

SoftNet Queue Management System

QUEUE Software

SoftNet Queue Overview

Distributed queue management system offering simple techniques in customers queue and appointment handling.

Its starts with customer taking number or registration counter give queue ticket accordance to her/his appointment.

The number will be call and displays at Counter Display or Multimedia Display

V-Queue server links all consultation room through an Ethernet LAN or Internet WAN.

This provides central access to all queue status and data making possible the passing of customers from one department or clinic to another, in an orderly and easy manner.

SoftNet Queue Benefits

Centralized

Is and advanced computerized queue management system for any organization. It manages customer queues, provides real-time load management, and produces management reports.

All contributing to the smooth operation of modern healthcare establishments. It is more than just a queue management system or a collection of systems, featuring unique function not available in similar queue.

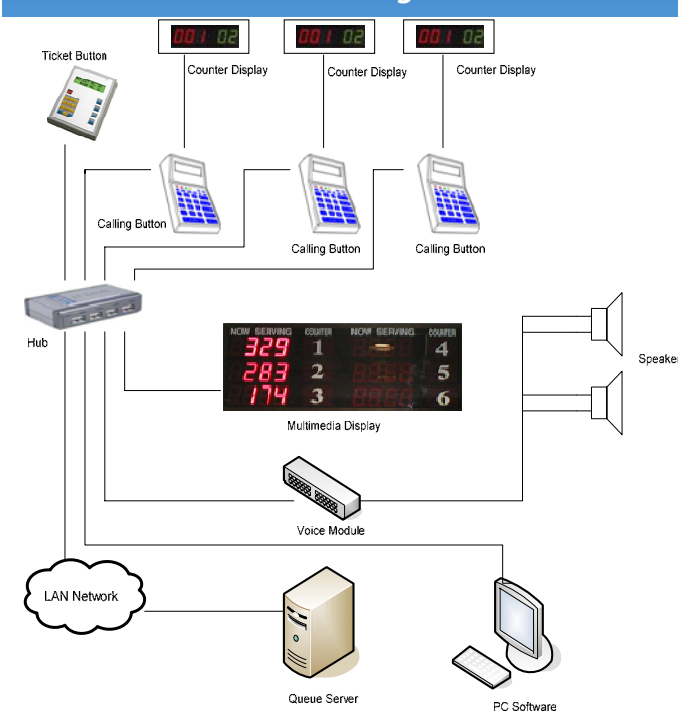
Distribution System with full integration

Truly integration system with a central server connected to various departments or units in a hospital or polyclinic. Real-time status of all departments is available centrally and overall (hospital-wide) queue data consolidated at the server viewing, reporting and analysis.

Web Technology

Web-based technology with straight forward real-time remote access to the system is not confined within the premises of the hospital anymore. Internet/intranet connection means world wide on line monitoring.

Network Diagram



ReportDate	Desc	Queue ...	Register Time	Room	User	Waiting Time	Serving Time
10/06/2004		2	10:11:33 AM			00:00:00	00:00:00
10/06/2004		3	3:01:02 PM			00:00:00	00:00:00
10/06/2004		502	10:11:37 AM	Counter4	iza	00:51:59	00:04:08
10/06/2004		503	11:05:20 AM	Counter4	iza	00:02:17	00:00:03
10/06/2004		504	3:01:12 PM	Counter4	iza	00:00:03	00:00:00
10/06/2004	MAX	502	10:11:37 AM	Counter4	iza	00:51:59	00:04:08
10/06/2004	MIN	503	11:05:20 AM	Counter4	iza	00:00:03	00:00:03
	AVERAGE					00:13:35	00:02:05
	TOTAL					00:54:20	00:04:11

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General Features

- * Comprehensive queue management functions
- * Multi-departments
- * Multimedia function
- * Web-based reporting and advertisement
- * Voice Customization
- * Low running cost with non-proprietary thermal paper that support multi-parts tickets
- * Queue functions: NEXT, CALL, TRANSFERS, STORE, RE-CALL, TERMINATE, STATUS, USER ID, PRIORITIES, MESSAGE, BUZZER, SUB FUNCTION CODES, ALERT
- * Optional features; Wireless features enable SMS capabilities, Flow Detector, Pre-call, Queue Tracking System, Inte-

Customization & Reporting

- * Provide real time queue transaction and control from server or multiple terminal within LAN
- * Security log in to prevent unauthorized access
- * Queue management for booking appointment and walk in customer
- * Upload and programmable time intervals from branch queue data to HQ
- * Ability to check customer queue status at any clinic or room
- * Able to use existing corporate network or Internet infrastructure
- * Embedded with SoftNet Messenger (SM) platform for each service counter online communication
- * Staff Performance analysis report for better personal planning
- * Easy upgrading for Multimedia main Display, Touch Screen and Software Base Calling Button
- * SMS features to allow customer checking queue status and obtain queue ticket (Optional)

System Requirements

- 1 **Server Specification:**
 - Pentium or compatible, 1Ghz or above
 - Windows XP or Better
 - RAM: 1GB
 - 120GB HDD
 - Ethernet Support (NIC)
 - Video : SVGA (1024 x 768)
- 2 **Calling Button**
 - Display : 16 character
 - Data Interface : RS485 / UTP
 - Display port
 - Keys: Numeric (0-9) & 32 function keys
- 3 **Counter Display**
 - 7 Segment LED, 4-Digit
 - Text Message
 - Chime : Integrated Electronic Type
- 4 **Multimedia Display**
 - 7 segment LED
 - Text/Multimedia Message
- 5 **Voice Module**
 - Continuous Variable Slope Data (CVSD) technique
 - Audio Amplifier: 2 channels 15W per channel
 - Data Interface: RS485 / UTP
- 6 **Queue Ticket**
 - Ports : RJ45 sockets
 - Reset Button
 - Input: 110 or 240 VAC selectable

Various Reporting

- ✓ Daily / Monthly Waiting Time Distribution
- ✓ Daily / Monthly Serving Time Distribution
- ✓ Daily / Monthly Analysis by Service
- ✓ Daily Analysis by Transaction
- ✓ Daily Queue Log
- ✓ Daily Ticket Log
- ✓ Daily User Performance by Teller
- ✓ Daily Teller Statistic by Service
- ✓ Daily Analysis by Counter
- ✓ Monthly Total
- ✓ Monthly Customer Served Distribution by Counter
- ✓ Monthly Serving Time Analysis by Service
- ✓ Monthly Customer Distribution by Service

