Intelligent Wireless Queue Management Systems

Enhancing Patient Experience with Smart Token Management

®

BPS iQMS - Intelligent Queue Management System

Ward	Token	OPD/Counter
Medicine OPD 2	M-006	8
Psychiatric	P-004	10
TB Chest OPD 1	T-004	11

15:34 Welcome to JTKM & H, Madhupura
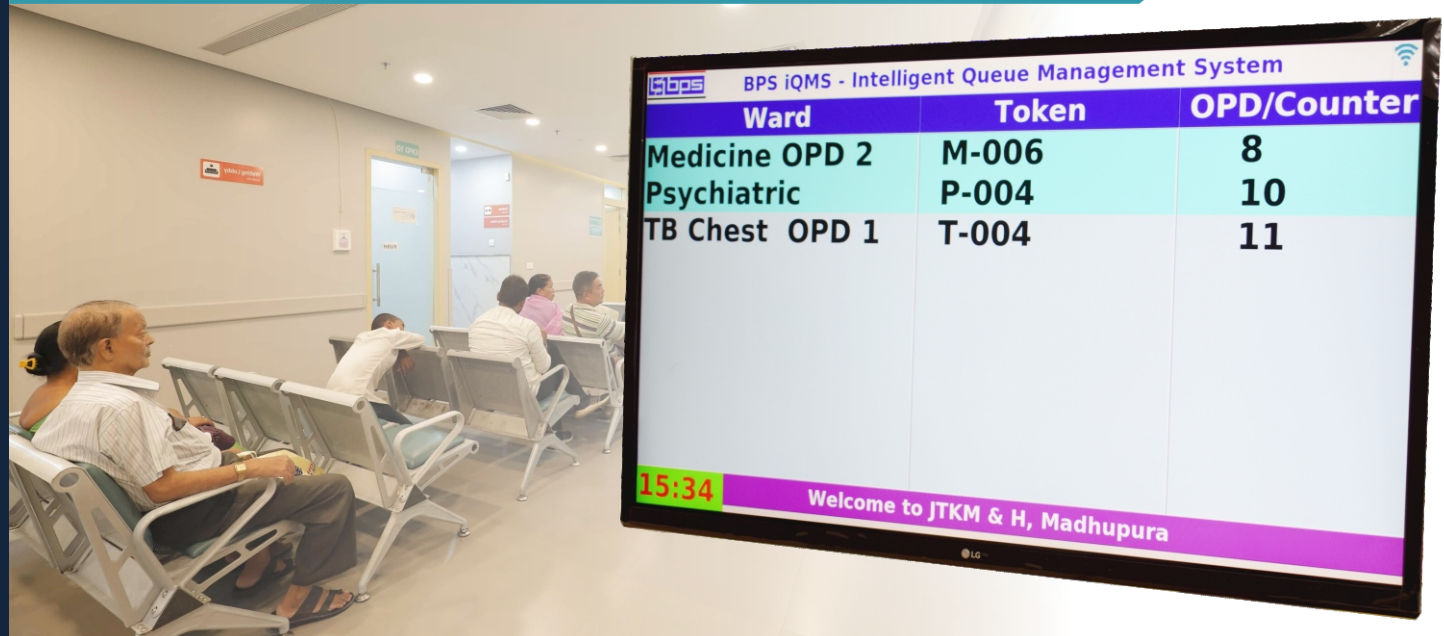
- Fully Customizable as per queuing needs
- WiFi based systems
- Web/ Cloud Based systems
- Modern multi touch screen Kiosks
- Enhanced MIS reporting and Analytics
- Helps in organizing waiting area
- Reduced manpower requirement
- Embedded System design
- Flexible and Configurable System
- Effective solution for OPDs
- Stand alone system
- Cost effective

Why Queue Management System ?

A **Queue Management System (QMS)** is used to enhance customer satisfaction, improve operational efficiency, and streamline service delivery. Here are the key reasons for using a QMS:

1. Reduced Waiting Times: By organizing and prioritizing queues, a QMS minimizes perceived and actual wait times, making the process smoother for customers.

2. Improved Customer Experience: Clear communication, such as token displays and updates, reduces frustration and confusion for customers.

3. Efficient Resource Allocation: QMS helps manage staff workload effectively by analyzing queue trends and allocating resources accordingly.

4. Enhanced Productivity: Automated processes free up employees from managing physical queues, enabling them to focus on delivering better service.

5. Data Insights: A QMS provides analytics on customer flow, service times, and peak hours, helping organizations optimize operations.

6. Fair and Transparent Service: Ensures customers are served in an orderly and impartial manner, fostering trust.

7. Integration with Technology: Advanced QMS solutions integrate with mobile apps, kiosks, and other technologies, enabling virtual queuing and remote booking for added convenience.

This system is invaluable in industries such as healthcare, retail, government offices, and banking, where managing high foot traffic efficiently is critical.

Features and Highlights

A **Queue Management System (QMS)** offers numerous features and benefits that make it an essential tool for enhancing customer experience and streamlining service delivery. Below are the key features and highlights:

- **Token-Based Queueing**
Customers receive a unique token (digital or printed) for their place in the queue.
Eliminates physical lines, ensuring a more organized and comfortable waiting environment.

- **Multi-Channel Queuing**
Supports walk-in, appointment-based, and virtual queues via kiosks, websites, or mobile apps.
Customers can join the queue remotely and arrive just in time for their turn.

- **Real-Time Queue Updates**
Digital screens and announcements keep customers informed about their status in the queue.
Reduces uncertainty and enhances customer confidence.

- **Customizable Workflow**
Configurable workflows to suit different industries like healthcare, retail, banking, or government offices.
Tailored options for single or multi-service queues, counters, and priority-based queuing.

- **Integration with Mobile Apps**
Provides virtual queueing, token management, and real-time updates directly on customers' smartphones.
Reduces congestion and improves convenience.

- **Analytics and Reporting**
Generates detailed reports on metrics such as waiting times, service durations, and peak traffic hours.
Offers actionable insights for process optimization and resource allocation.

- **Smart Notifications**
Automated SMS or push notifications to update customers about their turn or delays.
Enhances communication and reduces frustration.

- **Multi-Language Support**
Interfaces and announcements can be customized in multiple languages to serve diverse customer bases.

- **Centralized Management**
Unified dashboard to monitor and control queues across multiple branches or locations.
Enables centralized decision-making for enterprises.

- **Priority and VIP Management**
Special provisions for prioritizing certain customers, such as VIPs, the elderly, or differently-abled individuals.
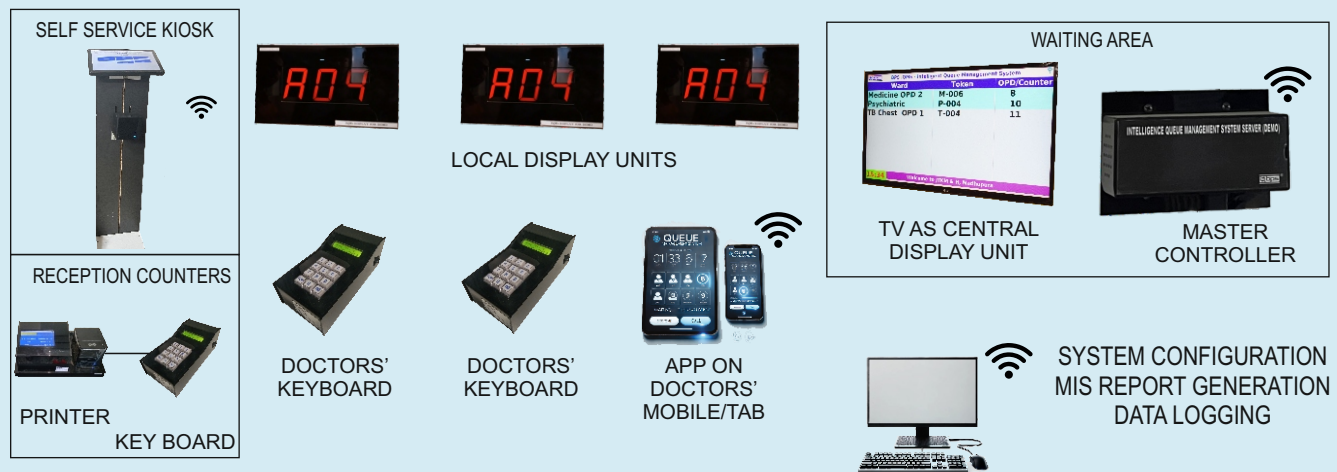Ensures fairness and inclusivity.

- **Seamless Hardware Integration**
Integrates with self-service kiosks, digital signage, ticket printers, and audio-visual systems for a complete solution.
solutions for businesses of all sizes.

QMSH2WS for Hospital OPDs - Wireless.

This is designed for hospital with large numbers of OPDs and large numbers of patients. This system has choice of installing Self Token Dispensing Kayos or Reception Counter. Doctors chambers may have Doctors Keyboard or Android phone can be used for key board. Called No. is displayed at local display units and also at central Display unit. TV set can be configured to act as Central Display Unit.

This wireless system- communications is through wire less hence installation is very easy. It is IP based system, all date can be stored and with computer and various report can be generated.

- **Effective solution for existing OPDs**
- **Wireless Rf Units for easy installation**
- **TV at waiting area**
- **WiFi for programming and MIS reports**
- **Flexible and configurable system**
- **Optional Android App based calling**
- **Optional self dispensing KIOSK**
- **MIS reporting and data-loging**

SELF SERVICE KIOSK

LOCAL DISPLAY UNITS

WAITING AREA

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TV AS CENTRAL DISPLAY UNIT

MASTER CONTROLLER

RECEPTION COUNTERS

PRINTER   KEY BOARD

DOCTORS' KEYBOARD

DOCTORS' KEYBOARD

APP ON DOCTORS' MOBILE/TAB

SYSTEM CONFIGURATION MIS REPORT GENERATION DATA LOGGING

QMSD-1 for Single Doctor Chamber

This is designed for facilitate smooth flow of patient in a Single Doctor Chamber. Token is generated manually, Doctor has calling unit to call in next patient, the Next Patient's token no is displayed at waiting area.

The system is works on Rf signal communication and hence installation is very. It is also very cost effective solution for Stand Alone Chambers.

Waiting area Token Display

Keyboard for calling next patient.

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