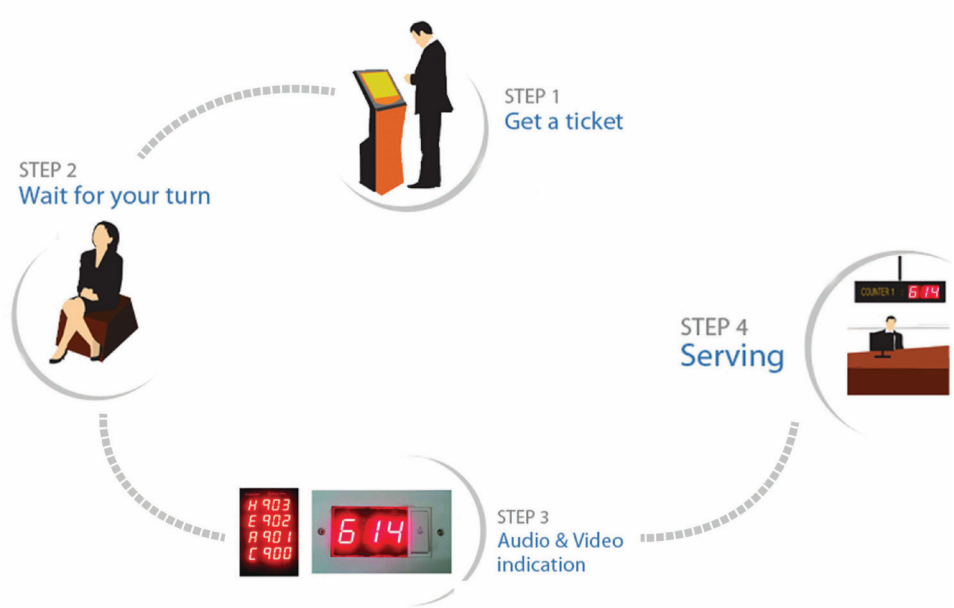




Inspired by
Our Clients
& Our People



SMART QUEUE MANAGEMENT SYSTEM

KAPSSM



KEEP MOVING

About SQMS

SQMS reduces real & apparent waiting time, speeds up service delivery, improves service quality & increases customer satisfaction.

For customers, SQMS offers freedom to move about in lobby, read advertising brochures or simply take a seat, while waiting for their turn to be served.

For employees we offer good working conditions - where they can be efficient yet relaxed without being intimidated by the queue of overlooking people awaiting service.

For manager, we offer Daily Efficiency Reports that allow him to optimize resource allocation, respond to staff workloads and provide better service to his customers.

Simple to use

The SQMS can be run as stand alone or in LAN AND WAN environments. It includes a database and can accommodate third party integration with other software applications and/or external database. All events are stored for later report retrieval or data evaluation.

The software is customized or tailor made by KAPS LTD

How it works

OPTION 1: (SMART QUEUE) - Paper Based

1. Client comes into the reception, our system issues a ticket; the ticket contains a number indicating the position of the client on the queue; all receptionist/doctors/users/people handling patients have a system that is tracking the number of people being served, each time the user finishes with a client the number increments and displays on a LED board indicating what number is to be served next and to what desk the person holding the number should go.
2. Each day the number starts again from One and increments as people build up at the reception.

OPTION 2: (QUEUE LESS SYSTEM) - Paper less

1. We provide client with touch pads at the reception; each visitor who comes in punches in their cell phone number on the touch pad; the Client receives an SMS showing them what number they are on the queue; the client does not have to sit around but can go around their business and will receive an SMS when they are about two people in-front of him on the queue asking them to get ready to be called.
2. A LED notice board will then call out the client when their time comes.

OPTION 3:

Combine option 1 and 2

Features

- Supports up to three service types and 16 serving counters. Can be configured according to the company requirements.
- Systemizes the daily work.
- "Daily Efficiency Reports" give the number of customers served by each counter and also the inventory of the customer arrival time and wait time to receive service.
- High quality thermal printer to dispense token numbers.
- Token ticket carries branch name, date and time of issue.
- Bright 7 segment units to displays client number and the serving Counter.
- 'Customer waiting' indication on each counter.