



Advantech Queue Calling System

Intelligently Improving Customer Service



Simple Multimedia Queue Management System Boosts Operational Efficiency

Combining the functions of queue management and calling with the ability to present advertisements in a single eye-catching signage display can not only reduce overall operating costs, but also boost operational efficiency.



Ensures Stress-Free Customer Experiences

Customers can glance at the digital signage to view the queue status and estimate their wait duration. By enabling customers to see exactly where they are in the queue, the system encourages continued browsing, thereby converting queuing and waiting time into extended shopping time, which increases the opportunity for additional purchases while eliminating customer frustration.



User-Friendly Interface for Managing the Queue Calling System

Advantech Intelligent Services' queue calling system features a user-friendly interface that allows users to conveniently edit advertisement content, broadcast corporate messages, update queue status, and conduct queue calling. This all-in-one solution eases queue management problems and improves sales with the presentation of appealing advertisements.



SOFTWARE Hybrid Calling System

This software is a fast, convenient and network-based integrated solution of digital signage and calling system, which is specially designed for retail industry. Its main functions include: combining digital signage and calling system to help the store owner quickly and easily build marketing content and use calling function through a graphic interface; equipped with a specific Android App to offer wireless calling function.

APPLICATION

Queue Calling System for Food Court and Takeout Businesses



The following situation might be familiar to you – It's about 7pm, you're looking for a nice meal in the food court of a shopping mall and after finally finding an appealing food stall, you notice that 10 or more people are already queuing in front of the counter waiting for their meals. Joining the queue, ordering, or even reading the menu proves to be difficult because the counter is in a state of disarray. Advantech Intelligent Services' queue calling system is designed to resolve these problems at food courts and busy takeout food stalls by eliminating long queues, particularly during peak times, and easing staff and customer stress. In addition to displaying the queue status on the digital signage, the queue calling system can be used to present promotional messages and advertisements. After ordering, customers are given a queue number and can sit in the common dining area while they wait. Once their queue number is shown on the signage, customers can easily collect their order. Streamlined operations and reduced staff and customer stress improves the overall service quality, resulting in increased customer satisfaction.

SYSTEM ARCHITECTURE



PRODUCT INFO

UBC-DS31

RISC-Based Digital Signage Box

- Freescale i.MX6 Dual Cortex-A9 1.0 GHz
- Supports full HD 1080P H/W video codec engine
- Low power, fanless design



Hybrid Calling System Cloud-Based Software

- Use a mobile app for queue management and calling functions
- User-friendly management interface
- Supports digital signage and queue management applications