Global Access: Intelligent Q System

The benefits of centrally networking all service centre's and counters.
This document expands on the basic features of the Global Access Intelligent
Q system and will cover the following aspects:-

• Global Access IQ design background and market need.

• Brief overview of basic features and functions of a single system.

• Explanation of the Intelligent Queuing system additional functions and
  networked features.

The Global Access IQ system is part of the **Global Access Digital Signage
Networks for Business** solution which consists of the following product options.

1. Dynamic Signage, combing live TV broadcast with Signage on one single display device.
2. Standard Digital Signage.
3. Digital Posters.
4. Video on Demand learning and assessment kiosks.
5. Intelligent Queuing.

The background to the IQ design

The IQ system was locally designed, in partnership with a leading South African university, to provide a video and audio
based solution for regulating and streamlining the end of a queue to a diverse range of service counters in
various industry sectors.

The basic design had to fulfill the following requirements:

1. Had to be wireless and use a licensed ICASA frequency to avoid interference, and be of extended range and power.

2. Electrical power to the remote wireless controls had to be battery driven and last for at least 3 to 4 years.

3. Each remote control should have user definable functions such as call supervisor, next customer, panic etc.

4. The IQ needed to be local and remote network configurable on a day to day basis as needs change i.e. allocate and
   modify service counters dynamically.

5. Video message content needed to be easily updateable per single unit or on a large multi-store/branch national basis.

6. The IQ had to be centrally controllable via a telecommunications network such as wireless GSM, satellite and via the
   internet.

7. Any size or amount of display devices should be accommodated.

8. A management reporting data interface should be available.

9. Should be capable of providing visual webcam verification on the status of the client's queues from a central point.

10. Should manage functions such as queue full alarms and automatic reporting via sms, e-mail or other.

11. The IQ system should also function as an entry level Digital Signage solution enabling product or customer
    information to be displayed. This will only be interrupted by the counter available commands.

A Brief overview of a single stand-alone IQ system.

Encompassing a range of functions, the IQ system is available in a single standalone system or as a networked system across hundreds of customer services centres and counters.

The single system provides the client with the ability to load video and audio files, allocate wireless remote controls to each service counter and within minutes staff will be ready to use IQ and improve productivity and customer satisfaction.

Clients are alerted and provided directional guidance, via a customer facing screen and loudspeaker that the next service counter is available, this is done by the agent pressing the wireless remote.

For most small single service centre operations, where no additional management information or reporting is required, this unit is often sufficient.

The technical equipment will have NO telecommunications capability and will also be at a reduced price.

IQ additional functions and Networked Features.

However, the Global Access Intelligent Queuing system is far more sophisticated than simply being a mere wireless remote and customer facing command screen.

From the initial design stage our large corporate client's identified the need to manage their national branch and store networks from a central remote point.

The basic requirements and needs were to:

1. Centrally manage and update the video messages to all stores.

2. Centrally manage the organizations entire queuing system, monitoring performance, technical aspects such as wireless battery status and provide a call centre technical help line service.

3. Collect data per store and service counter and report on productivity such as:
   a. Clients served per time and date per store /branch and counter.
   b. Queue full waiting alerts per time of day and branch identifying peak traffic times i.e. queue volumes.
   c. Video Camera views on a per branch queue basis, time and date stamped.
   d. SMS, e-mail automatic queue full and long waiting periods, alerts need to be user definable per Queue.
   e. Emergency advisory video message capability per Branch/Store or entire network.

4. Capability of centrally updating the video audio product or information messages.

5. Have on going management information available, assisting with productivity and trends.

The managed networked product will attract a regular monthly charge due to the fixed operating cost of using a telecommunications network and the Global Access Network Operating Centre.

Clients have the option to select the most suitable and affordable product and service for their purpose.
As all our solutions are proudly South African designed we look forward to understanding your unique needs and are available to adapt and incorporate these as and when required.

Digital Signage Networks   Television Broadcasting   Radio Broadcasting   Content Creation