

contacta ■

Q-Control™



Audio-visual system for
efficient queue management

- Controls single-line queues for multiple service positions
- Maximises throughput and minimises confusion
- Ticket redemption option available
- Compatible with SecuriCom™ and InfoLoop™ systems

QUEUE MANAGEMENT SYSTEM For multiple service positions

The Contacta **Q-Control™** system enables optimum management of single-line queues to multiple service positions, so that customers are served quickly, and staff can operate effectively and efficiently. Orderly queuing maximises throughput and promotes customer satisfaction and goodwill.

Clear and inclusive

Q-Control provides customers with both visual and audio direction to the next available position. This reduces the possibility of misunderstandings or confusion amongst those waiting. It also assists customers with poor eyesight and/or hearing loss, ensuring that they feel included and well served.

Versatile and easy to use

Multiple service positions can be managed by a single Q-Control system, with an easy-to-use 'mouse' control unit at each position. Installation is simple and neat, whether as part of a new-build project or refurbishment of existing facilities. Cabling can be concealed within counter frames for neat appearance.

System features include male/female voice or dual language facility and a programmable scrolling message capability for the top panel of the Main Display Board.



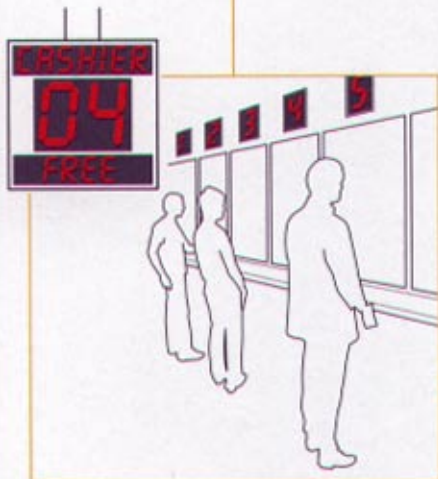
Typical applications

- Airport check-in counters
 - Banks and building societies
 - Benefit agencies
 - Bureaux de change
 - Hospitals and clinics
 - Post offices
 - Ticket offices
 - Supermarkets and superstores
- ... and many more

Integrated customer service

To further enhance customer service at counter positions, Q-Control may be integrated with these other Contacta systems:

- **InfoLoop™** Induction loop facility, enabling effective communication with hearing-aid wearers. Also helps compliance with the Disability Discrimination Act 1995 and Approved Document M (2004 Edition) of the Building Regulations
- **SecuriCom™** Intercom systems for clear speech transmission through glass security screens



TICKET REDEMPTION

Queuing without a line

In certain cases, a queue in the form of a single line is neither appropriate nor desirable. Examples might include a shop environment, or where the queue is not for a single counter but for consultations at desks or in meetings rooms.

In such circumstances Q-Control's ticket redemption system provides the ideal solution. It maintains an orderly and fair queue, but does not require customers to stand in line. Instead they may:

- Browse - thereby possibly making additional purchases
- Inspect/consider their various 'purchase options' - making a sale quicker and easier
- Complete their shopping in other areas of the store - whilst maintaining their place in the queue
- Sit comfortably in a waiting area - and read or prepare for the meeting

In each case the level of service is improved and a favourable impression created with customers. This can help gain valuable customer loyalty and (where applicable) win incremental business.

Please take a ticket

The Q-Control ticket dispenser should be mounted in a prominent position at an 'entry point'. For example:

- At the entrance to a children's shoe shop
- As you enter a defined waiting area within, say, council offices or bank premises
- In front of the deli counter
- At a dispensary window

The Main Display Board, mounted in plain view where it can provide a natural focus of attention, informs customers of the number being served.

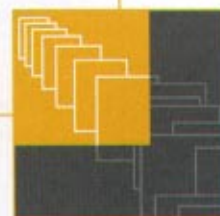
The message on the Main Display Board may be configured to meet specific requirements, including identification of the service position to which the customer should proceed. For example:

Ticket No. 34/please go to/Desk B.

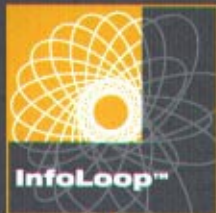
Each service position has a 'mouse' switch that operates the Main Display Board.

Typical applications

- Children's shoe shops
- Deli counters
- Council offices
- Banks - for consultation desks
- Pharmacies
- Advice centres



contacta ■



InfoLoop™



SecuriCom™



Q-Control



Security Solutions

Q-Control versatile queue management systems are part of an extensive range of high-performance products and systems designed for service providers who interact face-to-face with the public. These include:

- **InfoLoop™**
Fixed and portable induction loop systems to help effective communication with hearing aid users
- **SecuriCom**
A range of 2-way intercom systems enabling clear voice transmission through glass security screens
- **Security Solutions**
Devices for secure handling and storage of cash

For demonstrations of all current Contacta systems, visit the Contacta Showroom at West Malling. To arrange a visit, call Contacta Sales.

Contacta offers comprehensive technical support for all its systems, including:

- Advice via telephone helpline, fax or email
- On-site visit by a Contacta Field Service Engineer
- Detailed installation and service manuals supplied with every system

Customers have access to continuous help and support, technical or administrative, through the Contacta Helpline.

Contacta Sales

Telephone 0845 3312072

Email

contactasales@contacta.co.uk

Contacta Helpline

Telephone 0845 3312092

Email

contactahelp@contacta.co.uk

www.contacta.co.uk

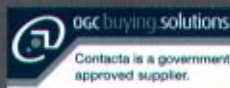
Contacta Limited
11 Tower View, Kings Hill
West Malling, Kent ME19 4UY
Telephone 01732 223900
Facsimile 01732 223909
Web www.contacta.co.uk



FM 30903



INVESTOR IN PEOPLE



Contacta is a government approved supplier.