ASAP
BEYOND THE POSSIBLE

ASAP QMS
The smart solution for queue management

ASAP QMS (Queue Management System) is a system for intelligent queue management. With our solution, you will reduce the time your customers spend in the queue, increase staff productivity and ensure a pleasant customer experience. We offer a solution for every business.

WHAT DO WE OFFER YOU?

Most of the queuing systems are designed to reduce waiting time. ASAP QMS (Queue Management System) does more than that: our solution not only generates efficiency, but also increases profitability, builds a secure environment, and improves the visitor experience.

KEY FEATURES

Virtual ticket - remote waiting

The ASAP QMS enables your customers to request an office visit online.

Feedback from your clients

Customer feedback on service satisfaction

References and reports

Reports generation based on various criteria and parameters

Staff & Services Management

Keeping track of employees and counters' workload

Remote configuration

All configuration settings can be done remotely from the server

Accessibility

Access to the system is available to all categories of users, even those with visual or hearing impairments

FUNCTIONAL CHARACTERISTICS OF THE SYSTEM

It is designed for all categories of users in relation to the services used, including for people with visual or hearing disabilities;
Takes into account the actual service process, including in cases where it is necessary to visit more than one counter, not allowing a loss of order;
It allows online queuing, busyness information, etc. to ensure planning and reducing visit and/or waiting time.
Maintenance of system operability when connectivity to a separate office is lost.
Provides an interface that integrates through the customer's SOA solution in the form of a service (services), for system integration for the purpose of keeping order online, with a mobile application, the portal for electronic services, as well as an interface for the purpose of centralized user management and their accesses to the system;
All the listed functionalities can be applied to any customer office.
Set working time for each service - by hours and days, start/stop a service/ and at a certain time, time range;
Setting the type of services and their priority, service points/counters, users;
Setting quotas for each service;
Support of access levels for different user roles – administrator, service, expert, employee;
Real-time monitoring of the workload at the service points;
Managing the display of text on a ticket device;
Management of printing and content of ticket printing;
management of virtual tickets;
Support rating system for unique voting associated to service, employee (attendant), place of service, by scanned QR code, emoticons;
Support services in Bulgarian and English;
Sound and speech support (built into the system);
Administrative possibility according to a predefined scenario to control the transfer of requests from counter to counter under the control of the counter clerk;

REFERENCE

Generating a large set of selectable cross-references on selectable parameters such as any time, employee(s), counter(s), service, location, namely flexible lookups on service time, average wait time, lookups by employee, by type of service and others.;
Inquiries can be made through a web-based interface accessible throughout the country for a period of 36 months with data accumulation;
The software reports the status of the rating device

CALLING SOFTWARE

Generating data for user login, work mode and rest;
An application running on employees' computers;
OS compatibility: Windows 10 or higher;

TICKET DEVICE MANAGEMENT

Service selection and visualization in different languages;

Visualization of how many people are waiting for a given service at the time of ticket withdrawal;

Paper monitoring and notification by message in the System;

CONTROL OF DISPLAY SCREENS

Selection of visualization of ticket number, counter number, group of ticket numbers by services, group of counters;

Visualization of alphanumeric information with queue information and informative messages;

Choice of text color, background color, type and size of font, setting of aspect ratio for visualization of <Number> of serviced and <location/counter> of serviced;

Possibility of visualization on different sized visualization screens (from 7" to 98");

Providing an opportunity for the preview screens to preview audio and video information according to a pre-prepared scenario by the client, in the form of a text information channel, such as messages, news and other arbitrary information submitted by an administrator.

SYSTEM AUDIT METHODS

Possibility of a module for traceability of actions and events in the System. For each action (add, delete, modify, read) it contains the following attributes:
- Unique number;
- Exact time of occurrence of the event;
- Username of the person who committed the event;
- Name and IP address of the device from which the access was made;
- Type (a nomenclature of event type identifiers);
- Module in the system where the event occurred;
- Name or identifier of a component in the system that registered the event;
- Priority;
- Description of the event and actions taken;
- Data characterizing the event;

SYSTEM LOG SYSTEM

The system provides traceability of the actions of each user (audit), as well as a version of the previous state of the data that he changed as a result of his actions. Attributes that are saved for each record include the following data:
- A unique serial number issued by the record identification system;
- User ID;
- Date/hour, minute, second of execution of the action;
- Module and component at the lowest level of detail of the system in which the action is performed;
- Description and characterization of the action;
- Object on which the action was performed;
- More information;
- Device name, IP address, browser type and version of the user;
- Unique identification of the user who performed the action;

The size of the log of user actions grows during the operation of each system, which causes it to be treated differently from the point of view of database organization:

- ⊘ During the operation of the System, the user log is recorded by a specialized component that supports very fast addition of records; this approach is applied in order not to unnecessarily slow down the operation of the System;
- ⊘ A special system task accumulates the recorded data and organizes them in separate specially designed database objects, separated from the working database of the System
- ⊘ The data in the specialized objects from the database are archived and cleared, and in the specialized objects from the database, information from 2 months ago is available; if information is needed for a previous period, the administrators of the System offer access to the archived data.
- ⊘ Ability to provide information from the system log through a user or program interface about the actions performed by the users/users of the System.

OPPORTUNITIES FOR DIFFERENT CONFIGURATION ACCORDING TO USER NEEDS AND PROCESSES

Introduction of services in other languages (Bulgarian and English);
Entering employees;
Introduction of service points - counters;
Determining at which counter which services the employee performs;
Possibility of redirection from one counter to another in a predefined scenario;
Setting up Ticket Device - working hours (by hours, days), visualization of touch display, visualization of printed ticket;
The system has an administrative interface with the possibility of changing the location of devices, entering administrative information;
Screens for visualization - possibility of personalization of each screen;
Information - possibility of different information on each individual display;
Visualization screens - possibility of personalization of each screen, possibility of different information on each individual display, change of design (choice of color for background), size of inscriptions, proportion of available information visualized, information about visual communication - text information canal;
The services – setting a quota (daily limit for serving users), availability time (setting an exact time until which a given service will work and displaying a message that the service is not available after the set time), sound signals;
Access rights for administration;
Administration of real-time services;

VIRTUAL TICKET - REMOTE WAITING

Ability to electronically request a visit to various client offices for a specific service;
Real-time mobile device visualization, wait time calculated based on previous served, gives time to plan;
Provides feedback capability to measure satisfaction via the customer's mobile device;

USER FEEDBACK

Feedback from customers regarding their satisfaction with their service through a local device for each counter, the ticketing device and electronically;

Emoticons (smiling and frowning) and a survey form are displayed on the local device, and the customer at the counter has the opportunity to leave a review;

Possibility of rating, review, opinion, survey, recommendations and complaints via touch screen, by scanning the QR code from the ticket, on the Ticket Device;

The feedback will be associated with the customer service and service provider and the results can be summarized in a report;

The system will report the status of the rating device

The user interface, including the call software, is web -based, intuitive and easy to use

The system will be configured according to the available technological environment and infrastructure at the client.

The system is compliant with:

- ⊗ the latest trends in technological development in the field of applications, technology, infrastructure and communications;
- ⊗ the existing technological, application, communication and information environment at the client

Network topology and data transfer:

- ⊗ The system remains operational in On-line and Off-line mode.
- ⊗ In case of falling into Off-line mode, after network connectivity is restored, the System will update the central component with all the events that have occurred in the client's specific structure.
- ⊗ The system will use the connection between the client structure and the central component in the most sparing mode possible, exchanging only the necessary information related to data collection, logs , etc.
- ⊗ Data backup can be done outside of working hours.
- ⊗ Service information between the components of the Separate Office System is done locally only.