

avoid hassle  
fuss and chaos...

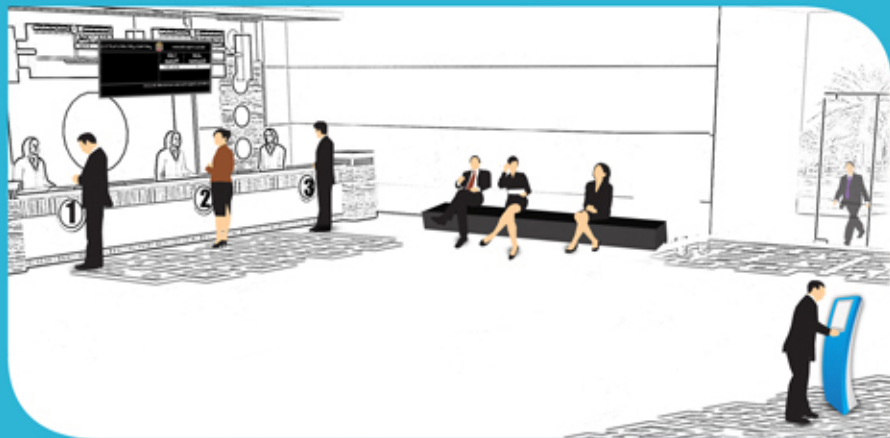


# Queue

Management System

Let your customers  
book their priority

RSI  
**|||** **QUEUE**



# RSI QMS – change the way you serve your customers

RSI Concepts provides organizations with state-of-the art Queue Management System. RSI QMS is a customer flow management system that allows you to organize your customer handling and interaction in an efficient and effective way. This is done on the basis of smart and intelligent business and environment based indicators.

RSI Concepts is a UAE based company having its own development lab. Though all the necessary features of a customer flow management system are incorporated in this application, our lab has every facility to customize the application to fit the clients' business processes. This gives us an edge over other competitors in the market who are only marketing locally but are operating remotely.

maximizes your...



**Productivity** by providing customer service agents with time-saving tools and giving managers better control and planning tools.



**Sales** by providing dynamic, customer-focused promotional or informative messages to arriving and waiting customers



**Customer Satisfaction** by keeping order in the waiting areas, providing waiting customers with clear info, and enabling better service.

minimizes your...



**Cost of Service** by providing customer service agents with time-saving tools and giving managers better control and planning tools



**Waiting Time** by providing dynamic, customer-focused promotional or informative messages to arriving and waiting customers



**Customer Turnover** by keeping order in the waiting areas, providing waiting customers with clear info, and enabling better service.

## Why RSI QMS?

RSI QMS is a state-of-the-art customer flow management system that allows organizations to provide efficient customer service. This provides opportunities to focus on other areas of business processes.

## Benefits to the | Customers

- No more long queues
- Customers can wait in a more relaxed environment
- Ticket specifies estimated waiting time, and...
- Equal importance

This improves premises ambience and customer satisfaction





## *Benefits to the Agents*

- › Efficient customer handling
- › Agents have clear picture of waiting customers
- › Self analysis by agents for a given service

Satisfied employees help to develop a healthy  
and progressive atmosphere



## Benefits to the | Managers

- › Assess employee performance
- › Transfer/shift customer load
- › Calculate average customer waiting time
- › Customer/employee load management

Statistical data helps in staff productivity and co-ordination of operations carried out by employees

# Components

Kiosk  
ticket dispenser



**Smartly designed** kiosk used for ticket dispensing

**Customized** design can be ordered as per customer requirements

**Wide range** of kiosk variety available at RSI workshop\*

**Valuable info** on the tickets such as company logo, date/time, ticket number and other relevant service details. Tickets can also have sponsored Ads on the reverse side

\* Request for your RSI Kiosk Catalog copy NOW!!!

...components

## Display unit customer routing



**Advanced display** mechanism at the premises ensures that each and every customer present is intimated about his/her turn.

**Routing unit** enables a clear display of all the counters and tickets being served.

**Size and location** of customer routing unit differs according to the premises.

**Mounting** - wall or ceiling.

...components

## Agent software components

QMS-C allows agents to manage waiting customers.

Desktop and web based versions of the QMS-C are available and can be utilized according to the client's requirements.

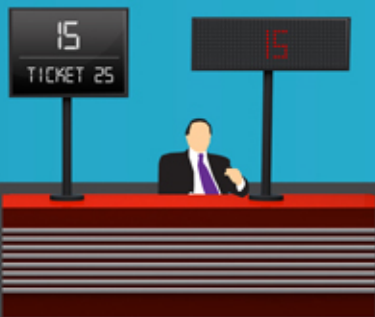
Authentication and authorization measures are kept intact to meet industry standards.

Extensive functionality is incorporated in the module such as; services allocation, awaiting customers, calling & recalling of customers, transferring and shifting of load and entertaining a ticket repeatedly, if required.



...components

## Agent hardware components



**LCD screens** are the best and the most advanced in terms of technology, functionality and display. These Liquid Color Display screens provide the facility to publish high quality content such as videos, images, slideshows, news & much more.

**LED screens** can also be used to facilitate the identifications of counters. The light emitting diode screens display the counter number and the current ticket being served. LED as a display unit is quite sleek and smart.

**Counter plates** are equipped with RSI QMS, to indicate the counter number. This signage is made up of different materials such as acrylic, wooden, plastic and aluminum with a custom built artwork specially designed according to the theme required by the client.

...components

## Server administration



**QMS-S** is a powerful server module built for cross platform compatibility.

**Web based** version of the module enables the organizations to centralize more than one branch.

**Management** of the QMS-S is divided in sub modules such as departments, branches, services, queues and multimedia.

**Reporting engine** of the QMS-S revolves around the modules to provide time efficient reports.

...components

## Vocals

sound announcements

**Customer calling** is accomplished using the sound announcement utilities which are both software and hardware based.

**Variety of languages** can be incorporated in the system. Currently RSI QMS Supports three languages that is English, Arabic and French.

**Announcement** of the tickets can be in both male and female voices, as required.



...components

## Installation

hardware & software



**Qualified engineers** and experts take the responsibility to design the most effective and practical topologies to guarantee the most optimal cabling scenarios.

**Site survey** of the premises helps our technicians to provide the most ideal solution in terms of longevity, adaptability and existing interior setup. The client is briefed on each and every installation point and all the technicalities are shared that makes the client a part of the process.

**Devices selection** every good brand may not be the right device for a given premises. RSI QMS is always equipped with the most ideal and compatible hardware.

**Final installation** is one of the most important aspect of the entire process. This is to ensure the utmost efficiency and finishing of all installation points. Each device is installed as agreed with the required output achieved.

...components

## Training

users & administrators



**End user training** session of the system is intended for the agents/tellers. End users are the most important players in the QMS scenario. This training session takes approximately 60 to 90 minutes.

**Administrator training** session is aimed at IT Managers who will be administrating and managing the entire system. This kind of training session takes approximately 90 to 120 minutes.

**Management training** sessions are meant for the managers and department heads who would be filtering useful information from the system. It is to measure the performance, efficiency and effectiveness of the different entities and business processes deployed. This kind of training session takes approximately 60 to 90 minutes.

# RSI Concepts Clients



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APPLICOM



# Kiosk



RSI Kiosk 2010



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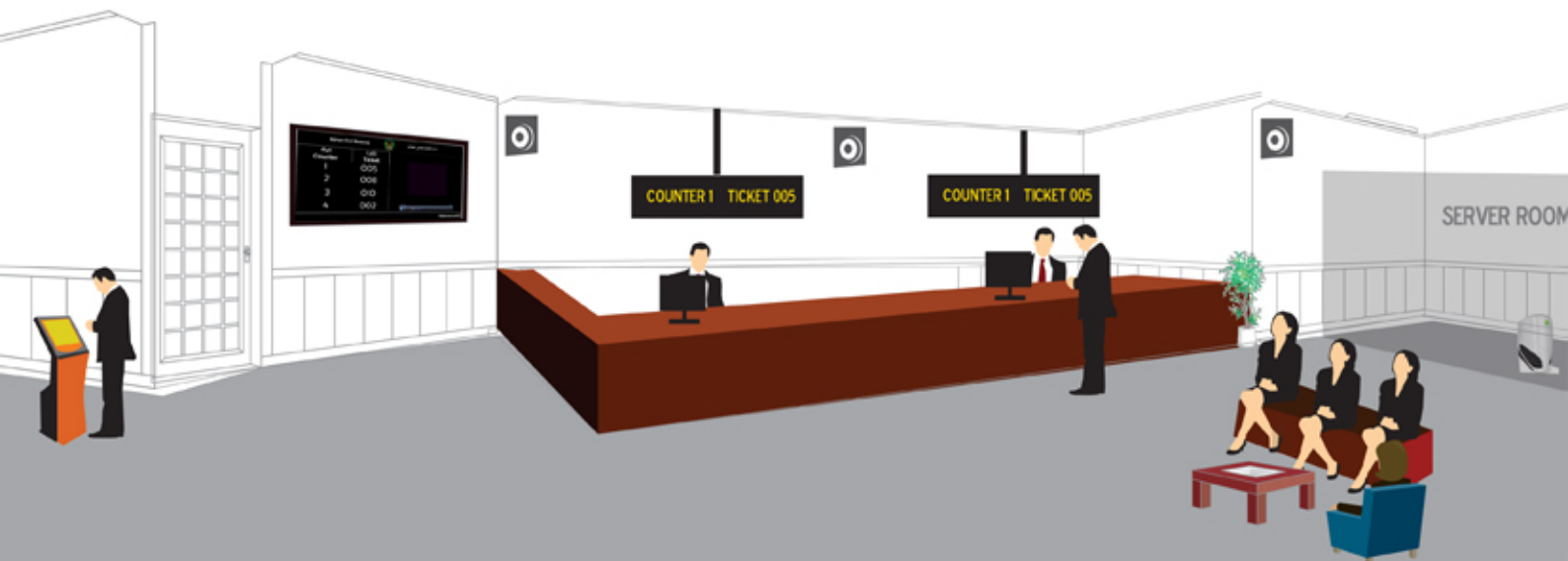


RSI Kiosk 2010

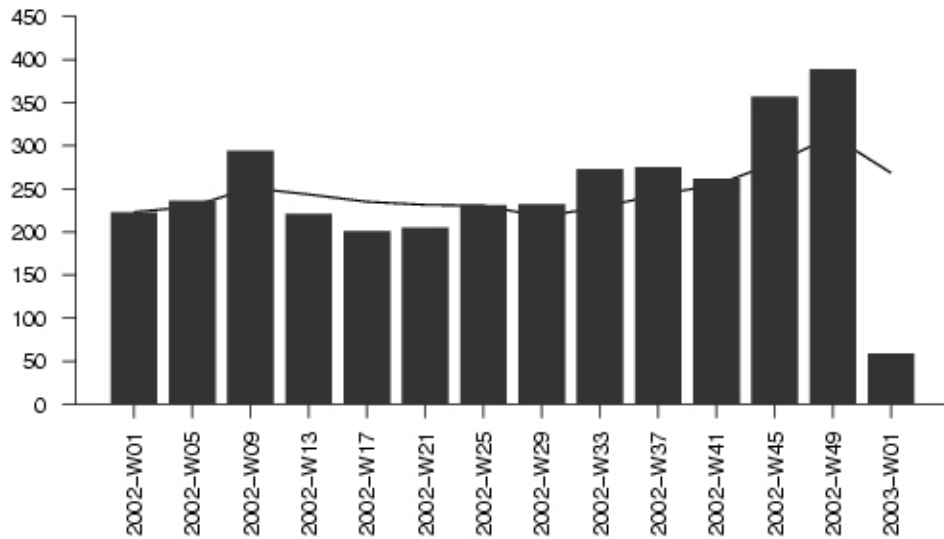


RSI Kiosk 2010

# 3D model

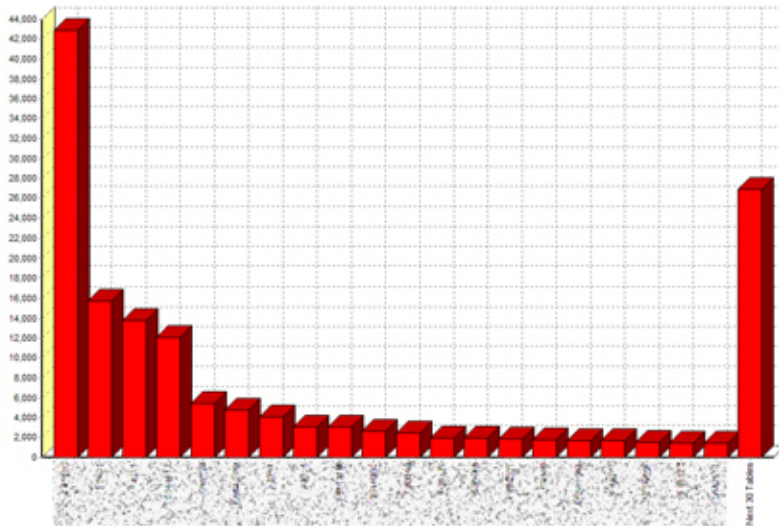


# Reporting



# Reporting

Top 20 Largest Tables  
12/01/2008



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Queue Management System



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