possibilities

The four corner stones of Nemo-Q

The queue system

25 years ago, Nemo-Q introduced a service minded "queue system". Everyone has, at one time or another, felt the frustration of always standing "in the wrong line". With the use of tickets, customers do not have to stand in long queues.

The experienced waiting time is also considerably shorter. "Fair" queuing also creates a better environment for your personnel, providing managers with information to monitor and plan operations as effectively as possible.

Management

Nemo-Q offers numerous software packages for monitoring and controlling office activity.

These include statistics, simulation, personnel planning, real time monitoring, customer/patient booking, monitoring via web pages, etc. All software is compatible with most frequently used network environments.

NQ-Media customer TV

With NQ-Media you have a unique opportunity to communicate with your customers during their waiting time. This can be done through TV screens, plasma TV, projected large screens etc. NQ-Media makes it easy for customers to keep track

of customer numbers and at the same time focus on the presented information on the screens. In comparison to other types of advertising, NQ-Media is a cost effective way of promoting your business.

Why-Q

The latest product from Nemo-Q will revolutionise queuing. With the help of Why-Q software, customers can receive a ticket number via their mobile phones. This includes the

possibility to book a ticket for a specific time. Why-Q is a patented concept that has received a great deal of interest throughout the world.

When queues give the impression of being long...

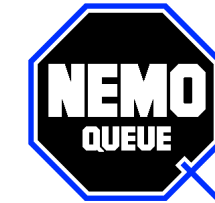When queues give the impression of being long...

...rational queue management brings greater benefits and possibilities.

NEMO QUEUE

NEMO QUEUE

Eng 031112.1000x.6365

# ...rational queue management brings greater benefits

Customer area

The customer selects a service at the ticket dispenser via regular push buttons, touch screen and/or card reader. With the use of a touch screen, customers can enter their names or other information.

All ticket dispensers may be equipped with card readers (smart card and/or magnetic cards). In customer areas with high demands on security, smart card readers may be installed together with fingerprint or iris detectors.

Some examples of possibilities when using ID detection modules are:

- Several different types of customer priority within the system.
- Customer ID and arrival time may be analysed.
- Customer profile is forwarded and ready for use when the customer is recieved.
- Customer may be greeted with name on ticket.
- Customer may be called by name or with another text on displays, TV monitors, computer screens etc.
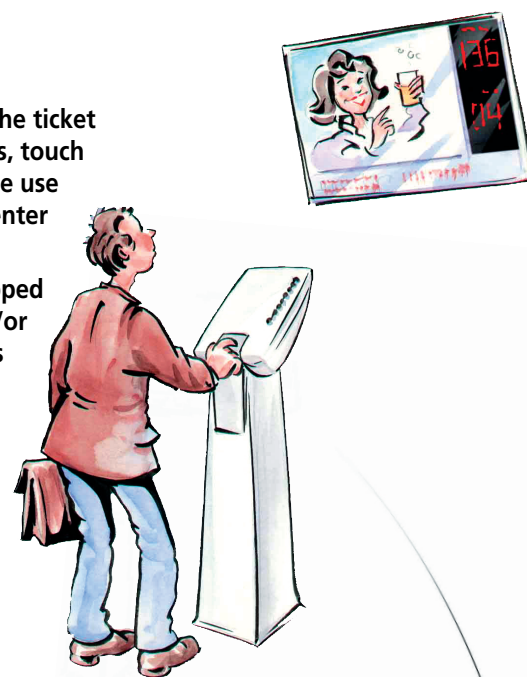
Cashier environment

The operator calls a customer via a cashier panel or via a network connected PC/Terminal. In both cases the operator will receive information such as:

- Called customer ticket number.
- Called customer waiting time.
- Ongoing waiting times in the system.
- Customer service time.
- Number of waiting customers in different queue types such as VIP, Cashier and Operator.
- Specific trends and prognoses.
- Customer profile
- Different types of alarms for monitoring service performance.

A call for a new customer may also be automatic via communication with other systems.
The operator may also transfer a customer to other queues or operators.
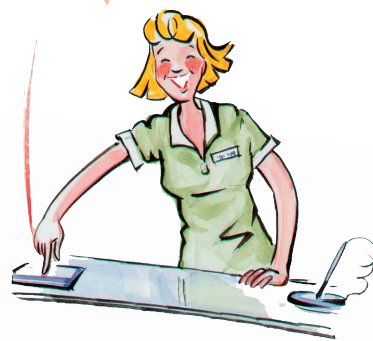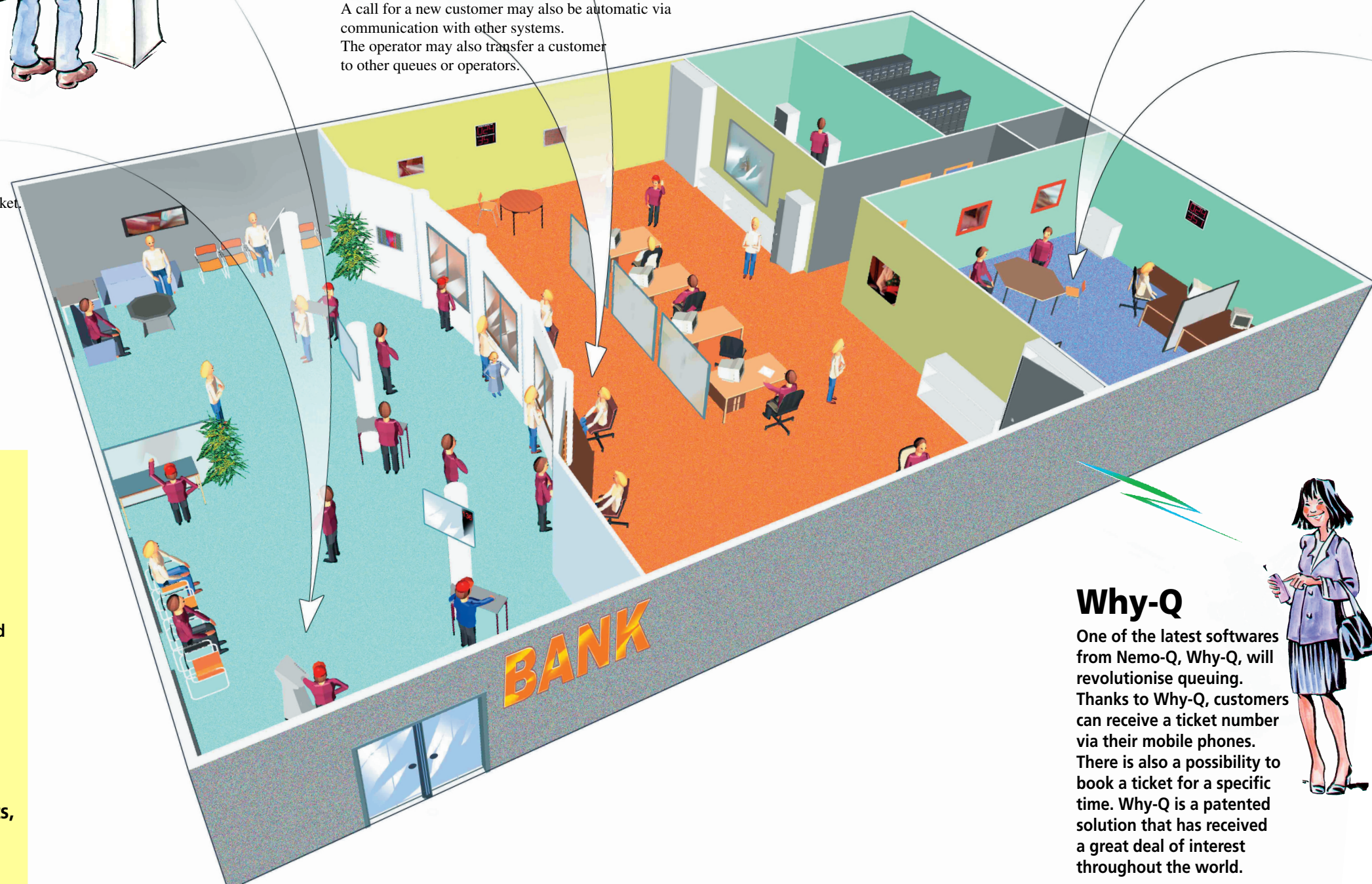
Management

The different software tools from Nemo-Q cover every possible need for optimising costs and quality of service.

NQ-2000 is the concept name for all of our software and consists of different modules such as:

- **NQ-Appointment:**
  The customer receives a ticket via a prebooked time. This is often used in hospitals or similar environments.

- **NQ-Card handler:**
  Handles customers who identify themselves via bank cards etc. Communicates with different data bases.

- **NQ-Data base handler:**
  Handles data bases.

- **NQ-Media:**
  Shows ticket and cashier number on TV monitors, plasma screens, projected images etc.

- **NQ-Notifier:**
  Transmits alarms via SMS, E-mail etc when predefined statistic limit values are reached (waiting times, number of waiting customers etc).

- **NQ-Simulation:**
  Simulates expected customer flow situations with previously recorded statistics as base.

- **NQ-Speech:**
  Calls customers with a voice system (ticket and cashier number). Already in use for several languages.

- **NQ-Statistics:**
  This application is used for statistic analyses for management with the purpose of optimising costs and quality. This software tool is mainly divided into four segments:
  - Global statistics: Overall basic statistics that cover most general needs.
  - Interval statistics: Waiting time and service time statistics in different time intervals.
  - Individual statistics: Analyses down to the smallest individual detail.
  - Log in and log out statistics: Statistics for operator activity.

- **NQ-Touch screen:**
  Customer may choose service via touch screen instead of regular buttons. Flexible for different types of system solutions.

- **NQ-Win panel (NQ-2000 panel):**
  The operator handles customers via a PC instead of with a regular cashier panel.

- **NQ-Virtual dispenser:**
  Is used in systems where the customer receives a ticket from operators (receptions etc).

- **NQ-Web:**
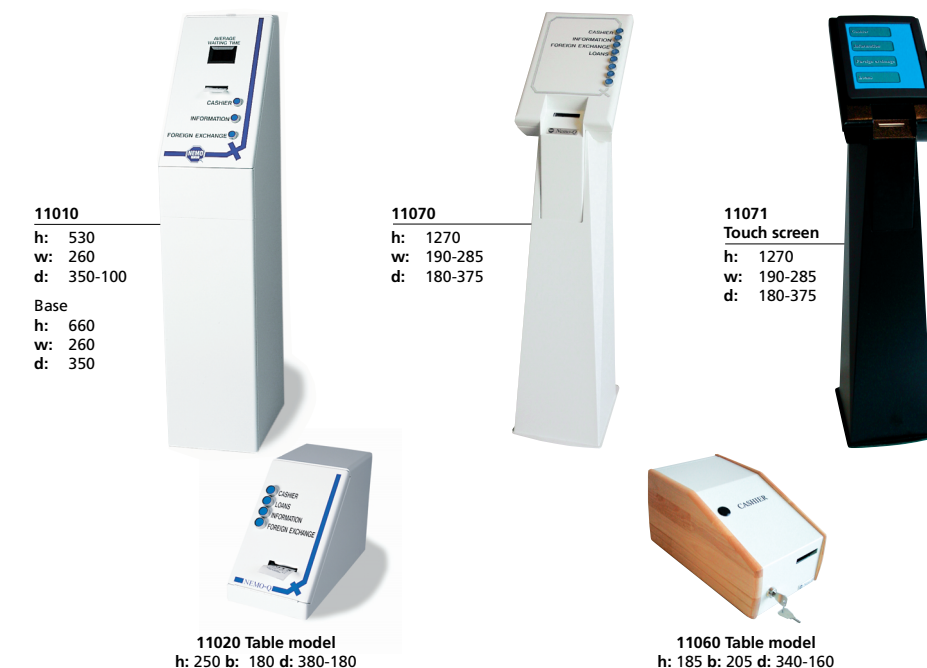 Possible to monitor queue situations in real time via web pages.

Why-Q

One of the latest softwares from Nemo-Q, Why-Q, will revolutionise queuing. Thanks to Why-Q, customers can receive a ticket number via their mobile phones. There is also a possibility to book a ticket for a specific time. Why-Q is a patented solution that has received a great deal of interest throughout the world.
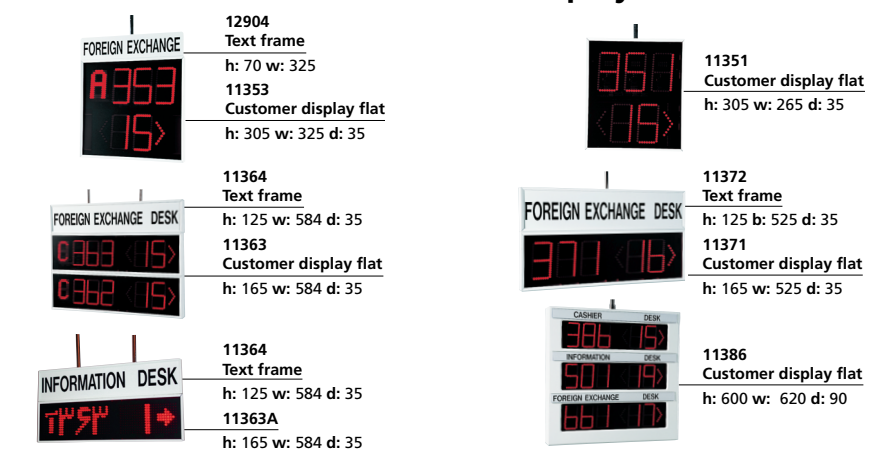
BANK

Ticket dispensers

11010	**11070**
h: 530	h: 1270
w: 260	w: 190-285
d: 350-100	d: 180-375
Base	
h: 660	**11071**
w: 260	**Touch screen**
d: 350	h: 1270
	w: 190-285
	d: 180-375

11020 Table model
h: 250 b: 180 d: 380-180

11060 Table model
h: 185 b: 205 d: 340-160

Customer displays

FOREIGN EXCHANGE	**12904** Text frame
A353 15	h: 70 w: 325
	11353 Customer display flat
	h: 305 w: 325 d: 35

11351 Customer display flat
h: 305 w: 265 d: 35

FOREIGN EXCHANGE DESK	**11364** Text frame
0663 15	h: 125 w: 584 d: 35
0662 15	**11363** Customer display flat
	h: 165 w: 584 d: 35

11372 Text frame
h: 125 b: 525 d: 35

11371 Customer display flat
h: 165 w: 525 d: 35

INFORMATION DESK	**11364** Text frame
ТꞋꞋ 5Ꞌ	h: 125 w: 584 d: 35
	11363A
	h: 165 w: 584 d: 35

11386 Customer display flat
h: 600 w: 620 d: 90

Queue number indicators

FOREIGN EXCHANGE	**12904** Text frame
A431	h: 70 w: 325
	11431 Queue number indicator
	h: 165 w: 325 d: 35

11416 Cashier number sign "moon"
h: 125 w: 265

8
403

11403 Queue number indicator
h: 165 w: 265 d: 35

DESK 4	**12904** Text frame
ТꞋꞋ 1	h: 70 w: 325
	11431A
	h: 165 w: 325 d: 35

11403A
h: 165 w: 265 d: 35

420 12	**11421** Queue and cashier number indicator
	h: 130 w: 265 d: 35

Cashier panels

11507 NQ-Panel	**11508** NQ-Panel with keyboard	**11509** NQ-Panel with 22 buttons
h: 20-60	h: 20-60	h: 14-35
w: 110	w: 170	w: 140
d: 110	d: 110	d: 110

11512

11513

13508 NQ-Win Panel