

Serving at Counter  
**27 01**

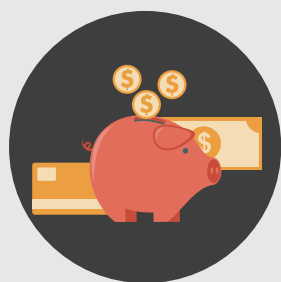
Now serving at Counter  
**No. 30 02**

Now serving at Counter  
**No. 28 03**



# Advantech Smart Counter Solution

Enhanced Service Quality and Corporate Image



## Efficient Solution for Multiple Counters

For banks, hospitals and other public service organizations, managing long queues and customer bottlenecks during peak business hours has been significantly challenging. Advantech Intelligent Services' smart counter solution can support diverse applications at multiple counters for efficient queue management.



## Reduces Customer Wait Times with Systematic Counter Management

Upon entering a bank or public service organization, customers can obtain a queue number by specifying the service they require on a self-service kiosk. The system then intelligently categorizes customers according to their required service to effectively reduce customer wait times.



## Increases Customer Satisfaction

The smart counter solution frees customers from waiting in long queues, providing a more pleasant and enjoyable service environment. Additionally, customers can provide feedback regarding the service quality by completing a satisfaction survey.



## Provides Real-Time Performance Reports

Each counter can be equipped with a customer feedback system to enable instant feedback. This data can be transformed into real-time reports, customer satisfaction ratings, and daily transaction data of individual sites, providing management with the insight to establish operation optimization strategies.

**ADVANTECH**

**Intelligent Services**

[www.advantech.com/iretail-hospitality](http://www.advantech.com/iretail-hospitality)

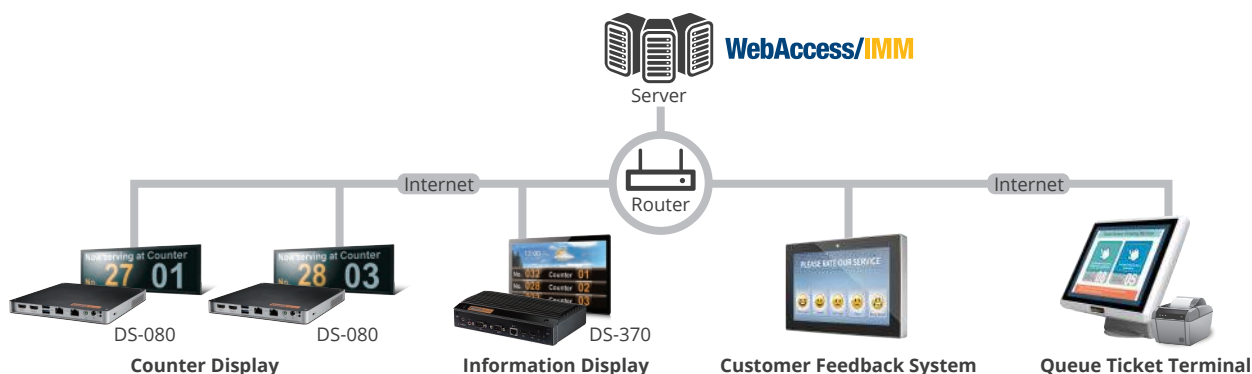


## Improve Services with Systematic Queue Management and Customer Feedback System

- 1. Queue Ticket Terminal** Customers can use a self-service kiosk to obtain a queue number
- 2. Information Displays** Information displays can be used to show the queue status and cross-promote products
- 3. Counter Displays** Queue numbers can be shown on counter displays to indicate which counter is available
- 4. Customer Feedback System** Customers can rate counter staff by completing a satisfaction survey



### SYSTEM ARCHITECTURE



### PRODUCT INFORMATION



#### DS-370

##### Information Display

- Supports dual FHD independent displays
- Compact and fanless design
- Built-in content management and security software



#### DS-080

##### Counter Display

- Revolutionary 19mm-thin and fanless design
- Built-in content management and security software



#### UTC-520

##### Multi-purpose 21.5" All-In-One Touch Computer

- Ultra-low power consumption, fanless system design
- 16:9 widescreen, IP65-certified front panel
- Groove design for easy installation of peripherals



#### WebAccess/IMM

##### Queue Management & Customer Feedback System

### CASE STUDY New Taipei City Government Office



### Smart Counter Solution Enables New Taipei City Government to Provide Services in an Efficient Way, Taiwan

The New Taipei City government's head office located in Banqiao provides the local population of nearly 4 million with multiple public services, including services related to labor affairs, public health, cultural affairs, and tourism. Because of the volume of services offered, visitors to the New Taipei City government office typically experience long queues, which result in frustration and dissatisfaction. To provide a more timely and personalized service, Advantech Intelligent Services assisted the government in improving services with the implementation of smart counter solution, which comprised a queue management system, digital signage, and counter displays. Consequently, the New Taipei City government was able to reorganize and optimize operations with a total of 42 counters providing a variety of services for more effective and efficient delivery.