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

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System components

Touch kiosk 18" or 21" & system server

Digital Signage

Media and voice call player

Workstation display

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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

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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

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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

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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

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Quickflow – start page

Quickflow – workstation

Quickflow – view of tickets in queues

Quickflow – servicing a visit

Quickflow – transfer to another service

Quickflow – transfer to my user pool

Quickflow – a break in the service process

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

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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)

It's your turn!

Super is ready to serve you at:

Counter 2

A003

Loans

Web Service Point

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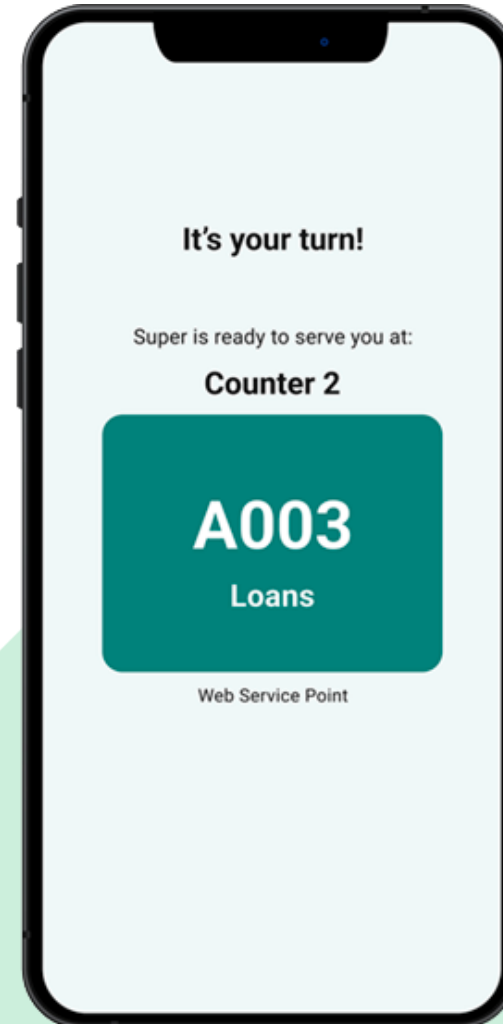
Q-Rating – advanced customer feedback

- 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

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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

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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, ...)

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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)

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