

# Queue Management System



friendlyway s.r.o.

Svatoslavova 19, Prague, Czech Republic  
Tel: +420 241 740 104  
<http://www.friendlyway.cz>, [info@friendlyway.cz](mailto:info@friendlyway.cz)

The Queue Management System is designed to manage queues in a modern, highly efficient and at the same time flexible way.

The system allows banks, institutes, and public institutions in the health, social and education sectors to manage the customer's needs quickly and efficiently. Statistics and evaluations offer information on the number, waiting times and further details on the processed procedures and are thus important instruments for the optimization of the organization.

Customers can choose between the quickest call possible or reserve their own personal counselor. The personal factor, which plays an important role in the customer-company relationship, is kept alive in the electronic ticket system.

#### Benefits

- Listing services or personal counselors on a single touch-screen system
- Automatic assignment of the ticket number and printing tickets on the terminal printer
- Functions for pause times and substitution of workers
- Statistical evaluation of the process, the number of visitors, and workload of employees
- Flexible assignment of the employees to the services
- Visual and audio messages to the visitors
- Representation of the internal information or advertising on the displays

#### Recommended hardware



empire 19