

Queue Management System

Contact: Tel: 0795282065 | Email: sales@adcentsmedia.co.ke

AGENDA

1

About QueueBee

2

Proposed Solution

3

System Features & Components

4

Other Features

5

Clients

Conclusion



DISCLAIMER

- Information is confidential and must not be shared or redistributed without permission from Adcents Media Limited. Content is based on best information available and may change in future

© Copyright Adcents Media Limited 2023. All rights reserved. The information contained in these materials is confidential and is provided for informational purposes only, and is provided AS IS without warranty of any kind, express or implied. Nothing contained in this presentation is intended to, nor shall have the effect of, creating any warranties or representations from Adcents Media Limited or its suppliers or licensors, or altering the terms and conditions of the applicable license agreement governing the use of Adcents Media Limited software & Hardware products.

About QueueBee – A solution for everyone

A solution provider of complete Queue Management System based in Malaysia. Has in-house R&D team, sales and marketing as well as support. QueueBee has more than 10 years experience, and system has been deployed to over hundred customers worldwide. System widely used by customers in Healthcare, Banking & Finance, Government, Telco, Education, Retail, Automotive & Transportation. QueueBee markets cut across Africa, Middle-East and South East Asia

For Management - Comprehensive dashboards and reports

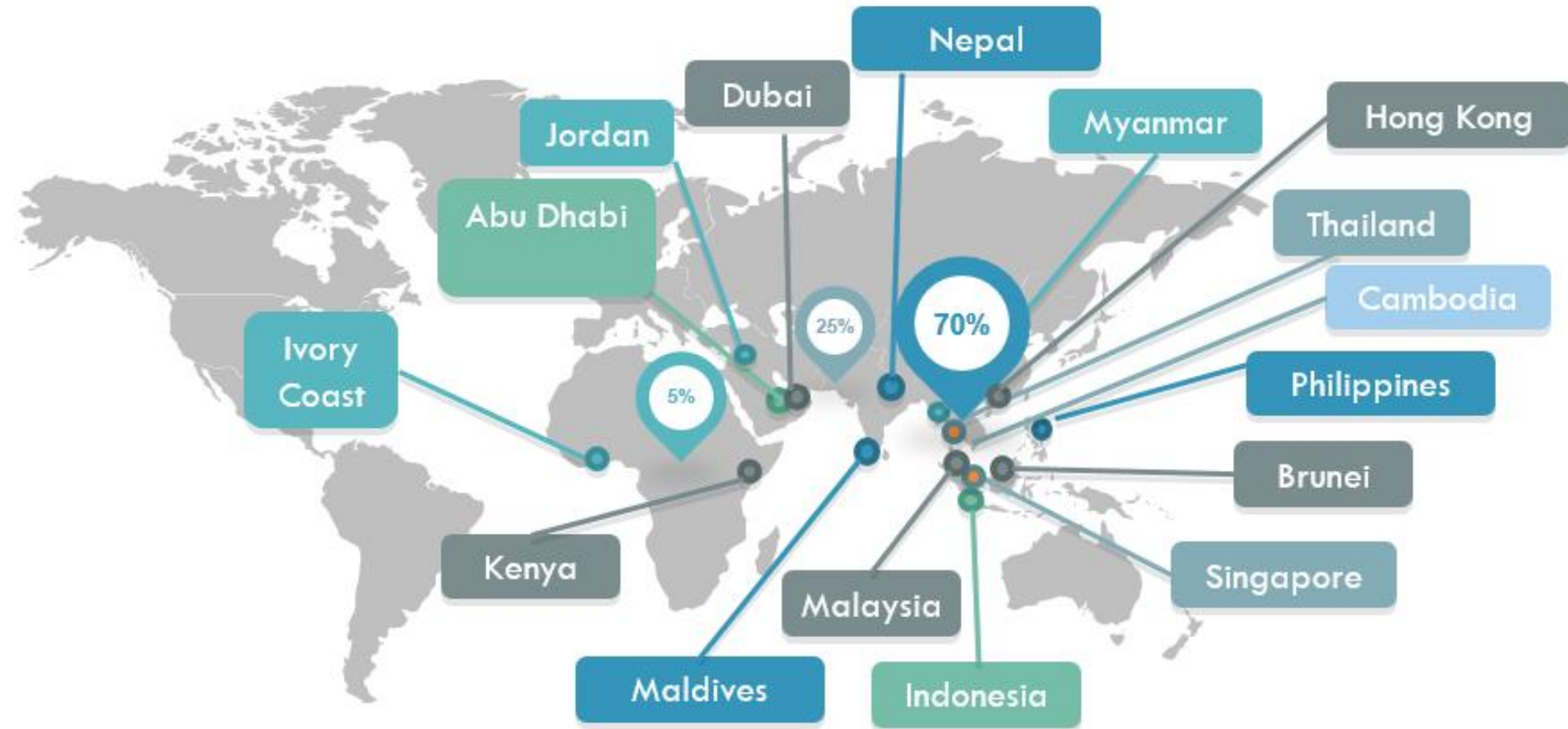
For Operator - Ease of operation & multi-functional terminal

For Customer - Greater experience & hassle-free virtual queueing from anywhere and at anytime



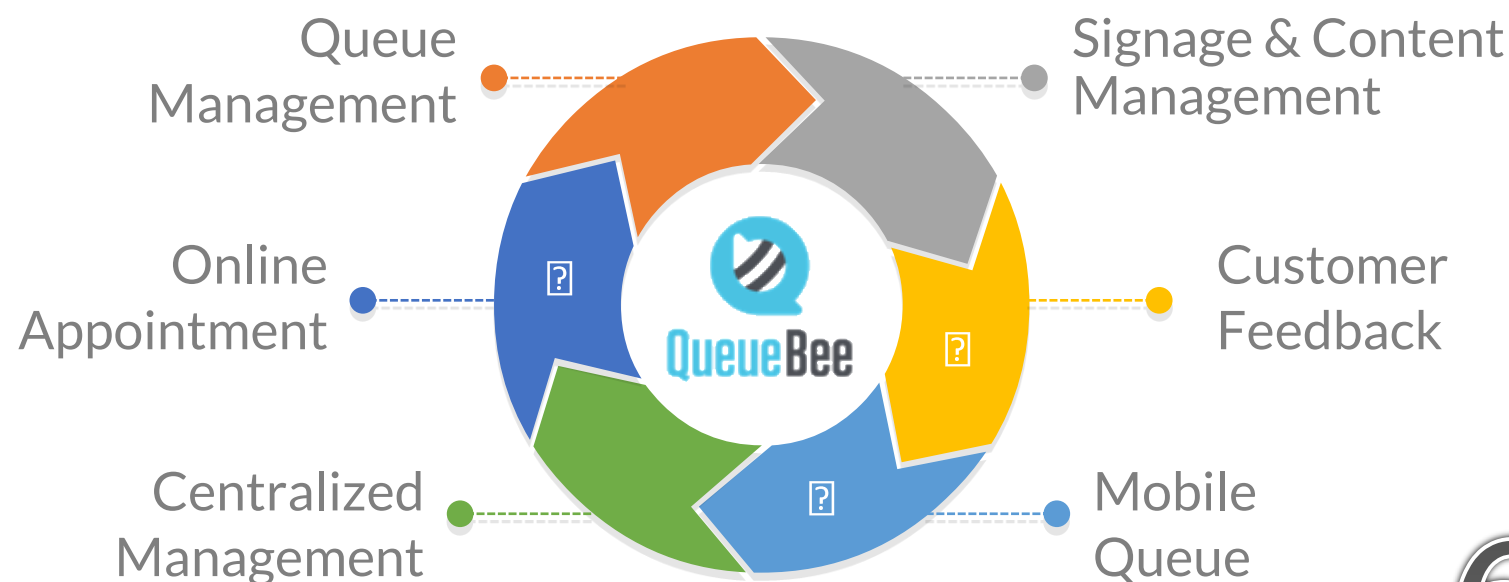
Queuebee develops and deploys software, hardware and business analytics solutions to deliver great customer journeys for customers and the staff serving them

QueueBee Markets

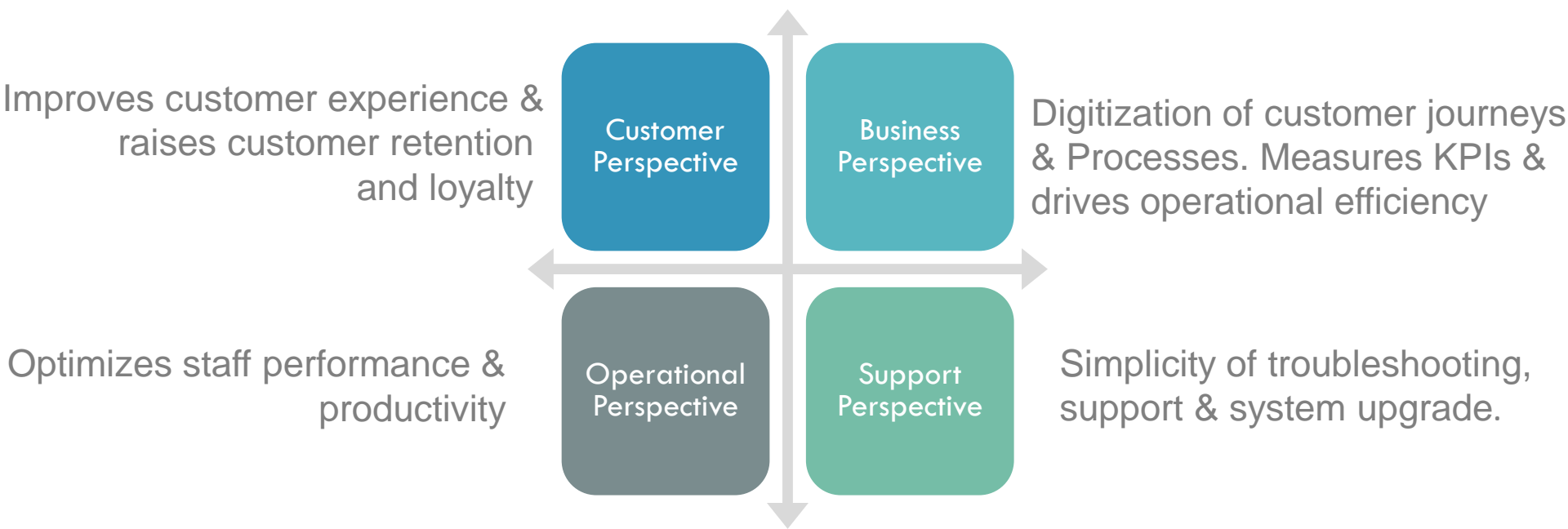


ABOUT QUEUEBEE

QUEUEBEE SOLUTIONS



QUEUEBEE SOLUTION OBJECTIVES



A Solution For Everyone...

AGENDA

1

About QueueBee

2

Proposed Solution

3

System Features & Components

4

Other Features

5

Clients

Conclusion



Conventional Customer Flow



VIP customer waited too long?

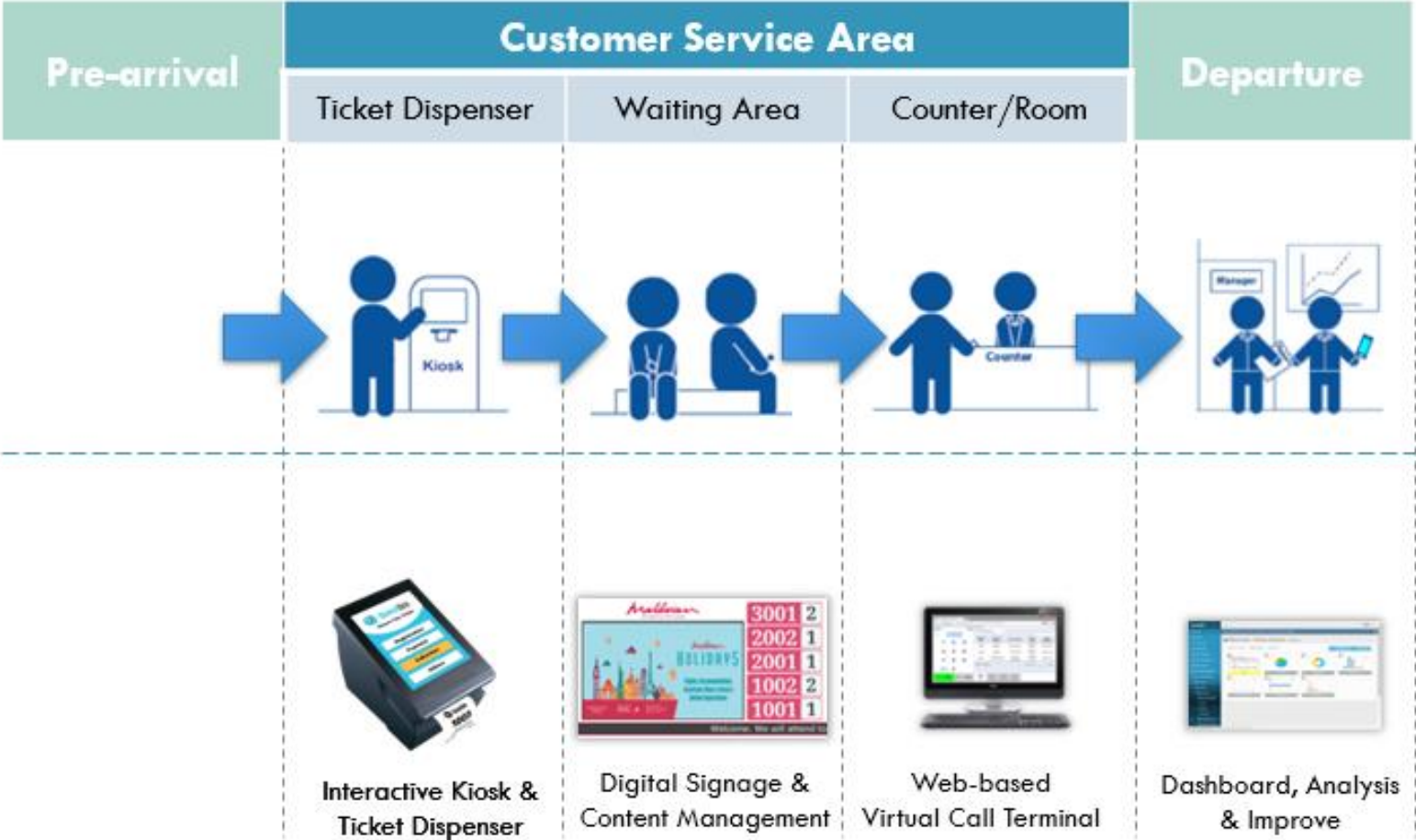
Are number of counters enough during lunch hour?

Who are the non-performing tellers?

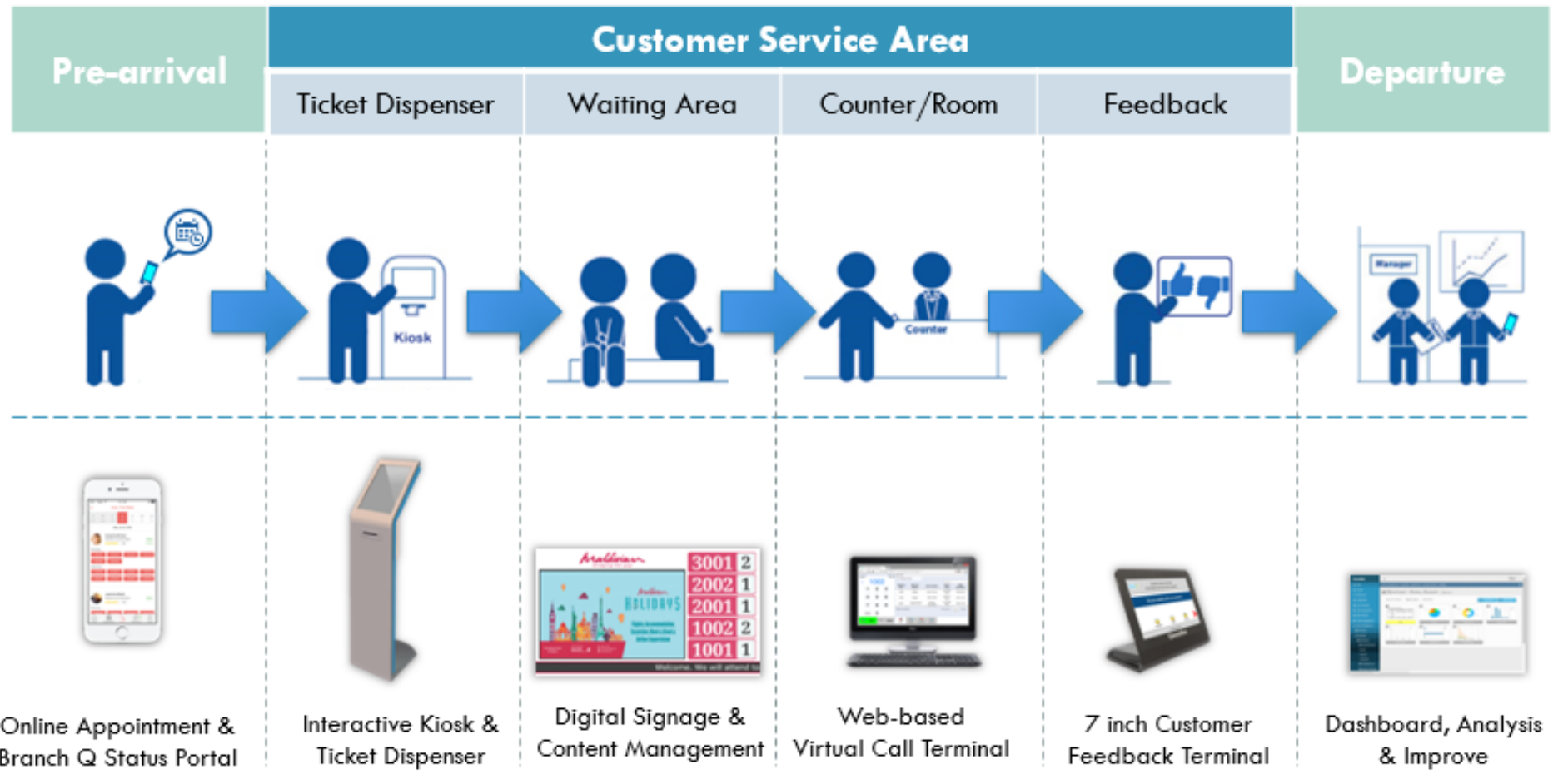
Is Customer satisfied with our services?

Management KPI is achieved?

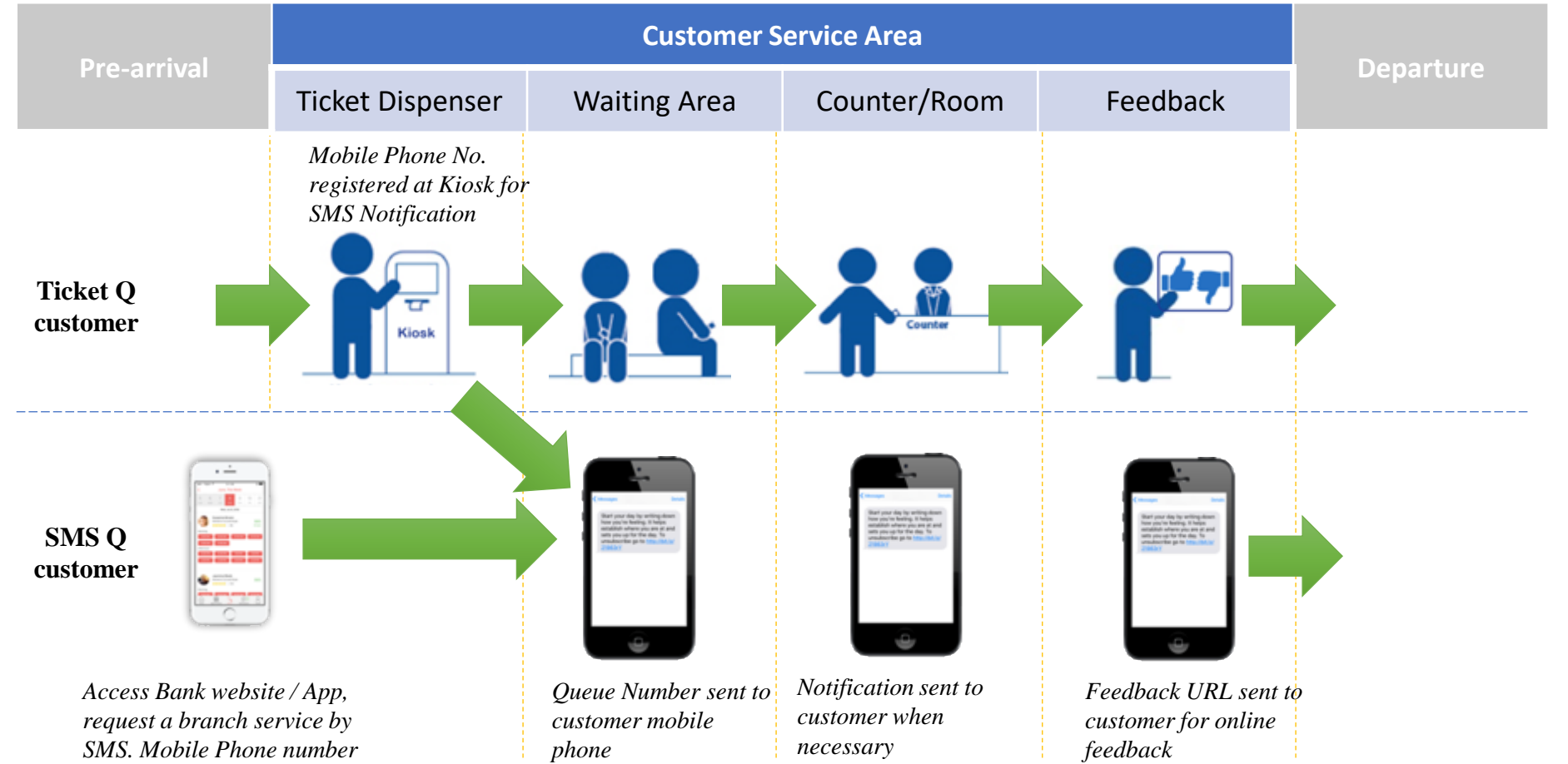
CUSTOMER JOURNEY
SIMPLE TICKET QUEUE



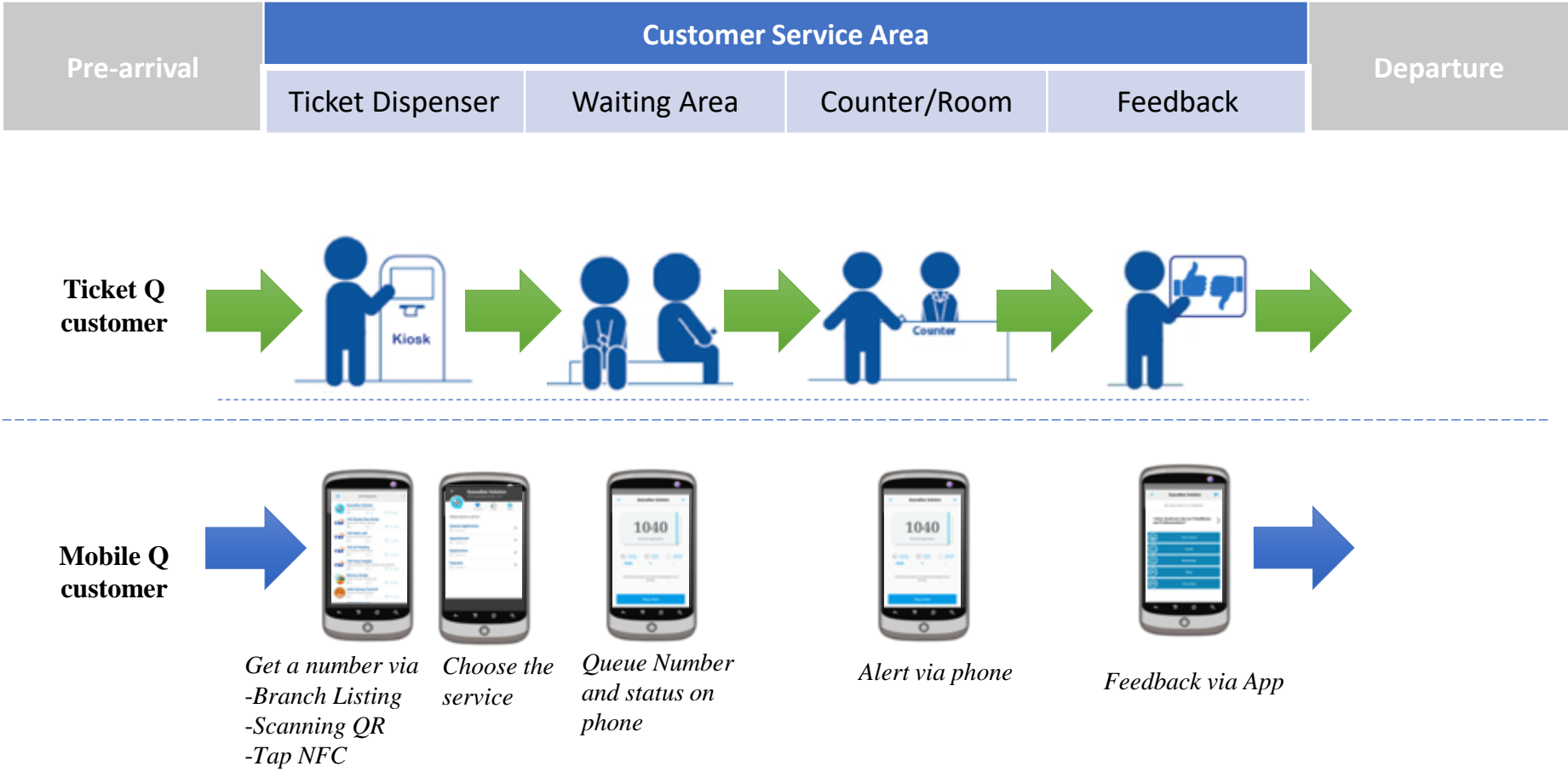
CUSTOMER JOURNEY
 IMPROVED TICKET QUEUE



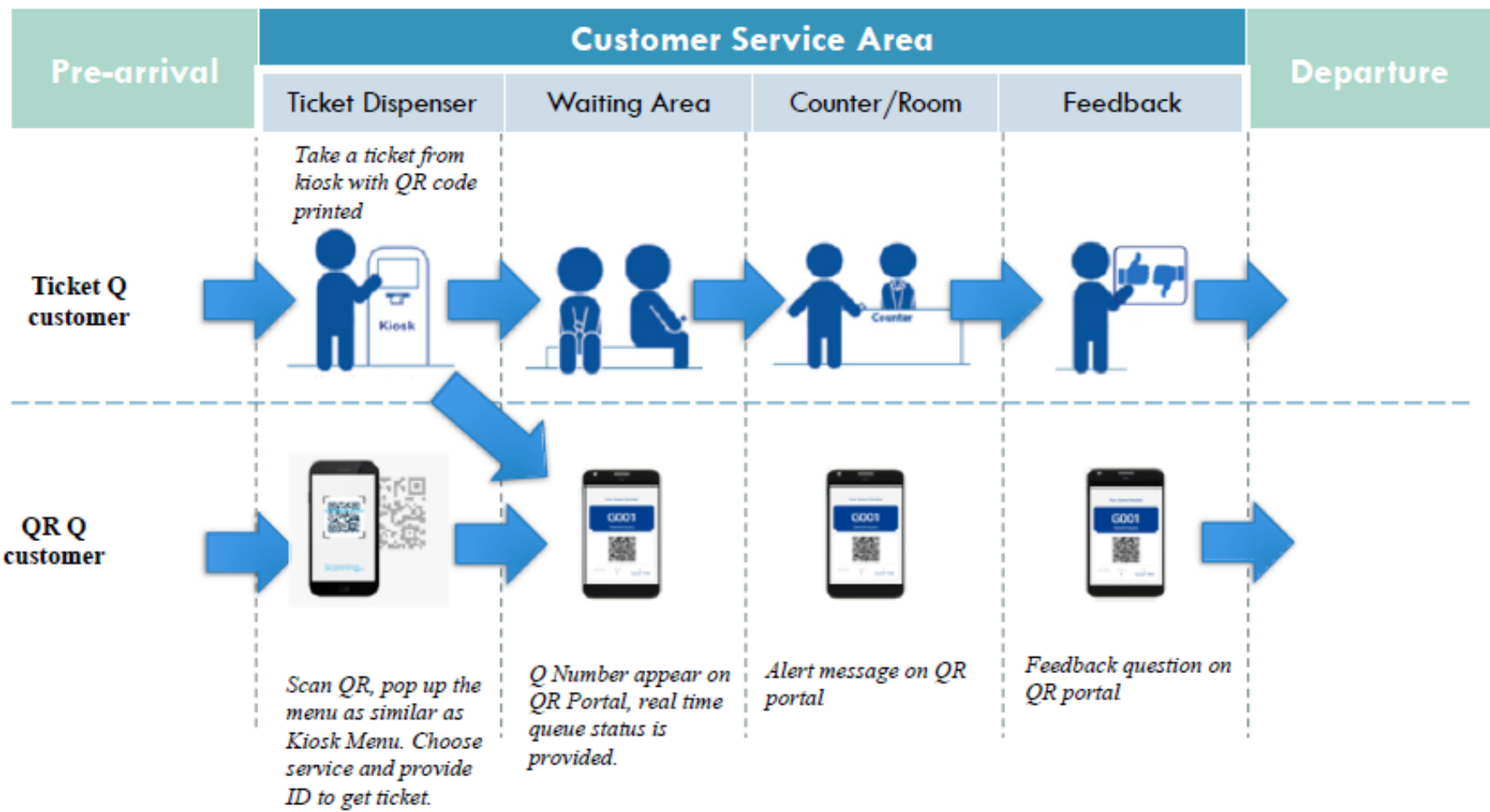
CUSTOMER JOURNEY
SMS QUEUE VS TICKET QUEUE



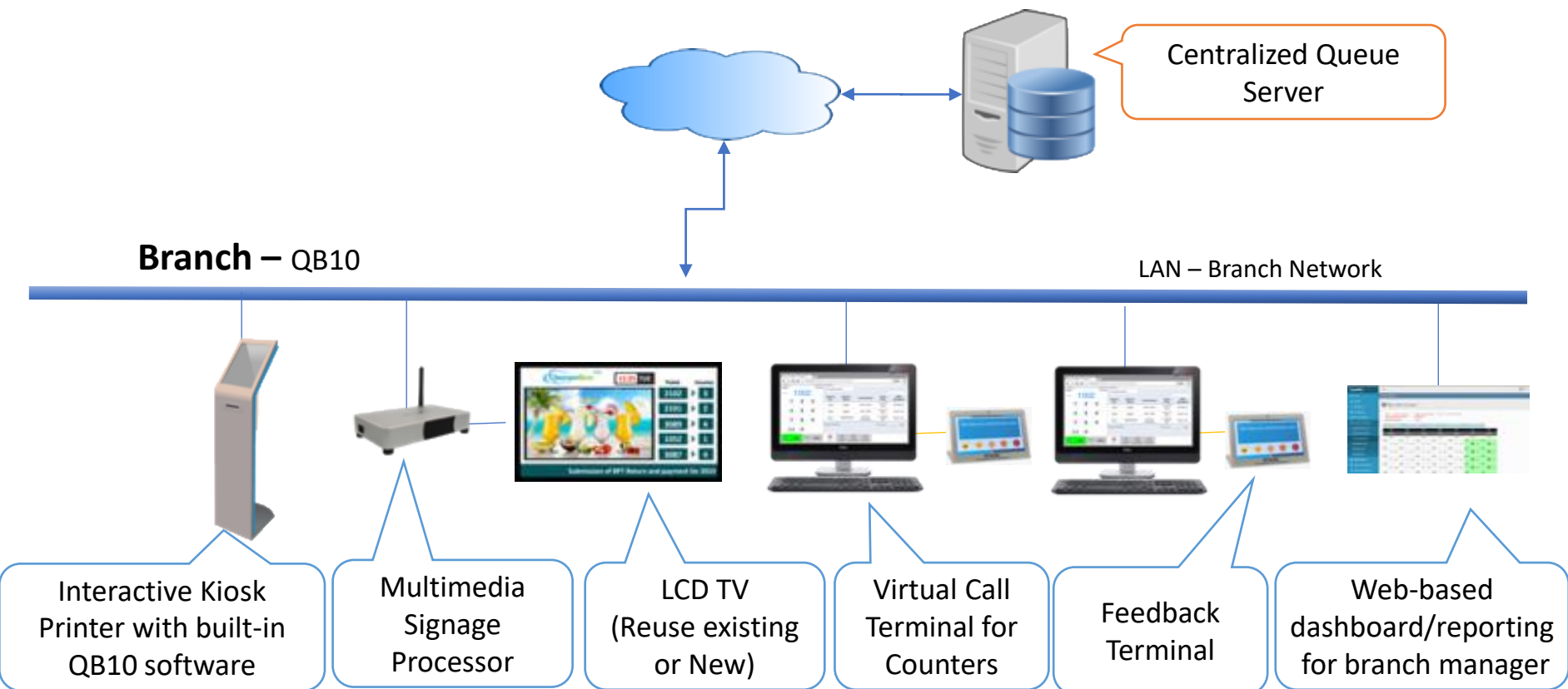
CUSTOMER JOURNEY
MOBILE QUEUE VS TICKET QUEUE



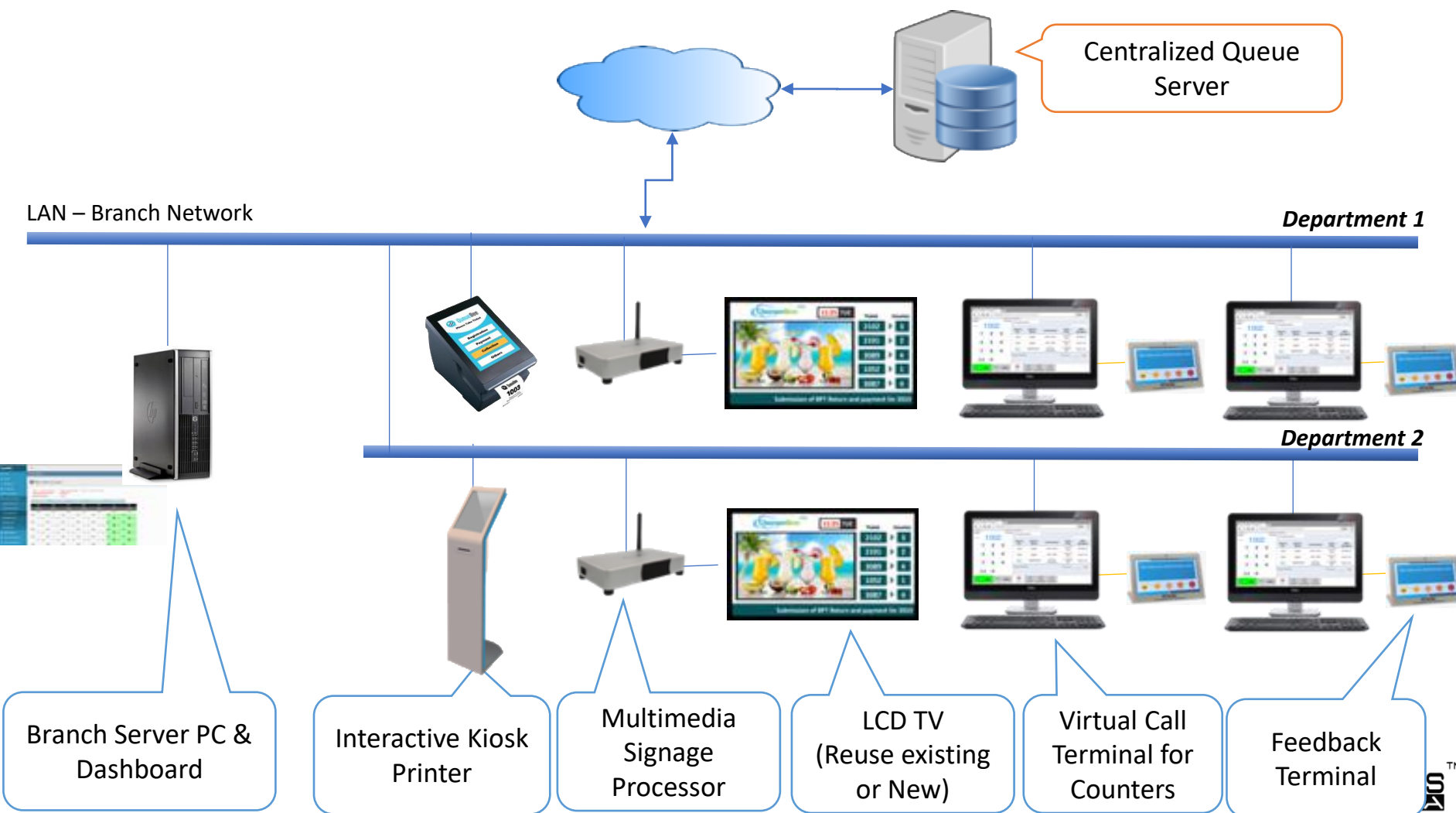
QR Portal Queue vs Ticket Queue



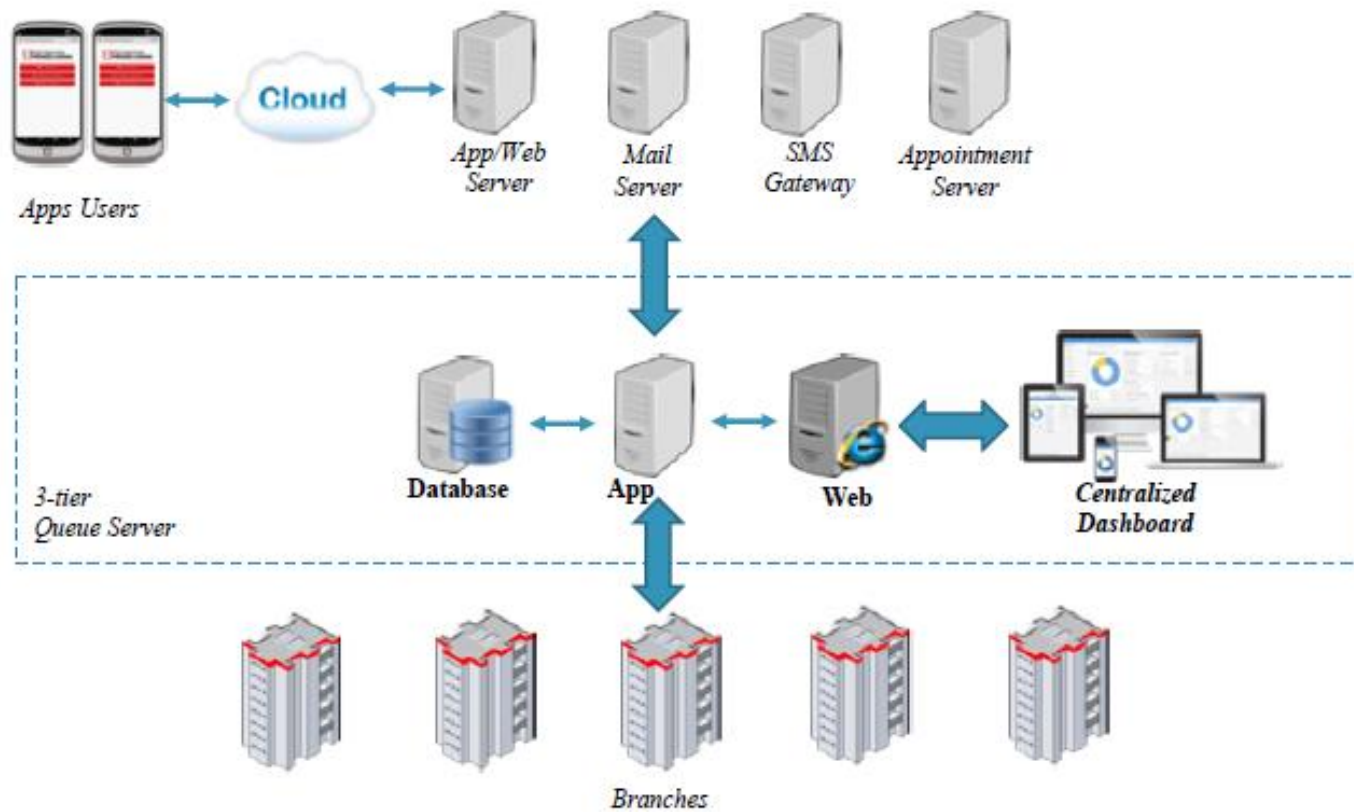
OVERALL BRANCH SETUP – QB10



OVERALL BRANCH SETUP – QB20



Overall System Architecture



AGENDA

1

About Adcents Media Ltd

2

About QueueBee

3

Proposed Solution

4

System Features & Components

5

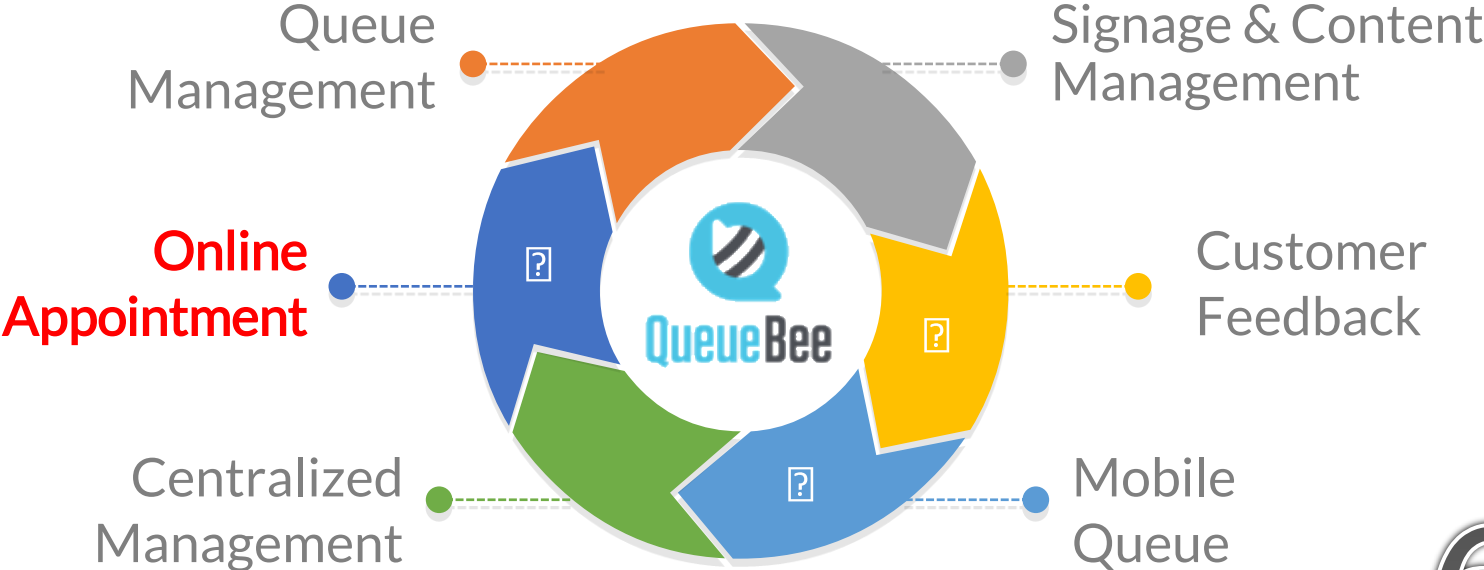
Other Features

Clients

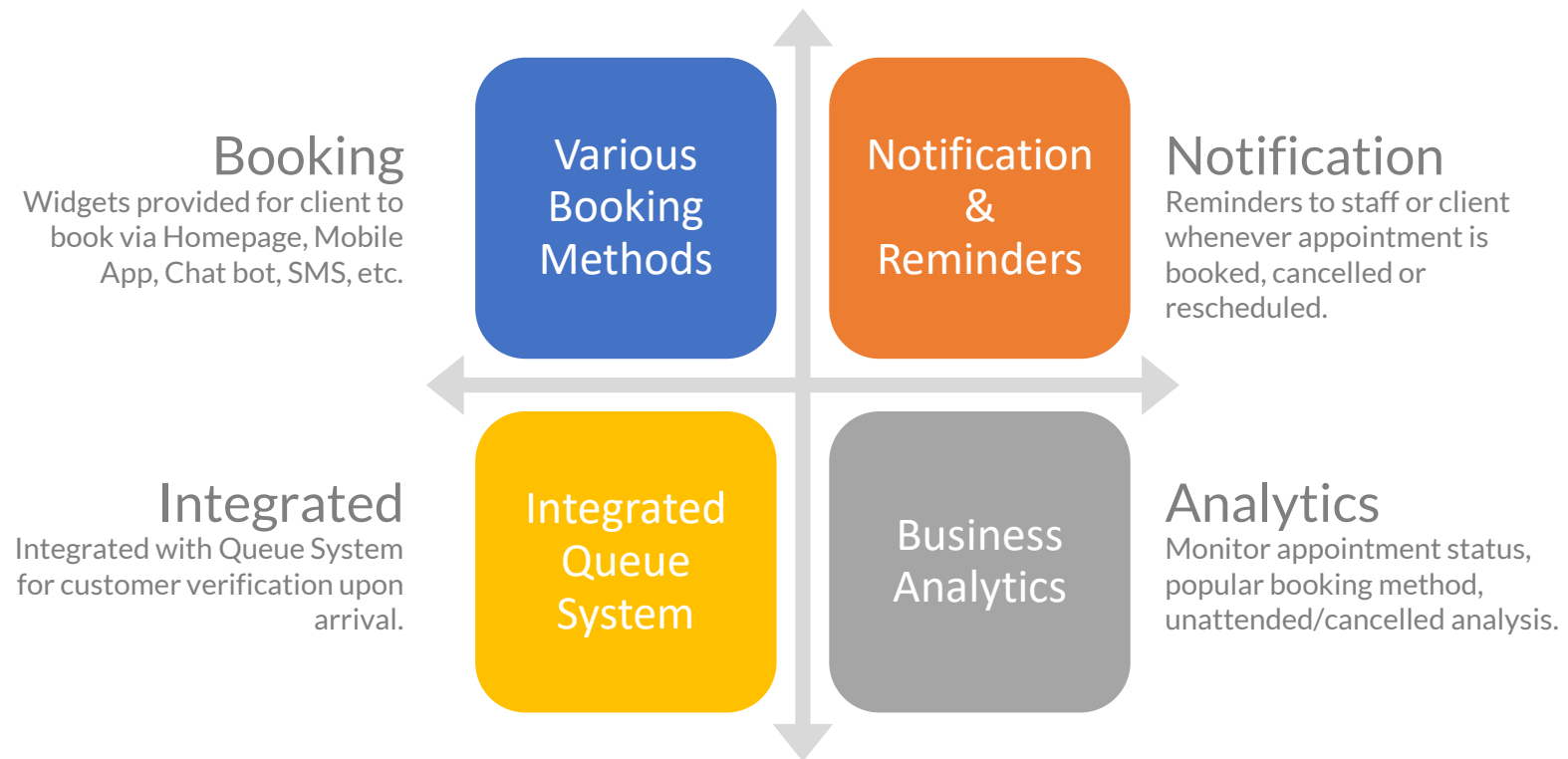
Conclusion



QUEUEBEE SOLUTIONS



ONLINE APPOINTMENT KEY FEATURES



ONLINE APPOINTMENT MAKING APPOINTMENT

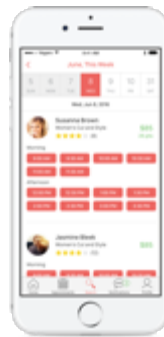
Method #1



Homepage / Website

Build in appointment widget at Homepage

Method #2



Mobile App

Booking via Customer Mobile App or QueueBee Mobile App

Method #3



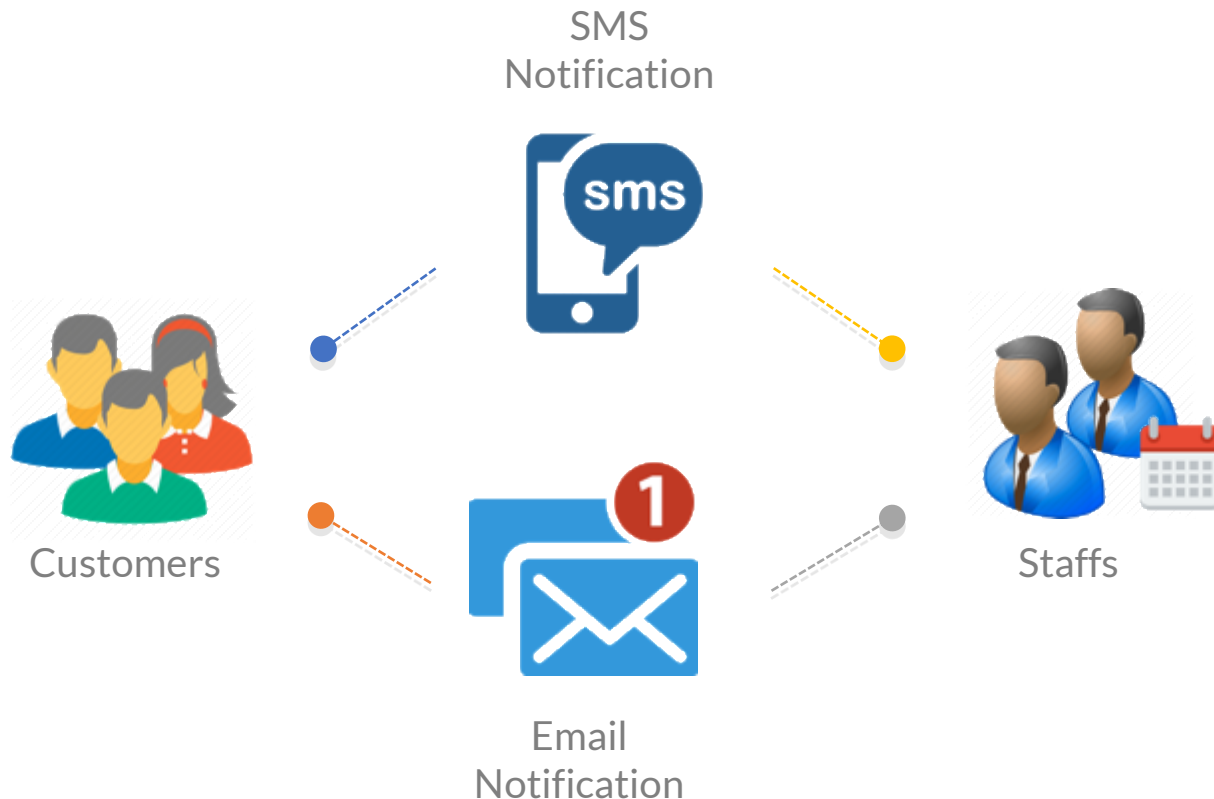
Call Center

Call Center making appointment on behalf of customer.



ONLINE APPOINTMENT EMAIL/SMS CONFIRMATION & REMINDER

Email & SMS notification is sent out, as confirmation and reminder to customer and respective staff (CSR). The appointment will auto-insert into CSR mailbox calendar as well. Customer is given a unique QR code as well.

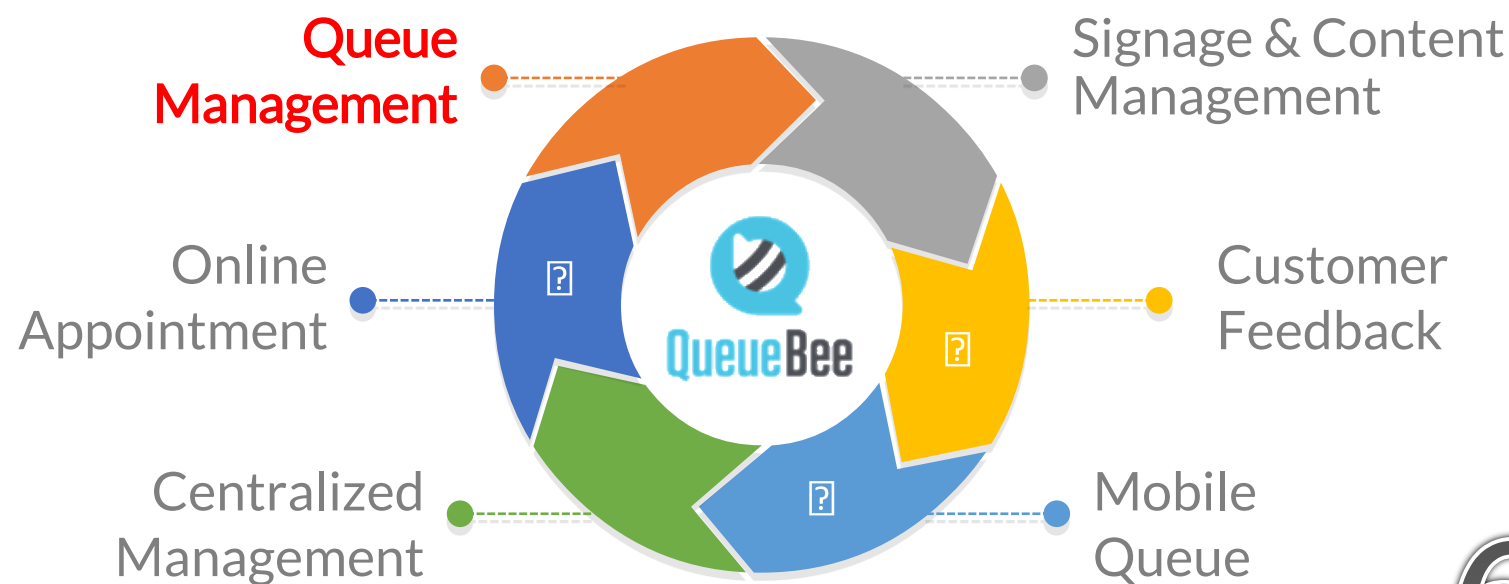


ONLINE APPOINTMENT QUEUE SYSTEM INTEGRATION



- 1) Appointment Customer approaches branch Queuing Kiosk, to enter their unique booking ID, or member ID, or scan QR as to confirm their arrival.
- 2) An appointment queue number is given, however system will determine their priority level, according to customer type (VIP/non VIP) and their arrival is On Time or Not On Time.
- 3) Customer will be attended by any CSR or preferable CSR or pre-assigned CSR. CSR able to retrieve all the data that customer pre-entered when making appointment.

QUEUEBEE SOLUTIONS



QUEUE MANAGEMENT 8 / 10 / 17 INCH TICKET KIOSK

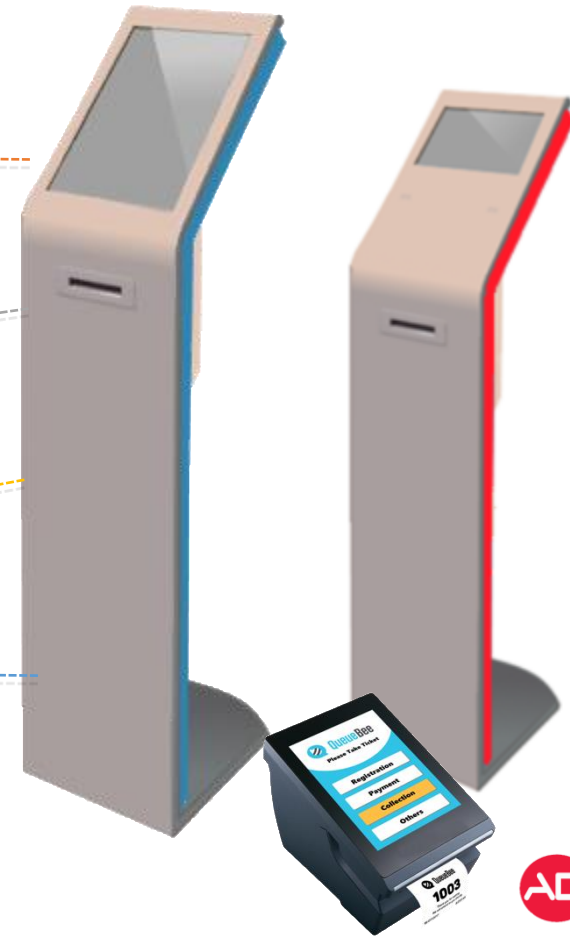
Elegant & Slim Design.

Build in robust Embedded board with embedded OS

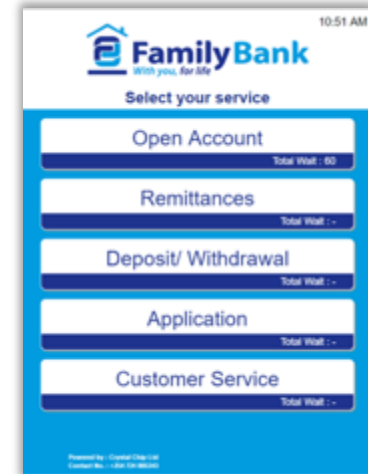
Customization Design, UI, Buttons, Categories & Pages

80mm thermal ticket printer, optional for Smart/Magnetic card reader & QR/barcode scanner & camera.

Recognize & Prioritize VIP customer by capturing VIP card, VIP unique ID or QR Code.



QUEUE MANAGEMENT SAMPLE KIOSK UI DESIGNS



QUEUE MANAGEMENT

WEB-BASED VIRTUAL CALL TERMINAL FOR TELLER

Advance VCT

Counter 4
OPS : 00:01:52
Wait : 0

Attending **3052**

WaitTm : 00:00:19
ServeTm : 00:01:26 (KPI: 00:30:00)
ID :
Name :

All Waiting Number

Queue No..	Service Name	Information	Issue Time	Wait Duration
3053	Service 3		12:23:55 PM	00:01:43
3054	Service 3		12:23:55 PM	00:01:42
3055	Service 3		12:24:15 PM	00:01:22
3056	Service 3		12:24:16 PM	00:01:22
3057	Service 3		12:24:16 PM	00:01:21
3058	Service 3		12:24:17 PM	00:01:21

Total 6 entries

Unattended Recall Silent Call Transfer Logout

Monitoring Configuration

Editable
Customer/Transaction Info,
such as User Name, Contacts

Monitoring List, Transaction
List, Waiting List,
Appointment List, etc.

Configurable Navigation Buttons such
as Transfer, Call, Recall Store, Help,
Auto-Call, etc.

Navigation Menu for various
function such as Monitoring,
Configuration, Update.

Basic VCT

Customer Service 1
00:01:04
Wait: 2:00:00

4568

1 2 3
4 5 6
7 8 9
A-Z 0

CALL

ABC Alphabet

Calling Queue, User
Name, Operating Time,
Alert Notification.

COUNTER DISPLAY SCREENS

These are mounted at every customer service station or counter. They are used to direct customers to the right service counter by displaying called ticket number and the service and/or counter number.

Has LED light bars on each side that turn red when counter is closed and green when counter is open.

Sizes are: 10inch/14inch/16inch



QB-CD10

QB-CD14

QB-CD16

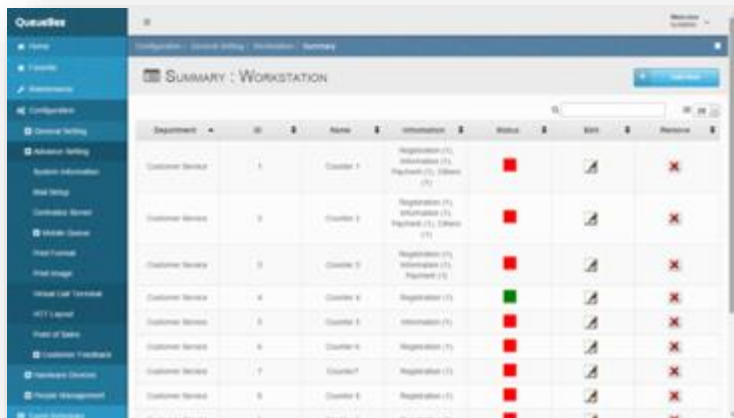


QUEUE MANAGEMENT WEB-BASED ADMINISTRATIVE DASHBOARD

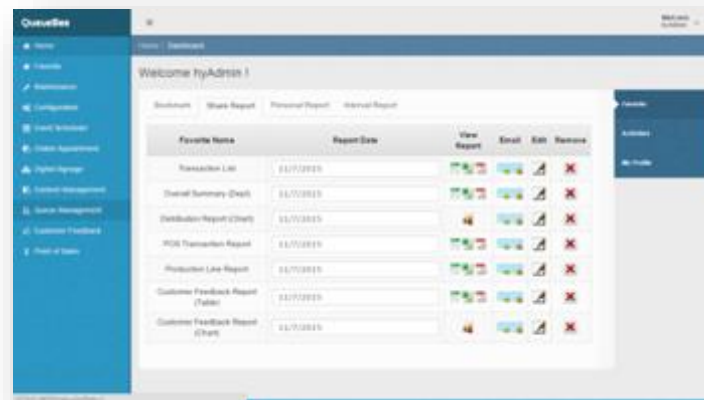


- Fully Web-based, all-in-one dashboard
- Accessible via web browser from PC, PAD, Mobile Devices
- Authentication required & Protected Access
- Easy & Friendly User Interface
- Real Time Monitoring
- Comprehensive Reporting
- Drag & Drop Content Management

QUEUE MANAGEMENT SYSTEM SETUP & CONFIGURATION



Device Summary & Status



Favorite link for quick access

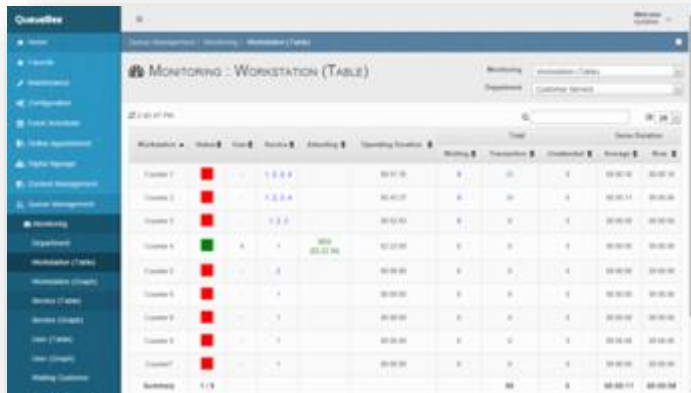


Preview & Configurable CMS



Adding, Edit, Remove Component

QUEUE MANAGEMENT MONITORING & REPORTING



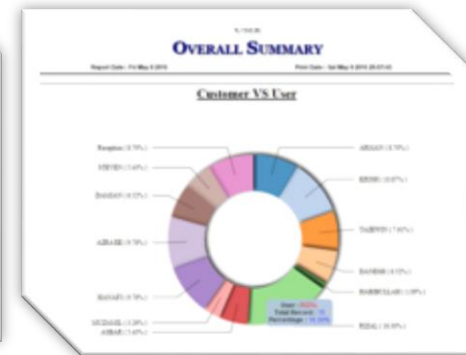
Monitoring in Table



Comprehensive Reporting

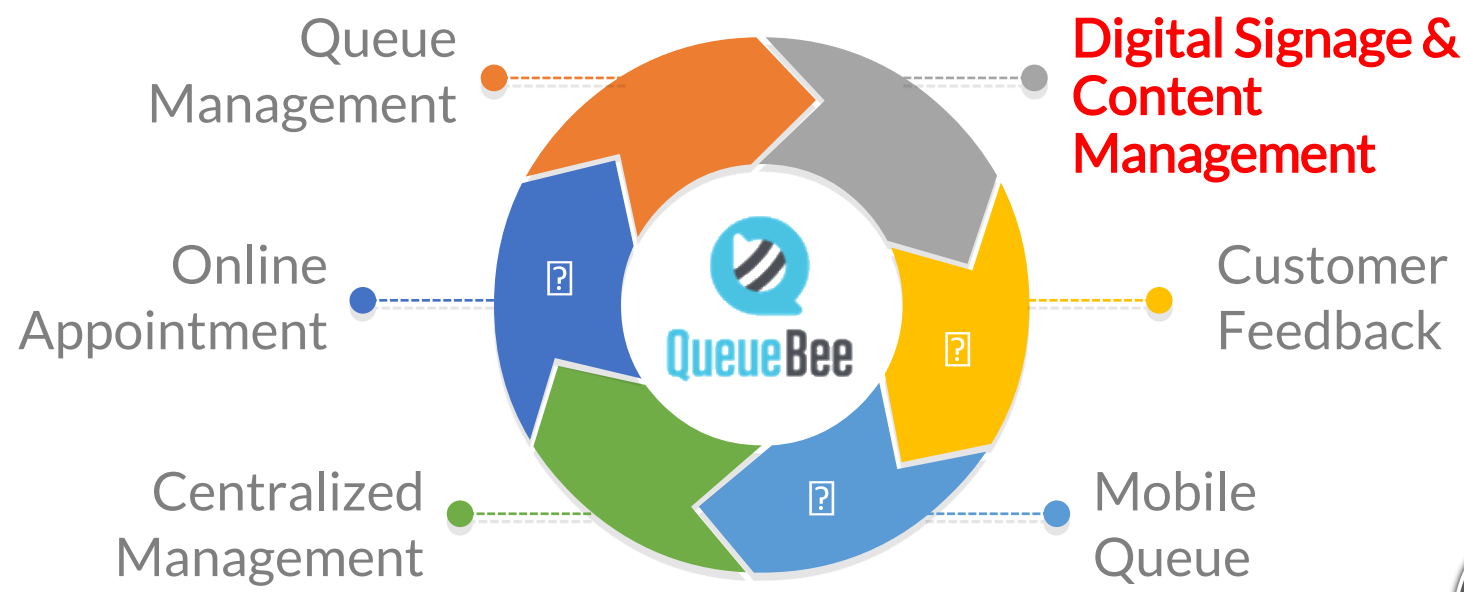


Monitoring in Graphical



Viewable in table, chart, excel and PDF

QUEUEBEE SOLUTIONS



DIGITAL SIGNAGE & CONTENT MANAGEMENT MULTIMEDIA DISPLAY SOLUTION



Web-based
Content
Management,
scheduler, adv
reporting.

Digital
Signage +
Forex + Event
Scheduler +
3rd Party Info

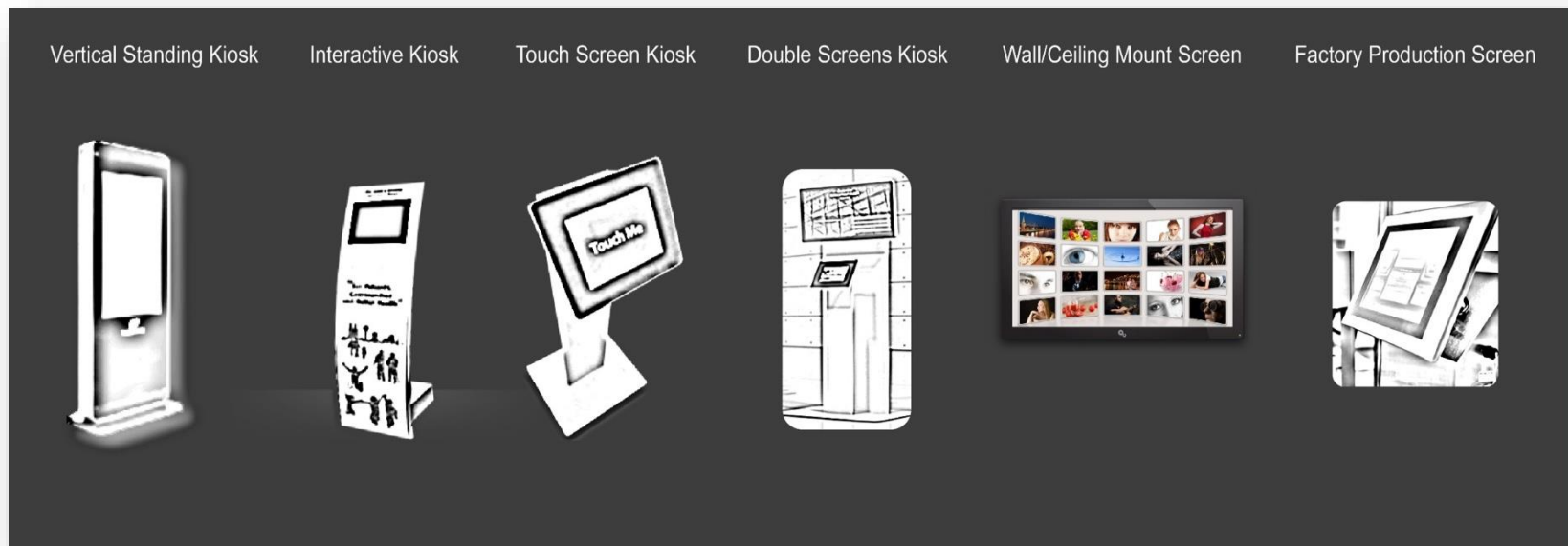
Various
template &
common
media files
are supported

Tiny, powerful
& dedicated
signage
processor for
every display

DIGITAL SIGNAGE & CONTENT MANAGEMENT

VARIOUS DIGITAL HARDWARE AND PLATFORM

Supports various type of digital hardware/display, such as Tablet, LCD Display, Interactive Kiosk, Video Wall and so forth.



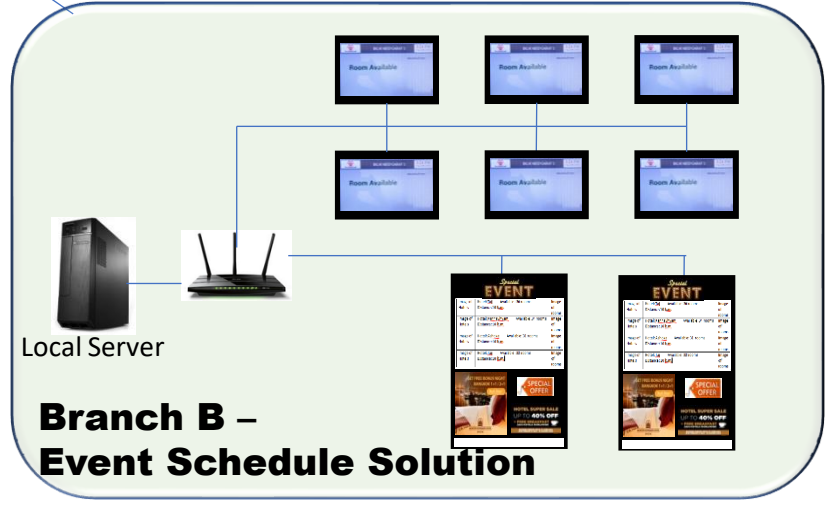
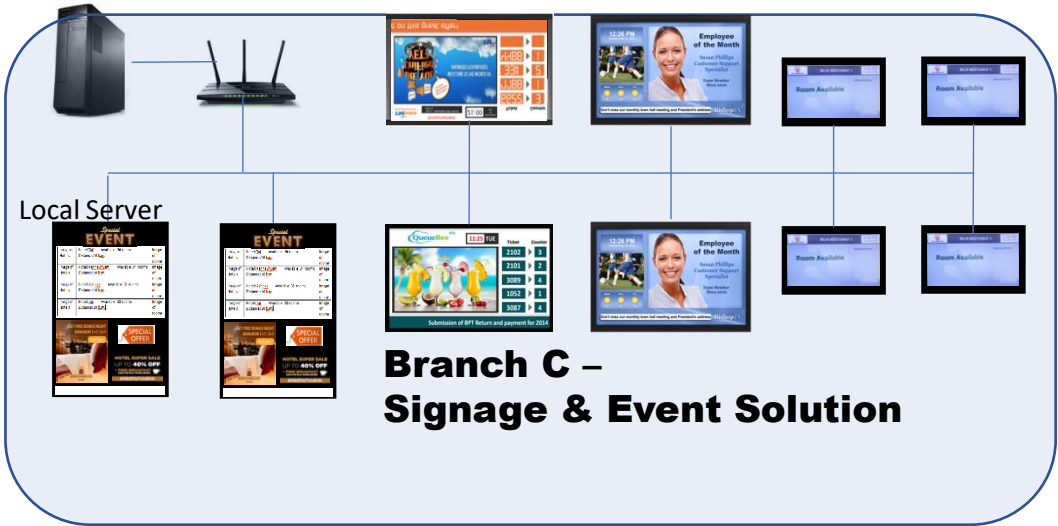
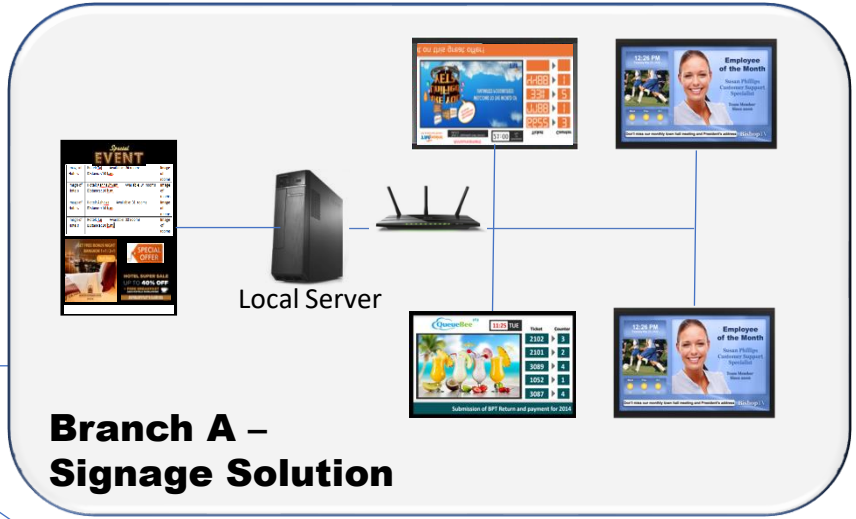
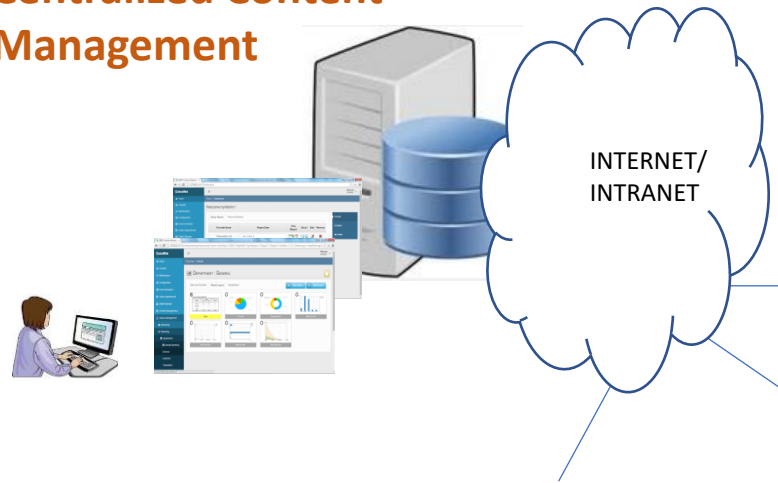
DIGITAL SIGNAGE & CONTENT MANAGEMENT **INTEGRATED EVENT SCHEDULER**

- Integrated module to manage event or conference meeting and publish to respective display



DIGITAL SIGNAGE & CONTENT MANAGEMENT SYSTEM SETUP & DIAGRAM

Centralized Content Management



DIGITAL SIGNAGE & CONTENT MANAGEMENT
SAMPLE DESIGNS

We will attend to you shortly.

BAIDURI BANK



CURRENCY		SELLING T.T/O.D	BUYING T.T	BUYING O.D
 United States dollar	USD	1.3998	1.3816	1.3706
 Pound sterling	GBP	1.7916	1.7397	1.7237
 Euro	EUR	1.5799	1.5251	1.5101
 Australian dollar	AUD	1.0714	1.0289	1.0139
 Canadian dollar	CAD	1.0716	1.0361	1.0211
 New Zealand dollar	NZD	1.0316	0.9839	0.9689

10:37:05
Mon, 2017 Jul 03 10:36

2002
1

1003
1

1002
1

1001
1

Queue System will not be sequential order number.



28 January 2016



Queue Number Counter

20011

30054

30042

101910

30028

Welcome to Family Bank..

SELAMAT DATANG DI BANK KEB HANA. UNTUK INFO TERBARU



	BANK BUY	BANK SELL
USD TT	33.33	54.876
USD BN	33.33	54.876
KRW TT	33.33	54.876
KRW BN	33.33	54.876

Build your wealth with us.
Investment Returns Done



TELLER 0010

CUSTOMER SERVICE 3200



2015-07-01 10:38

CURRENCY	BANK	MONEYGRAM
 Malaysian ringgit	MYR	2.9660 2.7990
 Philippine peso	PHP	2.9060 2.7990
 Indian rupee	INR	2.9060 2.7990
 Indonesian rupiah	IDR	2.9060 2.7990
 Bangladeshi taka	BDT	2.9060 2.7990
 United States dollar	USD	1.2300 12.5800

Number Counter

99991

88881

you shortly.

DIGITAL SIGNAGE & CONTENT MANAGEMENT MANAGEMENT DASHBOARD

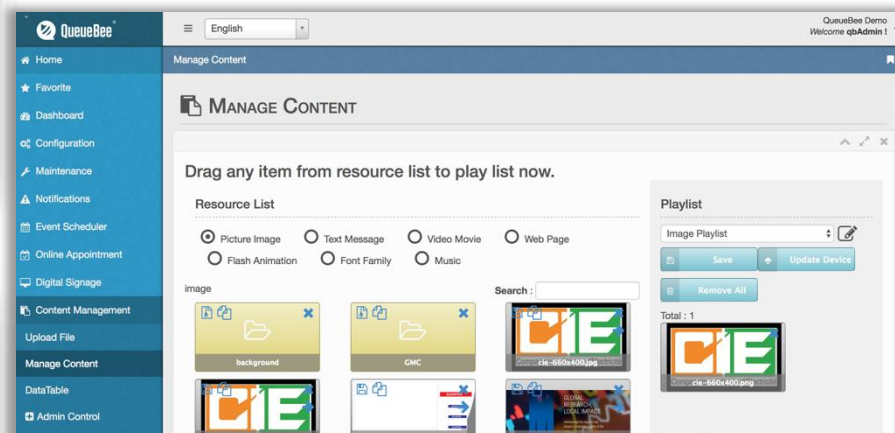
QueueBee

Configuration / General Setting / Workstation / Summary

SUMMARY : WORKSTATION

Department	ID	Name	Information	Status	Edit	Remove
Customer Service	1	Counter 1	Registration (1) Information (1) Payment (1), Others (1)	Red	[Edit]	[X]
Customer Service	2	Counter 2	Registration (1) Information (1) Payment (1), Others (1)	Red	[Edit]	[X]
Customer Service	3	Counter 3	Registration (1) Information (1) Payment (1)	Red	[Edit]	[X]
Customer Service	4	Counter 4	Registration (1)	Green	[Edit]	[X]
Customer Service	5	Counter 5	Information (1)	Red	[Edit]	[X]
Customer Service	6	Counter 6	Registration (1)	Red	[Edit]	[X]
Customer Service	7	Counter 7	Registration (1)	Red	[Edit]	[X]
Customer Service	8	Counter 8	Registration (1)	Red	[Edit]	[X]

Device Summary & Status



Content Upload

QueueBee

Digital Signage / General Setting / Signage Profile / JAS Template

SIGNAGE PLAYER : JAS TEMPLATE

General

ID: 23

Name: JAS Template

Background Image: template_4.jpg

Orientation: Landscape

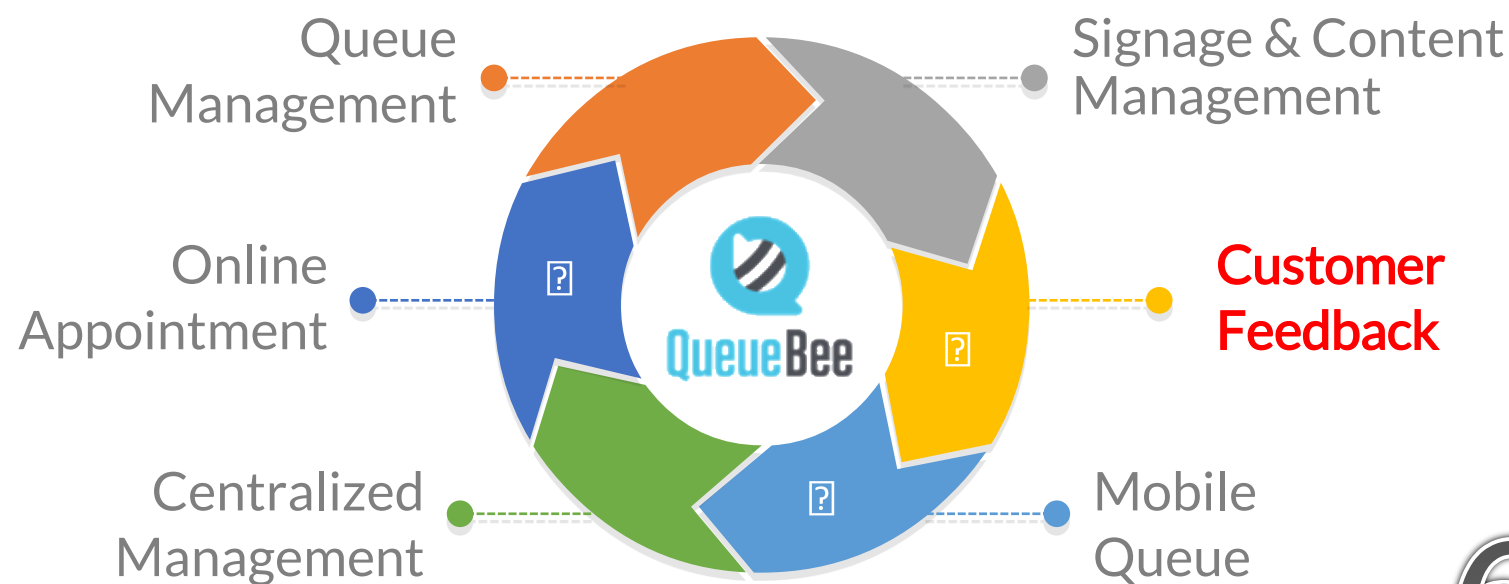
Resolution: 1024 x 768

Display Mode: Percentage

No	Region	X Position	Y Position	Width	Height	Z Index
1	JAS Logo Region	72.25 %	290 px	21.00 %	88 px	0
2	JAS TICKER	30.00 %	397 px	1.67 %	33 px	0
3	JAS Main Region	5.50 %	56 px	20.99 %	381 px	0
4	JAS Clock	1.50 %	15 px	0.33 %	3 px	0

Layout Design

QUEUEBEE SOLUTIONS



CUSTOMER FEEDBACK

8/10/13 INCH CUSTOMER FEEDBACK TERMINAL



Reveals the truth

- Reveals the truth of customer satisfaction rates to help improving the customer service quality.

High Response Rate

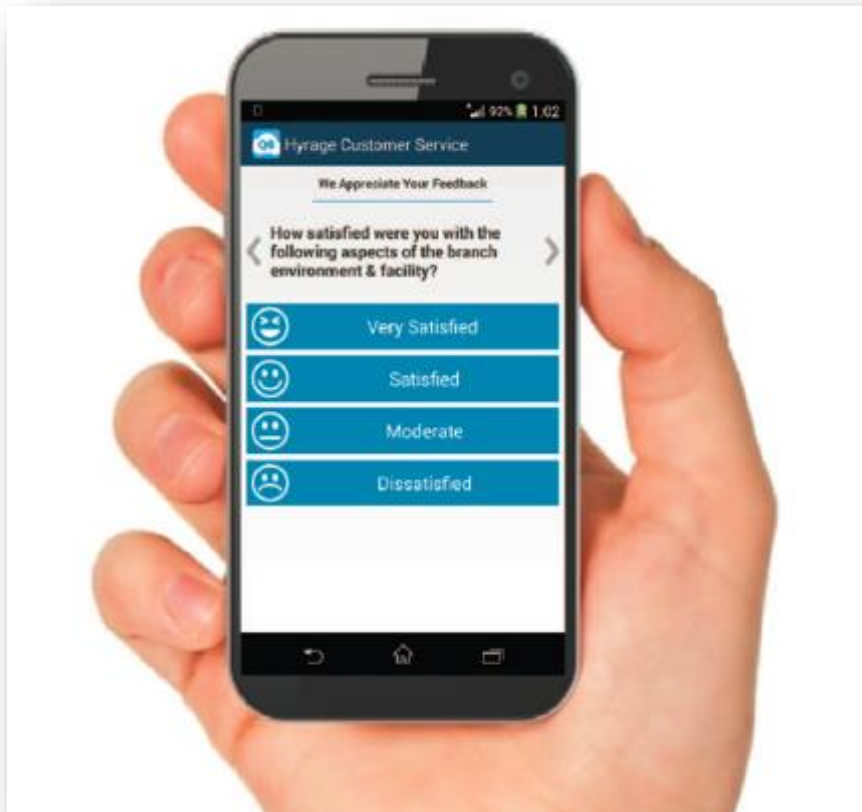
- To be installed at counter, facing customer.
- 8 inch terminal with quality user interface platform ensuring a high response rate.



Comprehensive Analysis Tools

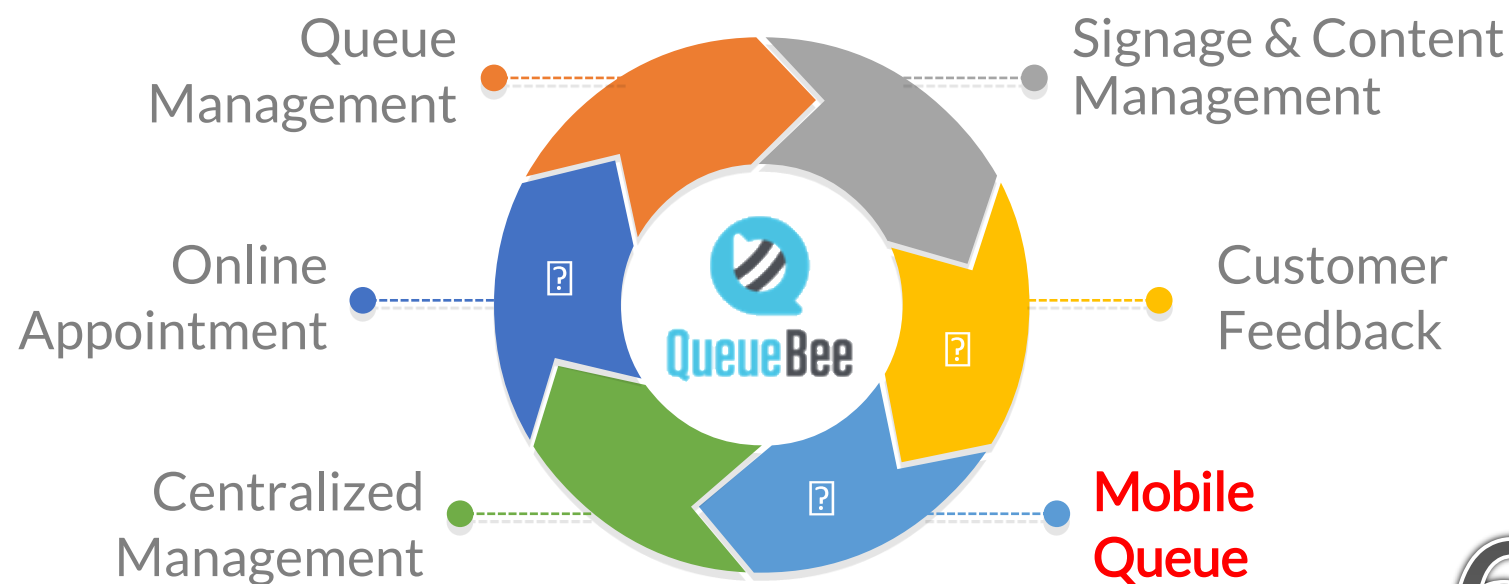
- Comprehensive reporting tools to chart the customers service feedback trending analysis.

CUSTOMER FEEDBACK CAPTURING FEEDBACK VIA APP



- SAME survey questionnaires which appear on Feedback terminal will appear on Mobile Apps as well.
- Quick & fast changing of questionnaire from CMS dashboard.
- Feedback is captured not ONLY in customer service area, can be anywhere, anytime.
- Instant report available from LOCAL/CLOUD CMS for further analysis.

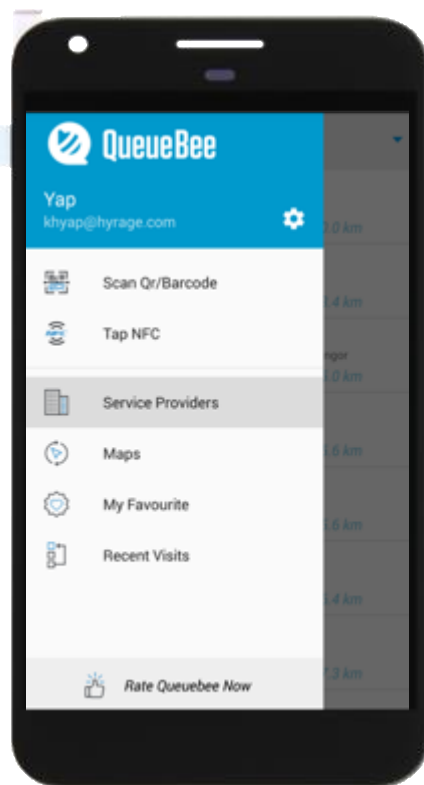
QUEUEBEE SOLUTIONS



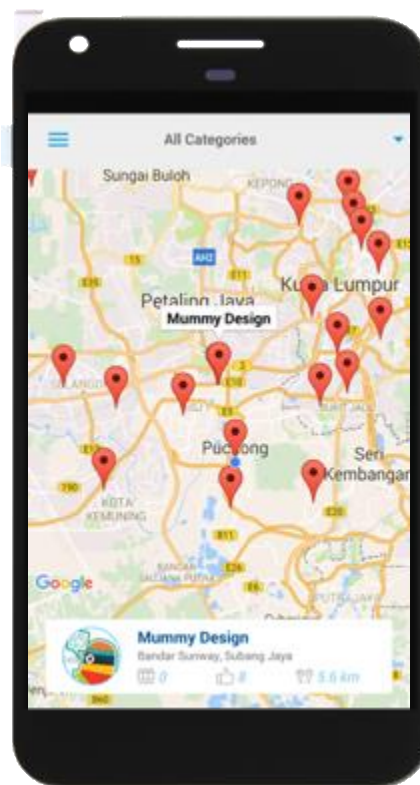
MOBILE QUEUE VIA APP



MOBILE QUEUE QUEUEING FLOW



Launch QueueBee
or Banking App

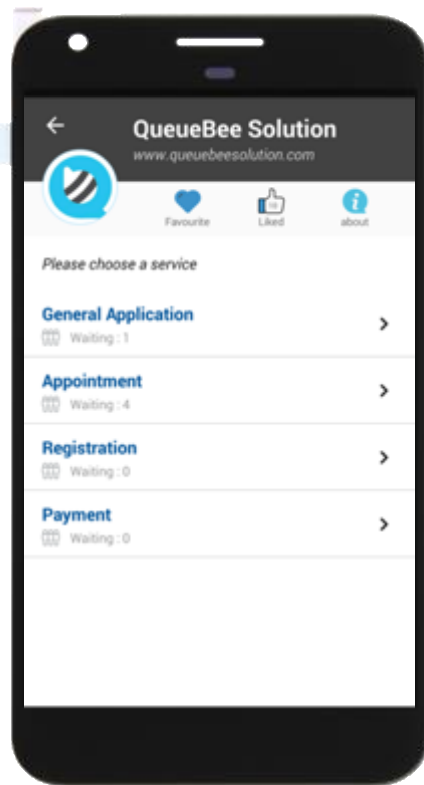


Search a branch via Map

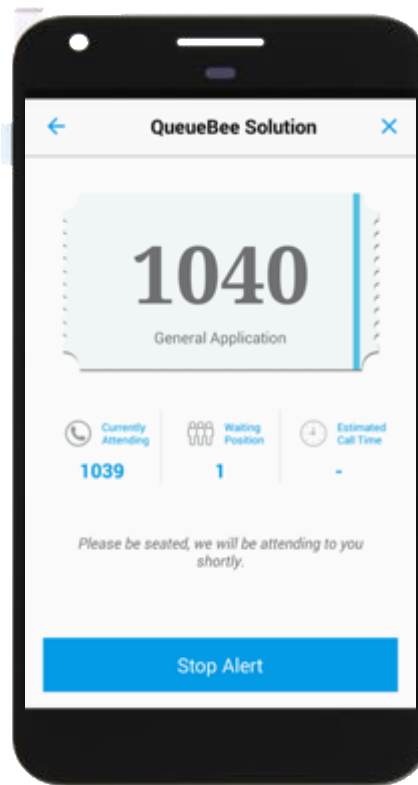


Search a branch via Listing.

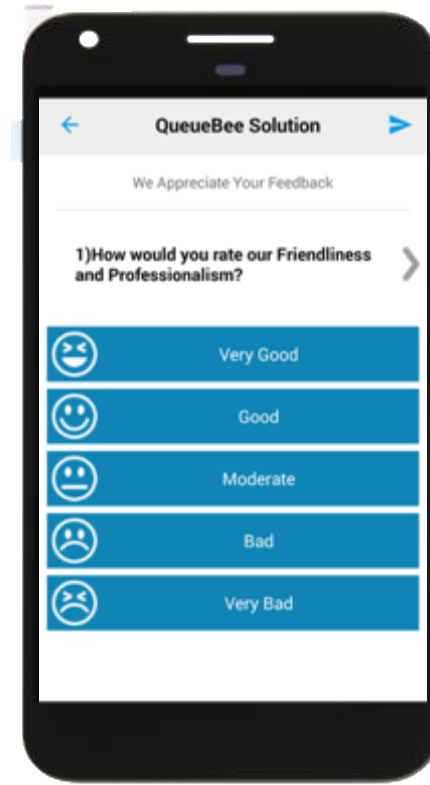
MOBILE QUEUE QUEUEING FLOW



Choose a Service



Queue Number is on App



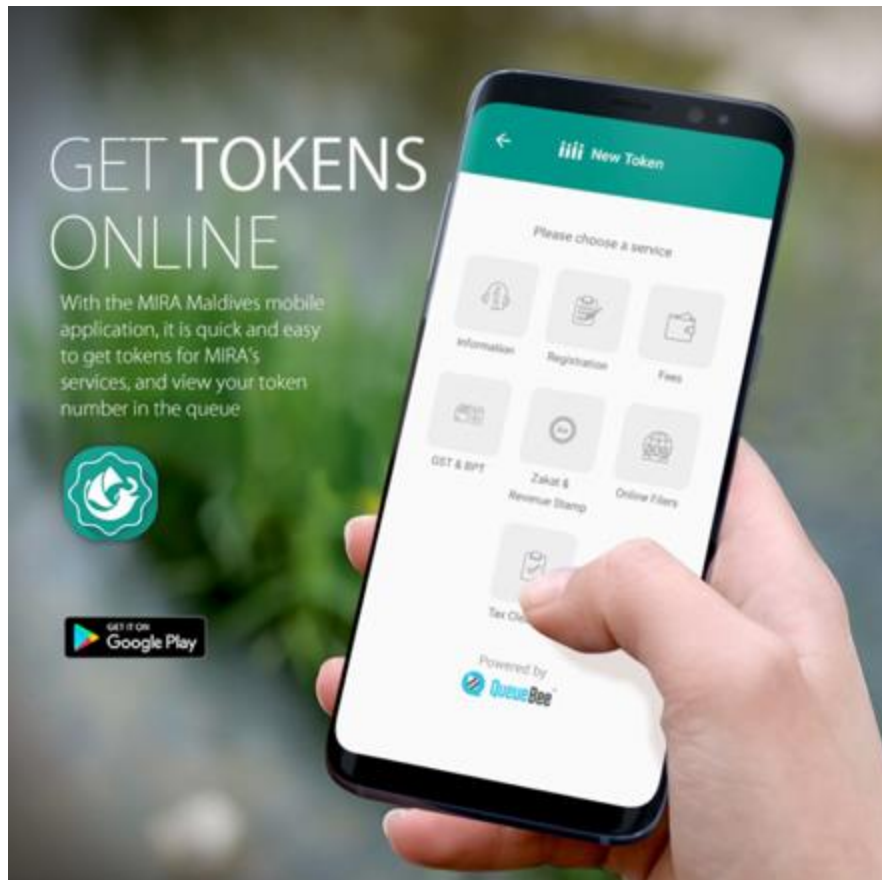
Give feedback after service

MOBILE QUEUE

MOBILE QUEUE VS TICKET QUEUE

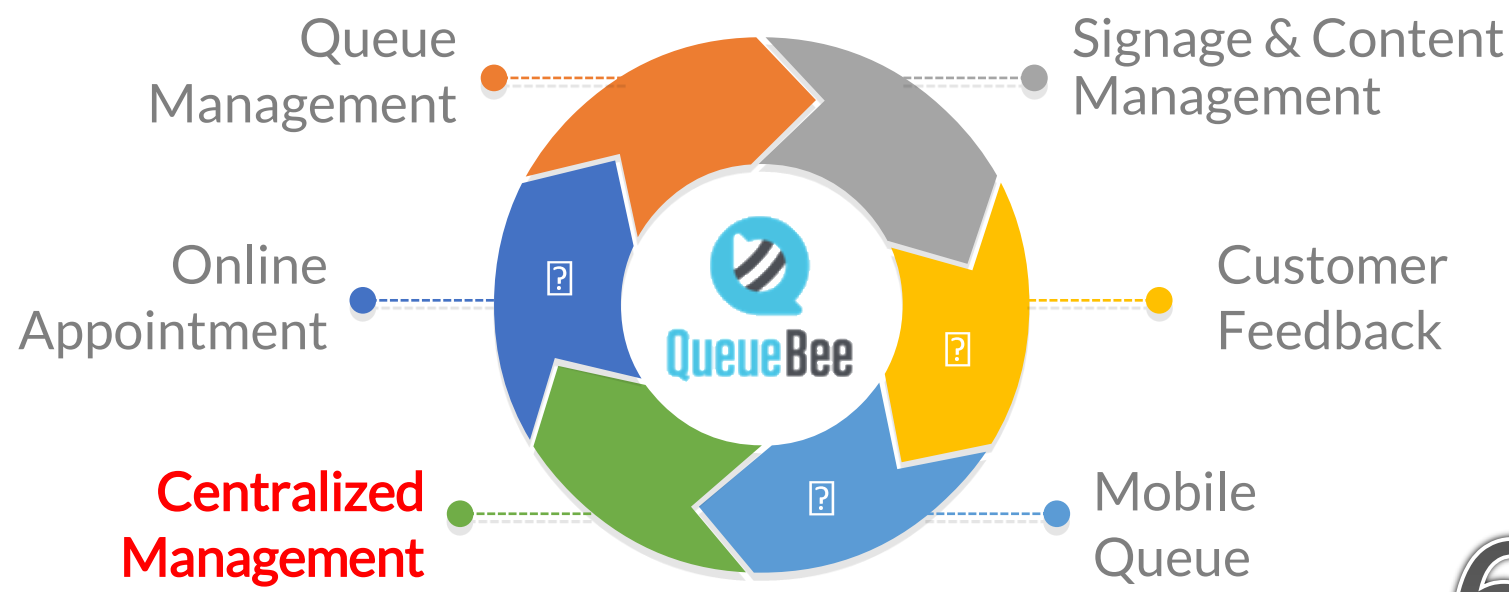
Features	Mobile Queue	Conventional Queue
Queue Number	Smartphone	Printed paper ticket
Queue Notification	Smartphone	Queue LCD TV Display
Waiting Time at Service Center	Shorter	Longer
Waiting Area	Everywhere (Shopping, Roaming Sales Gallery)	Customer Waiting Area
Customer Info	Show in Report – Name, Email, Contact Phone. Easy for tracking in future.	Not available in Report
Customer Feedback	Smartphone	Feedback Terminal
Advertisement / Announcement	Smartphone	Queue LCD TV Display

MOBILE QUEUE INTEGRATION API & WIDGET READY



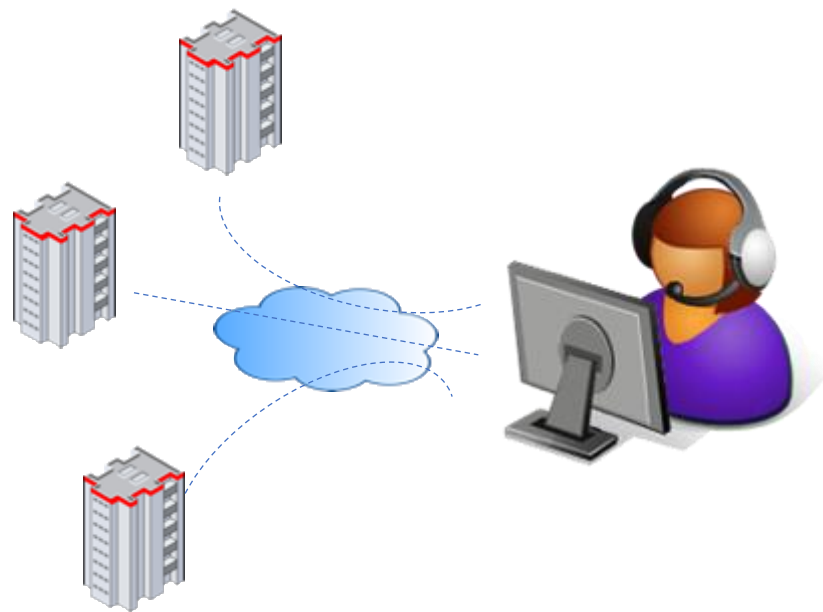
Banking Mobile App
can be incorporated
with Mobile Queue
feature with
QueueBee ready API
& Widget.

QUEUEBEE SOLUTIONS

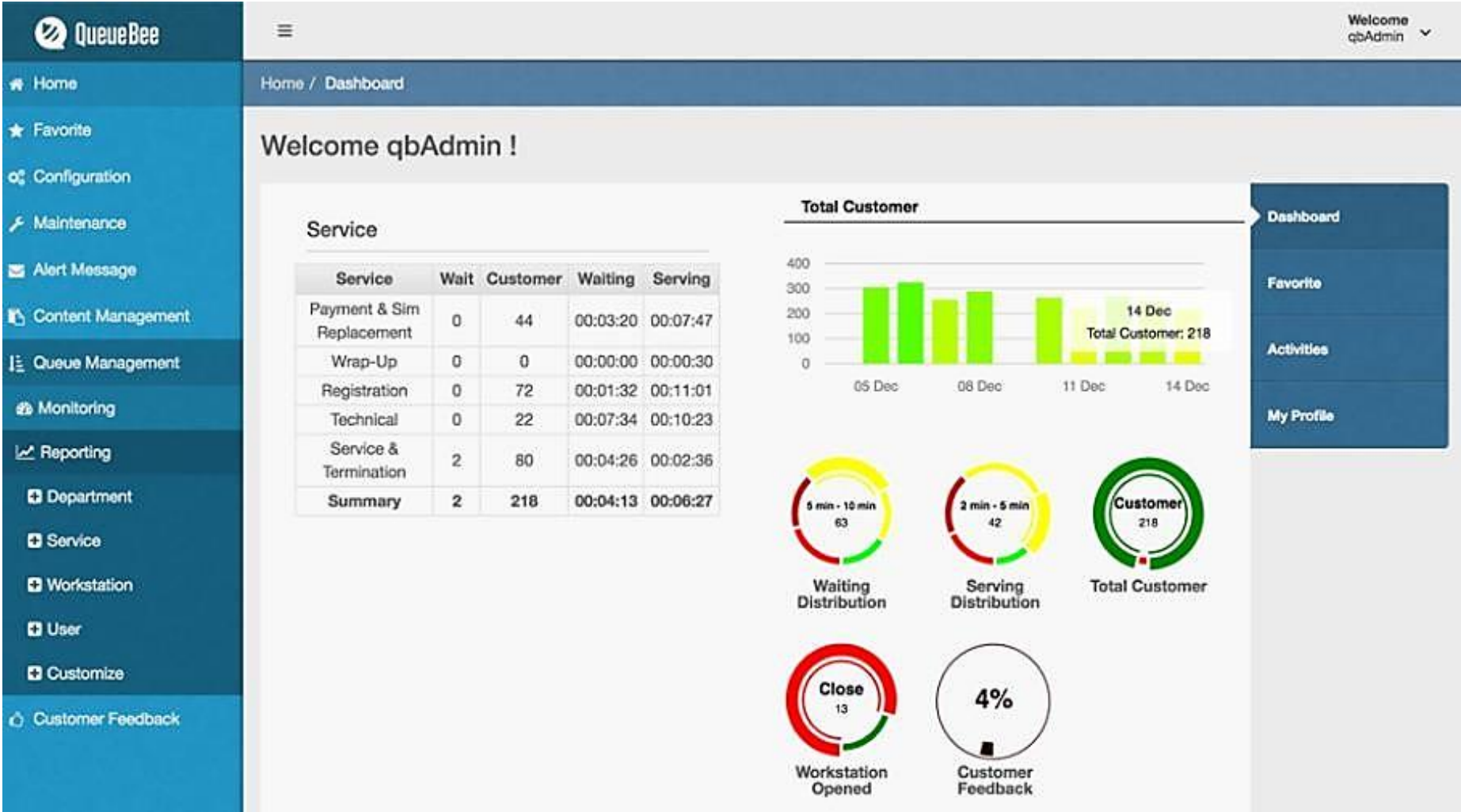


CENTRALIZED MANAGEMENT DASHBOARD

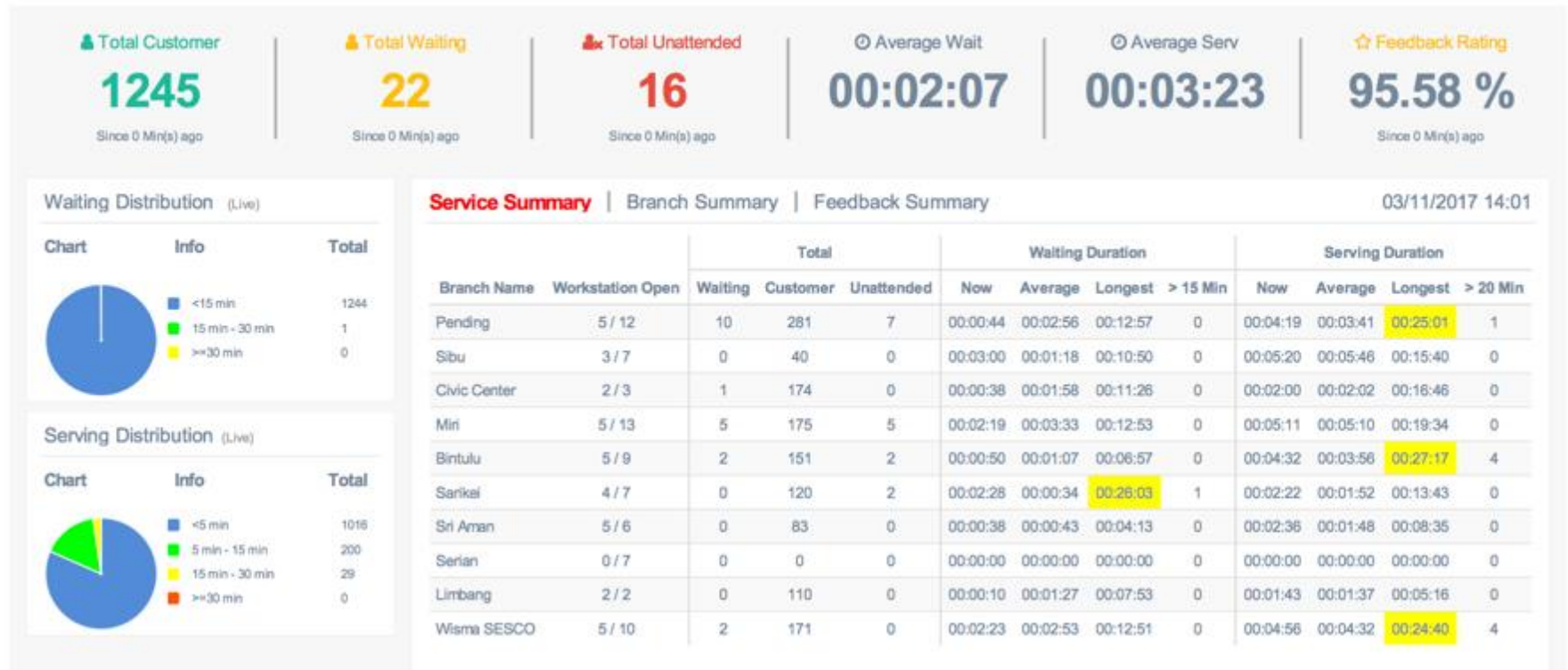
- **Single Dashboard, fully Web-based** solution, accessible anywhere, anytime via any devices.
- **Integrated Dashboard** for Queue System, Digital Signage, Content Management, Feedback Management, etc.
- **REAL TIME Data Consolidation** over all branches, fast and accurate.
- **Event notification** & alarm via Web, Email, SMS and Mobile Apps.
- Comprehensive Monitoring, Dynamic View, Graphical Reporting, Forecasting.




CENTRALIZED MANAGEMENT DASHBOARD



CENTRALIZED MANAGEMENT MONITORING & REPORTING



CENTRALIZED MANAGEMENT BRANCH DEVICE HEALTH STATUS

<div>  MONITORING : MANAGE SYSTEM </div> <div>Monitoring</div> <div>Monitoring</div>											
<div> <div>10:51:21 AM</div> <div> <div>Q</div> <div></div> </div> <div> <div></div> <div>25</div> </div> </div>											
Info	Wifi	Lan	CPU	Memory	Disk	Mng Vers	Apps	LA	Sts	Upd	
EPF Demo QB10-SK10 (KL Utama)	20:F4:1B:BF:0C:07 (192.168.1.80)	00:15:19:FF:FE:12 (192.168.100.10)	22%	Used:644M Free:882M	Int:4%,Used:242M,Free:5331M SD:2%,Used:266M,Free:15371M	1.55	touchprinter(2.00) queuevoice(2.00) queuebee-crs(2.03)	2017/03/21 10:50:51	<div></div>	IDLE	
EPF Demo QB-MMC- 1000 (Jln Gasing)	8C:18:D9:CB:B9:19 (192.168.1.148)	22:59:27:30:CA:D4 (192.168.100.24)	30%	Used:421M Free:389M	Int:6%,Used:134M,Free:1949M SD:0%,Used:21M,Free:15582M	1.55	Signage(v1.20) queuevoice(2.00)	2017/03/21 10:51:07	<div></div>	IDLE	
QB-10- TSP10 (Jln Gasing)	C6:67:EC:15:05:55 (192.168.100.10)	00:E0:4C:AA:02:88 (192.168.100.20)	6.8%	Used:746M Free:302M	Int:5%,Used:84M,Free:1675M SD:5%,Used:788M,Free:14849M	1.55	touchprinter(2.00) queuebee-crs(2.03)	2017/03/21 10:50:57	<div></div>	IDLE	
EPF Demo QB-MMC- 1000 (KL Utama)	7C:C7:09:5A:E7:01 (192.168.43.71)	FE:89:C6:5B:CD:DA (192.168.100.14)	12%	Used:992M Free:56M	Int:2%,Used:125M,Free:5398M	1.55	Signage(v1.20)	2017/03/21 10:50:52	<div></div>	IDLE	

Showing 1 to 4 of 4 entries

← Previous

1

Next →


Remarks

Online

Idle >30min

Offline

CENTRALIZED MANAGEMENT
BRANCH DEVICE SOFTWARE UPDATE

 SUMMARY : DEVICE SUMMARY

↑ Update Device

🗑 Remove Selected

☐ manageclient ☐ systemdata ☐ HomeScreen ☐ mcupdater ☐ queuebee-crs ☐ touchprinter ☐ queuevoice ☐ Signage









☐ Restart OS after Update

🔍

☰

25

▼

<input type="checkbox"/>	ID	Name	Information	Status	Edit	Remove
<input type="checkbox"/>	20:F4:1B:BF:0C:07	EPF Demo QB10-SK10 (KL Utama)	192.168.100.10 , 192.168.1.80	<div></div>		
<input type="checkbox"/>	8C:18:D9:CB:B9:19	EPF Demo QB-MMC-1000 (Jln Gasing)	192.168.100.24 , 192.168.1.148	<div></div>		
<input type="checkbox"/>	C6:67:EC:15:05:55	QB-10-TSP10 (Jln Gasing)	192.168.100.20 , 192.168.100.10	<div></div>		
<input type="checkbox"/>	7C:C7:09:5A:E7:01	EPF Demo QB-MMC-1000 (KL Utama)	192.168.100.14 , 192.168.43.71	<div></div>		

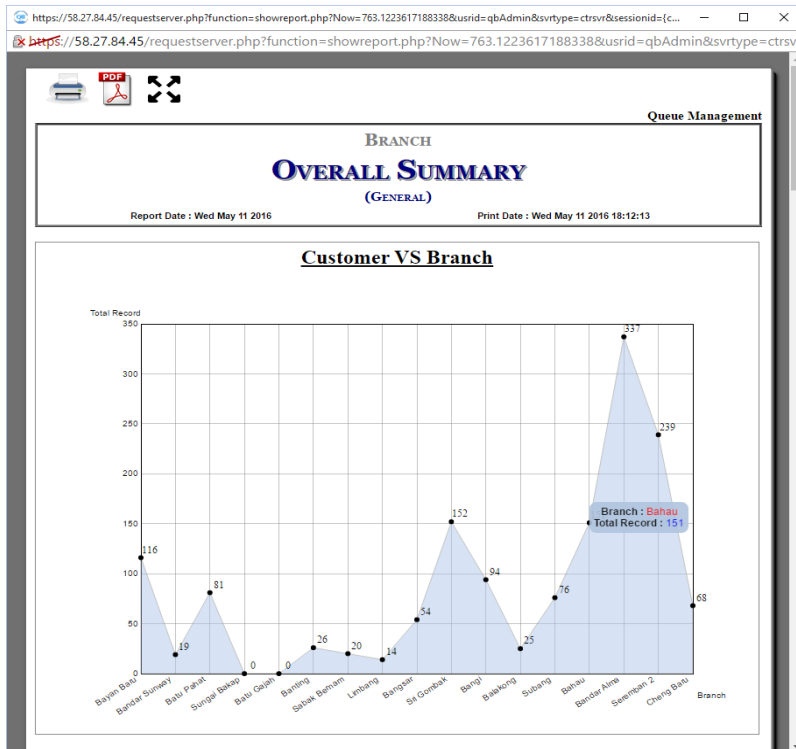
Showing 1 to 4 of 4 entries

← Previous

1

Next →

QUEUE SYSTEM REPORTS OVERALL BRANCH SUMMARY



Queue Management

BRANCH

OVERALL SUMMARY (GENERAL)

Report Date : Fri Apr 1 2016 - Sat Apr 30 2016 Print Date : Wed May 11 2016 18:00:30

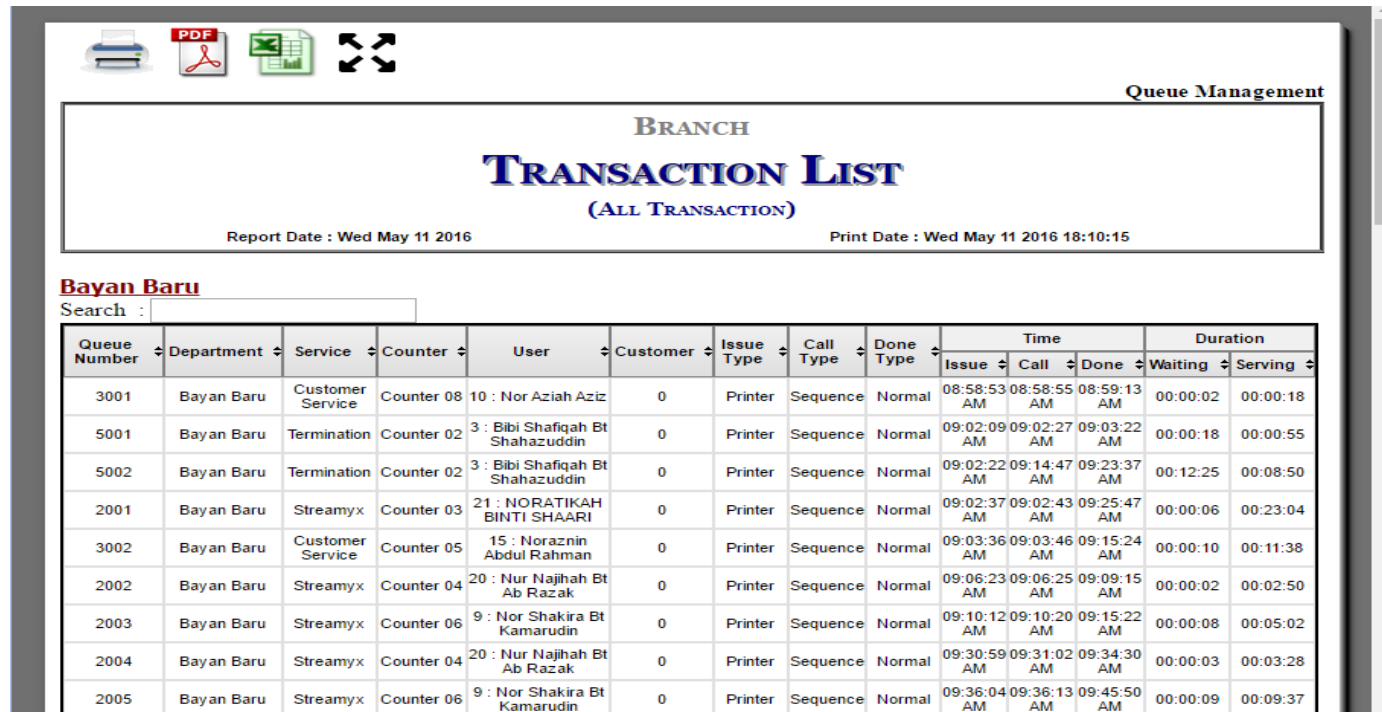
Bayan Baru

Search :

Date	Total			Wait Duration			Serve Duration		
	Issued	Transaction	Unattended	Shortest	Average	Longest	Shortest	Average	Longest
01/04/2016 Friday	119	119	0	00:00:02	00:11:53	00:42:42	00:00:01	00:07:06	00:26:38
02/04/2016 Saturday	6	5	0	00:00:01	00:03:02	00:12:14	00:00:01	00:02:10	00:08:18
03/04/2016 Sunday	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
04/04/2016 Monday	144	145	0	00:00:01	00:11:54	00:58:04	00:00:03	00:06:29	00:26:11
05/04/2016 Tuesday	123	123	0	00:00:02	00:10:24	01:03:27	00:00:01	00:06:54	00:25:42
06/04/2016 Wednesday	118	120	0	00:00:02	00:10:42	00:44:38	00:00:01	00:07:16	00:26:52
07/04/2016 Thursday	104	104	0	00:00:02	00:09:00	00:33:44	00:00:01	00:06:49	00:20:54
08/04/2016 Friday	90	90	0	00:00:02	00:03:08	00:18:57	00:00:02	00:06:55	00:28:54
09/04/2016 Saturday	38	38	0	00:00:02	00:01:57	00:06:22	00:00:01	00:06:11	00:15:52
10/04/2016 Sunday	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
11/04/2016 Monday	64	56	1	00:00:02	00:02:52	00:15:53	00:00:01	00:08:47	00:30:50
12/04/2016 Tuesday	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
13/04/2016 Wednesday	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
14/04/2016 Thursday	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00

- Publish overall branch summary either daily, weekly or monthly
- See total number of tickets issued per service
- Check total wait duration and serving duration (shortest/average/longest)
- Show in different formats; table, pie chart, line chart, column chart and bar chart
- Export as PDF or Excel for further analysis.
- Check customer traffic per branch at different times and know peak times

QUEUE SYSTEM REPORTS TRANSACTION LIST



Queue Management

BRANCH

TRANSACTION LIST

(ALL TRANSACTION)

Report Date : Wed May 11 2016 Print Date : Wed May 11 2016 18:10:15





Bayan Baru

Search :

Queue Number	Department	Service	Counter	User	Customer	Issue Type	Call Type	Done Type	Time			Duration	
									Issue	Call	Done	Waiting	Serving
3001	Bayan Baru	Customer Service	Counter 08	10 : Nor Aziah Aziz	0	Printer	Sequence	Normal	08:58:53 AM	08:58:55 AM	08:59:13 AM	00:00:02	00:00:18
5001	Bayan Baru	Termination	Counter 02	3 : Bibi Shafiqah Bt Shahazuddin	0	Printer	Sequence	Normal	09:02:09 AM	09:02:27 AM	09:03:22 AM	00:00:18	00:00:55
5002	Bayan Baru	Termination	Counter 02	3 : Bibi Shafiqah Bt Shahazuddin	0	Printer	Sequence	Normal	09:02:22 AM	09:14:47 AM	09:23:37 AM	00:12:25	00:08:50
2001	Bayan Baru	Streamyx	Counter 03	21 : NORATIKAH BINTI SHAARI	0	Printer	Sequence	Normal	09:02:37 AM	09:02:43 AM	09:25:47 AM	00:00:06	00:23:04
3002	Bayan Baru	Customer Service	Counter 05	15 : Noraznin Abdul Rahman	0	Printer	Sequence	Normal	09:03:36 AM	09:03:46 AM	09:15:24 AM	00:00:10	00:11:38
2002	Bayan Baru	Streamyx	Counter 04	20 : Nur Najihah Bt Ab Razak	0	Printer	Sequence	Normal	09:06:23 AM	09:06:25 AM	09:09:15 AM	00:00:02	00:02:50
2003	Bayan Baru	Streamyx	Counter 06	9 : Nor Shakira Bt Kamarudin	0	Printer	Sequence	Normal	09:10:12 AM	09:10:20 AM	09:15:22 AM	00:00:08	00:05:02
2004	Bayan Baru	Streamyx	Counter 04	20 : Nur Najihah Bt Ab Razak	0	Printer	Sequence	Normal	09:30:59 AM	09:31:02 AM	09:34:30 AM	00:00:03	00:03:28
2005	Bayan Baru	Streamyx	Counter 06	9 : Nor Shakira Bt Kamarudin	0	Printer	Sequence	Normal	09:36:04 AM	09:36:13 AM	09:45:50 AM	00:00:09	00:09:37

- Publish daily branch transaction list that shows:
- All issued ticket numbers, corresponding serving counter, user offering that service, time ticket was issued, time it was called, time completed, total customer waiting time and total serving time
- Based on KPI set for waiting time, will be highlighted if customer waited past required waiting time set for efficient service delivery
- Can be used to address customer complaints

QUEUE SYSTEM REPORTS SERVICE SUMMARY

Queue Management

<div style="display: flex; justify-content: space-between;"> SERVICE OVERALL SUMMARY (DAY BASIS) </div> <div style="display: flex; justify-content: space-between; font-size: small;"> Report Date : Sun May 3 2015 - Sat May 9 2015 Print Date : Sat May 9 2015 19:40:35 </div>											
Information (TOD Branch A)											
Search											
Date ▲	Workstation ▼	Total			Wait Duration			Serve Duration			Me (Kf)
		Cust↕	Trans↕	Unattended↕	Shortes↕	Average↕	Longes↕	Shortes↕	Average↕	Longes↕	
03/05/2015 Sunday	-	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
04/05/2015 Monday	-	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
05/05/2015 Tuesday	10, 17, 3, 16, 12, 13, 18, 14, 9, 6	105	127	0	00:00:09	00:31:29	01:17:54	00:00:02	00:07:20	00:54:38	3
06/05/2015 Wednesday	10, 5, 12, 14, 2, 13, 11, 16, 17, 18, 9	114	142	0	00:00:03	00:37:44	01:55:54	00:00:03	00:06:09	01:17:12	4
07/05/2015 Thursday	10, 5, 11, 9, 12, 14, 2, 16, 13, 3, 18, 4, 6, 17	111	136	0	00:00:07	00:17:28	01:00:07	00:00:02	00:07:36	01:42:03	7
08/05/2015 Friday	10, 12, 11, 2, 5, 6, 13, 4, 3, 9, 18, 17, 16, 1	92	109	0	00:00:12	00:12:15	01:11:43	00:00:10	00:08:19	03:46:05	5
09/05/2015 Saturday	-	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
	-	422	514	0	00:00:03	00:25:16	01:55:54	00:00:02	00:07:17	03:46:05	5

Total 7 entries

- Publish hourly, daily, weekly or monthly service summary per branch:
- Check total number of tickets issued for a particular service. You are able to know how many customers come for a particular service or product.
- Check total wait duration and serving duration.
- Check if KPI waiting time and KPI serving time are being met

AGENDA

1

About Adcents Media Ltd

2

About QueueBee

3

Proposed Solution

4

System Features & Components

5

Other Features

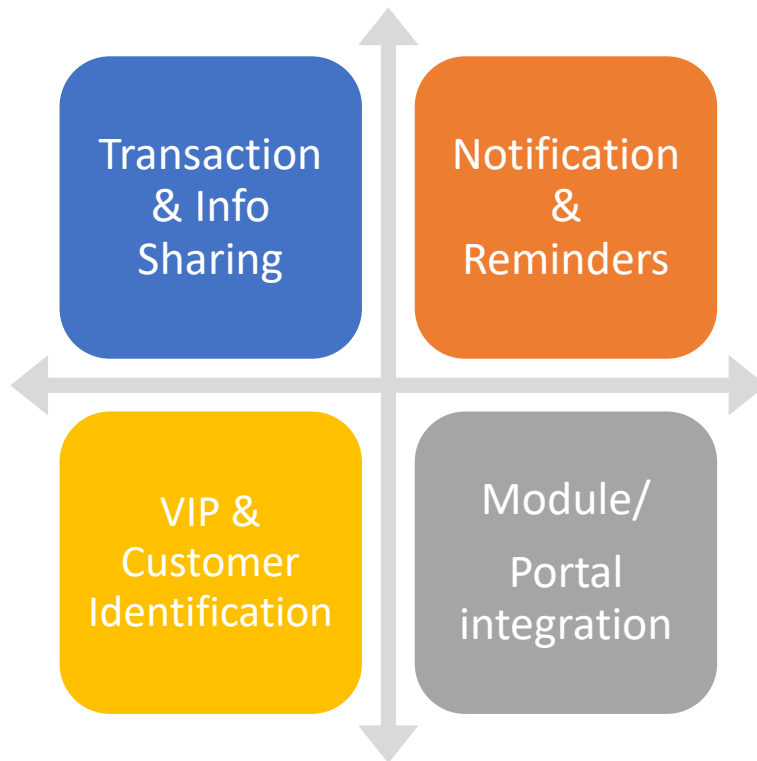
Clients

Conclusion





INTEGRATION & SUPPORTED API





QUEUE STATUS PORTAL REAL TIME BRANCH QUEUE STATUS



Queue Status ⌵

Service	Now Serving
@ GND Floor - Registered & Ordinary Parcel	10122
@ GND Floor - EMS, Etukuri & PO Box	13019
@ GND Floor - Information Counter	14009
@ 1st Floor - Postal Services	21006
@ 1st Floor - Bill Payments	22014
@ 1st Floor - Parcel Collection	23025
@ 1st Floor - Insurance	
@ 1st Floor - Money Transfer	25021
@ 1st Floor - Shop Items	
@ 1st Floor - EMS, Etukuri & PO Box	27004
@ 1st Floor - PO Box Application	
@ GND Floor - Registered & Ordinary Parcel	15113

- Publish real time branch queue status in homepage & mobile app, to advice client on branch status prior to visit.
- Serve as Q reminder if long queue ahead, and client may not require to wait in waiting area.

Installation Sites – Some through reseller partners

AMREF Health Africa Clinic



Installation Sites – Some through reseller partners

Family Bank- with 17inch Dual Ticket Dispenser and 10inch Ticket Dispenser



Installation Sites – Some through reseller partners

Kerugoya Hospital CCC center- with 17 inch Dual Ticket Dispenser



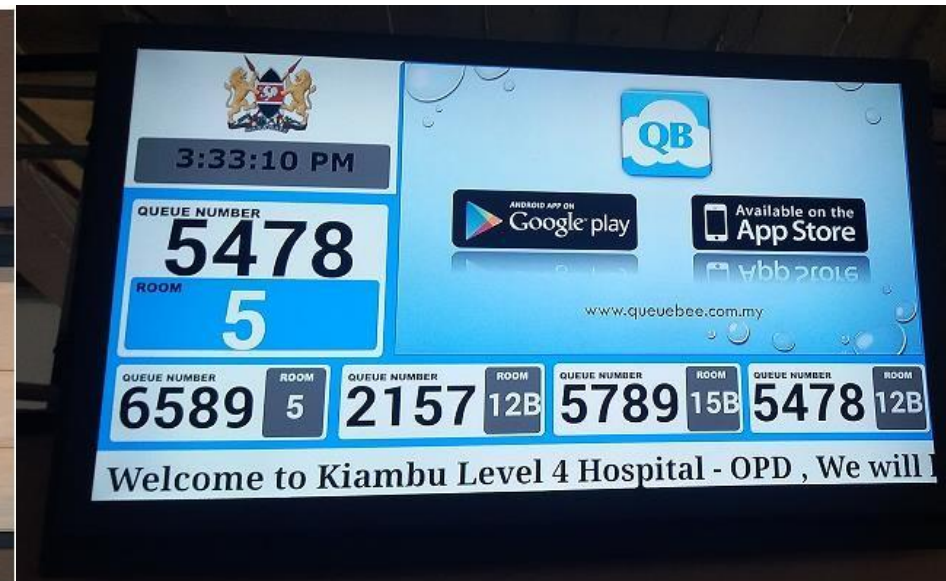
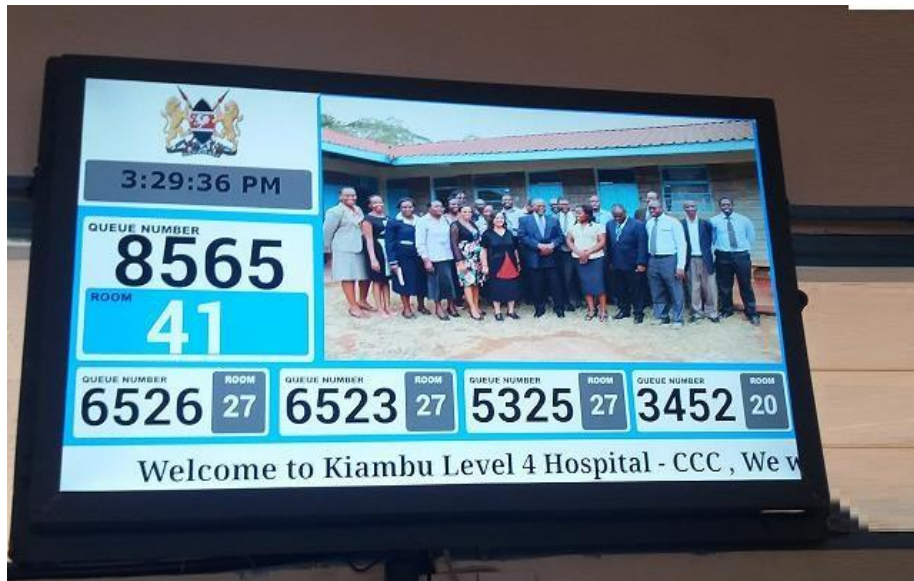
Installation Sites – Some through reseller partners

Kiambu Hospital- with 17 inch Dual Ticket Dispenser



Installation Sites – Some through reseller partners

Kiambu Hospital- Screens displaying Queue Status with digital signage



Installation Sites – Some through reseller partners

Kenyatta National Hospital CCC center



Conclusion

QueueBee will be a perfect fit for any organization experiencing long queues and service inefficiencies. Get in touch so that we can discuss your requirements.

Proposal By: Adcents Media Limited Tel: +254 795 282 065 Email: sales@adcentsmedia.co.ke

THANK YOU!