

Quickflow

Quickflow is a compact and efficient solution for Customer Flow Management.

- Quick setup – ready to go in a few hours
- Easy administration of services, priorities and user roles
- Standard web browser (thin client) for all user interfaces
- No separate server or complex IT-infrastructure (kiosk = system server)
- Standard 80mm ticket rolls
- Local language adaptation

System components



Touch kiosk 18" or 21" & system server



Digital Signage



Media and voice call player



Workstation display

Touch screen kiosk – ticket printer



- Q-Select 21” – touch screen (floor standing)
- Q-Select 18” – touch screen (table/wall mount)
- Built-in ticket printer for standard 80mm ticket rolls
- Built-in system server
 - CPU Intel i5, 4 Cores
 - 8GB RAM
 - 500GB HDD
 - Linux Ubuntu operating system
- QR-code reader (optional)
- NFC-reader (optional)
- Camera (optional)
- Floor/table/wall mount versions
- One or several kiosks/printers in one Quickflow system

Digital Signage



- TV-panel for display of ticket calling & serving
- Design according to brand book
- Dedicated area for information/promotion material
- Pictures
- Movies
- Built-in loudspeakers for ding-dong or voice calling
- One or several TV-panels in one Quickflow system



Quickflow – software modules

- User roles manager;
 - Administrator – system administration and full access to all modules
 - Operator – serving tickets
 - Reception – appointment management
 - Reports – access to reports
- Calendar and schedule manager, for the branch and different services
- Queue logics manager (services, service groups, priorities)
- Smart screen (kiosk touch screen manager)
- Ticket editor
- Digital Signage manager
- Appointments manager
- Standard statistical reports manager

Quickflow – queuing, calling and serving

- Personal user login – automatic assignment of user role
- One or multiple services (or group of services) assigned to each user role
- Three possible priority levels for different services within each user role
- Cherry-picking of tickets in queues
- Transfer of tickets to other services or staff members (with or without automatic return)
- Parking of current ticket for pause in the service process (user pool)
- Result (outcome) of the service process as additional statistical information
- Break (pause) in the service process
- Defined KPIs for waiting time
- Defined KPIs for service time

Quickflow – start page

 Quickflow

Choose the module you need:

 OPERATOR PANEL

 ADMINISTRATION

 APPOINTMENT

 REPORTS

[Sign out](#)

Quickflow – workstation

The screenshot displays the 'Operator's Panel' interface for Quickflow. The top navigation bar includes a menu icon, the title 'Operator's Panel', and the 'Quickflow' logo. The main workspace is divided into three primary sections:

- My queues:** A table listing queue types and their current status.

Queue Type	Count	Time
Corporate	0	00:00:00
Individual	0	00:00:00
Consultation	0	00:00:00
- Current ticket:** A section for the active ticket, currently showing 'NO ONE CALLED'. A 'Next' button is located at the bottom of this section.
- Actions:** Two buttons are available for managing the current ticket: 'Create visit' and 'Show tickets transferred to other operators'.

Quickflow – view of tickets in queues

The screenshot displays the 'Operator's Panel' interface for Quickflow. It is divided into three main sections:

- My queues:** A list of queues with their respective counts and durations.

Queue Type	Count	Duration
Corporate	3	00:00:29
C1	CALL	00:00:29
C2	CALL	00:00:26
C3	CALL	00:00:23
Individual	1	00:00:34
Consultation	1	00:00:14
- Current ticket:** A section showing the status of the current ticket, which is 'NO ONE CALLED'. A 'Next' button is located at the bottom of this section.
- Actions:** Two buttons are available for the current ticket: 'Create visit' and 'Show tickets transferred to other operators'.

Quickflow – servicing a visit

The screenshot displays the 'Operator's Panel' interface for Quickflow. The panel is divided into several sections:

- My queues:** A table showing the number of tickets and their duration for different categories.

Category	Count	Duration
Corporate	2	00:01:21
Individual	1	00:01:29
Consultation	1	00:01:09
- Current ticket:** Displays the ticket ID 'C1', category 'Corporate', and transaction time '00:00:13'. Below this are buttons for 'Redirect', 'Transfer to operator', 'Postpone', and 'Complete'.
- Actions:** Buttons for 'Create visit' and 'Show tickets transferred to other operators' are located on the right side.
- Next:** A button at the bottom center to proceed to the next ticket.
- Left Sidebar:** Contains a user profile for 'ADMINISTRATOR SUPER', 'SELECTED WORKPLACE: 2', and buttons for 'Take a break' and 'Logout'.

Quickflow – transfer to another service

The screenshot displays the 'Operator's Panel' interface. On the left, a sidebar shows the user 'ADMINISTRATOR SUPER' with 'SELECTED WORKPLACE: 2' and buttons for 'Take a break' and 'Logout'. The main area is divided into 'My queues' and 'Current ticket'. The 'My queues' table lists: Corporate (2 people, 00:01:47), Individual (1 person, 00:01:55), and Consultation (1 person, 00:01:35). The 'Current ticket' section shows 'C1' for 'Corporate' with a transaction time of 00:00:39. A modal titled 'Transferring a client to another service' is open, showing a 'Serving result' dropdown set to 'Request processed without result', a 'Redirect to' dropdown menu, and a search list with 'Individual' and 'Consultation' options. Buttons for 'Cancel' and 'Redirect' are at the bottom of the modal. Other buttons in the interface include 'Create visit', 'Show tickets transferred to other operators', and 'Next'.

My queues		
Corporate	2	00:01:47
Individual	1	00:01:55
Consultation	1	00:01:35

Current ticket	
C1	Corporate
Transaction: 00:00:39	

Transferring a client to another service

Serving result: Request processed without result

Redirect to: [Dropdown menu]

Search:

- Individual
- Consultation

Buttons: Cancel, Redirect

Quickflow – transfer to my user pool

The screenshot displays the Quickflow Operator's Panel interface. On the left, a sidebar shows the user profile for 'ADMINISTRATOR SUPER' and 'SELECTED WORKPLACE: 2', along with buttons for 'Take a break' and 'Logout'. The main area is divided into three sections: 'My queues', 'Current ticket', and a right-hand control panel. The 'My queues' section lists 'Corporate' (2 clients, 00:02:03), 'Individual' (1 client, 00:02:11), and 'Consultation' (1 client, 00:01:51). The 'Current ticket' section shows 'C1' for 'Corporate' with a transaction time of 00:00:55. The right-hand panel includes buttons for 'Create visit' and 'Show tickets transferred to other operators'. Below these are buttons for 'Redirect' and 'Transfer to operator'. A modal dialog titled 'Transferring a client to postponed' is open, featuring a 'Period (min)' dropdown menu, a text input for 'A comment', and 'Cancel' and 'Postpone' buttons. At the bottom of the main interface, a 'Next' button is visible.

Queue	Count	Time
Corporate	2	00:02:03
Individual	1	00:02:11
Consultation	1	00:01:51

Current ticket: C1
Corporate
Transaction: 00:00:55

Buttons: Create visit, Show tickets transferred to other operators, Redirect, Transfer to operator, Next

Modal: Transferring a client to postponed
Fields: Period (min), A comment
Buttons: Cancel, Postpone

Quickflow – a break in the service process

The screenshot displays the 'Operator's Panel' interface. On the left, a sidebar shows the user profile 'ADMINISTRATOR SUPER' and 'SELECTED WORKPLACE: 2', with buttons for 'Get Started' and 'Logout'. The main area is divided into 'My queues' and 'Current ticket'. The 'My queues' section lists: Corporate (3 people, 00:00:49), C1 (CALL, 00:00:49), C2 (CALL, 00:00:46), C3 (CALL, 00:00:43), Individual (1 person, 00:00:54), and Consultation (1 person, 00:00:34). The 'Current ticket' section shows 'NO ONE CALLED'. A central notification box states 'You have suspended work with clients' with a 'Back to work' button. Other buttons include 'Create visit', 'Show tickets transferred to other operators', and 'Next'.

Queue	Count	Time
Corporate	3	00:00:49
C1	CALL	00:00:49
C2	CALL	00:00:46
C3	CALL	00:00:43
Individual	1	00:00:54
Consultation	1	00:00:34

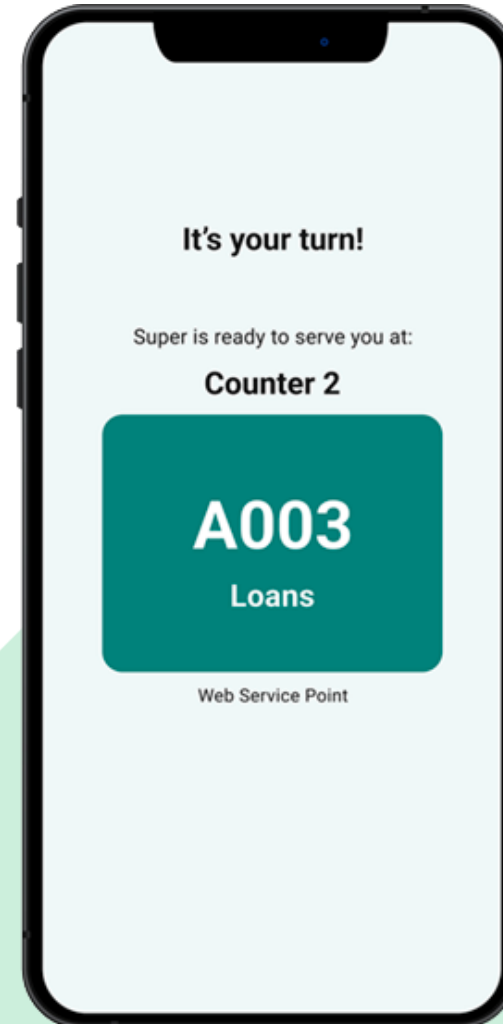
Q-Voice

- Voice calling of tickets to service counters
- Compatible with sound files for Qmatic Choral
- Scripting of call phrases
- Installed on the media player
- Sound through TV-panel speakers or separate sound system



Mobile ticket

- Scan a QR-code to access the menu of services
- Select the service
- Call history during waiting
- Call announcement
- Design according to brand book
- Mobile web browser (no installed app needed)



Q-Rating – advanced customer feedback

- Non-linear survey scenarios
- Unlimited scenarios
- Scenarios related to:
 - Date & time
 - Service selected
 - Branch office
 - Workstation
- Scenario activation by Quickflow events
- Tablet at workstation
- Android client or web interface
- Standard reports available
- Publicity surface between scenarios (tablet deploy)
- Requires one system server/branch and tablets at workstations



Quickflow – technical platform

- Operating system Linux Ubuntu 20.04 (or higher)
- Core Qsystem 21
- Java JDK 11.0.14
- Java JRE 8 (including JavaFX)
- WildFly Full 26.0.1 Final (WildFly Core 18.0.4 Final)
- Google Chrome 109.0.5414.74
- Nginx 1.22.1
- Standard web browsers for all user interfaces

Quickflow – continuous development

- Version 2.0 – released December 2023
 - Several kiosks/printers in one system
 - Appointment module
 - Cherry picking of tickets in queues
 - Walk direct creation of visit
 - Transfer to service
 - Improved Digital Signage
 - Improved Ticket Editor
- Version 2.5 – planned for June 2024
 - Centralized statistics with reports editor (for several Quickflow systems within one organization)
 - Improved and user friendly system installer
 - System backup and restore functionality (for future system upgrading)
 - Additional queuing info on ticket (e.g. number of tickets in queue, estimated waiting time, ...)

Quickflow – licensing

- Quickflow standard
 - Unlimited concurrent users (max. 20 recommended)
 - Full queuing functionality
 - Digital Signage
 - Appointments
 - Branch statistics
 - Q-Voice
 - Mobile ticket
- Quickflow is licensed per branch (per server)
- Q-Rating – licensed by user (e.g. tablet)