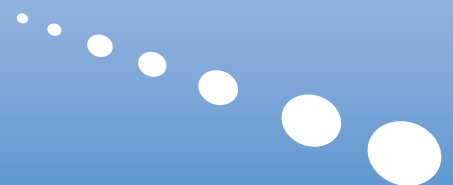


# INFOTRIX

Queuing Management System



*Happy customers  
improved performance*





## Enhance customer experience while maximising in branch performance

Traditional queue ticketing systems can ease some of the frustration customers experience when queuing for service. Infotrix Queuing Management Systems go so much further.

Infotrix uses friendly, multi-language touch-screen kiosks, clever software plus real-time links to counter staff and displays. Together, they deliver a better service to your customers while transforming staff productivity and improving levels of branch management control.

Available as a stand-alone solution, Infotrix Express Queuing Management can later be extended to enhance the whole customer visit experience.

That's why so many organisations as diverse as banks, hospitals, government offices and public utilities have invested in Infotrix.



## Banish customer frustration...

Banish long, tedious standing in line. Replace regimented, unfriendly queues with a comfortable, relaxing environment where customers may sit or wander freely while they wait. Keep your customers informed and cut the waiting time. No confusion where to wait and no wondering how long the wait.

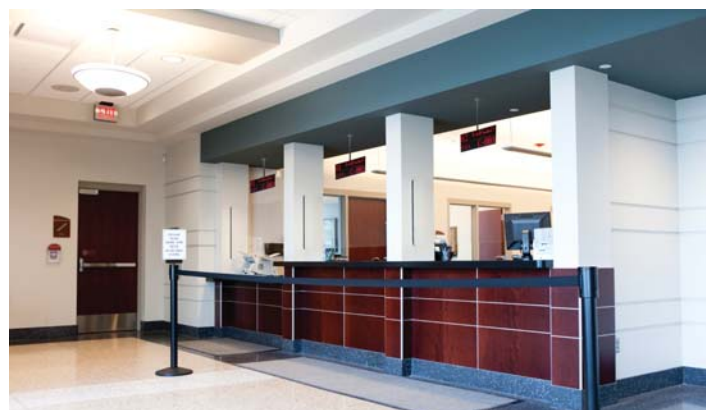
## And boost operational control

Counter staff are always kept informed and in control, using either a dedicated terminal or a PC. Their control panel includes customer calling, recalling in the event of a no-show, service statistics and a dashboard display of their own performance compared with organisational averages and targets.

Behind the scenes, branch management are always kept informed, with a real-time 'bird's eye view' of staff performance and queue statistics. Colour coding provides 'alerts' whenever service levels are threatened, right down to an individual customer waiting more than a defined maximum period. Managers can use the system to communicate directly with counter staff and other employees.

Bottom line, the system optimises current staff utilisation. Instant views of who-is-working-where. Details of time spent at the counter. The ability to manipulate queues, moving customers up or down the flow, with the option of prioritising particular customers. In other words, automation with the freedom for management to exercise their own judgement and to intervene.

And the benefits don't stop at an operational level. The system provides all the valuable statistics necessary for future resource planning.





## How it works

Smart multi-language touch-screen service kiosks, so much more suited to a customer focused company than push buttons, allow customers to select the services they require, the moment they step into the branch. And should they prefer to make an appointment, the kiosk guides them through the process.

Customers who require more than one service get a single ticket, reducing confusion, and optimising their time in-branch. Tickets can clearly explain where to go, how long the customer may have to wait, and their call number. Both kiosk and tickets can be branded, to reinforce the corporate image, as well as displaying relevant sales messages.

Electronic counter signage, either simple LED displays or LCDs with the capability to display eye-catching images, inform customers when they are about to be served. An audio facility also makes announcements without human intervention and the language used will automatically be selected based on the initial customer use of the kiosk.

The whole system, including what is displayed at the kiosks, what is printed on customer tickets, even the way counter staff use their terminals, can be easily customised by branch management and staff, always ensuring a perfect fit.

## Another step in customer visit management

At any time, the system can be upgraded to incorporate other elements in the Infotrix Visit Management solution, right up to Infotrix Enterprise Customer Visit Management.

### Additional modules include:

#### *Customer Identification (VIP Option):*

Enables you to provide a highly personalized service. Individual customers are identified at the kiosk using a card or reference number.

#### *Appointments:*

Let your customers book appointments through the web or SMS messages.

#### *Customer Feedback:*

Give customers the ability to provide valuable feedback about levels of service before they leave - while their experience is still hot.

#### *Digital Signage:*

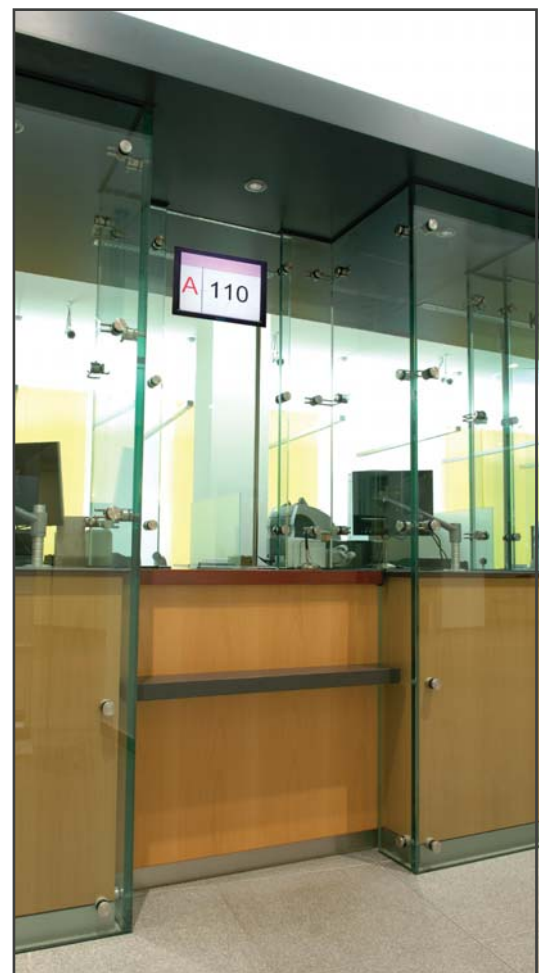
Promote your products and services using screens distributed in your branches that are centrally managed from the head office.

#### *Self Service:*

Provide services to your customers anytime anywhere through self service kiosks.

#### *Central Management:*

Get the full picture and dig down into the details. We provide an in-depth resource for evaluating business performance.



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