RSI QUEUE
a product of UAE

QUEUE MANAGEMENT SYSTEM

let customers book their priority

GET CUSTOMERS IN QUEUE WITH MOBILE APP

GET CUSTOMERS IN QUEUE WITH WEBSITE

REACH OUT TARGET MARKET

SMS NOTIFICATION FOR CUSTOMERS

INTEGRATE WITH OTHER SYSTEMS

GET INSTANT CUSTOMER FEEDBACK

OVERVIEW OF
RSI QUEUE

RSI Queue is a customer flow management system to facilitate customer journey and provide valuable post service feedback for enterprises of every type.

RSI Queue is researched, architected and developed by a team of business analysts and technical engineers at RSI Concepts. Our technology connects customers with business while helping employees satisfying their duties in the most productive way.

IMPROVED CUSTOMER EXPERIENCE

- Smooth customer journey
- Bypassing long queues
- Waiting time & service details availability
- Equal attention & better experience

BRAND LOYALTY

- Improved brand loyalty
- Improved service efficiency
- Customer load management
- Employee performance evaluation

ENHANCED EMPLOYEES PERFORMANCE

- Efficient customer handling
- Optimal productivity
- Higher performing environment
- De-stressed environment

OUR FOCUS
INDUSTRIES

| 10+ Countries	3000+ Implementations	15+ Industries	500+ Public Sector	150+ Health & Banking Sector

GOVERNMENT

It is a fact that Government departments and ministries receive the highest footfall hence need an extremely robust system to manage queues. RSI Queue is proud of automating public sector all around the globe to provide efficient and quick services.

BANKING

Banks aim at providing the most pleasant customer journey to their customers these days. RSI Queue had always been the first choice for the banks as it provides the most high tech experience to the customers through its state of the art features.
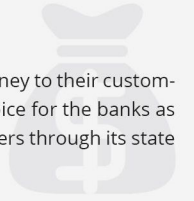
HEALTHCARE

Hospitals and clinics are crowded places in any region, hence queue system becomes an integral part of the business process. RSI queue has successful solutions implemented for Healthcare industry including integrations with different HIS systems in the market.
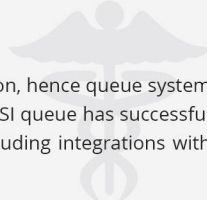
AUTOMOBILE

Automobile is one of the major industry using queue system in various areas ranging from vehicle showrooms, service centers, washing areas and more.
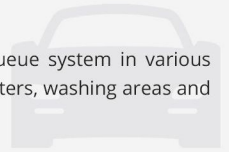
RETAIL

Retail industry is believed to have the highest foot fall among all other industries. RSI Queue has been the choice for all the major brands in the region helping their business process automated.

INSURANCE

Since insurance is a necessity in any part of the world, it is definitely expected to receive a high foot fall consistently at all times. RSI Queue has the honour of being implemented at some of the major insurance Companies around the globe.
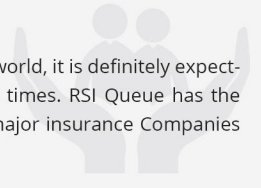
EDUCATION

Students make a large part of the population. Education sector becomes an important place to receive a lot of foot fall through out the year. This makes RSI Queue a must ingredient to be used in setting up the infrastructure.

AVIATION AND TRAVEL

Airports and travel agencies become an apparent place for receiving a lot of crowd. RSI Queue has been successful to automate this industry with state of the art technology and high tech customer experience.

LOGISTICS

Import and export is the major part of any economy resulting in high flow of visitors. Queue management system is mandatory in order to provide a streamlined flow of customers.
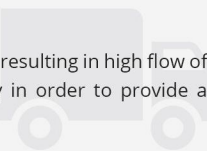
TELECOM

Outlets helping telecom consumers are crowded places. RSI Queue is helping customers and the outlets manage their time and resources efficiently with affordable solutions.
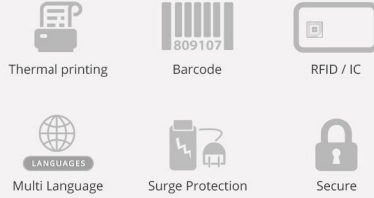
RSI 9001

Height	143cm
Width	48cm
Depth	30cm
Weight	35 kgs
Screen	Capacitive Touch 15/17/19"
Material	Mild Steel, Spray painted
Processor	Core 2 Duo/i3/i5/i7
Memory	1Gb & above
Storage	80Gb & above
Network	WiFi/Ethernet/RS232
Power Supply	220-240V / Surge Protection
Other	Lockable Rear Doors

RSI 9001 is a complete and sophisticated ticket dispensing unit that can support all the advanced functionalities of RSI Queue.

It has the capability of integration with hardware platforms such as reading one and two dimensional barcodes, Magstrip, Contact Chip, RFID and Memory Cards. It also has the ability of integrating the system with ERP and MIS systems.

- Thermal printing
- Barcode
- RFID / IC
- Multi Language
- Surge Protection
- Secure

RSI 9002

Height	110cm
Width	20cm
Depth	20cm
Weight	15 kgs
Screen	Capacitive Touch 9/11"
Material	FR-MDF
Processor	Core 2 Duo/i3
Memory	1Gb & above
Storage	200Gb & above
Network	WiFi/Ethernet/USB
Power Supply	220-240V / Battery Powered
Other	Lockable Rear Door

It is a smart and sleek floor standing ticket dispensing queue machine suitable for cost effective implementations.

It is made up of FR-MDF with spray paint or paper/vinyl digital printing. This model also has the leverage of having any number of services configured to dispense token.

- Thermal Printing
- Sleek & Smart
- Digital Signage
- Multi Language
- Built-in Camera
- Secure
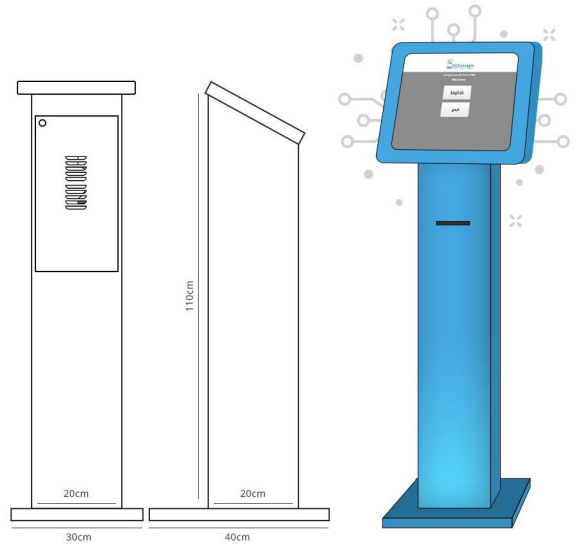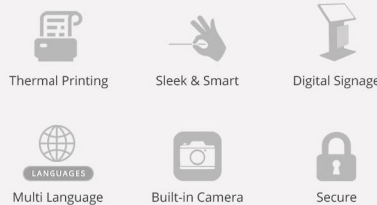
COUNTER SCREEN SLIM - WIFI/POE

| Height	17cm
Width	51cm
Thickness	3cm
Weight	2 kgs
Color	Black
Screen	LCD 9/10"
Connectivity	WiFi/Ethernet
Power	POE / Power Over Socket

This is the most advanced counter screen having LCD screen to show ticket number in any language. This counter screen is power independent of adapters as the screen can operate on POE. The unit has WiFi interface to avoid cabling challenges.

- LCD
- POE
- Wifi
- Ethernet
- Slim & Sleek
- Multi Language
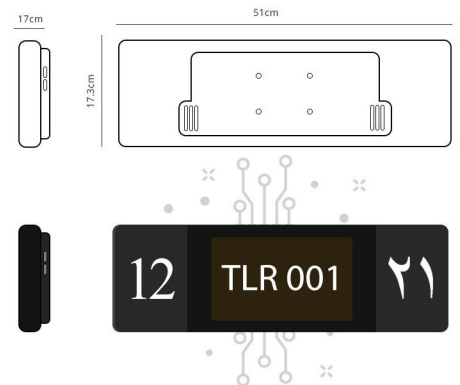
COUNTER SCREEN SQUARE - HDMI/VGA

| Height	24cm
Width	30cm
Thickness	4.5cm
Weight	2 kgs
Color	Black
Screen	LCD 12"
Connectivity	HDMI/VGA
Power	Power Over Socket

This counter screen is a square shaped LCD screen working on individual power and to be connected over HDMI or VGA cable. It is a cost effective solution for the projects where Digital Signage is to be available on over the counter.

- LCD
- HDMI/VGA
- Wired
- Power
- Multi Language
- Digital Signage
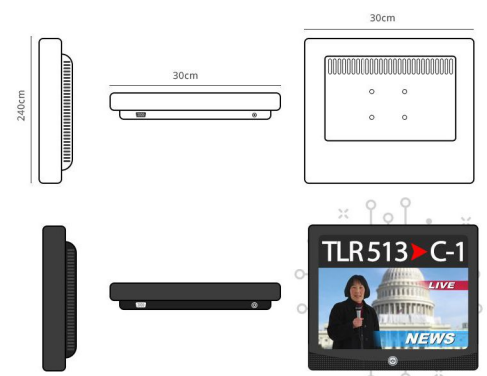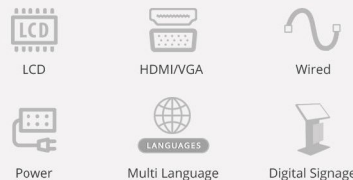
4 DIGIT COUNTER SCREEN - RF

Height	12.5cm
Width	46cm
Thickness	3.5cm
Weight	2 kgs
LEDs	Red, Green, Yellow
Casing	Stainless Steel, Mild Steel
Connectivity	Radio Frequency
Power	Power Over Socket

The conventional 4 Digit counter screen is all time favorite choice of our customers. The screen requires no cabling as it operates on Radio Frequency. It is the most cost effective and secure solution to be installed in any environment without any dependency of cabling or network availability.

Digital Screen   Radio Frequency   Wireless

Power   Multi Language   Digital Signage

4cm   46cm   11cm

0024
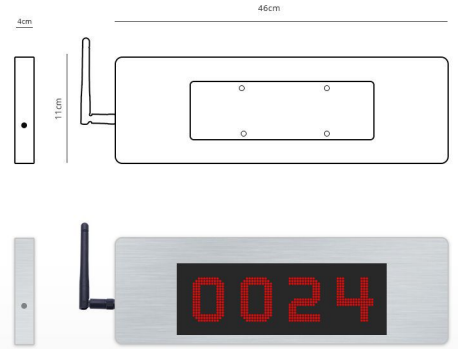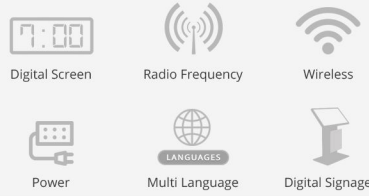
ROUTING SCREEN LARGE (LCD/LED) - VGA/HDMI

Type	LCD / LED
Size	32/39/46 inches
Resolution	1080p
Motion Rate	60
Connectivity	HDMI / VGA / Ethernet
Color	Black
Power	Power Over Socket

It is important to ensure that the customer has the most entertaining time while waiting for their turn. It is also a good time for the businesses to educate the visitors about their products and services by drawing their attention to the marketing collateral.

RSI Queue's multimedia and digital signage component provides the state of art features to the users for presenting their marketing collateral in the most professional way.

NOW SERVING

Counter	Ticket
1	TLL 0201
2	TLL 0197
3	TLL 0189
4	TLL 0204
5	TLL 0205

Discovery CHANNEL

Various Options
Installation / Layout
Colors / Types

Various Sizes
LCD / LED Sizes
Bezzel / Nits

Digital Signage
Themes / Layouts
Animations / Scheduling

TV Channels
Satellite / Youtube
IP TV / Service Provider

AGENT CALLING UNIT

TOUCH TICKET CALLING - 7/9 INCHES

Touch screen based calling units are ideal for scenarios where the counter agents don't have computer machines. These are smart and sleek table based touch screen units and perform similar operations of a soft calling unit. Independent devices that work in any environment, even without cabling.

SOFT CALLING UNIT

Virtual calling unit, also known as a soft calling unit, is a web/desktop based interface for counter agents to be installed on the available desktops to perform basic queue management activities such as calling, processing and redirecting tickets. Counter agents can also utilize other advanced features through the same interface.

Height	17cm
Width	30cm
Depth	7cm
Material	Plastic
Color	Black
Screen Size	12 Inches
Screeen Type	Touch Screen

24cm   30cm   7cm   24cm   7cm

Welcome RSI QMS Administrato   Counter 1   Messages 0

Waiting	Idle	Served
0	–	0

Destroy   Send to Pending   Recall   No Show

Redirect Ticket   Call Pending Ticket   Call Out of Turn Ticket

Logout   Avg Service Time 00:00:00   Bench mark Time 00:00:00   Service Time 00:00:00   ✓ End

Ticket Info
Current Ticket / Tickets in Queue
Served Tickets

Service Time
Benchmark Time / Serve Time
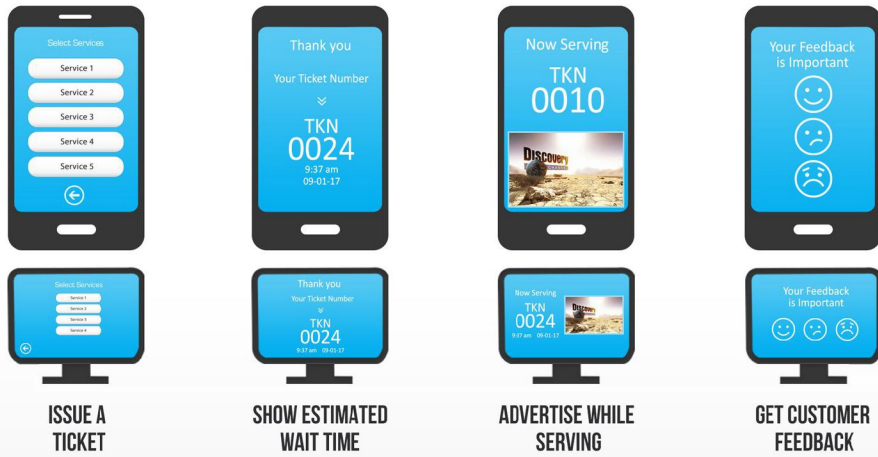Average Service Time

Ticket Options
Call / Recall / Destroy / Pending
Transfer Out of Turn / Tag

Design & Layout
Standard / Customized Integrated
Floating

MOBILE APPLICATION / WEBSITE

Select Services
Service 1
Service 2
Service 3
Service 4
Service 5

Thank you
Your Ticket Number
TKN
0024
9:37 am
09-01-17

Now Serving
TKN
0010

Your Feedback
is Important

ISSUE A TICKET

SHOW ESTIMATED WAIT TIME

ADVERTISE WHILE SERVING

GET CUSTOMER FEEDBACK

get customers served with mobile app or website

CUSTOMER FEEDBACK

RATINGS

REACTIONS

What you think?

SUGGESTIONS

Feedback

PERFORMANCE

30 40 50
20 MIN. 60
10
Updated every 5 minutes

REPORTING

ANALYSIS

real time feedback from customers

DIGITAL SIGNAGE

IPTV · YouTube · Dailymotion
NETFLIX · iTunes · amazon
LIVE STREAM · VIDEO ON DEMAND · HBO GO
Twitter · Facebook · Instagram · Snapchat

Digital Content Delivery

COUNTER 1 - TOK 43

engaging customer experience with every device

OTHER FEATURES

CRM

RSI Queue can become a CRM as well for you and let you record the details of the visitors to walk in to the organization but move out without benefitting from any service.

KPI Measurement

RSI Queue is handy for measuring the performance of each agent and comparing it with the KPI's set by the management and clearly highlight the shortfalls and suggest the preventive actions.

Live Monitoring and Status

Keep your customers well informed about their wait time and turn by SMS and mobile application notifications.

Staff Forecast

RSI Queue uses the business intelligence and data mining in order to forecast the amount of staff required in a particular period or season for the best customer service achievement.

Advance Reporting Engine

Monitor, measure, compare and improve your customer services through the live and historical data representation provided by RSI Queue Advance Reporting Engine.

Centralized Administration

Manage your customer flow of different locations from a central location through the RSI Centralized administration suite

Integration with Third Party

RSI queue is capable of integrating with any external application. It has being successfully implemented with SAP, MS Great Plains, JD Edwards and other banking applications.

Customizations

RSI Queue has the ability to accommodate customizations to any extent and mould itself to adapt to the needs of the businesses belong to different sectors and industries.

Customer Education

Use RSI Digital Signage system seamlessly, integrated with RSI Queue to educate your customers using the state of the art representation of content in different forms.

Business Intelligence

Plan on how to provide better services to customers through the information provided by RSI Queue business intelligence reporting engine.

OUR HAPPY CUSTOMERS

Address

Industrial Area 18
Sharjah, United Arab Emirates

Phone/Fax

+971 (0)6 524 8146
+971 (0)6 545 8993

E-mail

info@rsiqueue.com
info@rsiconcepts.com

www.rsiqueue.com | www.rsiconcepts.com