

Introducing TouchQue 1.6

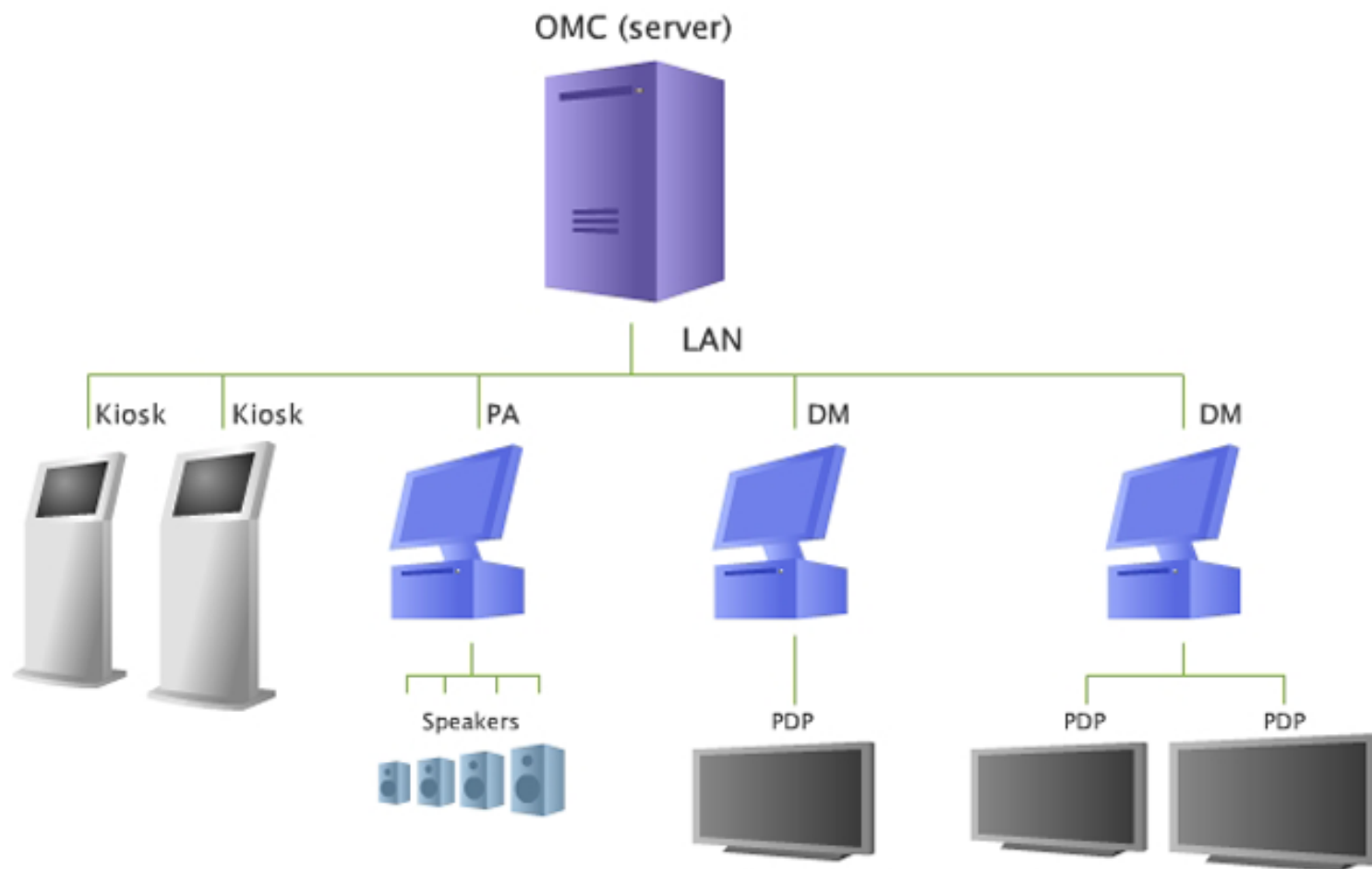
Modular Queuing System That Grows with Your Needs

TouchQue Overview

- Modular Architecture
- Touch-Enabled Ticket Kiosks
- Simple Counter Operation
- Synchronized Announcements
- Real-Time System Configuration
- Real-Time System Status Monitoring
- Queue Prioritization
- Detailed Reports
- Digital Signage Integration

Features (cont.)

- **Modular Architecture**
 - Server-based solution with independent modules
 - System can grow as you expand



Features (cont.)

- **Touch-Enabled Ticket Kiosks**
 - User-programmable queue names and artwork
 - Reflects queue availability in real-time



Features (cont.)

- **Simple Counter Operation**
 - Supports system- and user-based ticket allocation
 - Records idle time and handling time for each user



Agent ID:

Password:

Repair
268 (A10)
Collection
217 (B35)
Redemption
235 (C53)
Redemption
300 (D86)

agent21
Idle

Repair
265 (A10)
Collection
209 (B35)
Redemption
232 (C53)
Redemption
297 (D86)

agent21
Handling D86

Features (cont.)

- **Real-Time System Configuration**
 - Web-based system management console

Queuing System - SIRIUS

System Queues Agents Counters Reports Logged in as *admin* Logout

Summary

Queue Status

System status on 13 Jun 2006, 10:34:44

Active queues: 5

Logged in agents: 11

Active queue status since last system reset:

Queue ID	Avg CHT (mins)	Avg CWT (mins)	Issued	Pending
A	0.55	1.07	14	12
B	0.55	1.05	12	10
C	0.00	0.10	9	8
D	0.00	0.00	8	8
E	0.00	0.00	15	15

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Rev 2

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Features (cont.)

- **Real-Time System Configuration**
 - Adjust queue and counter assignments in real-time

Queues

Configuration

Queue ID	Enabled	Description
A	☒	Repair 產品維修
B	☒	Collection 產品領取
C	☒	Redemption 禮品換領
D	☒	一般查詢 General Enquiry
E	☒	禮品換領 Gift Redemption

Save changes

Counters

Create new counter

Configuration

First Prev 1 / 4 [Next](#) [Last](#)

Counter	Enabled	A	B	C	D	E	Delete
1	☒	☒	☒	☒	☒	☒	X
2	☒	☒	☒	☒	☒	☒	X
3	☒	☒	☒	☒	☒	☒	X
4	☒	☒	☒	☒	☒	☒	X
5	☒	☒	☒	☒	☒	☒	X
6	☒	☒	☒	☒	☒	☒	X
7	☒	☒	☒	☒	☒	☒	X
8	☒	☒	☒	☒	☒	☒	X
9	☒	☒	☒	☒	☒	☒	X
10	☒	☒	☒	☒	☒	☒	X

Save changes

Features (cont.)

- **Real-Time System Configuration**
 - Manage login IDs and queue schedules

Agents

Create new account

Accounts

First Prev 1 / 7 Next Last

	Agent ID	Full name	Type
☐	admin	administrator	Administrator
☐	agent1	Agent 1	Agent
☐	agent2	Agent 2	Agent
☐	agent3	Agent 3	Agent
☐	agent4	Agent 4	Agent
☐	agent5	Agent 5	Agent
☐	agent6	Agent 6	Agent
☐	agent7	Agent 7	Agent
☐	agent8	Agent 8	Agent
☐	agent9	Agent 9	Agent

Delete selected accounts

Schedules

Create new event

Events

	Time	S	M	T	W	T	F	S	Action
☐	00:00	X	X	X	X	X	X	X	Enable All queues
☐	11:33			X	X		X	X	Disable All queues
☐	11:33	X	X	X	X		X	X	Enable Queue B
☐	11:34		X		X		X	X	Disable All queues
☐	11:34	X	X	X			X		Enable Queue C
☐	11:34	X	X	X	X	X	X	X	Enable Queue E
☐	11:47	X	X	X	X	X	X	X	Enable All queues
☐	14:27	X	X	X	X	X	X	X	Disable All queues
☐	14:28	X	X	X	X	X	X	X	Enable All queues

Delete selected events

Features (cont.)

- Real-Time System Status Monitoring
 - Monitor system status from remote location

Dashboard 2

Updated on 11/11/2014, 5:36:50 PM

Queue Statistics

Queue	CWT (mins)				CHT (mins)				Tickets	
	Min	Avg	Max	Threshold	Min	Avg	Max	Threshold	Issued	Pending
A	0.00	1.27	3.62	100% < 10 mins	0.02	6.27	26.17	66% < 5 mins	9	0
B	0.00	5.77	26.37	76% < 10 mins	0.00	6.73	31.30	39% < 5 mins	282	7
C	0.00	4.85	17.50	88% < 10 mins	0.00	4.35	22.78	68% < 5 mins	188	5
D	0.22	5.17	18.22	89% < 10 mins	0.25	3.37	11.78	81% < 5 mins	37	0
E	0.22	0.65	1.07	100% < 10 mins	1.98	9.65	17.30	50% < 5 mins	2	0
F	0.00	5.02	22.67	85% < 10 mins	0.12	3.03	15.32	85% < 5 mins	21	0
G	0.00	0.92	3.03	93% < 3 mins	0.00	10.12	41.58	13% < 5 mins	16	0
H	0.00	0.00	0.00	100% < 10 mins	0.00	0.00	0.00	100% < 5 mins	0	0
Overall	0.00	5.15	26.37	82%	0.00	5.63	41.58	53%	555	12

Agent Statistics

Agent	Login		Tickets								CHT (mins)	
	Counter	Status	A	B	C	D	E	F	G	Total	Avg	Max (ID)
charlie.lam	14	Serving C183	-	-	17	-	-	2	-	19	5.63	15.32 (F)
eason.leung	-	-	-	-	15	-	-	2	-	17	6.90	17.47 (C)
ester.san	3	Serving G16	1	22	8	-	-	-	-	31	6.07	13.62 (B)
frankie.tsang	13	Serving B270	-	18	15	-	-	-	2	35	8.18	22.02 (B)
jeffrey.yeung	6	Serving B274	2	25	7	-	-	-	1	35	5.73	26.17 (A)
karman.so	18	Serving C182	1	33	28	-	-	9	1	72	1.83	22.78 (C)
kiki.lao	4	Serving B269	-	32	5	-	-	2	1	40	5.78	13.88 (B)
kinki.fan	9	Serving B275	2	30	4	-	1	1	2	40	6.72	23.22 (B)
natalie.chan	-	-	-	11	-	-	1	1	1	14	13.47	31.30 (B)
panda.chung	-	-	-	25	35	-	-	-	2	62	5.03	17.13 (B)
patrick.wong	-	-	-	6	2	-	-	1	-	9	6.92	11.08 (B)
roger.ma	17	Idle	-	9	8	-	-	-	1	18	9.43	41.58 (G)
samuel.fung	-	-	1	2	14	37	-	3	-	57	3.75	16.78 (C)
serena.lau	-	-	2	36	2	-	-	-	4	44	6.82	22.15 (B)
stephy.lee	-	-	-	3	1	-	-	-	-	4	4.53	7.05 (B)
winnie.wong	12	Serving B273	-	18	20	-	-	-	-	38	6.00	25.47 (B)
Overall	-	-	9	270	181	37	2	21	15	535	5.65	41.58 (G)

Counter Statistics

Counter	Agent ID	Status
1	-	-
2	-	-
3	ester.san	Serving G16 since 5:28:47 PM
4	kiki.lao	Serving B269 since 5:21:51 PM
5	-	-
6	jeffrey.yeung	Serving B274 since 5:30:20 PM
7	-	-
8	-	-
9	kinki.fan	Serving B275 since 5:31:31 PM
10	-	-
11	-	-
12	winnie.wong	Serving B273 since 5:29:51 PM
13	frankie.tsang	Serving B270 since 5:29:01 PM
14	charlie.lam	Serving C183 since 5:36:33 PM
15	-	-
16	-	-
17	roger.ma	Idle since 5:19:11 PM
18	karman.so	Serving C182 since 5:35:59 PM

CWT Statistics

Duration	Customers	%
CWT < 5 mins	331	61.99
CWT < 10 mins	442	82.77
CWT < 15 mins	501	93.82
CWT < 20 mins	524	98.13
CWT < 25 mins	531	99.44
CWT < 30 mins	534	100.00

Features (cont.)

- Queue Prioritization
 - Specify system default queue priority
 - Customize queue priority for each counter or agent

Priorities

System

Queue Priority

A or B, then E or D, then C or J or L

Add

Counter

Counter ID	Queue Priority
1	A or K
2	B, then E, then F
3	C

Add

Agent

Agent ID	Queue Priority
agent1	D
agent2	E
agent3	F

Add

Features (cont.)

- Detailed Reports

- Arrange data by day, week, month, quarter or year
- Obtain statistics for queue, agent or time interval

Report

Date Range: 2014 / 11 / 11 ... to 2014 / 11 / 11 ...

Interval:

- ☒ Daily (15 minutes interval)
- ☐ Daily (hourly interval)
- ☐ Weekly (daily interval)
- ☐ Bi-weekly (daily interval)
- ☐ Monthly (daily interval)
- ☐ Quarterly (weekly interval)
- ☐ Annual (monthly interval)

Report Type:

- ☒ Accumulated CWT and CHT
- ☐ Customer Service
- ☐ Customer Waiting Time
- ☐ Handling Time
- ☐ Productivity - ticket
- ☐ Productivity - time
- ☐ Void Ticket Statistics

Group for:

- ☒ Time interval of 5 minutes

Format:

- ☒ Web page
- ☐ PDF
- ☐ Excel

Generate

Features (cont.)

- Detailed Reports
 - Output report as web-page, PDF file or raw data

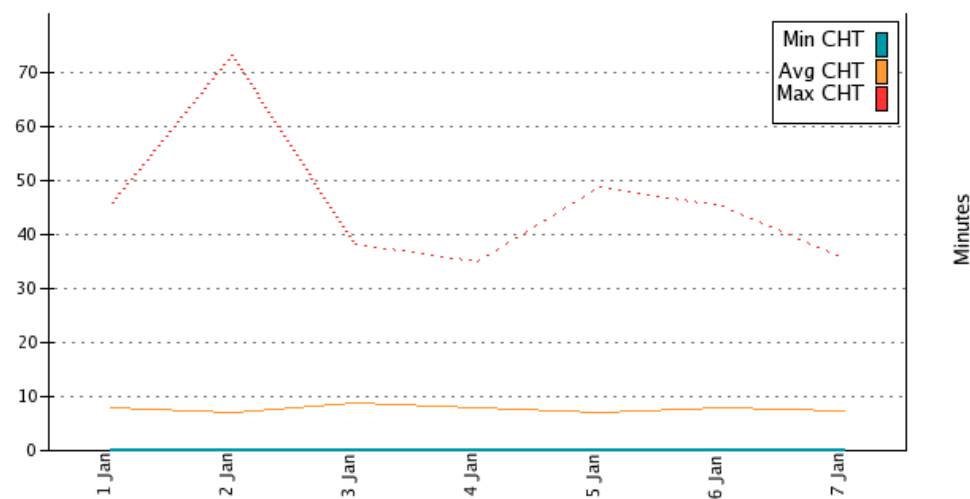


Handling Time Report

Site ID: MTIL1
Date range: 2004/01/01 - 2004/01/07
Report type: Weekly (daily interval)
Group for: Queue

Statistics for Queue B

CHT for Queue B



Time	Min CHT	Avg CHT	Max CHT
1 Jan	0:01	7:52	45:18
2 Jan	0:02	7:11	73:21
3 Jan	0:00	8:51	38:22
4 Jan	0:01	7:53	35:11
5 Jan	0:05	7:06	48:52

Features (cont.)

- **Digital Signage Integration**
 - Combine queuing information with other content under InnoView™ for more professional layouts

票號 Ticket	櫃檯 Counter
C3	» 3
A1	» 4
B1	» 2
B3	» 5
C2	» 1



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Wong Tai Sin District Police Station

Notable Deployments

- **Service Center**
 - 3 HK
 - Sony
 - Samsung
 - Telecom Service One
 - Prudential
- **Hospital**
 - Baptist Hospital
- **Police Station**
 - Mongkok Report Room
 - Wong Tai Sin Report Room

Case Study – Baptist Hospital

- **Deploy Off-The-Shelf Modules**
 - Deployed Queue Management Console on 1 server
 - Deployed Ticket Module on 3 touch-screen kiosks
- **Integrate with Hospital's IT System**
 - Designed and implemented custom-written dynamic link-library (DLL) as system interface
 - Hospital's IT system allocates tickets through DLL
 - Reports real-time system status through DLL
- **Customize Display Content**
 - Designed LCD display layouts as per client's requirements
 - Utilized LED displays to show location-based information