



QUEUE MANAGEMENT SYSTEM

Improve Customers Experience

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QMS System Application

The design of Queue Management System is to organize crowded situation. BizCloud QMS works well in most of the situation. It can handle diverse organisation queue issues and create a seamless solution for all company sizes.



Bank



Clinic



Restaurant



F&B



Aviation



Hospital



Insurance



Courier Service



Examination Center



Vaccination Center



Car Service Center



Phone Center



Government Service



Service Counter

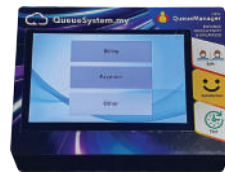
The BizCloud QMS System



Queue Display (Television / Monitor)



P1500 Queue Number



QN100 Queue Number



Queue Caller



Thermal Printer



QMS Software

Item	Specification	Function
Queue Display	<ul style="list-style-type: none"> 1 x HDMI port WiFi Wireless 1 x 3.5mm Audio Jack 	To display number into television or any output devices.
Television	Any brand of television with HDMI input port <ul style="list-style-type: none"> Able to connect to many television The "Ring" and "Number" sound will be read from the TV 	
Queue Caller	<ul style="list-style-type: none"> WiFi Wireless 5 inches display Touch screen caller 	To call ticket number to certain counter / room.
Queue Number	Model P1500 <ul style="list-style-type: none"> 15 inches display Touch screen WiFi Wireless Model QN100 <ul style="list-style-type: none"> 5 inches display Touch screen WiFi Wireless 	For customer select and click which counter they are going for. For example: to get new ticket, to follow up or other appointment.
Thermal Printer	Wired Thermal Printer <ul style="list-style-type: none"> With auto cutter USB cable 80mm Thermal Paper Wireless Thermal Printer <ul style="list-style-type: none"> With auto cutter WiFi Wireless 80mm Thermal Paper 	To print number ticket for the user.
Queue Management Software	<ul style="list-style-type: none"> Control overall queue number calling Installed into each counter Call the number Insert new number Push the number to another counter 	For counter use.

BizCloud QMS Features

Support multiple languages.

Able to create many buttons for multiple purpose.

For example: if it is a clinic, the first button can be “new registration”, second button can be “follow up”, and third button can be “X-ray”. The buttons can be customized according to needs.

Able to call number from counter’s computer software or Queue Caller.

Able to insert number from counter’s computer, cut queue, push station, etc.

Able to keep record of served numbers.

Able to let user obtain queue number from online.

Able to design ticket layout.

Able to design background.

Able to display slide shows on screen.

When the number is called, the number will blink and it will be read out.

After Sales Service

With the advancement of technology, we are able to provide online support by logging into the remote PC for most of the problems.



If it involve hardware problem, we may pay visits or arrange troubleshooting in our premise.



We have a good track record of supporting our customers for many years. Therefore you can rest assure that we have your back.



Frequently Asked Questions

1

How many display TV can be connected with this QMS?

You can connect many TV with the QMS, 20 TVs, or more can be handled without problems.

2

Do we need to pull cables for the system?

The QMS uses wireless network, therefore less cable is needed. You may need power plug to power up the devices.

3

Where is the speaker to read out the number?

The system will use TV speaker or you can connect a speaker to the queue display.

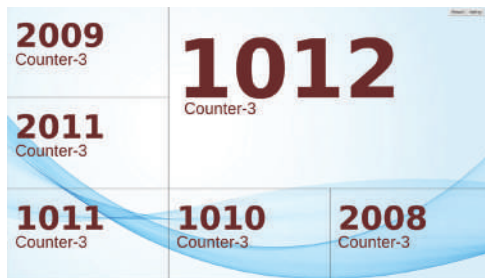
4

How many counters are supported per system?

BizCloud QMS support up to 50 counters.

Queue Display

Queue display is used to display queue number to the screen.
There are multiple layouts in the queue display setting.



Layout 6 shows 6 numbers and counters



Layout 5 shows 5 numbers and a running slide show



Layout 2 is mostly use for restaurant preparation and collection

Layout Customization

You can change background, font size, color, prefix, and others.



Ports Available

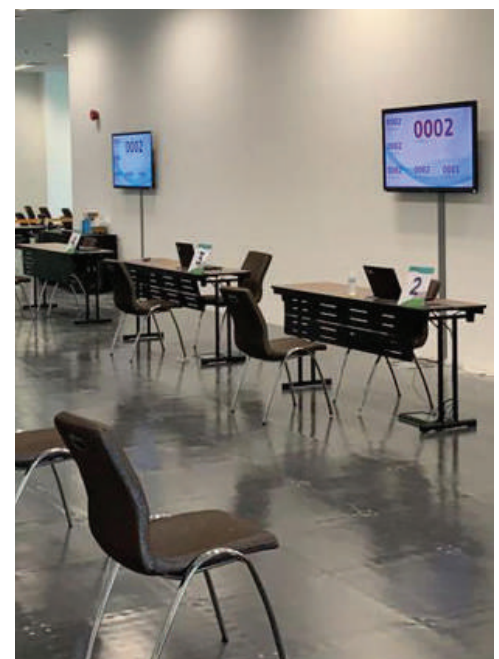
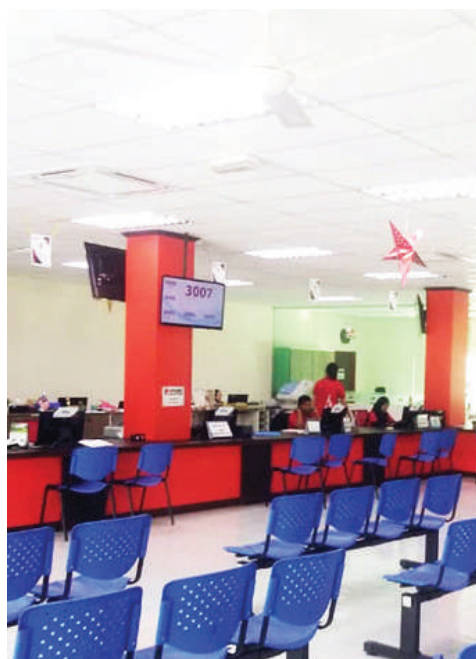
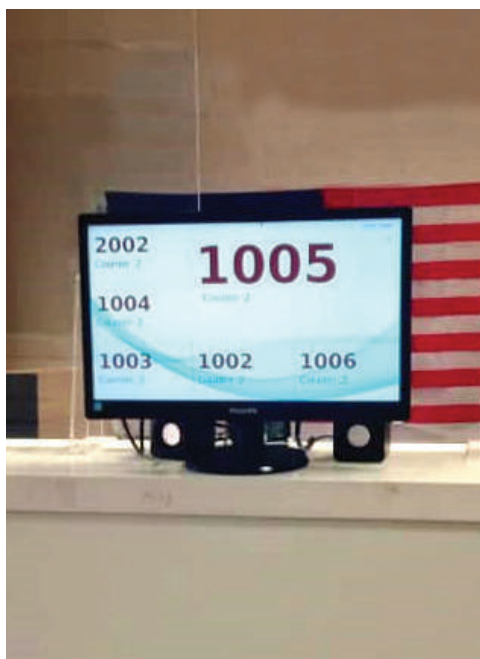


1 Ethernet Port
2 USB Ports

3 Micro USB Port
4 HDMI Port
5 3.5mm Audio Port

Television / Monitor

Television of any size can be used to display queue numbers. The display can be setup on counter, or hang on the wall.
You can connect multiple televisions with Queue Display wireless.



Queue Web Manager

Simple login screen from web browser. Each employee has their own login.



 **QueueSystem.my**
IMPROVE CUSTOMERS EXPERIENCE

Please sign in



[Different Image]

<https://www.queuessystem.my>

The counter can perform multiple tasks inside the queue manager. For example, call a queue number, add queue number, select a number and more.

BizCloud QMS Queue Manager Queue Employee Logout

Queue Manager

ALL

First Previous 1 2 Next Last

Records Limit

#/ 93	Queue No	Date	Type	Action
1	0035	2021-08-03 18:40:16	order1	
2	0036	2021-08-03 18:40:21	order1	
3	0038	2021-08-03 20:09:11	order1	
4	0039	2021-08-03 20:09:16	order1	
5	0040	2021-08-03 20:09:21	order1	
6	0041	2021-08-03 20:09:27	order1	
7	0042	2021-08-03 20:09:31	order1	
8	0043	2021-08-03 20:09:37	order1	
9	0044	2021-08-03 20:09:42	order1	
10	0045	2021-08-03 20:09:46	order1	

Counter No: N/A

Select Queue Type

order1

Date

Current No

Current No

Cut Queue

Number

Insert and call

New Number

Queue Report shows queue history.

BizCloud QMS Queue Manager Queue Employee Logout

Queue History List

Excel

Queue Type ALL

From 10/01/2021 12:00 AM To 11/05/2021 11:59 PM

Username ALL Counter

Show 10 entries

Search:

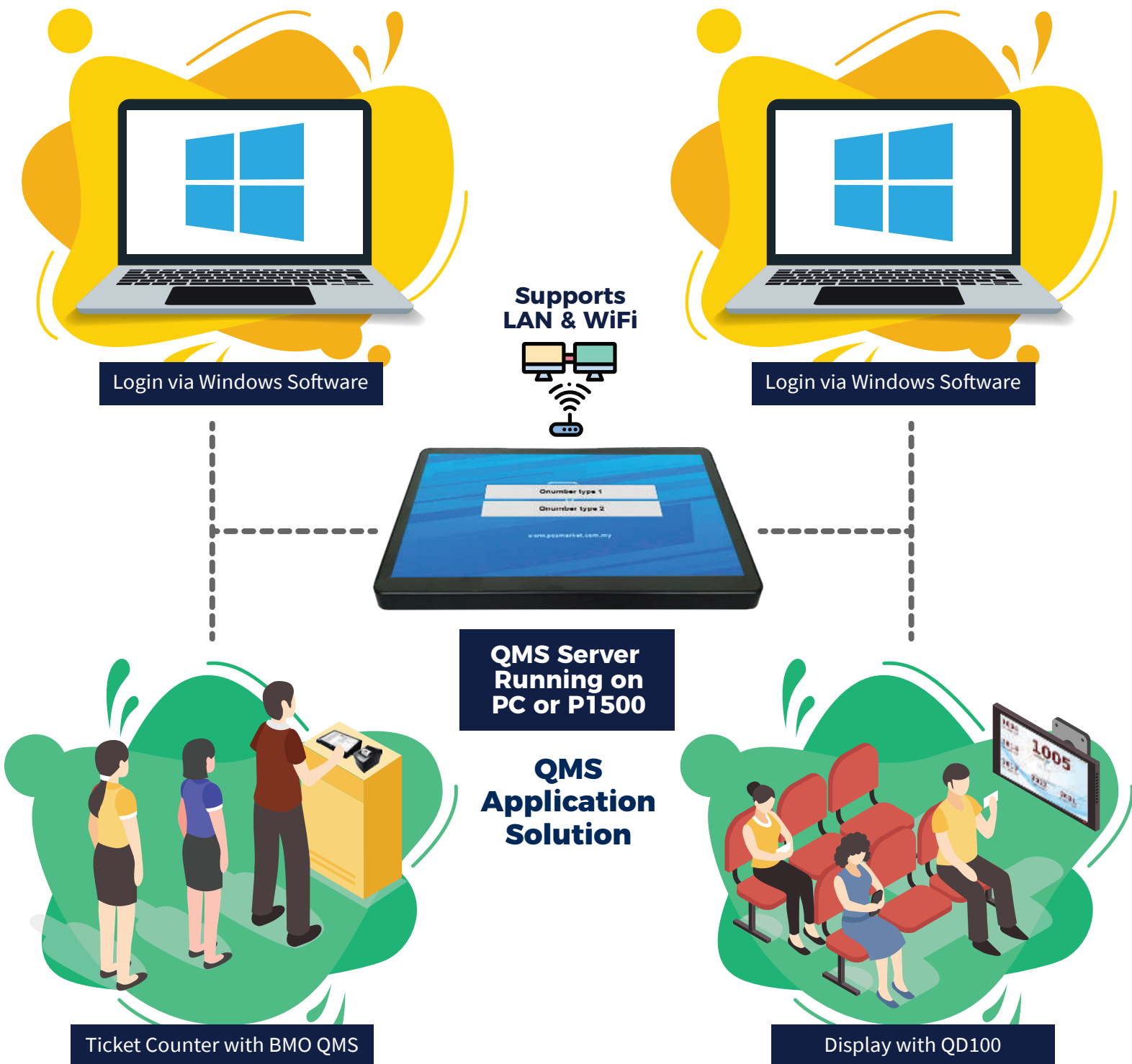
#/ 14	Queue No	Created	Served	Delta	User	Counter
1	064	2021-11-02 13:05:20	2021-11-04 15:38:37	3,033.28 minutes		2
2	063	2021-11-02 13:05:16	2021-11-04 21:16:01	3,370.75 minutes		2
3	059	2021-11-02 13:04:30	2021-11-04 14:47:08	2,982.63 minutes		2
4	058	2021-11-02 13:04:26	2021-11-04 21:15:55	3,371.48 minutes		2
5	051	2021-11-02 13:02:53				2

QMS Web Server Solution

- ✓ Running on web browser
- ✓ Robust QMS solution
- ✓ Run on LAN wired network and/or WIFI wireless network
- ✓ 1 year free online support
- ✓ Support multiple counters / rooms, displays, and ticket counters
- ✓ Support multiple voice language



QMS Application Solution

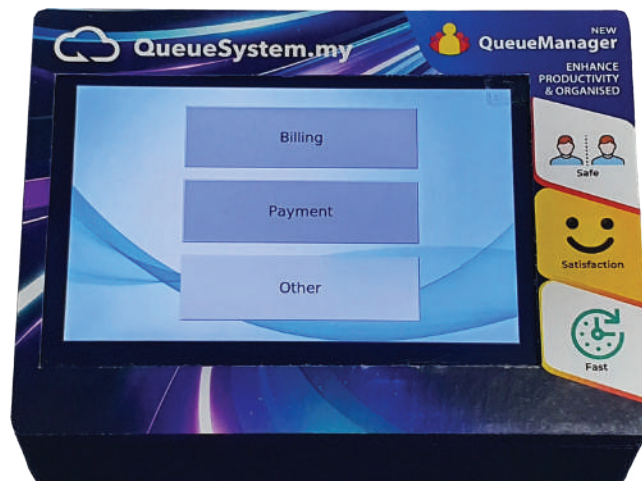


- ✓ Running on Windows based software
- ✓ Robust QMS solution
- ✓ Run on LAN wired network and/or WIFI wireless network
- ✓ 1 year free online support
- ✓ Support multiple counters / rooms, displays, and ticket counters
- ✓ Support multiple voice language

QNumber Sensor

Relieving Queue SOP Headaches BizCloud Touchless Kiosk

Qnumber Sensor provide a touchless experience for customers. This will reinforce social distancing during the pandemic era in various countries.



QN100S Queue Number Sensor



Touchless kiosks can serve as token systems in hospitals, clinics, airports and any centers. Tickets can be printed without touching the screen. This will allow visitors to relax by reducing possible virus transmission from surfaces.

Queue Caller

BizCloud QMS works with two types of Queue Caller.

- Calling from computer at the counter
- Use a physical Queue Caller



Calling from PC



Calling from Queue Caller

Support Multiple LANGUAGES & COUNTRIES

When the number is called the number will blink and it will be read out. The reading supports multiple languages.



Queue Number

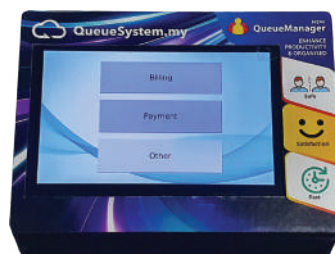
Queue number is used to generate ticket number to the customer. There are two model of queue number device that we offer.

- Model P1500
- Model QN100



Model P1500

- 15 inches display
- Touch screen
- WiFi Wireless



Model QN100

- 5 inches display
- Touch screen
- WiFi Wireless

The queue number device is placed near entrance for customers to obtain their queue tickets. BizCloud QMS has the advantage of deploying many QN100 at many location and it still work together to produce ticket number in sequence.

The Queue Number device work in wireless environment



Thermal Printer

BizCloud QMS uses thermal printer to print tickets. The paper is simple receipt paper that is commonly available. There are 2 types of thermal printer recommended.



Wired Thermal Printer

- With auto cutter
- USB cable
- 80mm Thermal Paper

Wireless Thermal Printer

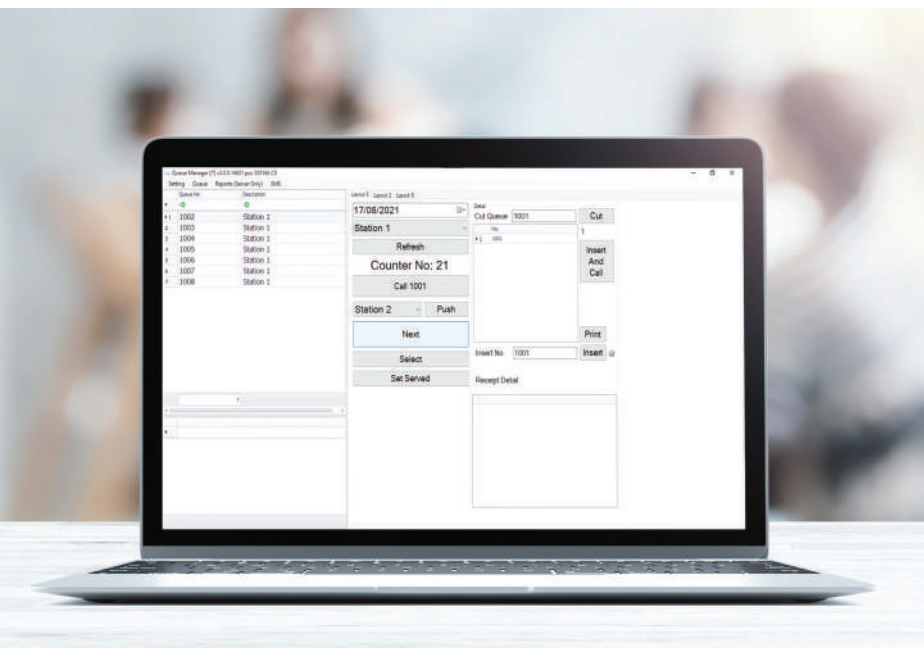
- With auto cutter
- WiFi Wireless
- 80mm Thermal Paper

The wireless printer will save cables and can be mobile-friendly



Queue Management Software

Queue management software is the heart of the QMS. There are a lot of features inside the system and it is controllable from each counter.



Features

- 1 Control overall queue number calling
- 2 Make call to any number regardless of the sequence
- 3 Insert new number
- 4 Push the number to another counter
- 5 You can print out reports anytime



The Queue Management System runs on Windows Operating system, it can be installed to PC.



1

Step By Step Guide

Setup QMS Ticketing Station

The setup can be found from Queue Management System. Once login, you can set the system accordingly. The picture below shows a brief information about the settings in the form.

Order – Button order
 Description – Desc to show on calling counter
 Prefix – Ticket number prefix
 Start No – Ticket start from number
 Format – Ticket number format
 Button Text – Button text to show on ticketing stationu
 Layout – Ticket design

Save Delete Reset No Report Designer Upload Queue Setting

2

Step By Step Guide

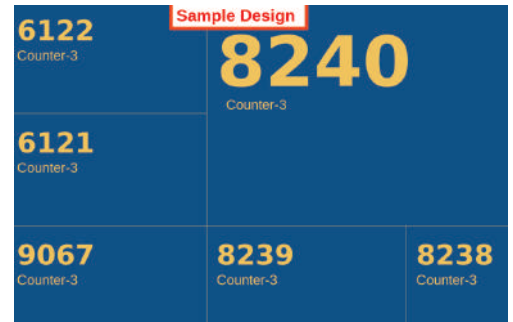
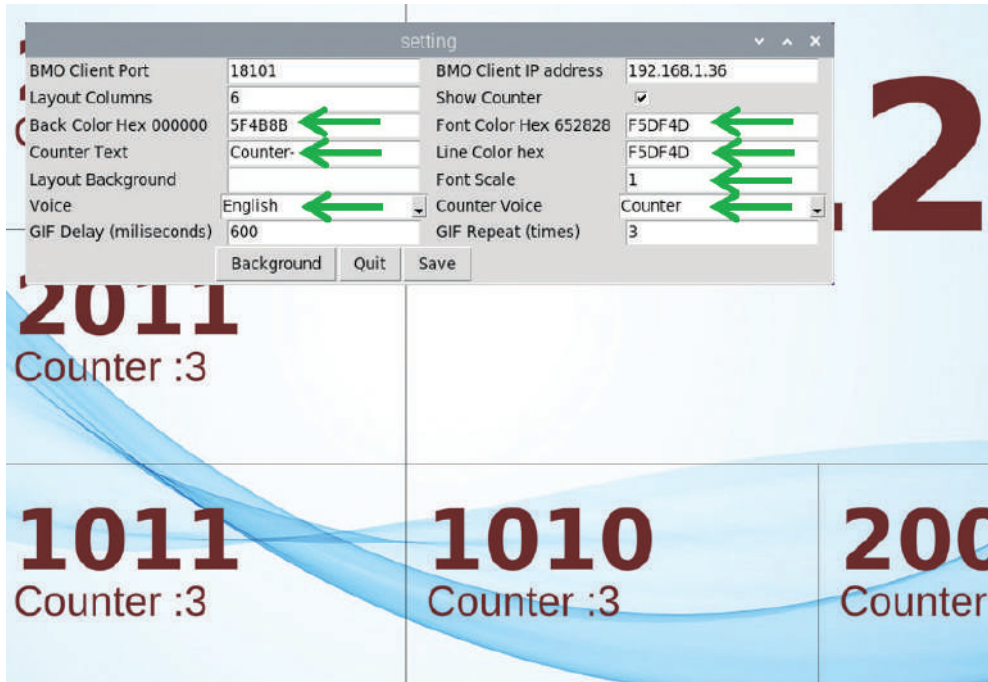
Setup QMS Display

Once the QMS display is setup, the user can setup the display system according to the setup form. The QMS display is connected to television.

Client IP Address
 - QN100 : To connect to the IP of server calling counter
 - P1500 : To connect to the IP of P1500

Edit QMS Display Layout

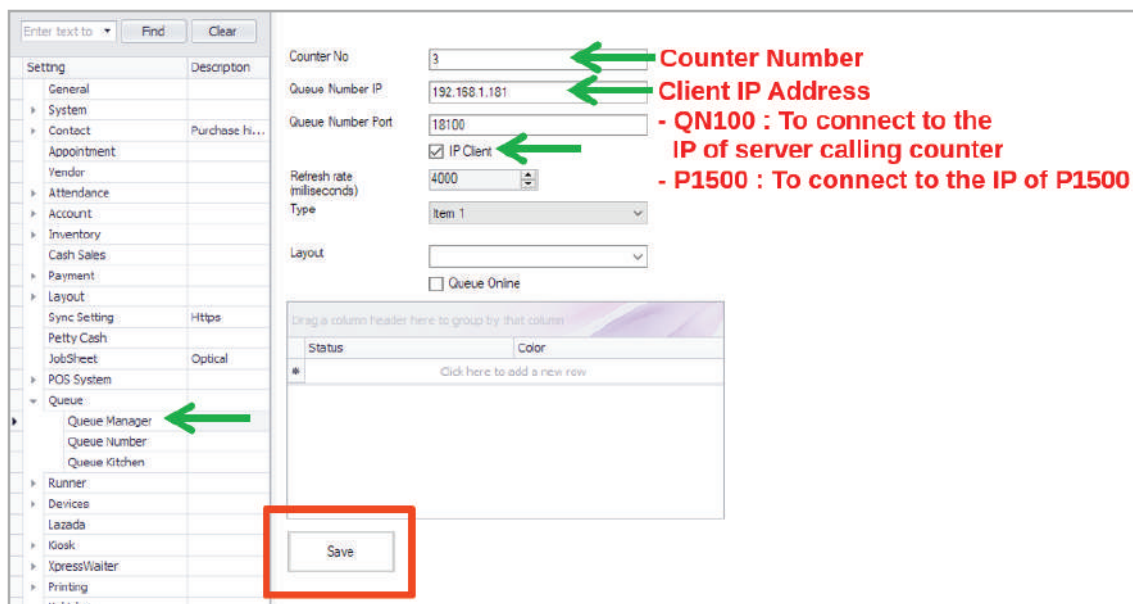
You may change colors and font size at the Qdisplay setting page.



Sample changed layout

Setup QMS Calling Counter

To connect the counter to Queue system, you need to install the software to counter PC, and then setup the counter accordingly.



You can setup up to 50 counters in a company for the QMS

Push Counter Feature

The Push Counter feature allows user to pass tickets among different department. This is to ease the process without issuing multiple tickets, and also able to utilize a same single set of device.

Example 1 Patient will be issued a number ticket to see the doctor. Once it is done, the doctor will push the same number over to the pharmacy. Once it is ready, pharmacy able to call upon the same number.

Example 2 Wrong department ticket has been selected, user able to push the number to the correct department, and number to be called to the correct department.

*** Queue Manager Station 1**

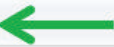
*** Queue Manager Station 2**

*** Queue Manager Station 2**

*** Queue Manager Station 1**

Cloud QMS allow user to make appointment and queue online.

- 1 User go to a web page, key in phone number and pick the queue type such as “follow up”, “new appointment”, etc.
- 2 Queue manager will get notify about the user request and assign a queue number for the customer. The queue manager can send SMS to customers, SMS will be sent to the user before their turn as well.
- 3 The queue manager calls numbers as usual.
- 4 The current queue list can be view from online.

login.bmo.my/queue/queue.php?k=  **Unique URL to access the QMS Cloud page**

[Current queue list.](#)

Name
Email
Phone No
Remark

Appointment

2021-09-09 11:01:49

General

Dental

Get the queue number from web page

queue/queue_list.php?k=

Current Queue List

Type	Queue Number
General	1006
General	1007
General	1005
Dental	2006
Dental	2007

Current queue list


To: 0163344588

Your turn is approaching after 2 queue. You number is 1007.

Cancel Send

Send SMS

Sample SMS received

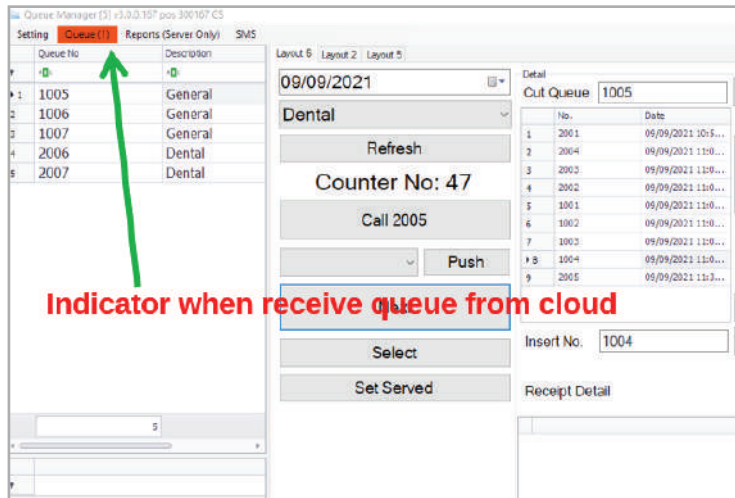
<  63633 >

Today 10:59

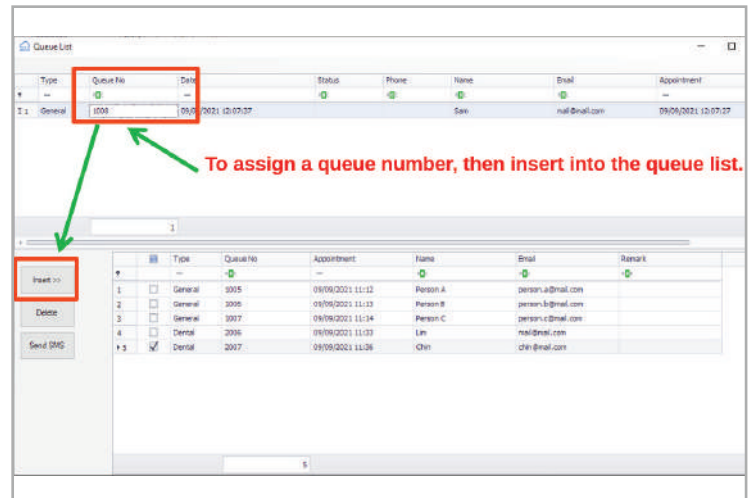
RM0 Your turn is approaching after 3 queue. You number is 2004

Received SMS

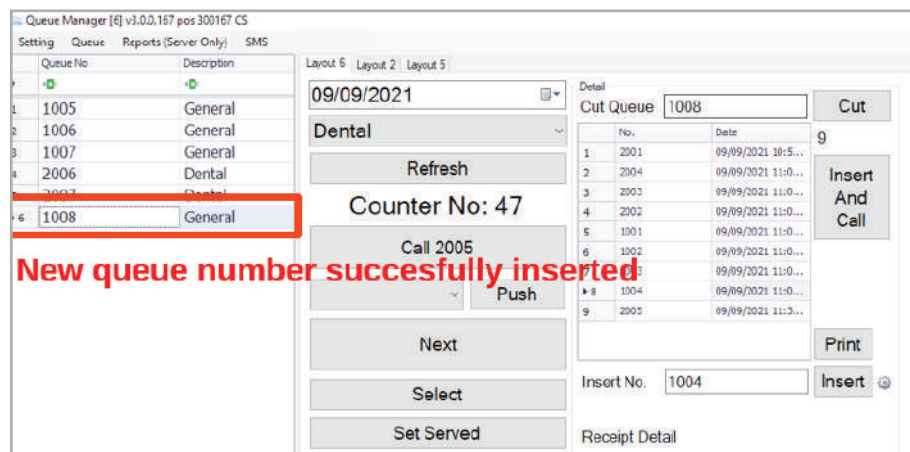
Queue Manager for Online QMS



Queue from cloud received

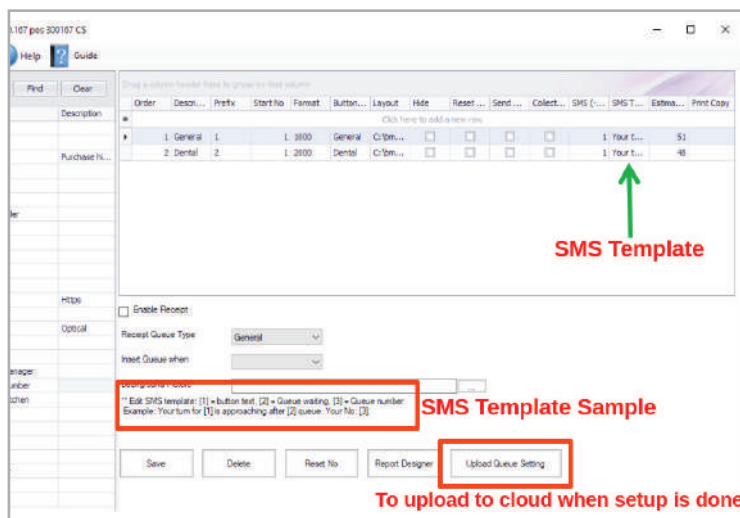


Assign queue number for online queue

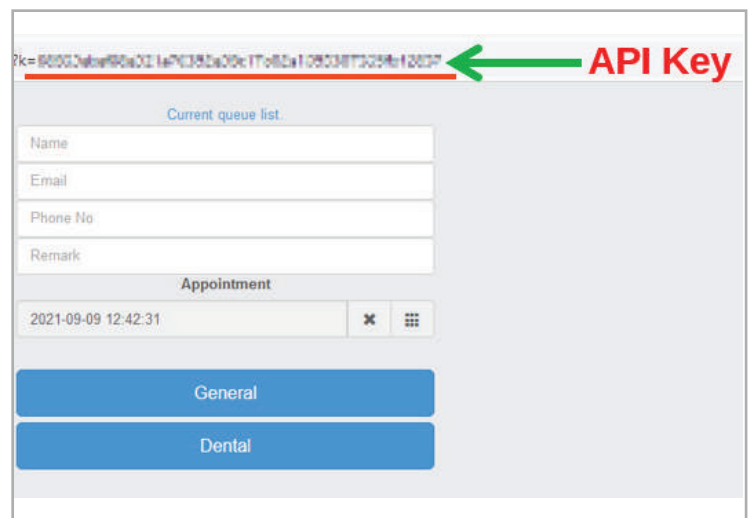


Call number as usual

QMS Cloud Setting



QMS Cloud Link



http://localhost/q/API/call_number.php?qno=0039

Parameter:

qno: Provide the queue number that you wish to call.

http://localhost/q/API/insert_and_call.php?button=order1&counter=1&customnumber=01231

Parameter:

button: Provide the button name that you wish to click.

counter: Provide the counter that will be serving the user, must be number start from 1.

customnumber: Provide the custom number that you wish to insert and call at the screen.

http://localhost/q/API/insert_number.php?button=order1&counter=1&customnumber=01232

Parameter:

button: Provide the button name that you wish to click.

counter: Provide the counter that will be serving the user, must be number start from 1.

customnumber: Provide the custom number that you wish to insert.

http://localhost/q/API/set_served.php?button=order1&counter=1&qno=01232

Parameter:

button: Provide the button name that you wish to click.

counter: Provide the counter that will be serving the user, must be number start from 1.

qno: Provide the queue number that you wish to set as served.

http://ocalhost/q/API/select_number.php?button=order1&counter=1&qno=0035

Parameter:

button: Provide the button name that you wish to click.

counter: Provide the counter that will be serving the user, must be number start from 1.

qno: Provide the queue number that you wish to set to a service counter.

SPECIFICATIONS

Brand Model	BizCloud QMS
Year of Manufacture	2021, Malaysia
Website	https://www.queuessystem.my

QMS System Software Package	QMS Application Solution	<ul style="list-style-type: none"> • Server running on Windows (any version) • Database running on MySQL Server or Windows SQL Database Server • Client running on Windows • Application needs to install on client computer • Reporting available on web or application
	QMS Web Manager	<ul style="list-style-type: none"> • Server running on Windows • Database running on MySQL Server in the server • Client running on web browser • Reporting available on web
	Auto startup and shutdown	The system running on server, no frequent shutdown and restart needed.
	Can customized reporting based on user request	BizCloud Asia Sdn Bhd will work with customer to understand and provide work time based on requirements.
	System installed at virtual server	The server can work as long as the Windows (any version) is working.
Ticket Printer	Ticket Printer Size	80mm Thermal Printer with auto cutter.
	Ticket Format	User can customize the ticket layout.
	Ticket Roll	Same with normal receipt size, commonly available.
	P1500 Touch screen ticket counter	<ul style="list-style-type: none"> • Button programmable and unlimited • WiFi linked • 15 inches touch screen
	QN-100	<ul style="list-style-type: none"> • Maximum 3 buttons • Button programmable • 5 inches touch screen • WiFi linked
	QN-100S	<ul style="list-style-type: none"> • Maximum 3 buttons • Button programmable • Sensor enabled • WiFi linked
	Data interface	Running on WiFi.
Display	Television	Any brand of television that able to support HDMI.
	Resolution	Depend on the television.
	Video	Able to play video along side of the number display.
	QD-100	Companion device for TV to display queue number.
Voice	Language supported	Bahasa Malaysia, English, Mandarin, Thailand, Vietnam and more.
	Fixed voice	Room, Bilik, Counter, Kaunter.
	Read ticket number	A-Z, 0-9.
	Speaker	Able to utilize TV speaker.
	Counter Terminal	<ul style="list-style-type: none"> • Able to use windows application or web • Call customer from application or web
	API	<ul style="list-style-type: none"> • API to call a number • API to insert and call a number • API to insert a number • API to set a number as served • API to select a number

ABOUT BIZCLOUD QMS

BizCloud QMS is designed and developed by BizCloud Asia Sdn Bhd. It is a robust system that serves hundred thousands of people everyday. It has been deployed in multiple businesses and being used day to day. Please do not hesitate to contact us for all inquiries.



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