



Meeting Every Queue Management Need

WCT500

Web Counter Terminal





The WCT500 is a web based client operating on the staff PC. It is supported by most of the ubiquitous web browsers such as Internet Explorer, Chrome, and Firefox. Being web based, it is easy to deploy and does not need software installation on the staff PC.

Intuitive graphical user interface allows the staff to operate the terminal without much training. Real time service status information further assists the staff in responding accurately and quickly to the changing need.

Besides queue information, it can interface to CRM to display relevant customer information such as name, photo, past transactions, customer feedbacks, etc. With this information, the counter staff will be able to greet the customer by name and also better equipped to serve him when he approaches the counter. This helps to enhance the customer service experience.

On screen serving and idle time displays are targeted at improving the staff productivity by reminding the staff of the time taken to serve the customer and the unproductive time respectively.

Transaction support is integrated. A transaction menu facilitates the staff in selecting the required transaction.

Features

- Standard queue functions: Login, Next, Call, Recall, Store, Done, Transaction, Transfer Service, Transfer Counter, Customer Information and Attention
- Auto calling mode and new customer arrival alert free the staff from having to check for any waiting customer
- Display real time service status information such as serving time, queue length, average waiting time
- Display customer's information such as name, photo, past transactions, feedbacks, etc.
- Audio & visual alert when preset waiting time limit is exceeded.

Technical Specifications*

Parameter	Description
Model	WCT500
Type	Web based client
Functions	Login, Next, Call, Recall, Store, Done, Transaction, Transfer Service, Transfer Counter, Customer Information & Attention
Ticket number	Alphanumeric
PC requirements	Internet Explorer 8 & above / Chrome 18.0.1025 & above / Firefox 11.0 & above / Safari 5

* Subject to change without prior notice

