

## Intelligent Queue Management System



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## **Queue Management System Package Details**

- 1). 17-inch Touch Screen Display Kiosk with thermal printer
  - a). 17" Touch Screen Display
  - b). Intel i7 Processor
  - c). 4GB RAM
  - d). 120GB Hard Disk
  - e). Custom Thermal Printer
  - f). Wifi Card with Antenna

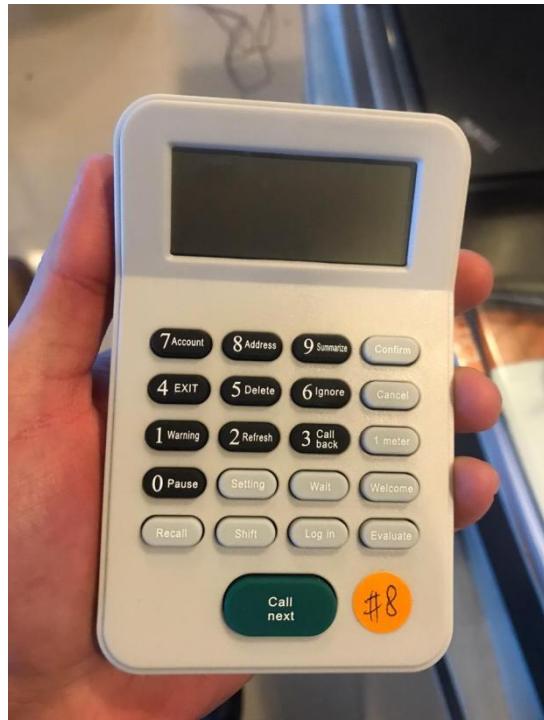
## **Software**

- a). Operating System: Windows 10
- b). Data Base: Microsoft SQL Server
- c). Operating Environment: .Net Framework 4.0

- 2). Corridor display and 4 Digits Display with Window Number



3). Calling Unit

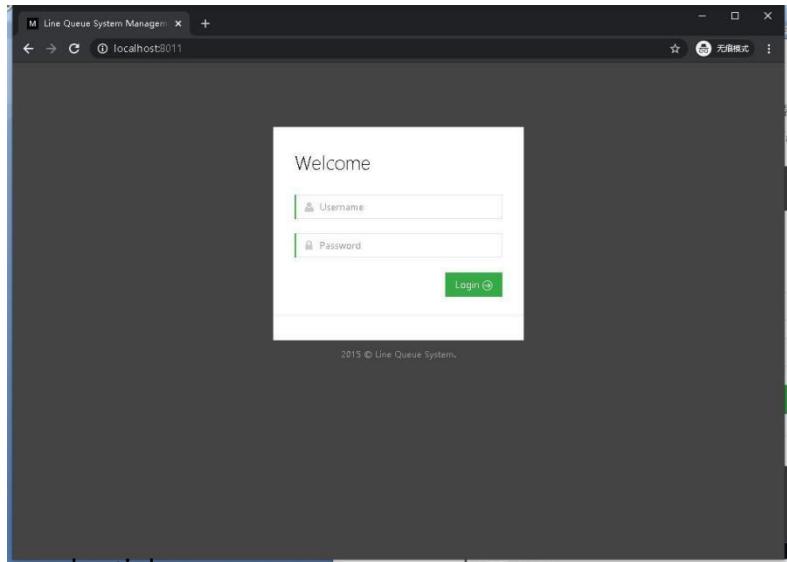


4). Built-in Queue Management System Software

### **How To Login to management background**

- 1). Open the middle cabinet from the back side of Digital kiosk with key provided.
- 2). Attach the keyboard
- 3). Turn on the Digital Kiosk.
- 4). Once the system is ON, Press **ALT-F4**.
- 5) Open "**Google Chrome**"
- 6) In the web address bar, type in "localhost" and press Enter

7) The following Log-in screen will appear



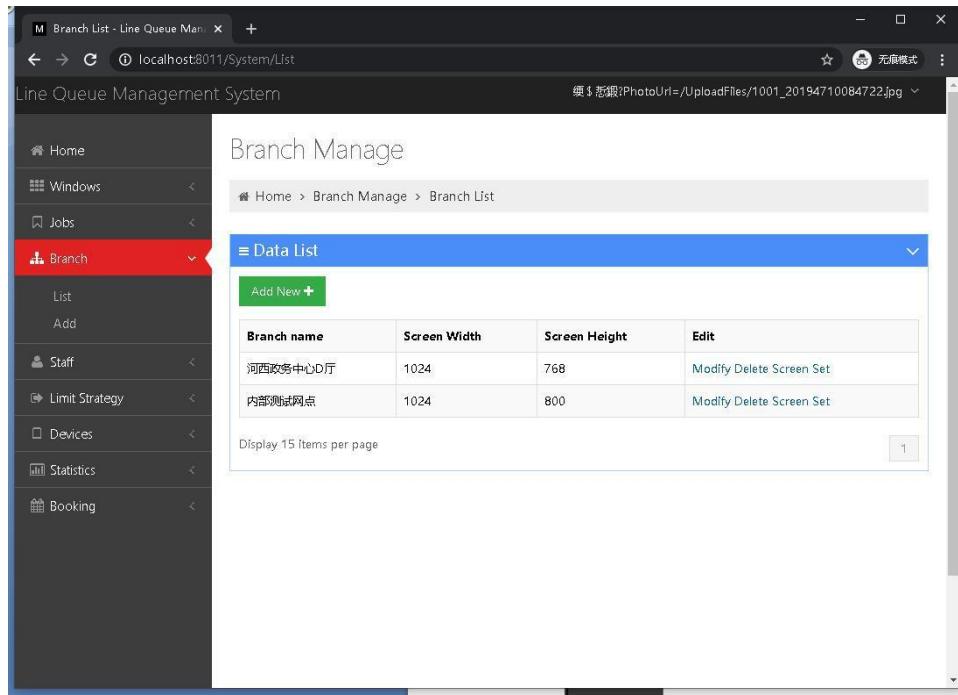
8) Log-in credentials are:

**Username: admin**  
**Password: admin**

## How to Configure Digital Kiosk's Front Screen

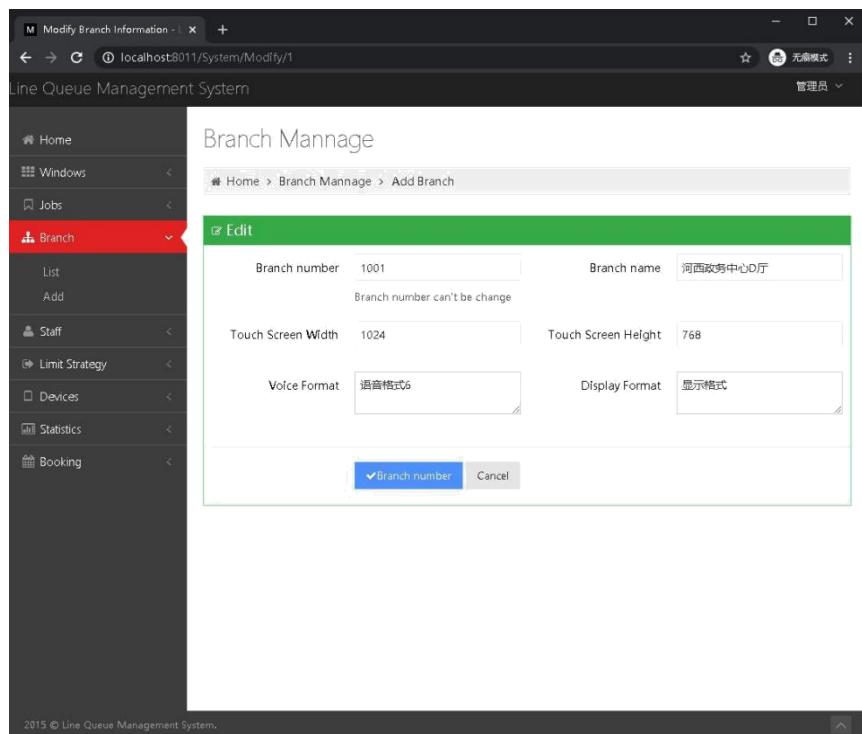
### How to configure Front Screen's Resolution

- 1) After logging in, click on **Branch** in the left column.
- 2) **The following screen will appear.** (Branch Name will be **Default Branch**)



Branch name	Screen Width	Screen Height	Edit
河西政务中心D厅	1024	768	Modify Delete Screen Set
内部测试网点	1024	800	Modify Delete Screen Set

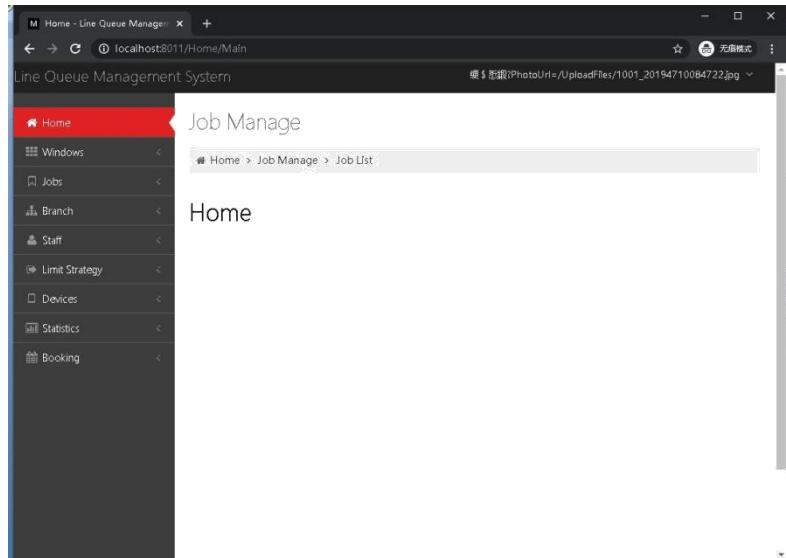
- 3) Click **“Modify”** under the **Edit** column.
- 4) **The following screen will appear.**



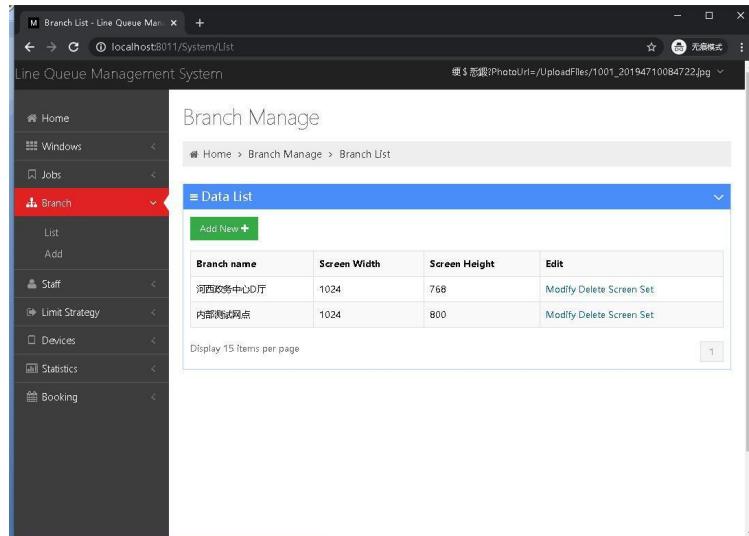
5) Edit the **Screen Width** and **Screen Height** according to your needs

**How to change the Kiosk's Background Image:**

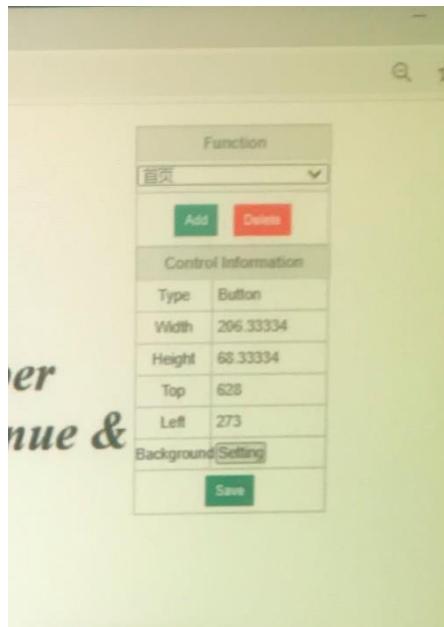
- 1). Once the User Name and password is entered. The Following screen will appear.



- 2). To Customize the Digital Kiosk screen as per requirements, Click **Branch** in the left menu column.



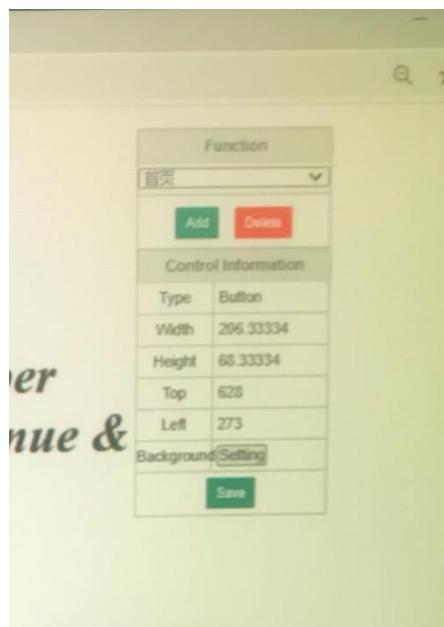
- 3). Click “**Screen Set**” under the **Edit** column corresponding to your required **Branch**.
- 4) The following Window shall appear.



- 5) Select “**Setting**” and upload your desired Background image.

#### **How to add Job Buttons to the Digital Kiosk's Front Screen:**

- 1) Click “**Screen Set**” under the **Edit** column corresponding to your required **Branch**.
- 2) The following Window shall appear.

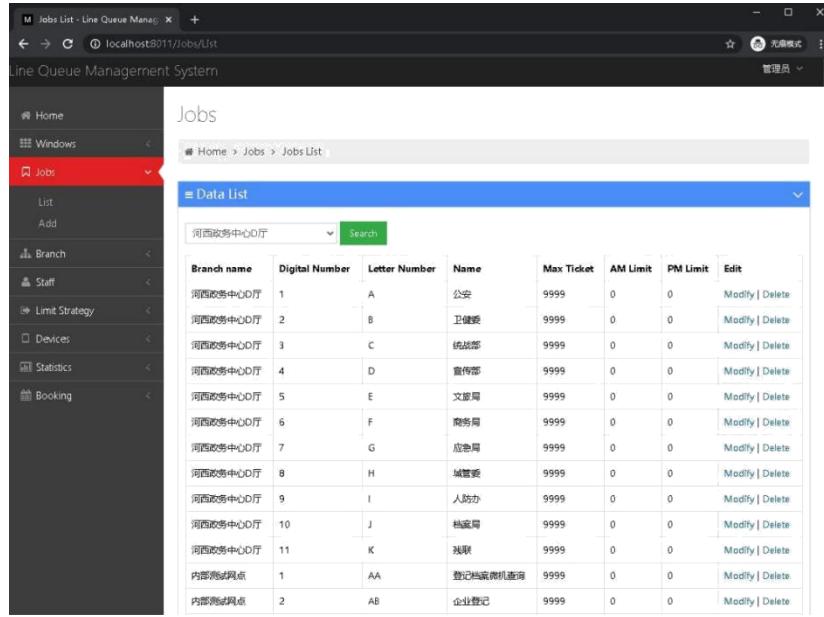


- 3) Click "**Add**" and a drop-down menu shall appear.
- 4) Select the required Job from the drop down menu.
- 5) The selected job shall appear on the screen, adjust its width and height according your needs.

# Jobs Configuration

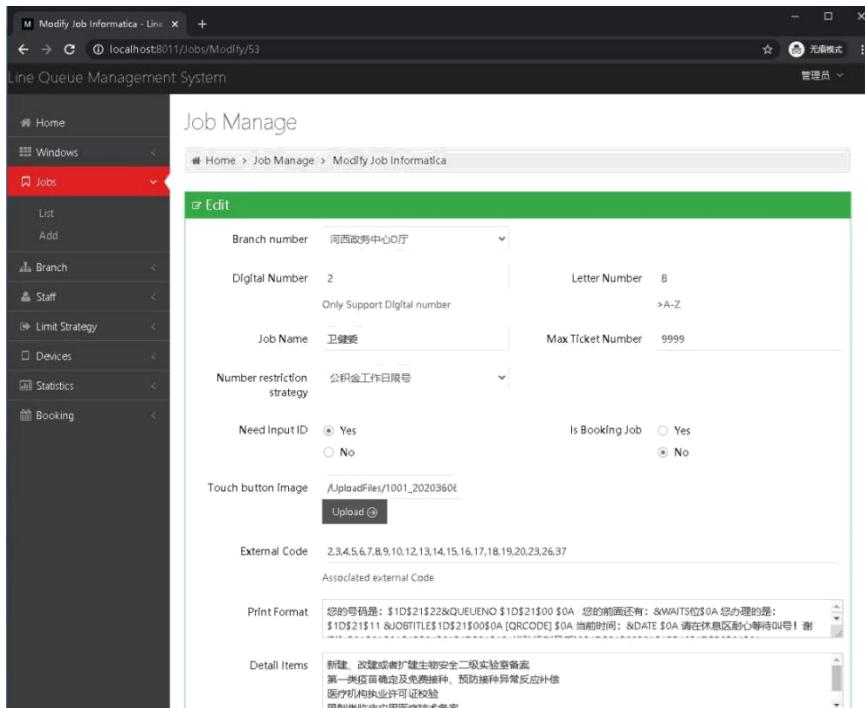
## How to edit, delete, and add Jobs

- 1) Click “Jobs” in the left column.
- 2) The following Window shall appear.



Branch name	Digital Number	Letter Number	Name	Max Ticket	AM Limit	PM Limit	Edit
河西政务中心D厅	1	A	公安	9999	0	0	Modify   Delete
河西政务中心D厅	2	B	卫健委	9999	0	0	Modify   Delete
河西政务中心D厅	3	C	统战部	9999	0	0	Modify   Delete
河西政务中心D厅	4	D	宣传部	9999	0	0	Modify   Delete
河西政务中心D厅	5	E	文旅局	9999	0	0	Modify   Delete
河西政务中心D厅	6	F	商务局	9999	0	0	Modify   Delete
河西政务中心D厅	7	G	应急局	9999	0	0	Modify   Delete
河西政务中心D厅	8	H	城管委	9999	0	0	Modify   Delete
河西政务中心D厅	9	I	人防办	9999	0	0	Modify   Delete
河西政务中心D厅	10	J	档案局	9999	0	0	Modify   Delete
河西政务中心D厅	11	K	残联	9999	0	0	Modify   Delete
内部测试网点	1	AA	登记档案机查询	9999	0	0	Modify   Delete
内部测试网点	2	AB	企业登记	9999	0	0	Modify   Delete

- 3) This window shows all the listed jobs which can be edited by clicking “**Modify**” under the Edit column.
- 4) If you wish to delete a certain job, locate it in the list and click on “**Delete**” under the Edit column.
- 5) To add a job, click “**Add**” under “Jobs”
- 6) The following Window shall appear.



Job Manage

Edit

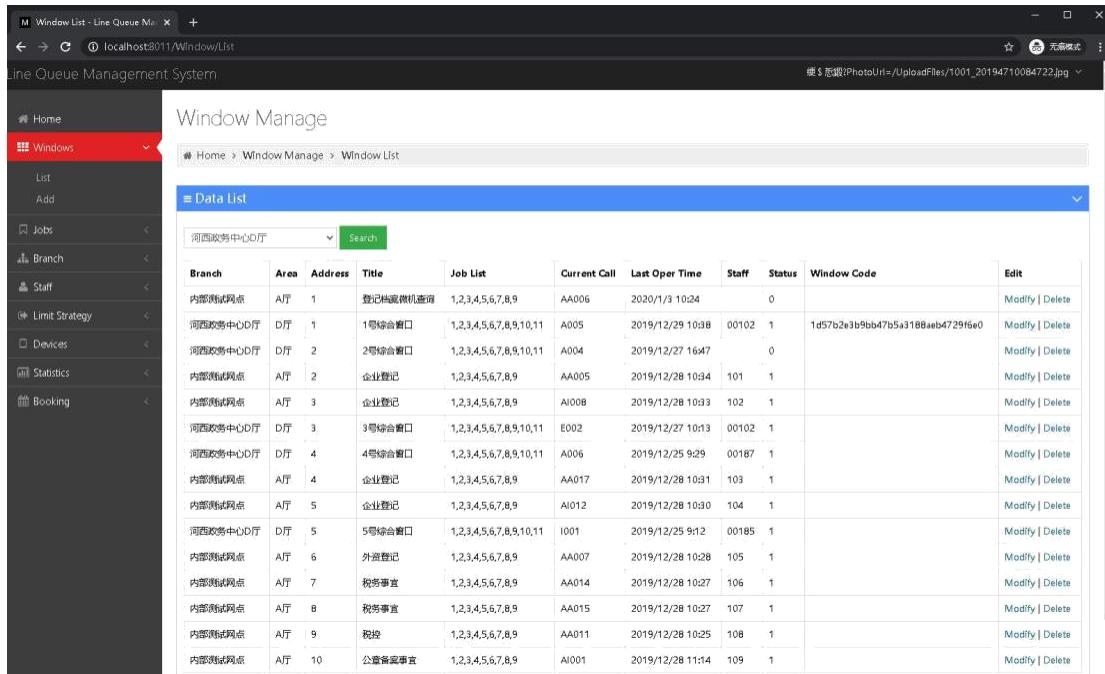
Branch number	河西政务中心D厅		
Digital Number	2	Letter Number	B
Job Name	卫健委	Max Ticket Number	9999
Number restriction strategy	公积金工作日限号		
Need Input ID	<input checked="" type="radio"/> Yes	Is Booking Job	<input type="radio"/> Yes
	<input type="radio"/> No		<input checked="" type="radio"/> No
Touch button Image	<input type="file" value="UploadFiles/1001_20203606"/>		
External Code	2,3,4,5,6,7,8,9,10,12,13,14,15,16,17,18,19,20,23,26,37		
Associated external Code			
Print Format	您的号码是: \$1D\$21\$22&QUEUEINFO \$1D\$21\$00 \$0A 您的前面还有: &WAITS位 \$0A 您办理的是: \$1D\$21\$11 &TITLE\$1D\$21\$00\$0A [QRCODE] \$0A 前台时间: \$DATE \$0A 请在休息区耐心等待叫号! \$0A		
Detail Items	新建、改建或者扩建生物安全二级实验室备案 第一类疫苗确定及免疫接种、预防接种异常反应补偿 医疗机构执业许可证 即刻就诊床应用医疗技术备案		

- 7) Enter your desired name for the Job in **“Job Name”**
- 8) To add an image for the Job button, click **“Upload”** under **“Touch Button Image”** and select your desired image.
- 9) For printing purposes, edit **“Letter Number”** and enter a letter to be printed when a user touches on a Job Button in the front screen.
- 10) To set a maximum ticket number, edit **“Max ticket number”** as according to your needs.

## Window Management

This section of the User Manual will deal with how to edit and add Windows into the Queuing system.

- 1) Click on **“Windows”** in the left column.
- 2) **The following screen shall appear.**

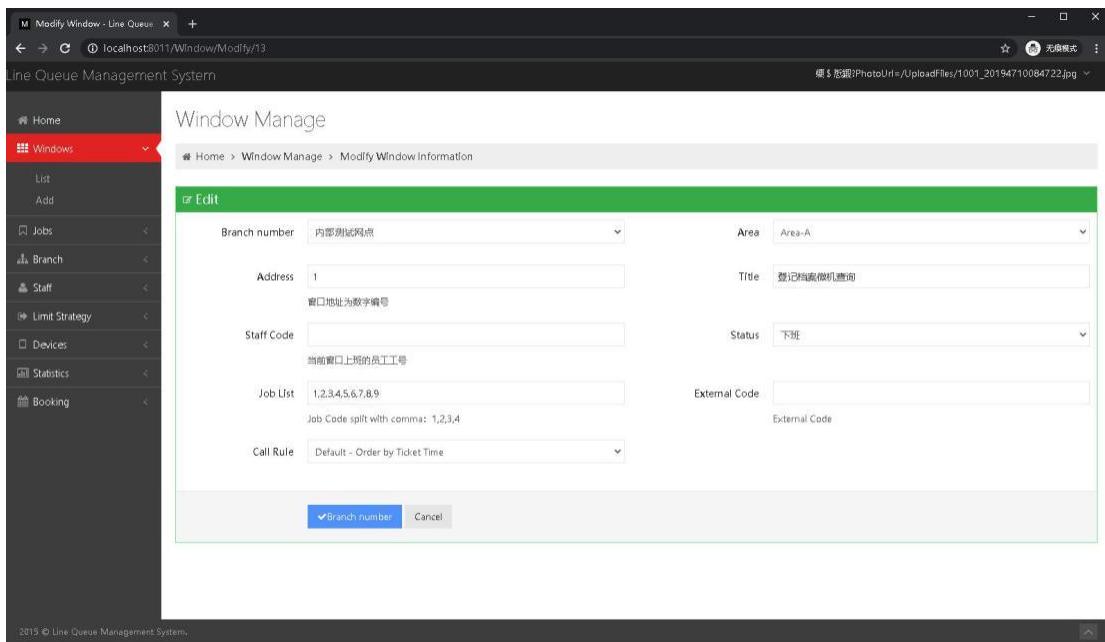


Branch	Area	Address	Title	Job List	Current Call	Last Oper Time	Staff	Status	Window Code	Edit
内部测试网点	A厅	1	登记机底微机查询	1,2,3,4,5,6,7,8,9	AA006	2020/1/3 10:24	0			<a href="#">Modify</a>   <a href="#">Delete</a>
河西政务中心D厅	D厅	1	1号综合窗口	1,2,3,4,5,6,7,8,9,10,11	A005	2019/12/29 10:38	00102	1	1d57b2e3b9bb47b5a3188ae0d4729f6e0	<a href="#">Modify</a>   <a href="#">Delete</a>
河西政务中心D厅	D厅	2	2号综合窗口	1,2,3,4,5,6,7,8,9,10,11	A004	2019/12/27 16:47	0			<a href="#">Modify</a>   <a href="#">Delete</a>
内部测试网点	A厅	2	企业登记	1,2,3,4,5,6,7,8,9	AA005	2019/12/28 10:34	101	1		<a href="#">Modify</a>   <a href="#">Delete</a>
内部测试网点	A厅	3	企业登记	1,2,3,4,5,6,7,8,9	A1008	2019/12/28 10:33	102	1		<a href="#">Modify</a>   <a href="#">Delete</a>
河西政务中心D厅	D厅	3	3号综合窗口	1,2,3,4,5,6,7,8,9,10,11	E002	2019/12/27 10:13	00102	1		<a href="#">Modify</a>   <a href="#">Delete</a>
河西政务中心D厅	D厅	4	4号综合窗口	1,2,3,4,5,6,7,8,9,10,11	A006	2019/12/25 9:29	00187	1		<a href="#">Modify</a>   <a href="#">Delete</a>
内部测试网点	A厅	4	企业登记	1,2,3,4,5,6,7,8,9	AA017	2019/12/28 10:31	103	1		<a href="#">Modify</a>   <a href="#">Delete</a>
内部测试网点	A厅	5	企业登记	1,2,3,4,5,6,7,8,9	A1012	2019/12/28 10:30	104	1		<a href="#">Modify</a>   <a href="#">Delete</a>
河西政务中心D厅	D厅	5	5号综合窗口	1,2,3,4,5,6,7,8,9,10,11	I001	2019/12/25 9:12	00185	1		<a href="#">Modify</a>   <a href="#">Delete</a>
内部测试网点	A厅	6	外业登记	1,2,3,4,5,6,7,8,9	AA007	2019/12/28 10:28	105	1		<a href="#">Modify</a>   <a href="#">Delete</a>
内部测试网点	A厅	7	税务事宜	1,2,3,4,5,6,7,8,9	AA014	2019/12/28 10:27	106	1		<a href="#">Modify</a>   <a href="#">Delete</a>
内部测试网点	A厅	8	税劳事宜	1,2,3,4,5,6,7,8,9	AA015	2019/12/28 10:27	107	1		<a href="#">Modify</a>   <a href="#">Delete</a>
内部测试网点	A厅	9	税控	1,2,3,4,5,6,7,8,9	AA011	2019/12/28 10:25	108	1		<a href="#">Modify</a>   <a href="#">Delete</a>
内部测试网点	A厅	10	公会备案事宜	1,2,3,4,5,6,7,8,9	A1001	2019/12/28 11:14	109	1		<a href="#">Modify</a>   <a href="#">Delete</a>

- 3) This screen shows the list of windows, the jobs assigned to each window, and the current call number for each window.
- 4) The window address is the unique identification number of a window in a branch. (**There can't be more than one window with the same address in a same branch**).

## How to Edit a Window.

- 1) In the list of Windows, click on “**Modify**” under the **Edit** column corresponding to your required Window.
- 2) The following screen shall appear.



The screenshot shows the 'Window Manage' edit screen in a web-based application. The URL in the browser is `localhost:8011/window/Modify/13`. The page title is 'Modify Window - Line Queue'. The left sidebar has a 'Windows' section selected, with 'List' and 'Add' options. The main content area is titled 'Edit' and contains the following fields:

- Branch number: 内部服务网点
- Address: 1
- Title: 登记处窗口机位
- Area: Area-A
- Staff Code: (empty)
- Status: 下班
- Job List: 1,2,3,4,6,7,8,9  
Job Code split with comma: 1,2,3,4
- External Code: (empty)
- Call Rule: Default - Order by Ticket Time

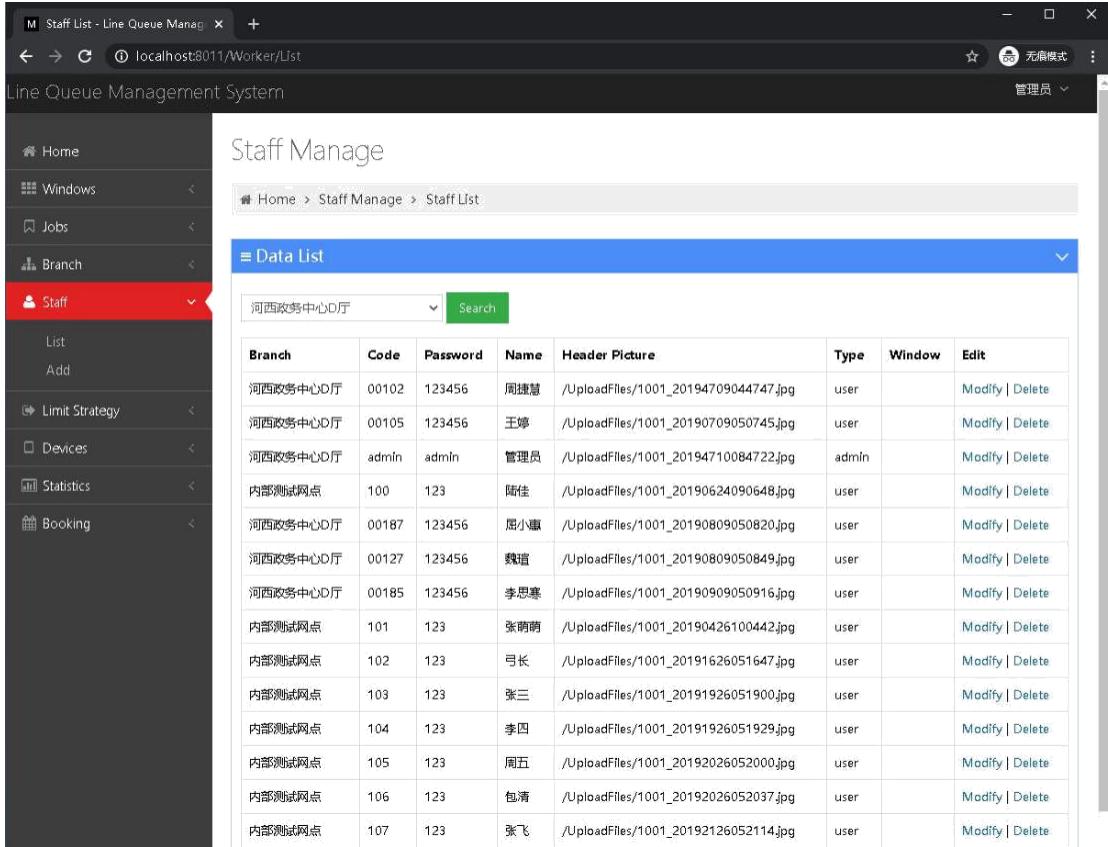
At the bottom, there are 'Branch number' and 'Cancel' buttons.

- 3) To sync a list of Jobs with the Window, edit “**Jobs List**” and enter the number of Job. If you wish to have multiple Jobs corresponding to a single window, separate the number of Job with a comma – “,”.

## **Staff Management**

This section of the User Manual will deal with how to configure the system for the employees.

- 1) Click on “**Staff**” in the left column.
- 2) The following screen shall appear.

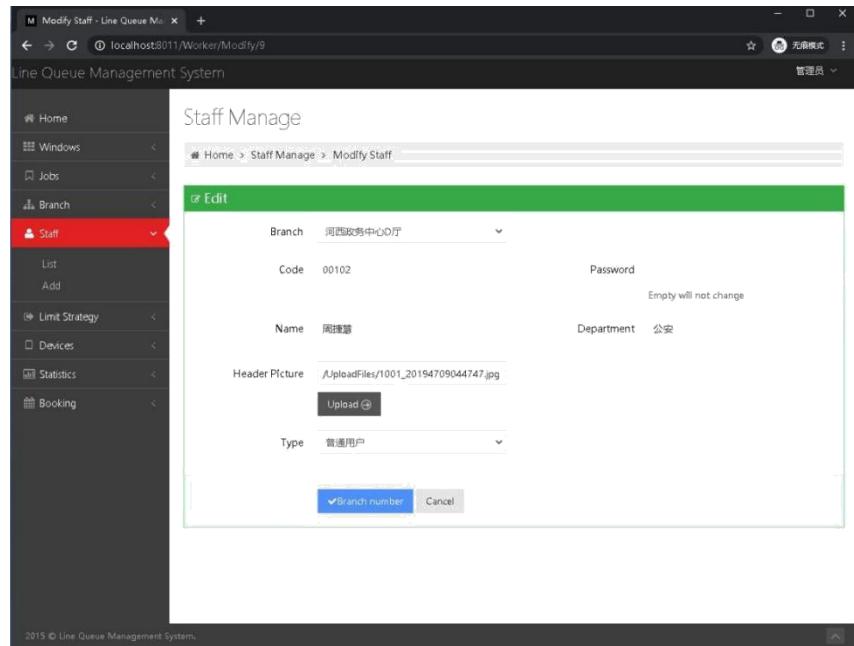


The screenshot shows a web-based application titled "Line Queue Management System". The left sidebar has a dark theme with white text and icons. The "Staff" item is highlighted with a red box. The main content area is titled "Staff Manage" and shows a breadcrumb path: "Home > Staff Manage > Staff List". Below this is a table titled "Data List" with the following columns: Branch, Code, Password, Name, Header Picture, Type, Window, and Edit. The table contains 15 rows of staff data, each with a "Modify | Delete" link in the Edit column. The "Header Picture" column shows thumbnail images for each staff member.

Branch	Code	Password	Name	Header Picture	Type	Window	Edit
河西政务中心D厅	00102	123456	周捷慧	/UploadFiles/1001_20194709044747.jpg	user		Modify   Delete
河西政务中心D厅	00105	123456	王婷	/UploadFiles/1001_20190709050745.jpg	user		Modify   Delete
河西政务中心D厅	admin	admin	管理员	/UploadFiles/1001_20194710084722.jpg	admin		Modify   Delete
内部测试网点	100	123	陈佳	/UploadFiles/1001_20190624090648.jpg	user		Modify   Delete
河西政务中心D厅	00187	123456	周小惠	/UploadFiles/1001_20190809050820.jpg	user		Modify   Delete
河西政务中心D厅	00127	123456	魏瑄	/UploadFiles/1001_20190809050849.jpg	user		Modify   Delete
河西政务中心D厅	00185	123456	李思寨	/UploadFiles/1001_20190909050916.jpg	user		Modify   Delete
内部测试网点	101	123	张萌萌	/UploadFiles/1001_20190426100442.jpg	user		Modify   Delete
内部测试网点	102	123	弓长	/UploadFiles/1001_20191626051647.jpg	user		Modify   Delete
内部测试网点	103	123	张三	/UploadFiles/1001_20191926051900.jpg	user		Modify   Delete
内部测试网点	104	123	李四	/UploadFiles/1001_20191926051929.jpg	user		Modify   Delete
内部测试网点	105	123	周五	/UploadFiles/1001_20192026052000.jpg	user		Modify   Delete
内部测试网点	106	123	包清	/UploadFiles/1001_20192026052037.jpg	user		Modify   Delete
内部测试网点	107	123	张飞	/UploadFiles/1001_20192126052114.jpg	user		Modify   Delete

- 3) This screen shows the list of staff corresponding to different branches.
- 4) The code column refers to a unique identification number for an employee.
- 5) Click on “**Add**” in the left menu column to add a new employee into the system.

6) The following screen shall appear.



Modify Staff - Line Queue Management System

Line Queue Management System

Staff Manage

Modify Staff

Branch: 河西政务中心0厅

Code: 00102

Name: 闻捷

Department: 公安

Header Picture: /UploadFiles/1001\_20194709044747.jpg

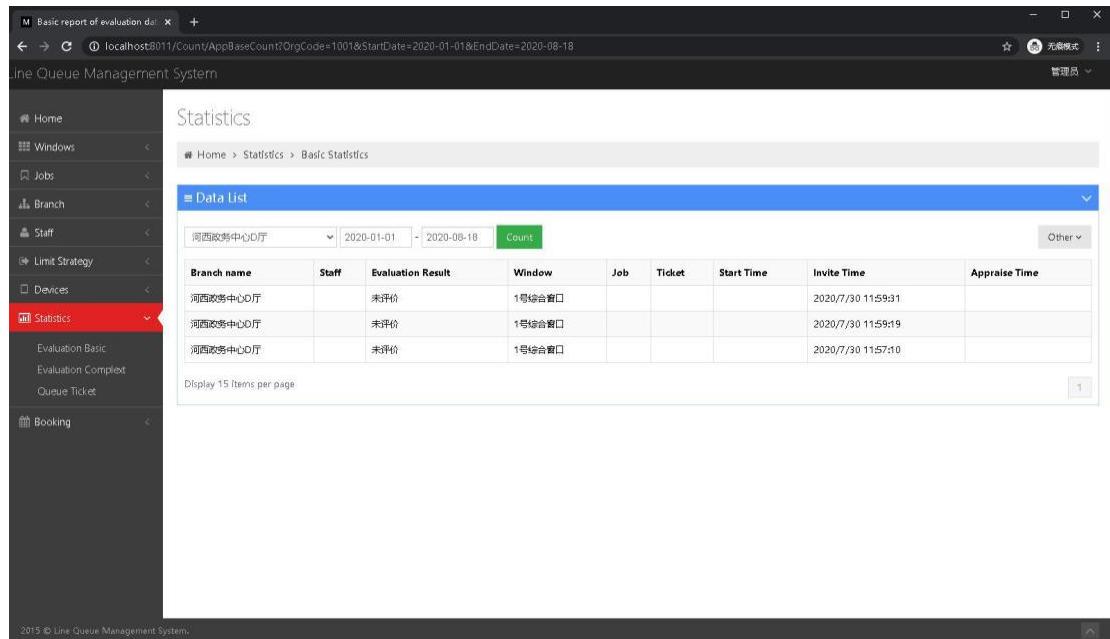
Type: 普通用户

Branch number

Cancel

7) Enter the unique code for an employee in "**Code**"  
8) Enter the password for an employee in "**Password**"  
9) Finally, enter the employee's name in "**Name**".

## Statistics



Basic report of evaluation data

localhost:8011/Count/AppBaseCount?OrgCode=1001&StartDate=2020-01-01&EndDate=2020-08-18

Line Queue Management System

Statistics

Basic Statistics

Data List

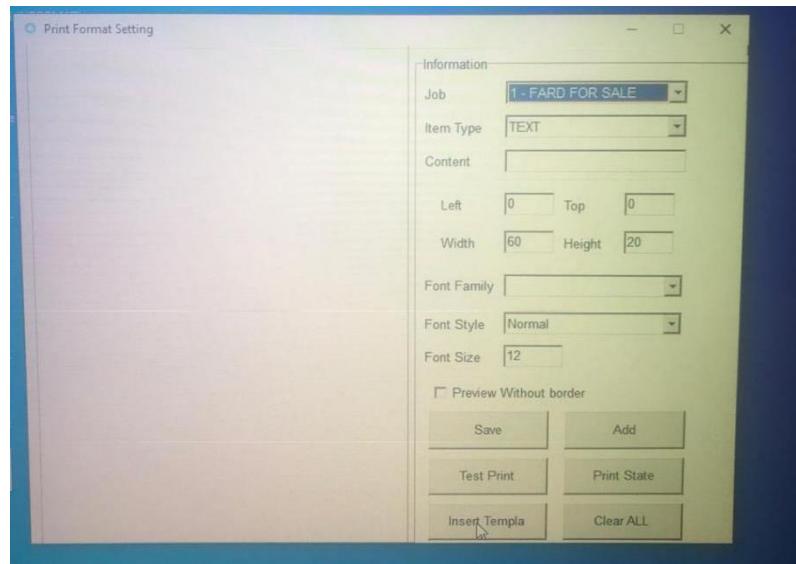
Branch name	Staff	Evaluation Result	Window	Job	Ticket	Start Time	Invite Time	Appraise Time
河西政务中心0厅		未评价	1号综合窗口				2020/7/30 11:59:31	
河西政务中心0厅		未评价	1号综合窗口				2020/7/30 11:59:19	
河西政务中心0厅		未评价	1号综合窗口				2020/7/30 11:57:10	

Display 15 items per page

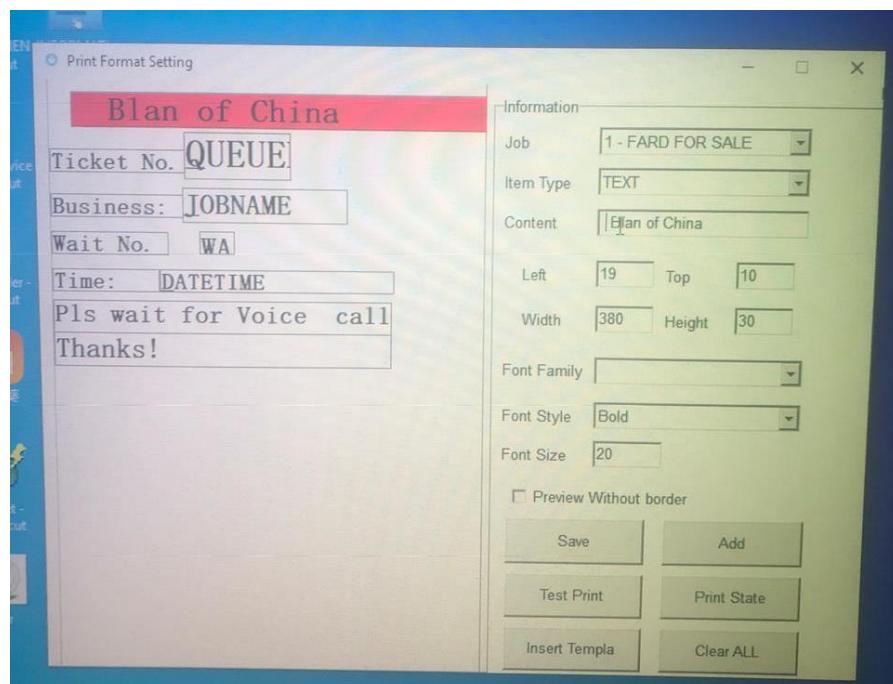
The Statistics tab in the menu on the left column shows a detailed analysis of a branch's performance which can be useful to determine where further improvement is needed.

## Ticket Printing Lay-Out

- 1) Go to Desktop by pressing ALT + F4
- 2) Click and Open "PrintModal – Shortcut"
- 3) The following screen shall appear.



- 4) In order to edit the template, select a Job from the drop down menu.
- 5) Click on "**Insert Template**"
- 6) The following template will appear.



- 7) Click on the template wherever changes are required. Your selection will be highlighted in red.  
Proceed to make changes by editing the **Content Tab** in the right menu.
- 8) Once all the required changes have been made, click the "**Save**" button.

**NOTE:**

The manufacturer can provide online remote services through dedicated software as and when required.