CT7400
Counter Terminal

WebCT QMS

SERVING | STATUS | QUEUE   Counter No:2   Staff ID:1005

Queue Management Systems

1001

ST 00:10s
WT 00:10s
Service Withdrawal

Customer Activities   History
11:39-now : Served by Azarina
11:39-11:39 : Obtained Ticket 1001 for Withdrawal

Transfer to counter

Transfer to service

Touch Screen   Wireless   A123 Alphanumeric Ticket   Web Based

The CT7400 is an interactive desktop terminal that can greatly improve the staff productivity and effectiveness in serving the customers at the service counter. Intuitive graphical user interface facilitates the staff in operating the terminal quickly and effortlessly. Real time queue status information further assists the staff in responding accurately and quickly to the changing situation.

Besides queue information, it can interface to CRM to display relevant customer information such as name, photo, past transactions, customer feedbacks, etc. With this information, the counter staff will be able to greet the customer by name and also better equipped to serve the customer when the latter approaches the counter. This helps to improve the customer service experience.

On screen serving and idle time displays are targeted at improving the staff productivity by reminding the staff of the time taken to serve the customer or the unproductive time respectively.

Transaction support is integrated. A transaction menu facilitates the staff in selecting the required transaction.

Features

- Standard queue functions: Login, Next, Call, Recall, Store, Done, Transaction, Transfer Service, Transfer Counter, Customer Information and Message
- Auto calling mode and new customer arrival alert free the staff from having to check for any waiting customer
- Support alphanumeric ticket
- Display real time service status information such as serving time, queue length & average waiting time
- Display customer's particulars such as name, photo, past transactions, feedbacks, etc.
- Audio & visual alert when preset waiting time is exceeded
- Capture barcode information via an external barcode reader (optional)
- Wireless connectivity

Technical Specifications*

Parameter	Description
Model	CT7400
Display screen	7" LCD with touch screen
Controller	Low power embedded processor
Audio speakers	Built-in
Functions	Login, Next, Call, Recall, Store, Done, Transaction, Transfer Service, Transfer Counter, Customer Information & Message
Data interface	10/100mbps Ethernet and Wi-Fi
Input voltage	DC 9-24V
Power consumption	4W
Power supply	Use local DC12 V switching adapter or PoE receiver connected to a remote PoE switch
Casing	Moulded plastic, beige colour
Mounting	Desktop
Dimension	215 (W) x 94 (H) x 130 (D) mm
Weight	0.5kg

* Subject to change without prior notice