

# Evaluator User Manual

PJ203

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# 1. Products Introduction

- 1) USB interface is simple and convenient, no wiring, operating software installed on your computer can be evaluated.
- 2) accepts customer reviews, rating scale is divided into very good, good, normal, bad with four grades.
- 3) protection against duplication and malicious evaluation, within a certain time, the evaluation results of an evaluation of the terminal only accepts. Terminal can be embedded (flexible working) with staff photos, job number, name of the employee card.
- 4) Termination by star indicator shows the current staff star (each star lit a lamp, several levels of 1-5). Employee's star ratings by the background server computing.
- 5) Can be customer traffic statistics (for business customers to come to press the start button, press the End key to end of handle, whereby the volume of business as well as processing time and other relevant data), and accompanied intelligent voice prompts. (Such as: Press button to play Welcome to "welcome", press handle to complete key play "Please evaluate my services," such as customer evaluation, the evaluation key to play "Thank You").

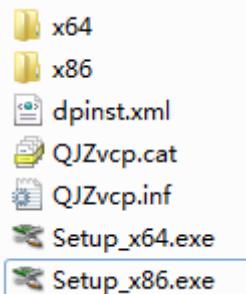


**Technical parameters:**

- ◆ Model: PJ203
- ◆ Appearance: 4 keys with star show, embeddable employees work cards, silver shell.
- ◆ voltage: 5V ± 10%
- ◆ Operating temperature :0-45 °C
- ◆ Operating Humidity: 20% -85%
- ◆ Size: 175 × 120 × 130mm

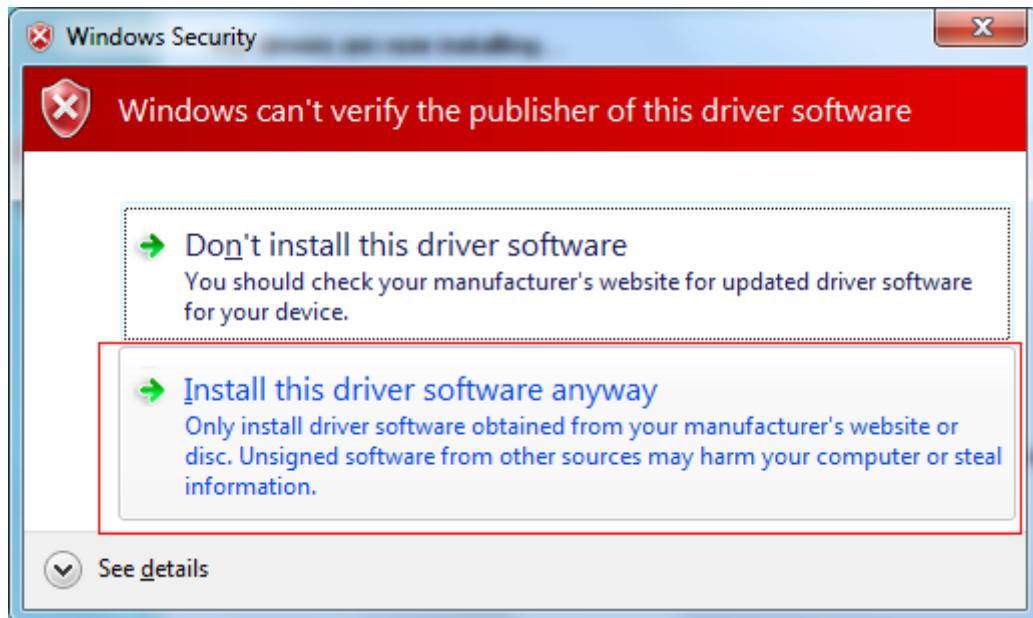
## 2. Driver Install

- 1) Installation Environment Requirements: Intel 1.0G or more CPU, 512MB or more RAM, XP operating system above.
- 2) Insert "QQS Queuing System 6.1" queuing system software CD-ROM, open the Driver \ Evaluator Driver \ PJ203 directory, as shown below, if your system is 32-bit system, install the "Setup\_x86.exe", 64-bit systems, install "Setup\_x64.exe".

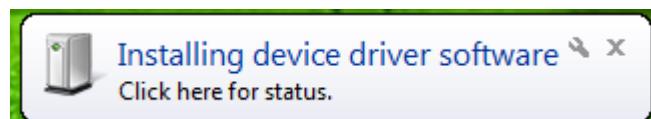


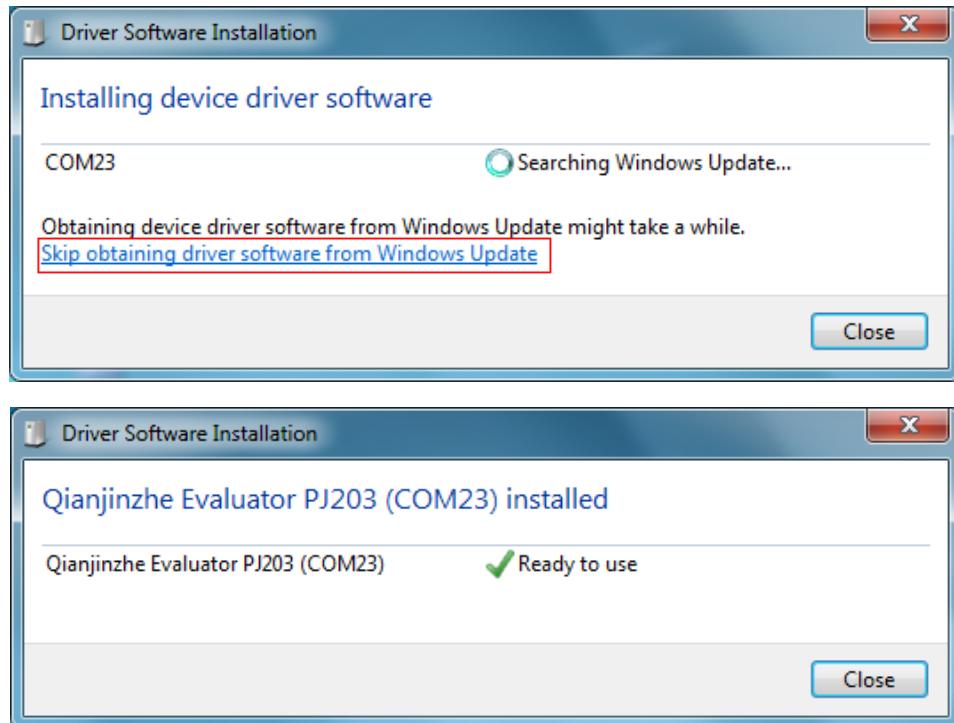
- 3) Here to Win7 32-bit system for example, double-click "Setup\_x86.exe" to start the installation, click the next to start the installation procedure step by step:



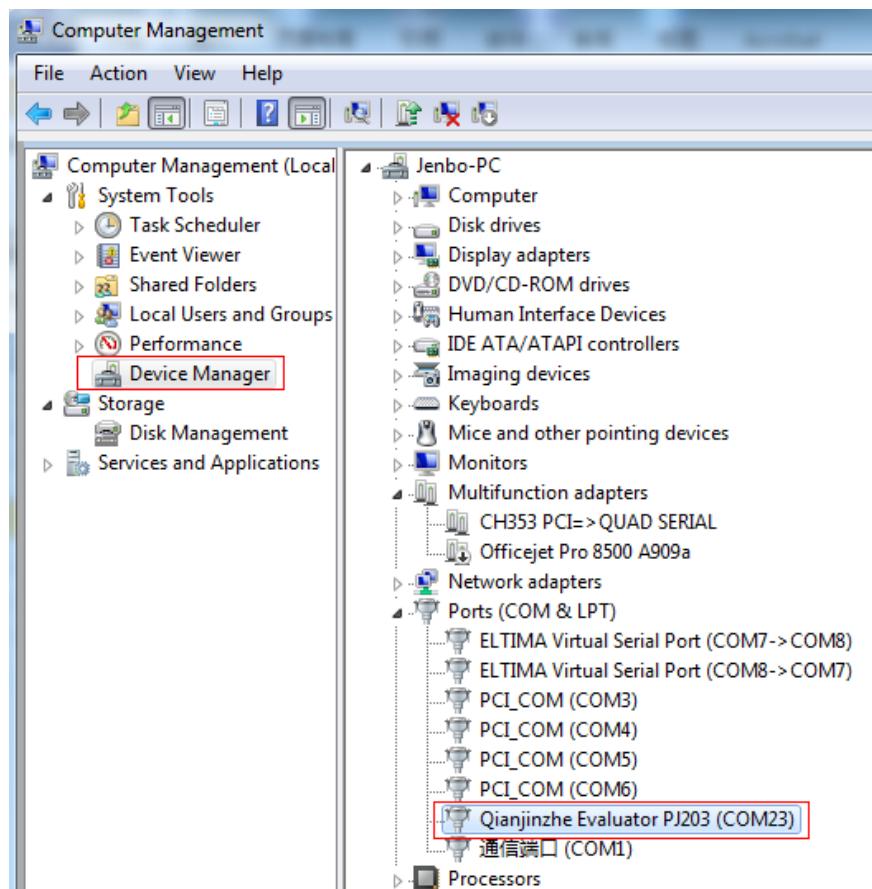


- 4) After the driver installation is complete, take evaluator inserted into the USB port on the computer USB, the device will automatically complete the driver installation, as shown below:



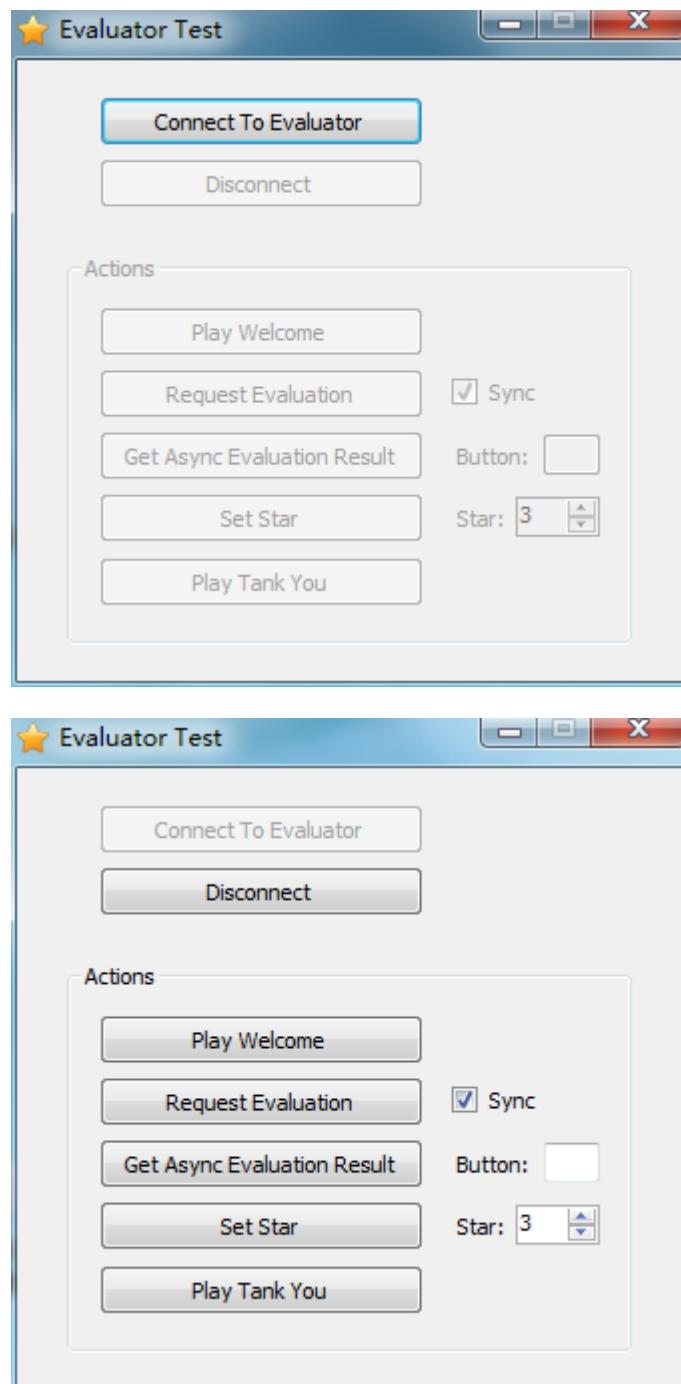


5) Right-click on the desktop "Computer" (XP system to "My Computer"), click "Manage" to open the "Computer Management", click on the left side of the "Device Manager" to open the right side of the "Ports (COM & LPT)" column, if you can find "QJS Evaluator PJ203" one, then the installation was successful.



### 3. Use Test Software

- 1) Run Tools directory "Evaluator Test" software, as shown below, click the "Connect To Evaluator" button.



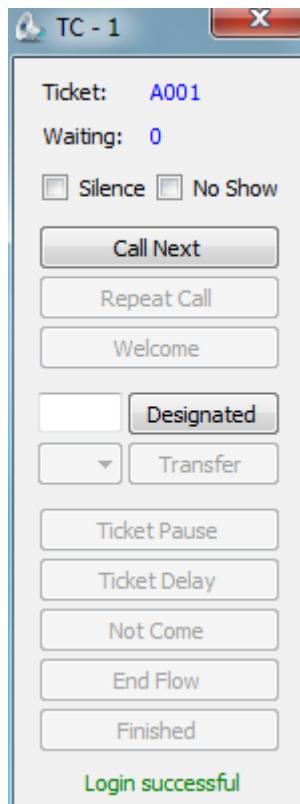
- 2) The button functions as follows:
  - ◆ **Connect To Evaluator:** Connect to the evaluator.
  - ◆ **Disconnect:** Disconnect the connection from evaluator.
  - ◆ **Play Welcome:** Play Welcome.
  - ◆ **Request Evaluation:** Play "please evaluate" voice, allowing the evaluator can

press the button. If the Sync hook marked, when the button is complete, right side "Button" edit box will return results of the evaluation, if Sync is not marked, you need to click on "Get Async Evaluation Result" to get the results.

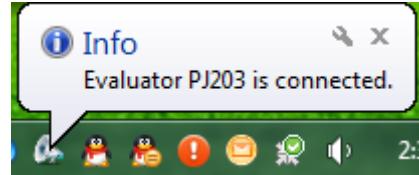
- ◆ **Get Async Evaluation Result:** Asynchronous evaluation results obtained for the secondary development of integration testing.
- ◆ **Set Star:** Set evaluator star can be set from 0 to 5, representing the number of stars.
- ◆ **Play Tank You:** Play "Tank You" sound.

## 4. Use Ticket Caller Software

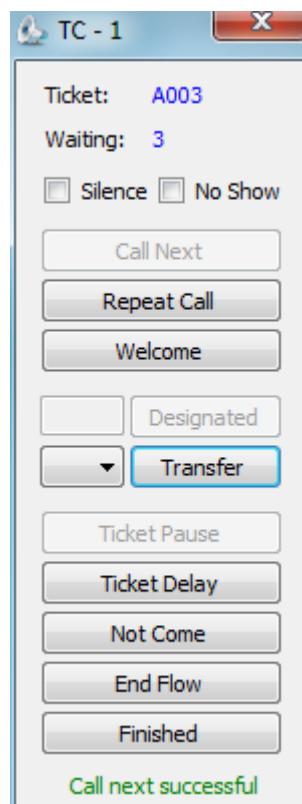
- 1) When using a software ticket caller, you can use the USB evaluator. Note that you must make sure the "Login With Staff ID" marked in "Queuing Setting" configuration. Run "QQS Ticket Caller 6.1", as shown below:



- 2) Right-click the taskbar icon of ticket caller, select "Use Evaluator", and then select the corresponding evaluator model, as shown below:



3) When evaluator connection is successful, if the staff ID previously had been evaluated, the evaluator will display the corresponding star, if the staff ID for the first time, then the evaluator will display the corresponding star after first evaluation. Click on the "Call Next" button when the customer arrived, click "Welcome" button, then the evaluator play "Welcome", "Welcome" can be played multiple times:

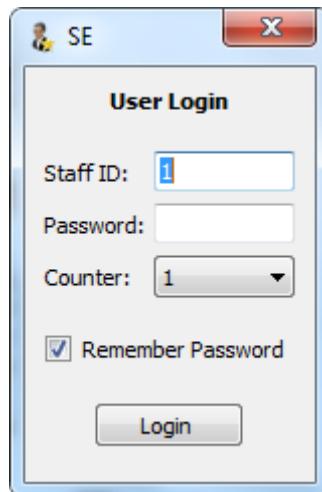


- 4) When the service process is complete, click on the "Finished" button, the evaluator will play "Please evaluate our service" prompts, and evaluator all bright stars, enter the evaluation waiting state, then customer press then button, evaluator will play "Thank you", and updating the employee's star. If the customer not press any key, then the evaluator timeout automatically end after 15 seconds, and displays corresponding to the star, the timeout default marked as "good".
- 5) Repeat the above action can be achieved for each ticket numbers satisfaction evaluation, when software exits, the evaluation is off-star show.

## 5. Use Service Evaluator Software

- 1) Login:

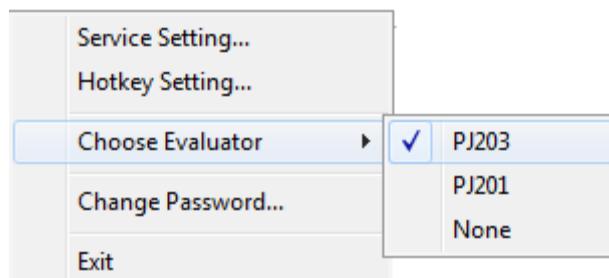
Before each run evaluator will need to enter the staff id and password, as shown below:

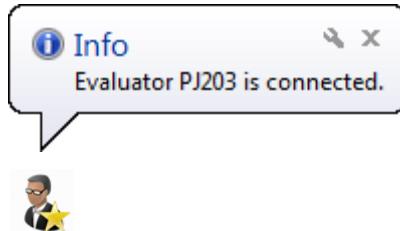


After successful login, evaluator-star indicator will show the current job number corresponding to the star, if the first time you use, you need to evaluate during the first star to appear.

- 2) Enable Evaluator Hardware:

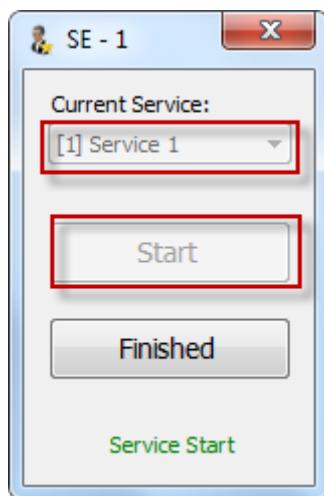
After successful login, right-click the  icon in the taskbar, choose to use the evaluator to enable the appropriate type of evaluator. As shown below:





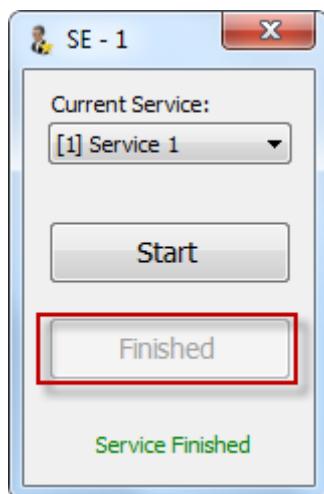
3) Service Start:

First in the "current Service" of the evaluator, select a service is being accepted, the choice of service at each login will automatically remember that when the staff came back, click on the "Start" button, evaluator play "Welcome" message voice. As shown below:



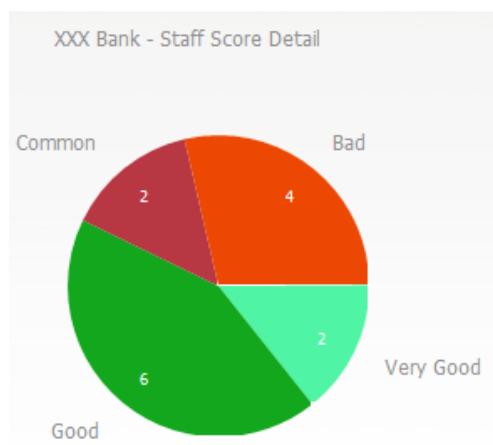
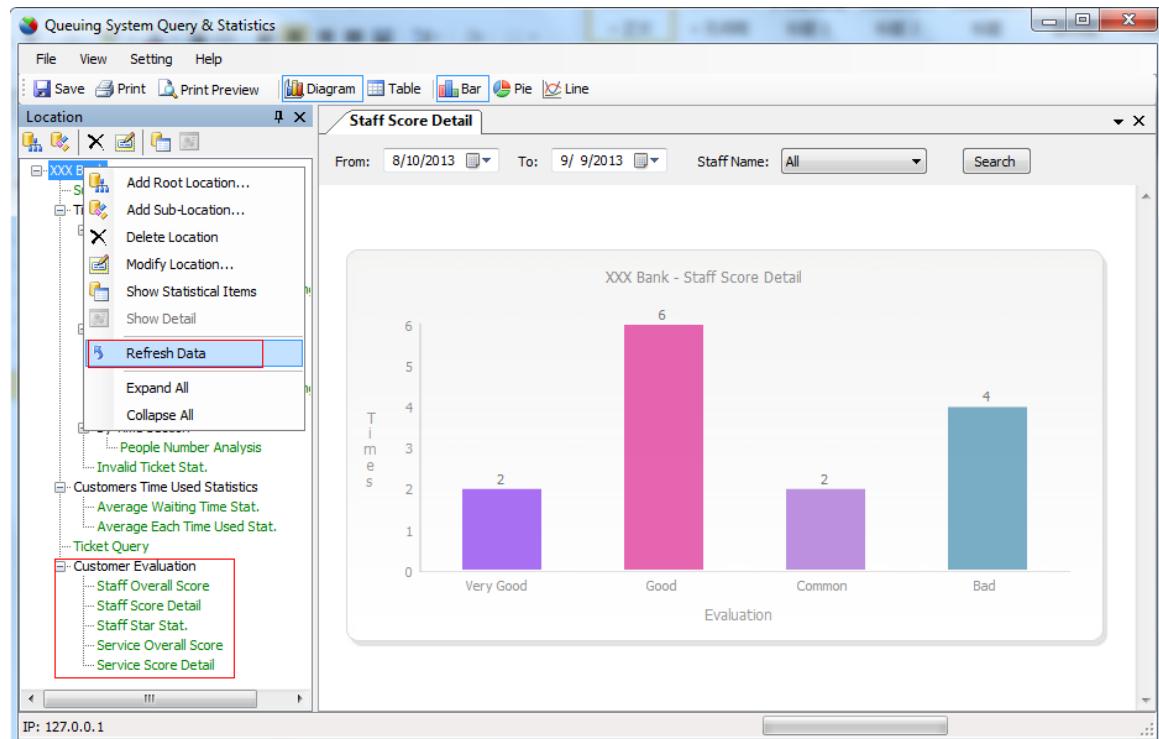
4) Service Finished:

When the service process is complete, click "Finish" button, evaluator play "Please press the button to evaluate our service" sound, customer press the key to evaluate, evaluator play "thank you" sound, thus evaluation is completed. If a customer is not press key, the system default markers the evaluation status is "good." As shown below:



## 6. Show Statistics

Open the "QQS Query & Statistics 6.1" program or "SES Statistics 6.1" program can view real-time evaluation of the data, as shown below:





### **XXX Bank - Staff Score Detail**

Times

Date \ Name	Staff Name	Very Good	Good	Common	Bad	Sum
9/7/2013	1	2	5	2	4	13
9/9/2013	2	0	1	0	0	1
	Sum	2	6	2	4	14

### **XXX Bank - Staff Star Stat.**

Star

Staff ID	Staff Name	Star
1	1	**
2	2	****

### **XXX Bank - Service Score Detail**

Times

Date \ Name	Service Name	Very Good	Good	Common	Bad	Sum
9/7/2013	Service 1	2	5	2	4	13
9/9/2013	Service 1	0	1	0	0	1
	Sum	2	6	2	4	14