

Workstation LED-display WD3264

User case

The LED-display above each workstation is a classic component of a Customer Journey Management system, for example Orchestra or Quickflow.



By displaying the ticket number being called, the display brings attention to the visitor and helps the visitor to find the appropriate workstation for the service.

In addition to displaying the ticket number, the WD3264 display can also show the number of the service counter.

Since the display allows for management of each individual LED, the display can also show text such as "Welcome", "Open", "Closed", or any other text information relevant to the Customer Journey (optional customization of the software).

It is also possible to display pictures, such as the logotype of the organization, as example.

Functionality – specification

The LED-display is fully integrated with the CJM softwares Orchestra or Quickflow. The configuration of the display is done inside the CJM software.

- Multi-color display (RGB) – 64 colors
- One LAN-cable for power supply and communication (RJ45 connector)
- Communication over TCP/IP
- Power supply – PoE (passive PoE router, 24V, 0,3A per port)
- Power supply voltage – 24V
- Maximum power consumption – 8W
- Average power consumption – 6W
- Pixels – 32x64
- Pixel density – P4
- Dimensions – 262x134x30mm
- Wall mount
- Tube mount (25mm)
- Net weight – 750g

The display is managed by the CJM software (Orchestra, Quickflow, ...) through two proprietary software modules; the DisplayManager-module installed at a mini-PC or kiosk inside the branch office (within the LAN of the branch), and an UTT installed with Orchestra.

The number of displays per router depends on the maximum simultaneous power consumption (depending on the text displayed).

Architecture

