=75 mins	Min WT	Max WT	Avg WT	Total Queue Count	Total Queue Count (%)
01-Sep-1998	Tuesday	0	0	0	0	0	0	0	0	0.0	0	0.00%
02-Sep-1998	Wednesday	8	0	0	0	0	0	0	0	0.0	8	8.00%
03-Sep-1998	Thursday	0	0	0	0	0	0	0	0	0.0	0	0.00%
04-Sep-1998	Friday	3	0	0	0	0	0	0	0	0.0	3	3.00%
05-Sep-1998	Saturday	15	0	0	0	0	0	0	0	0.0	15	15.00%
07-Sep-1998	Monday	9	0	0	0	0	0	0	0	0.0	9	9.00%
08-Sep-1998	Tuesday	0	0	0	0	0	0	0	0	0.0	0	0.00%
09-Sep-1998	Wednesday	13	0	0	0	0	0	0	0	0.0	13	13.00%
10-Sep-1998	Thursday	7	0	0	0	0	0	0	0	0.0	7	7.00%
11-Sep-1998	Friday	0	0	0	0	0	0	0	0	0.0	0	0.00%
12-Sep-1998	Saturday	0	0	0	0	0	0	0	0	0.0	0	0.00%
14-Sep-1998	Monday	45	0	0	0	0	0	0	0	0.0	45	45.00%
15-Sep-1998	Tuesday	0	0	0	0	0	0	0	0	0.0	0	0.00%
17-Sep-1998	Thursday	0	0	0	0	0	0	0	0	0.0	0	0.00%
19-Sep-1998	Saturday	0	0	0	0	0	0	0	0	0.0	0	0.00%
23-Sep-1998	Wednesday	0	0	0	0	0	0	0	0	0.0	0	0.00%
27-Sep-1998	Sunday	0	0	0	0	0	0	0	0	0.0	0	0.00%

View By: Waiting Time Service Time Auto-Update

Buttons: Display, Print, Save Graph, Exit