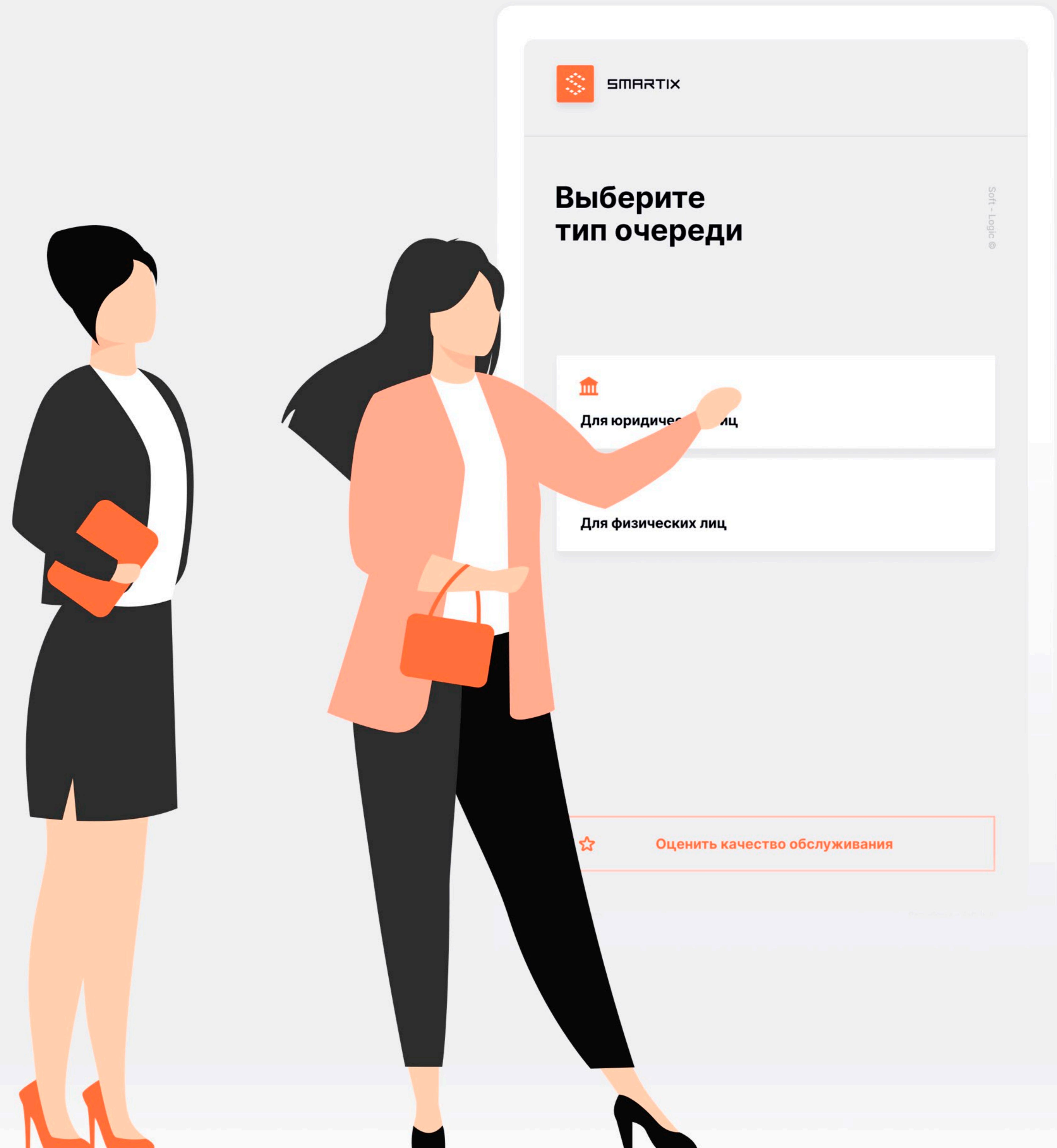




SMARTIX

Smartix electronic queue system

- ↗ <https://smart-queue.app>
- ↗ hello@smartix.pro



About solution

Smartix electronic queue is an adaptive, web-based application that does not require installation of client programs and opens at any device that supports browser.

Solution takes into account all requirements for modern systems. Effectively solves problems of managing client flows in various business areas.



Complex includes



Ticket kiosks
for getting e-queue tickets



Mobile registrar
for client smartphones



Electronic displays for viewing information about the priority



Front office (operators workplaces)
for processing customer requests within electronic queue



Back office for manage all devices, establish branches, employees and determine the types of queues that they process



Features



Cross-platform solution
(Windows, Linux, MacOS)



Manager application
for smartphone or tablet



Authorization
through Active Directory



Creating and managing
tree-like menus through
the back office



Flexible setting of
manager selection for
certain queues



Custom report
constructor



Adaptive design
of scoreboards, visual
templates for selection



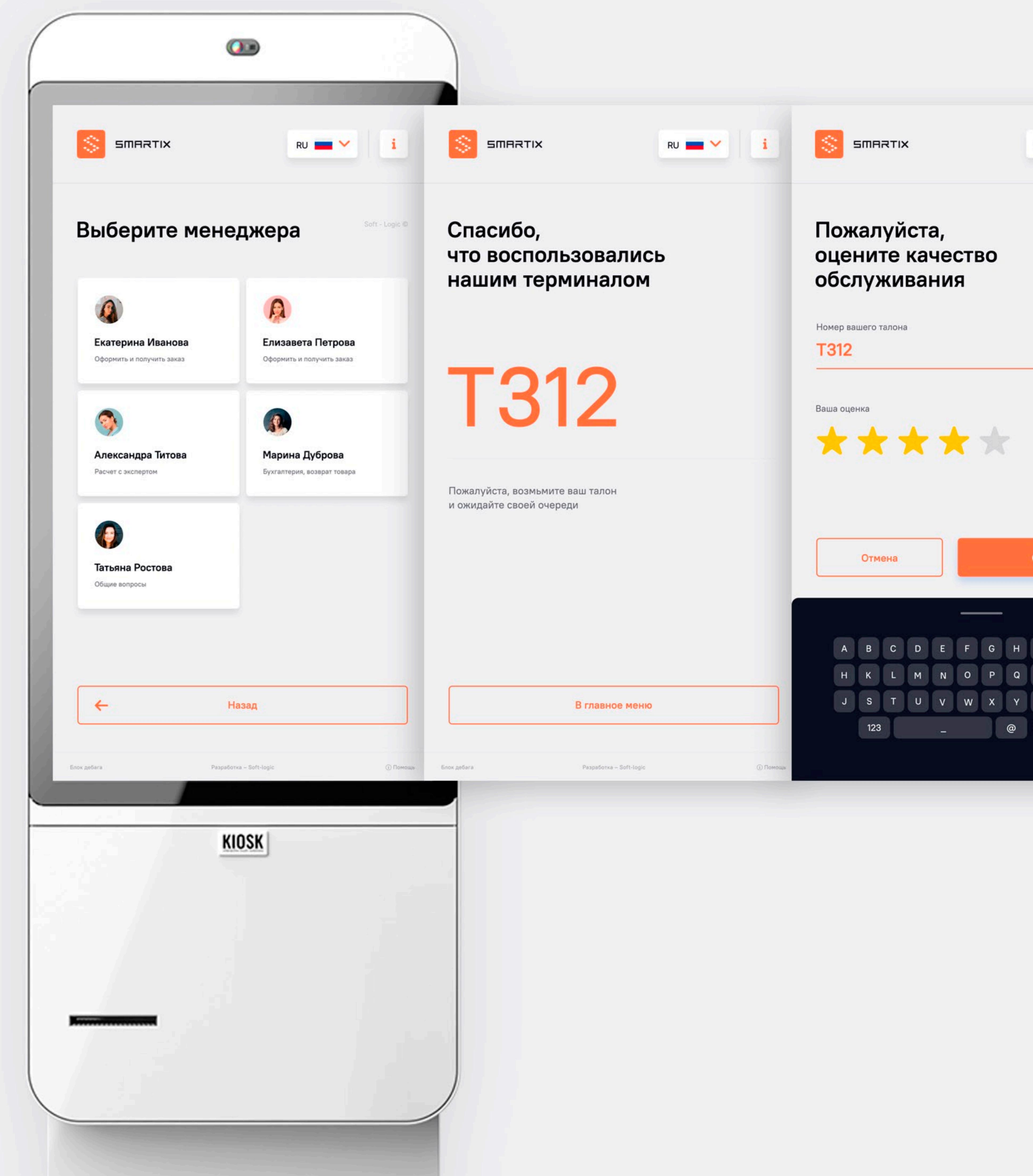
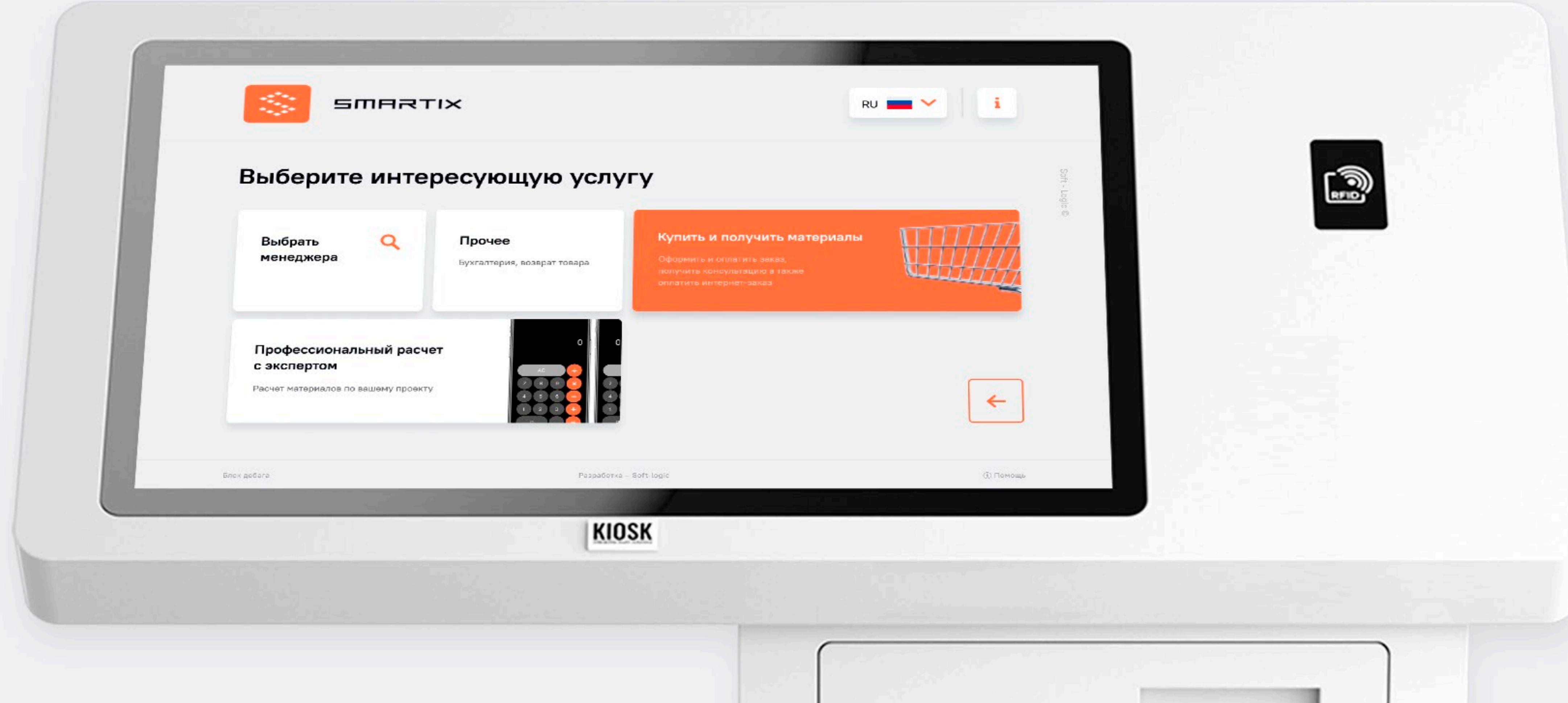
Quality control
service through
e-queue ticket kiosk

E-queue ticket kiosks

Self-service kiosk devices (electronic queue kiosks), used by customers to receive queue tickets.

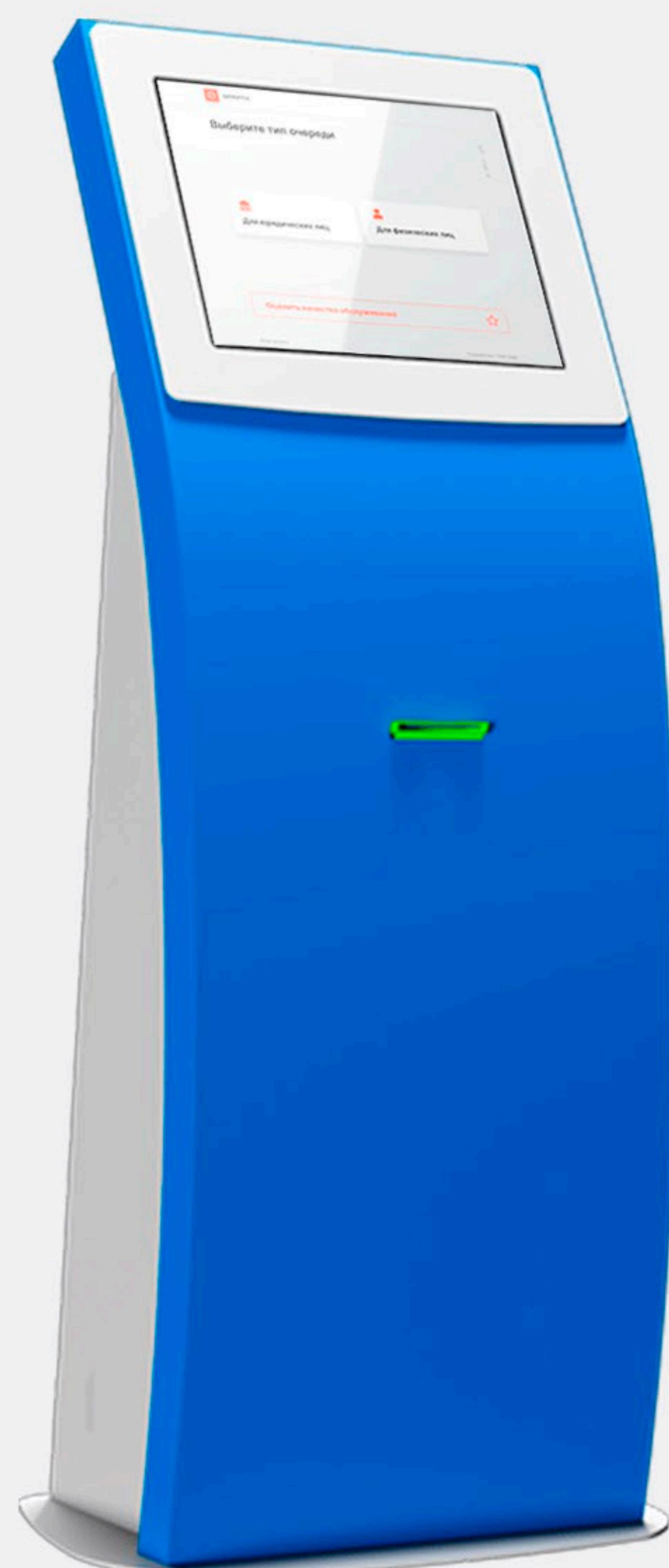
Devices can be supplemented with feedback forms, service quality assessment system, any information services (maps, reference information), etc.

The functionality of the VIP client has been implemented – after authorization VIP client receives ticket with priority in queue.



E-queue ticket kiosks

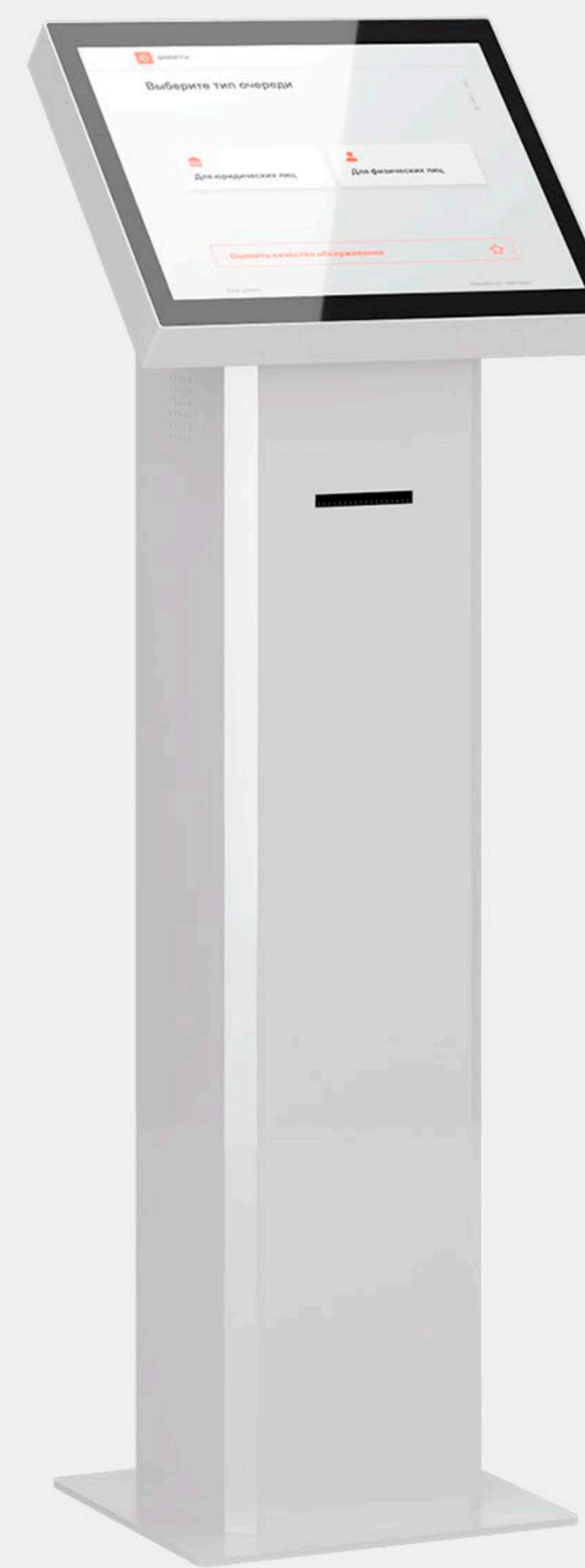
We offer various models of standard and premium e-queue kiosks.



"Queue" kiosk
from 1000 USD



"Counter" kiosk
from 1000 USD



Q-05
from 1300 USD



Q-28
from 1450 USD



Q-45
from 1450 USD

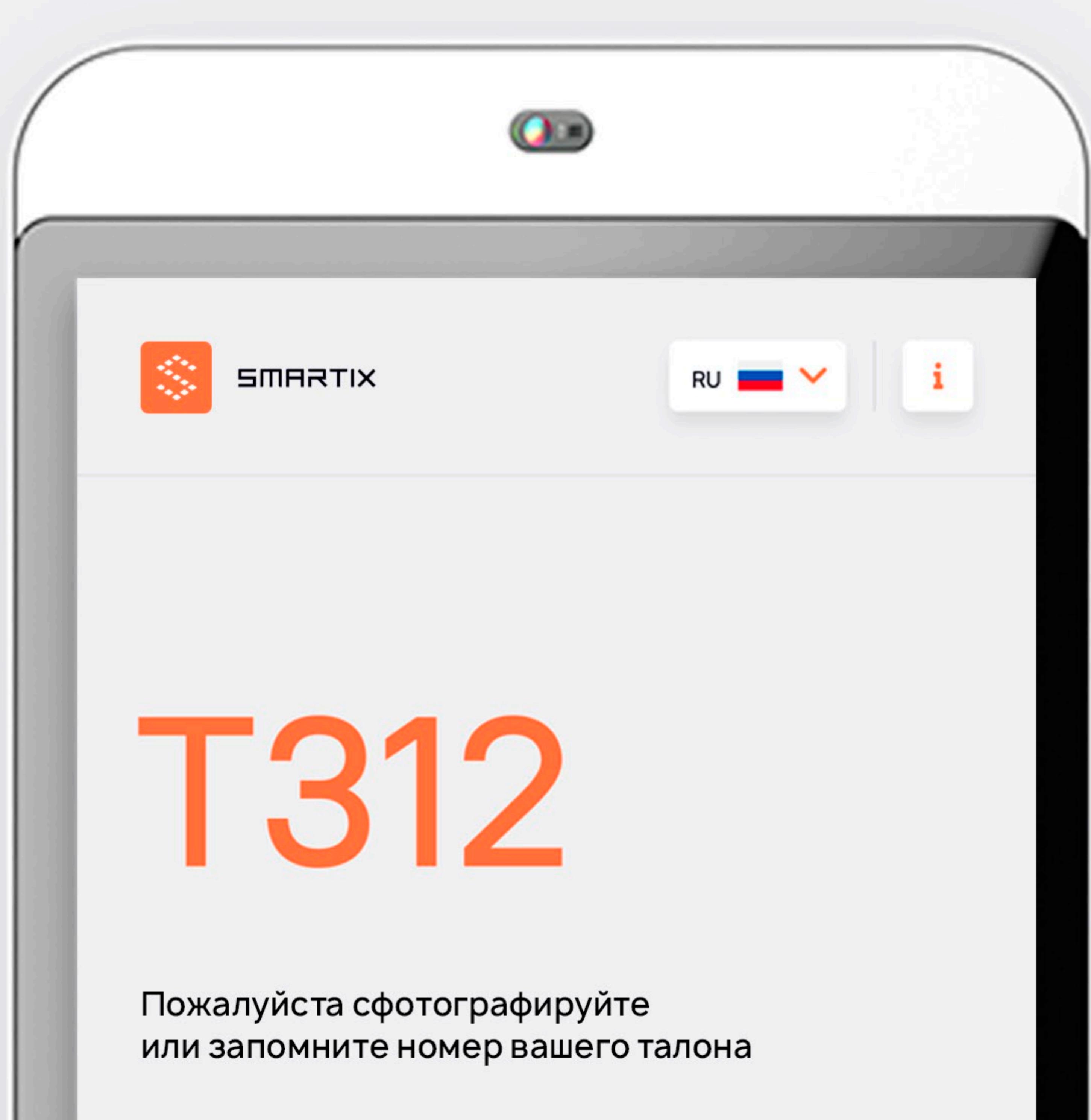
E-queue ticket kiosks

Rejection of paper receipts

Smartix e-queue kiosks support functionality of informing customers about the queue without paper receipts.

The device interface is provided with additional information about the need to take a picture or remember ticket number.

It also supports the ability to inform clients about e-queue priority via SMS messages.



E-queue ticket kiosks

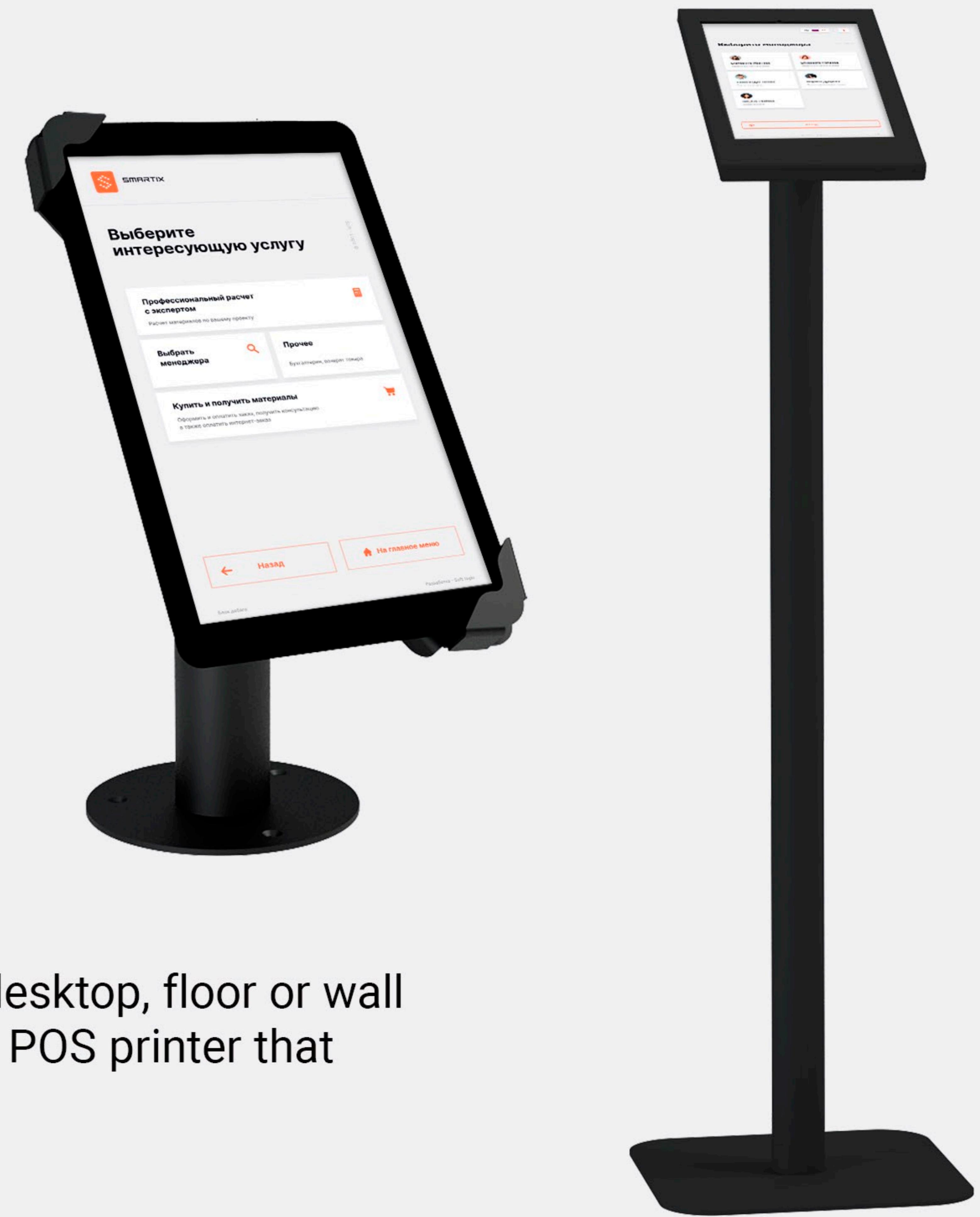
Android tablets *in development

Smartix electronic queue system can be deployed on Android tablets. The functionality completely duplicates e-queue tickets.

Tablets allow to abandon usual e-queue tickets, which are more expensive to install and maintain. As the amount of visitors grows, the number of tablets can increase rapidly with minimal cost.



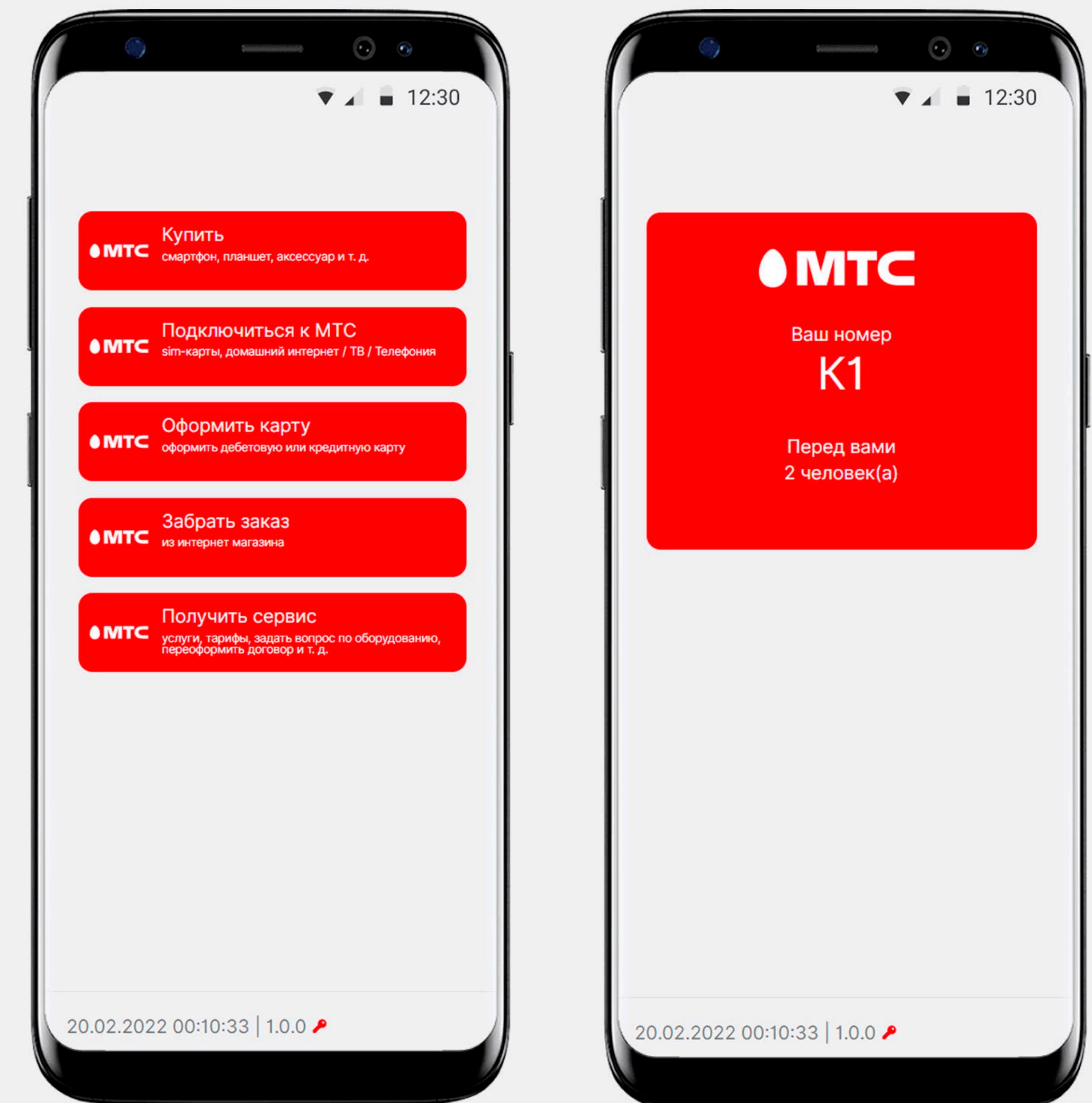
Devices can be set on a mount in desktop, floor or wall format. Can be supplemented with POS printer that works via Ethernet or Wi Fi.



Mobile registrar

Innovative version of electronic queue via smartphones.
Standalone Smartix module for solving tasks of automation of client flows for provision of any service.

For getting in queue, client using his smartphone to scan QR code with a link to the electronic queue web application. Then need to select service, enter phone number and wait in e-queue line.





SMARTIX

Mobile registrar

QR code can be placed on static banners, flyers or any interactive media like TV, tablet, etc.

No need to install and maintain standard e-queue ticket kiosks for dispensing coupons and electronic displays to demonstrate the queue line.

Almost zero costs for complex, all that is needed for work is client's smartphone and SMS notifications.

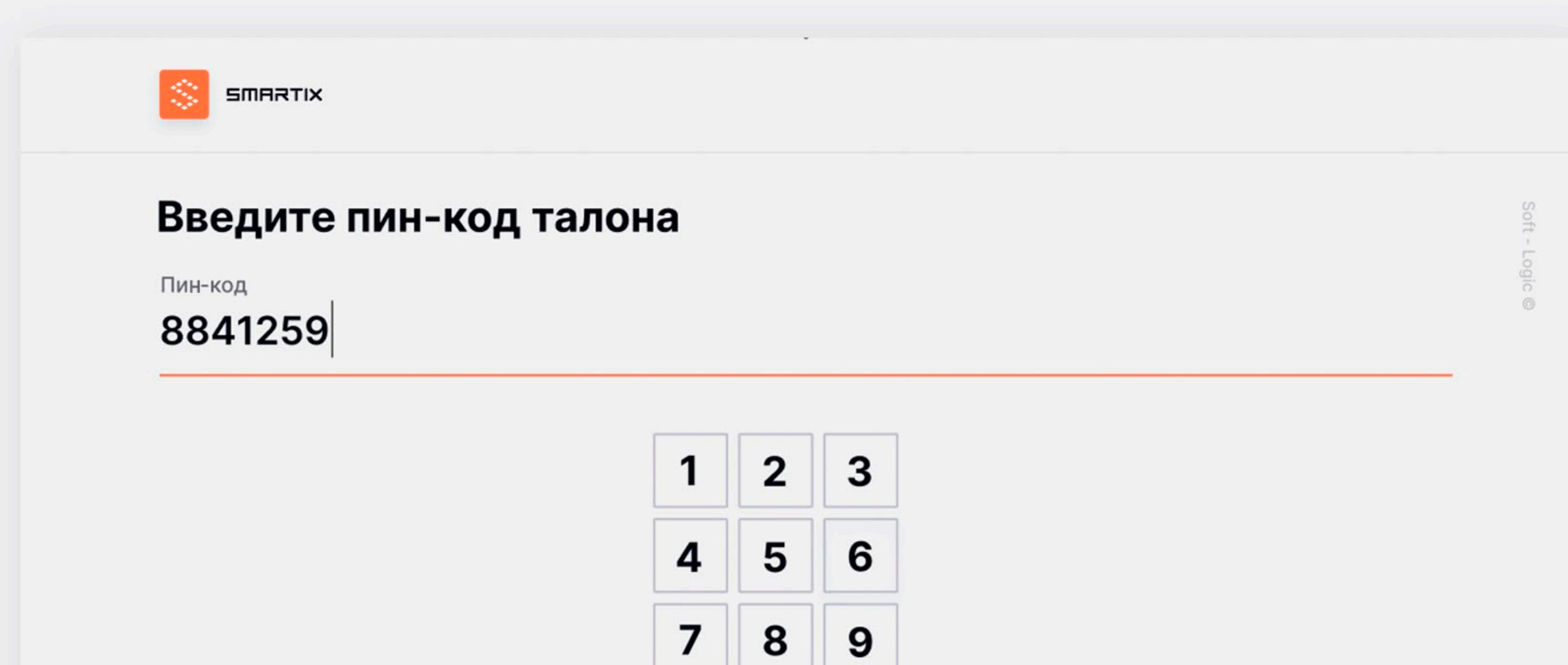


Pre-registration module

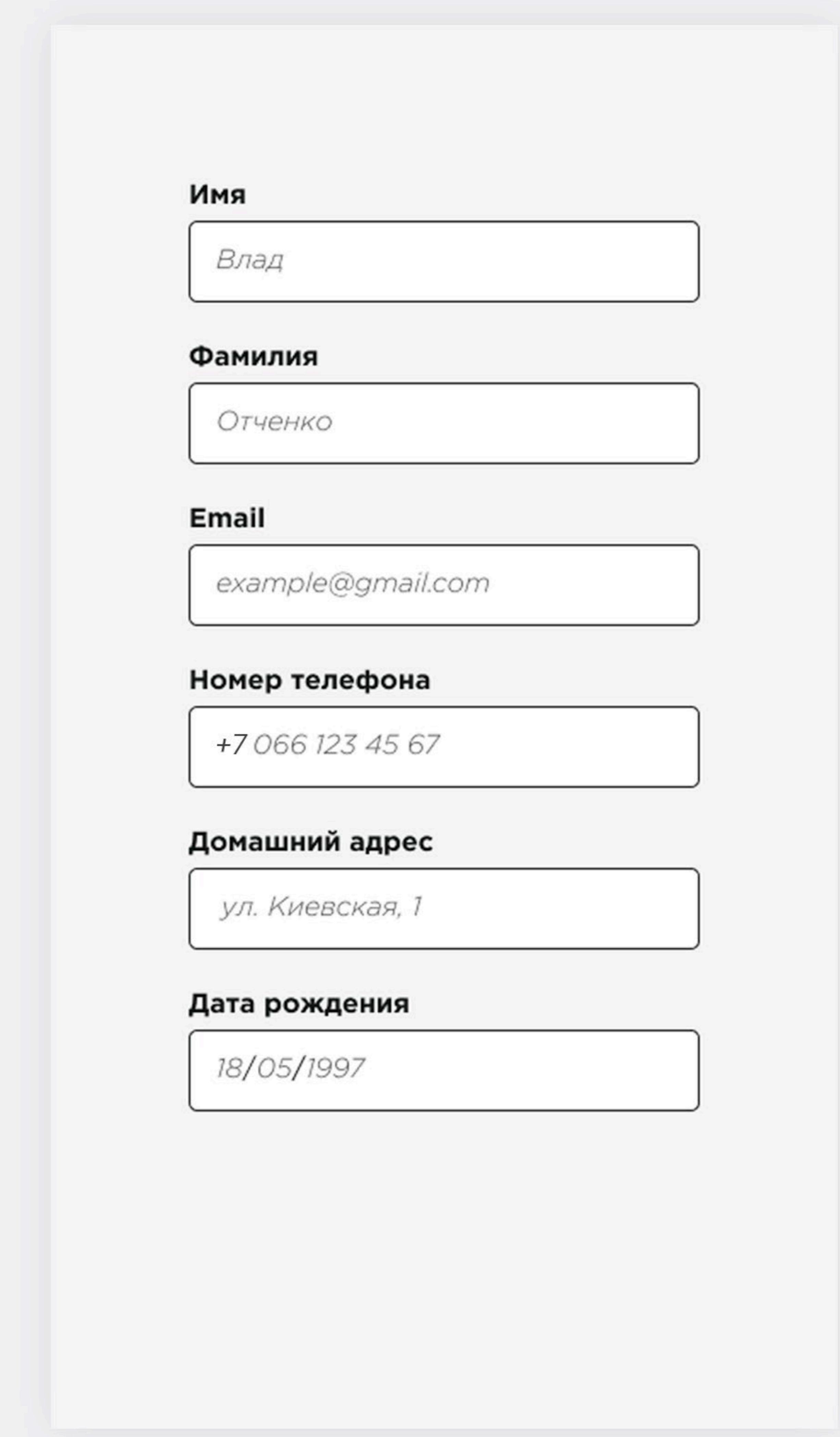
Solution supports registration of the client through customer's website for any preliminary time.

Smartix electronic queue includes the ability to embed frame in any site, the frame contains registration form with appointment for the desired time. After successful registration user receives unique PIN code, which will need to be confirmed through the e-queue kiosk at place where the service will be received.

As a result of confirmation of preliminary registration, client only has to wait for the appearance of his call on the electronic display.



The kiosk interface shows a header with the Smartix logo and the text "Ведите пин-код талона". Below this, it says "Пин-код" and displays the number "8841259" in a text input field. At the bottom is a numeric keypad with buttons labeled 1, 2, 3, 4, 5, 6, 7, 8, and 9.



The registration form contains the following fields with sample data:

- Имя**: Влад
- Фамилия**: Отченко
- Email**: example@gmail.com
- Номер телефона**: +7 066 123 45 67
- Домашний адрес**: ул. Киевская, 1
- Дата рождения**: 18/05/1997



SMARTIX

Electronic displays

Monitors, TVs or other digital devices for display e-queue line information. Supporting visual styling (company colors, background, logo, etc.), functional customization, for example number of columns with displayed data by queues.

Display can be equipped with advertising or informational banner.

SMARTIX 14:32

Талон	Окно №	Статус
A091	→ 01	Вызван
T045	→ 03	Обслуживается
B14	→ 09	Вызван
T056	→ 011	Обслужен

SMARTIX 14:32

Талон	Окно №
A091	→ 01
T045	→ 03
B14	→ 09
T056	→ 011

Пожалуй,
лучшая
электронная
очередь

Electronic displays

Hardware configuration

Solution supports several hardware configurations for running electronic display service:

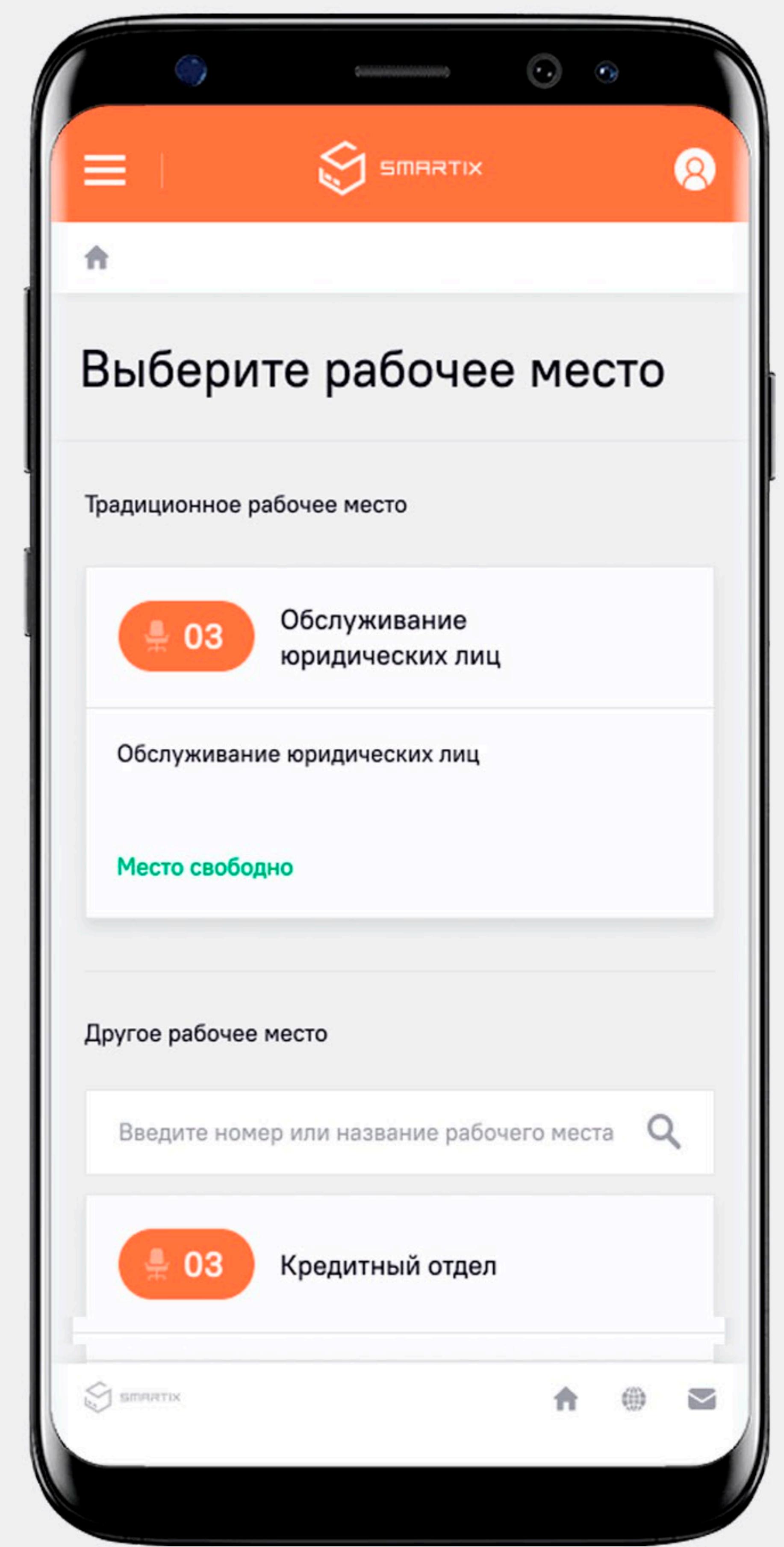
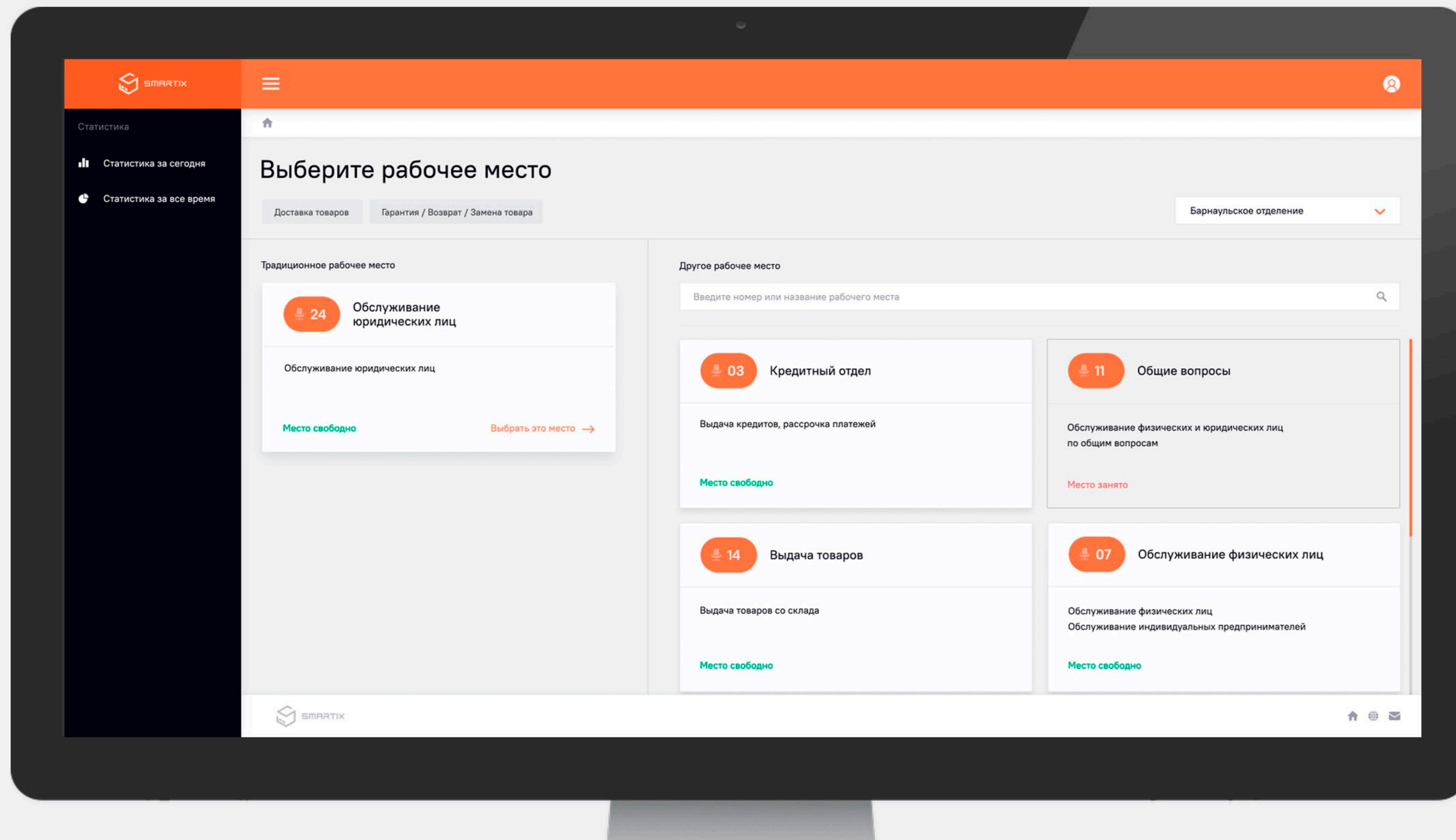
- TV + computer (Intel NUC, Smart TV with Android version 9 or higher)
- TV + Android TV Box (the most affordable is Xiaomi Mi TV Stick option)



Талон	Окно №	Статус
A091	→ 01	Вызван
T045	→ 03	Обслуживается
B14	→ 09	Вызван
T056	→ 011	Обслужен

Operator's workplace

Responsive web application (needed only browser), available at any device, including mobile smartphones. Use by employees for work with clients through the electronic queue system.





SMARTIX

Operator's workplace

The first screenshot shows a client named T123 in the 'Waiting for client' state. It displays a list of items and a 00:15 wait time. The second screenshot shows the client T123 in the 'Client arrived' state. The third screenshot shows the client T123 in the 'Working with client' state.

The first screenshot shows a client named T123 in the 'Working with client' state. The second screenshot shows the client T123 in the 'Successfully served' state. The third screenshot is a modal for prioritizing clients, listing categories like 'Physical persons', 'Legal entities', and 'Main warehouse'.

Operator's workplace



Workplace with reference to the types of queues (services) that employee will serve



Receive, recall or redirect clients (operator's console)



Online visualization of the current number of people in the queue



Leave for lunch or break (if all clients are served at this workplace)



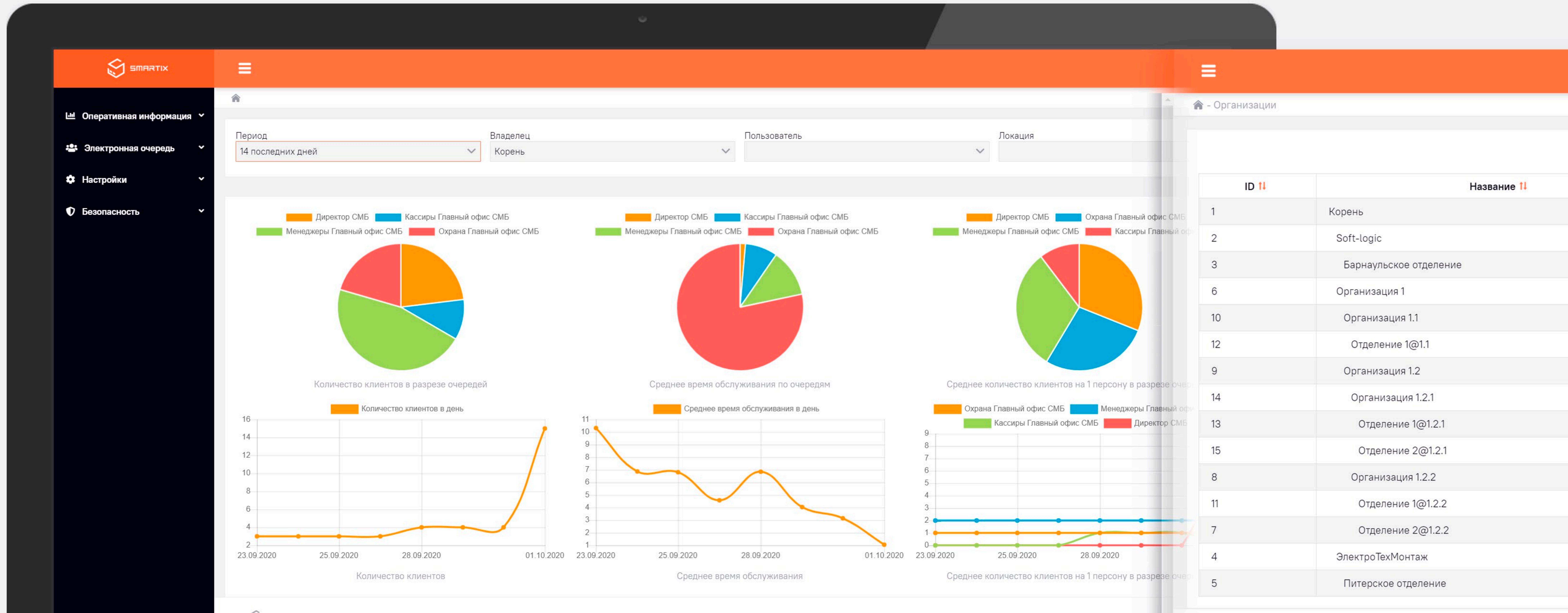
Comments on each completed application



View statistics of served clients

Back office

Responsive web application, available on any device, including mobile smartphones.
Use by employees for managing and administration of electronic queue system.



The screenshot displays the SMARTIX Back office interface, featuring a navigation sidebar on the left and a main dashboard area with three charts and a table.

Navigation Sidebar:

- Оперативная информация
- Электронная очередь
- Настройки
- Безопасность

Main Dashboard (Left Side):

- Period:** 14 последних дней
- Owner:** Корень
- User:** [empty]
- Location:** [empty]

Dashboard Charts:

- Количество клиентов в разрезе очередей:** Pie chart showing client distribution across queues. Legend: Директор СМБ (orange), Кассиры Главный офис СМБ (blue), Менеджеры Главный офис СМБ (green), Охрана Главный офис СМБ (red).
- Среднее время обслуживания по очередям:** Line chart showing average service time per queue over time. Legend: Среднее время обслуживания в день (orange).
- Среднее количество клиентов на 1 персона в разрезе очередей:** Line chart showing average number of clients per staff member across queues. Legend: Охрана Главный офис СМБ (orange), Менеджеры Главный офис СМБ (blue), Кассиры Главный офис СМБ (green), Директор СМБ (red).

Table (Right Side):

Организации

ID	Название
1	Корень
2	Soft-logic
3	Барнаульское отделение
6	Организация 1
10	Организация 1.1
12	Отделение 1@1.1
9	Организация 1.2
14	Организация 1.2.1
13	Отделение 1@1.2.1
15	Отделение 2@1.2.1
8	Организация 1.2.2
11	Отделение 1@1.2.2
7	Отделение 2@1.2.2
4	ЭлектроТехМонтаж
5	Питерское отделение



SMARTIX

Back office

SMARTIX

Оперативная информация

Пользователи

ID	Логин	ФИО	Состояние	Дата создания	Код	Исполнитель по умолчанию
1	Super_Admin	Super_Admin	Активен	09.07.2020 08:50		
2	test_1@soft-logic.ru	Сотрудник 1	Активен	09.07.2020 08:50		
3	test_2@soft-logic.ru	Сотрудник 2	Активен	09.07.2020 08:50		

+ Добавить

Настройки

Организации

Пользователи

Локации

Системы обновлений

Техническая поддержка

Рабочие расписания

Голосовые профили

Группы параметров

Параметры

Безопасность

Локации

ID	Название	Рабочее расписание	Адрес
1	Барнаульское отделение	ПН-ПТ/9-18	656006, Малахова, 146Б
11	Барнаульское отделение 1	Ежедневно/8-19	656031, Строителей проспект, 117
8	Барнаульское отделение 2	Ежедневно/8-19	656057, Павловский тракт, 251в
9	Барнаульское отделение 3	Ежедневно/8-19	656006, Власихинская, 65
10		Ежедневно/8-19	656922, Павловский тракт, 188
5	Отделение 1@1.1, Рубцовск	ПН-ПТ/8-17	658218, Рубцовск, Светлова, 60
6	Отделение 1@1.2.1, Рубцовск	ПН-ПТ/8-17	658218, Рубцовск, Светлова, 62
7	Отделение 2@1.2.1, Рубцовск	ПН-ПТ/8-17	658218, Рубцовск, Светлова, 62
4	Отделение 1@1.2.2, Рубцовск	ПН-ПТ/8-17	658218, Рубцовск, Светлова, 92

+ Добавить

SMARTIX

Оперативная информация

Рабочие расписания

ID	Название	Состояние	Владелец	Можно назначать на дочерние
3	24/7	Активен	Корень	Да
8	6 дней в неделю, 10-19	Активен	Корень	Да
2	Ежедневно/7-23	Активен	Корень	Да
6	Ежедневно/8-19	Активен	Корень	Да
1	Ежедневно/8-20	Активен	Корень	Да
5	Ежедневно/8-21	Активен	Корень	Да
10	Ежедневно/8-22	Активен	ЭлектроTexМонтаж	Да
7	Круглосуточно	Активен	Корень	Да
11	ПН-ПТ/8-17	Активен	Организация 1	Да
4	ПН-ПТ/9-18	Активен	Корень	Да
9	ПН-ПТ/9-18	Активен	Soft-logic	Да

+ Добавить

Настройки

Организации

Пользователи

Локации

Системы обновлений

Техническая поддержка

Рабочие расписания

Голосовые профили

Группы параметров

Параметры

Безопасность

Клиенты

ID	Дата создания	Состояние	Талон	Вызовов	Регистратор	Тип очереди	Исполнитель	Номер телефона	Комментарий	Метки
1	10.07.2020 12:52	В очереди	M1	0	Регистратор отделения 1@1.1	Менеджеры				
6	10.07.2020 12:47	В очередь	M2	0	Регистратор отделения 1@1.1	Менеджеры				
11	10.07.2020 12:43	В очередь	M3	0	Регистратор отделения 1@1.1	Менеджеры				
16	10.07.2020 12:30	Обработан	M4	0	Регистратор отделения 1@1.1	Менеджеры				
21	10.07.2020 12:23	Обработан	M5	0	Регистратор отделения 1@1.1	Менеджеры				
26	10.07.2020 12:19	Обработан	M6	0	Регистратор отделения 1@1.1	Менеджеры				
31	10.07.2020 12:11	Обработан	M7	0	Регистратор отделения 1@1.1	Менеджеры				
36	10.07.2020 12:05	Обработан	M8	0	Регистратор отделения 1@1.1	Менеджеры				
41	10.07.2020 11:56	Обработан	M9	0	Регистратор отделения 1@1.1	Менеджеры				
46	10.07.2020 00:52	Обработан	M10	0	Регистратор отделения 1@1.1	Менеджеры				

+ Добавить



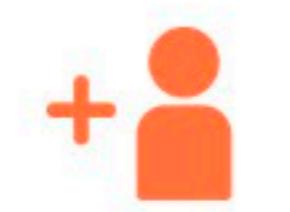
Back office



Establishment of organizations, their branches and offices



Connection of ticket kiosks, electronic displays, operator's workplaces

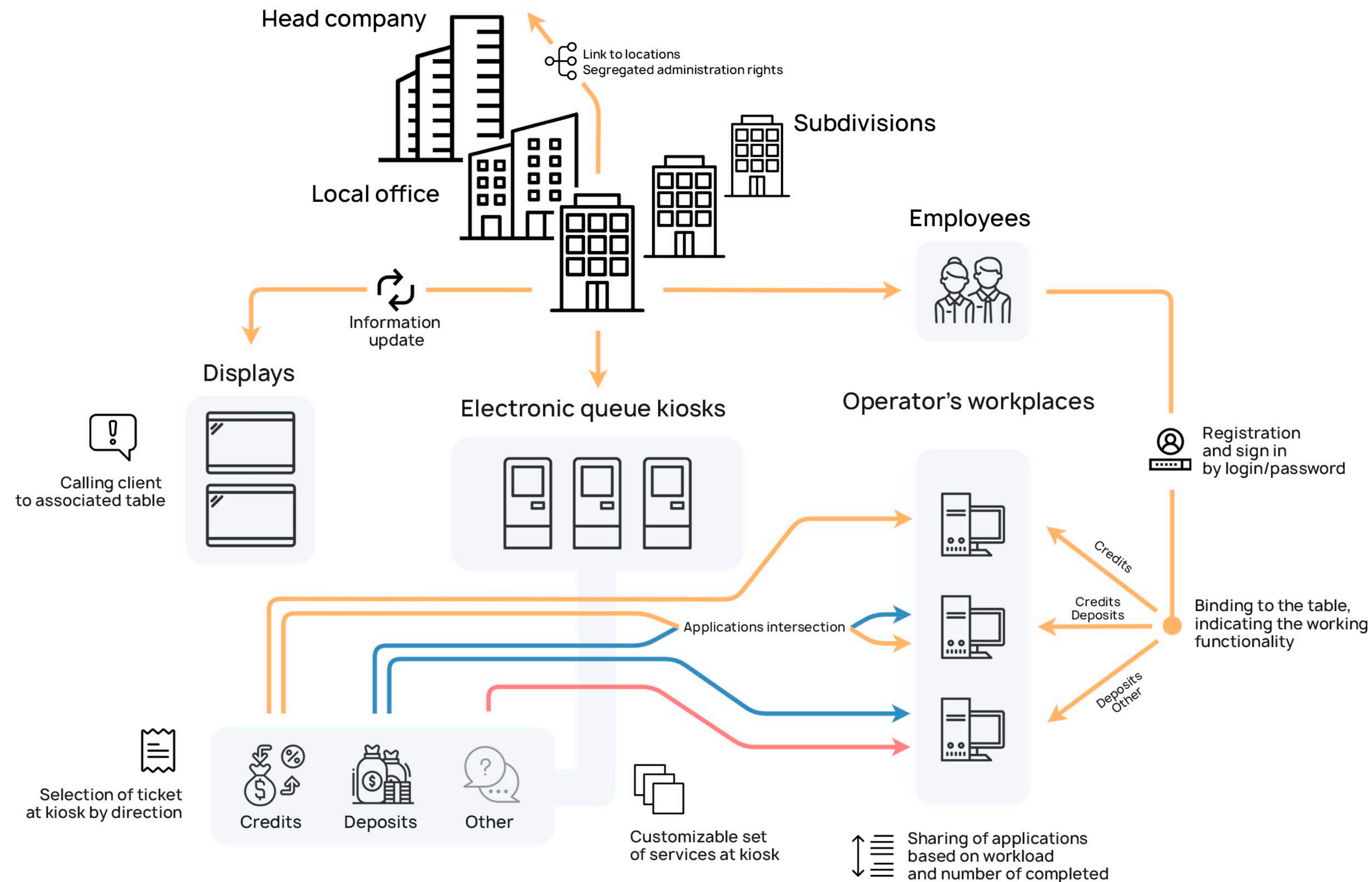


Establishment of personnel, linking to the types of processed queues

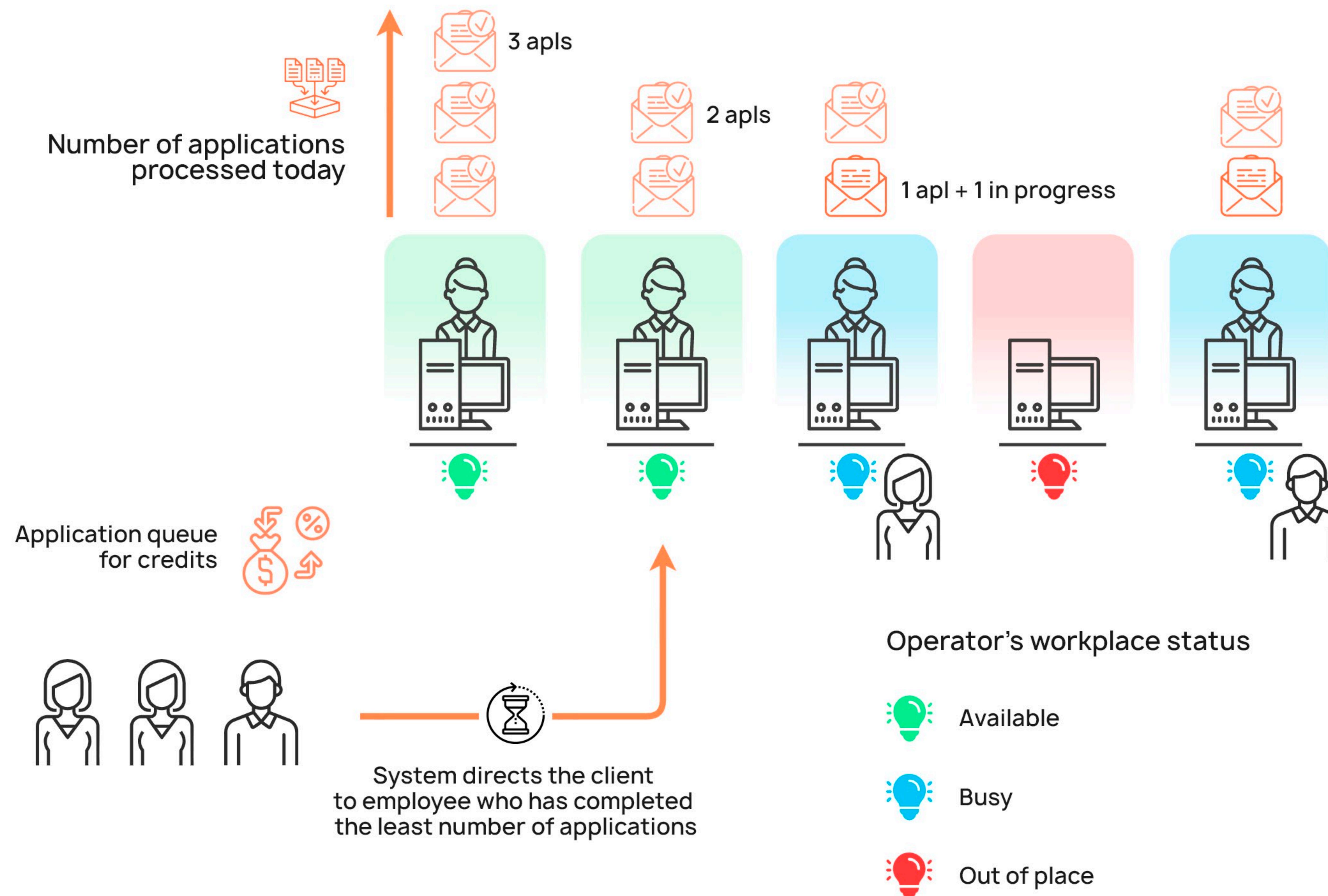


Monitoring and statistics

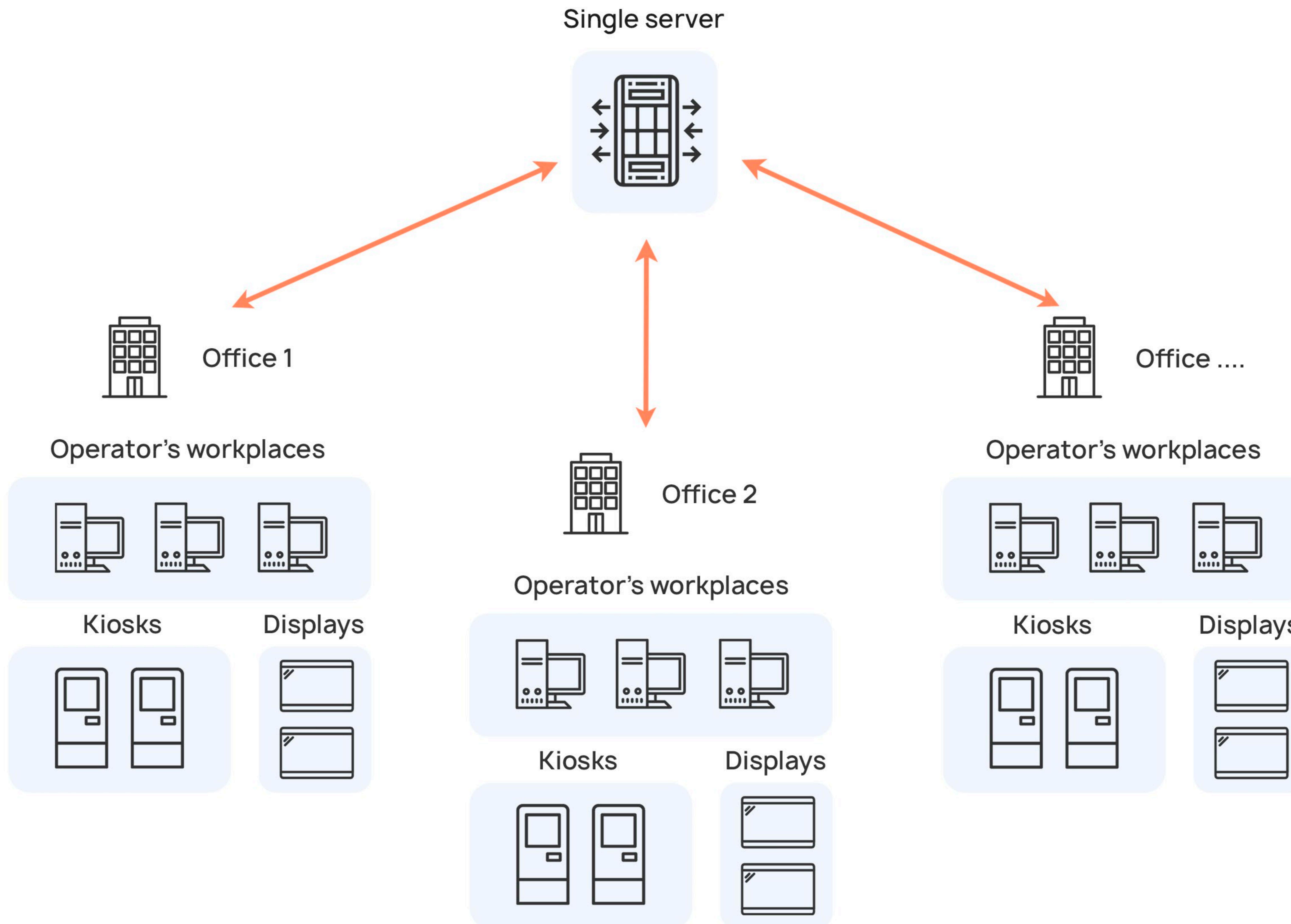
Architectural scheme



Applications distribution algorithm



Single server



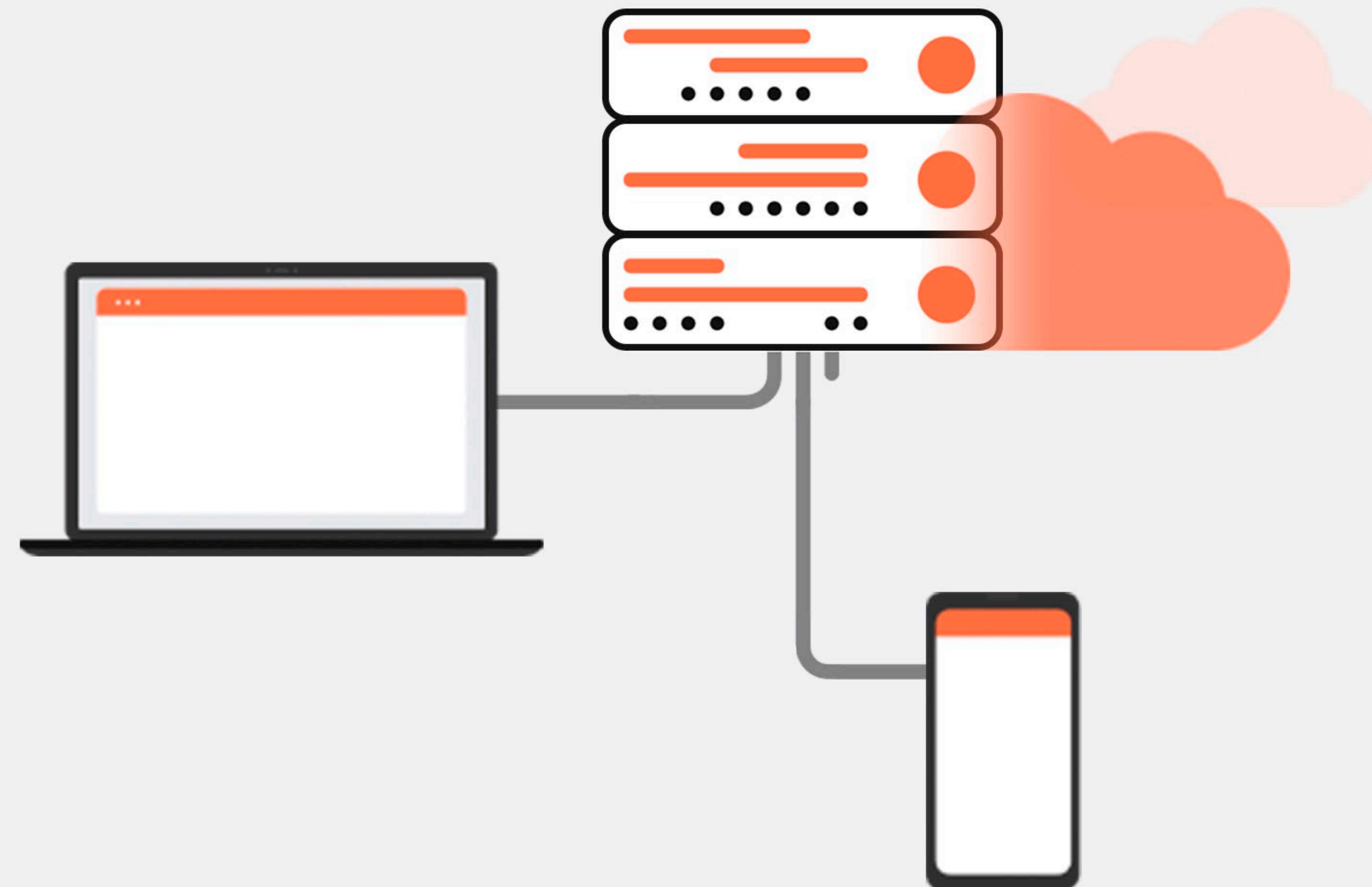
Cost reduction

System administration

Solution does not require installation of client applications.
All that need for employees to work is any device that supports browser.

If customer uses our solution in the cloud, complete removal of the local server infrastructure in each branch or service office is ensured.

All branches are connected to single centralized server serviced by qualified specialists, providing maximum solution reliability.



Cost reduction

Speech synthesis service

Smartix e-queue system includes its own speech synthesis service for voice assistant deployment in addition to self-service systems.

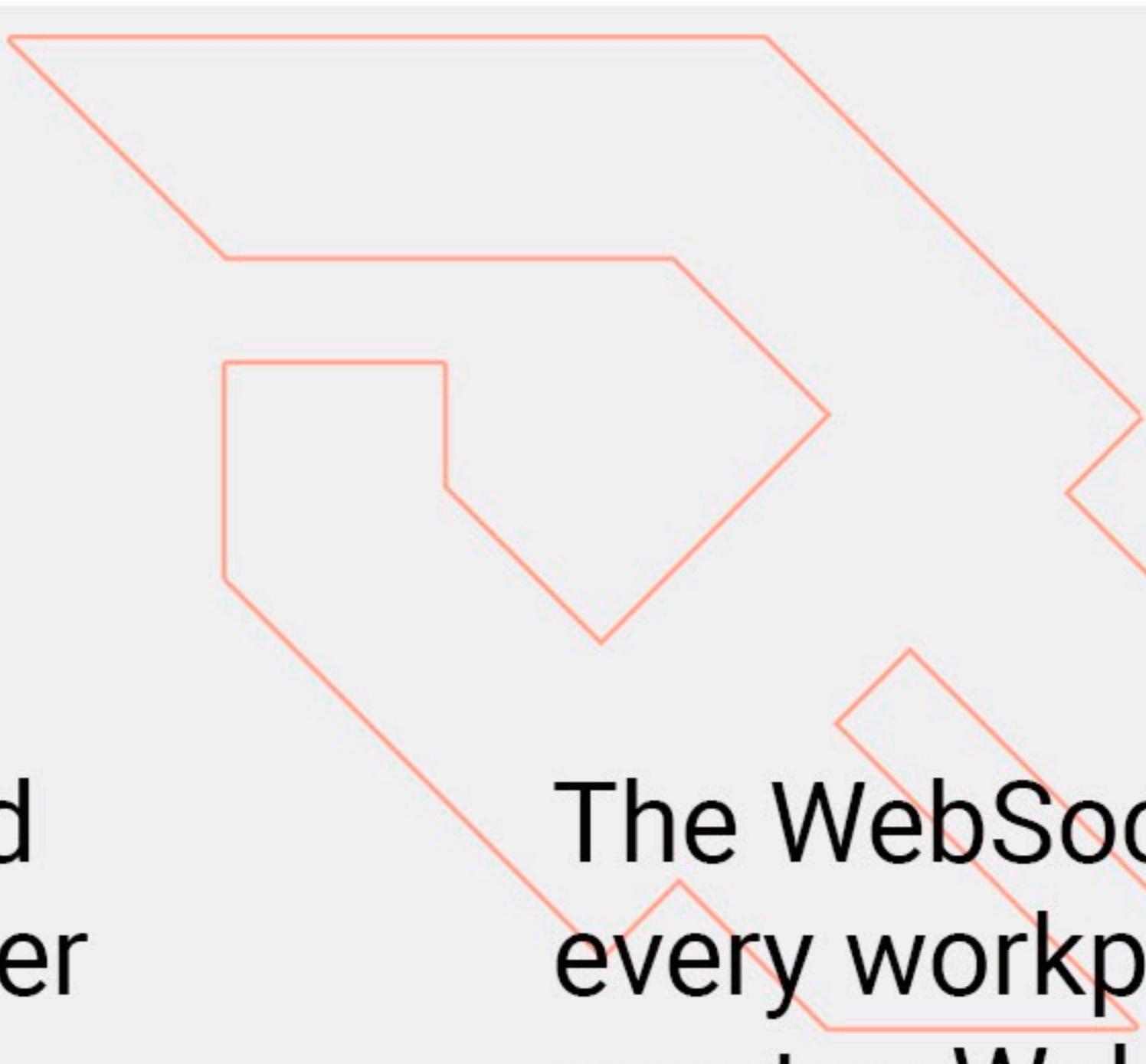
Service benefits:

- Low cost of generating new files. For database of audio files based on Google Speech-to-Text price is 16 USD per 1 million characters
- Reducing cost of ownership of the service by segmenting messages. Each unique segment voicing only once
- Proprietary message normalization algorithms that further reduce calls to external services



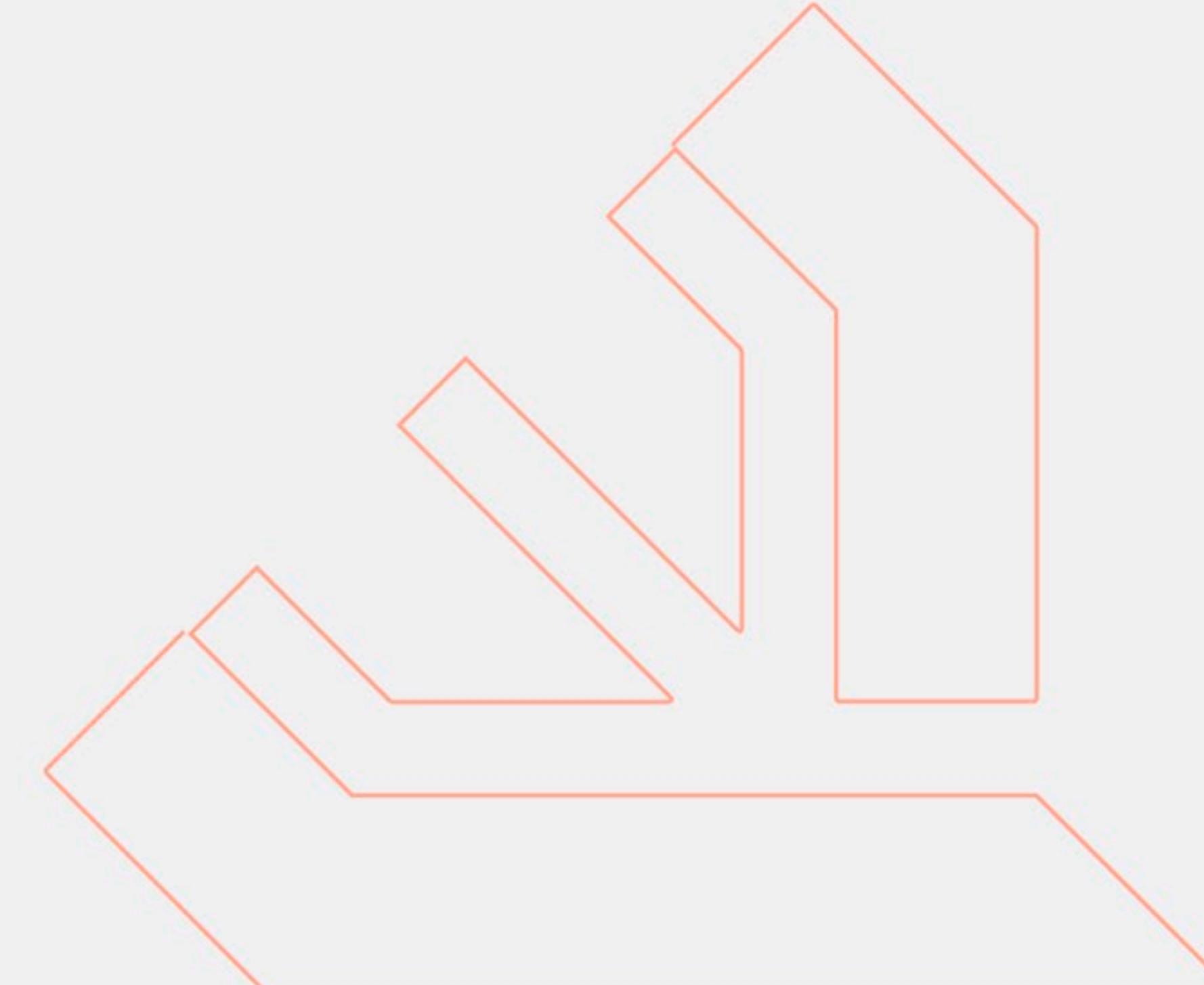
Security and reliability

-  Role-based access policy is provided within the back- and front office with settings by groups, according to customer requirements
-  Data transfer between server and clients is carried out via https protocol with encryption
-  E-queue ticket kiosks and electronic displays use unique details to access the server – login and password



The WebSocket protocol is used to exchange data – every workplace connection or electronic display creates WebSocket connection. After changes on the server all information in real time transfer to client devices.

WebSocket is not only cutting-edge technology, but also the ability to completely exclude polls method, which greatly reduces the load and allows to expand the system – connect more client devices based on the same amount of hardware resources. Additionally, WebSocket allows to instantly respond to any changes that occur on the server.





SMARTIX

We are ready
for implementation of
projects of any complexity!



656006, Barnaul,
Malakhova st. 146V, 2nd floor



<https://smart-queue.app/>



+7 (3852) 72-27-27



hello@smartix.pro