Welcome to
SEQUE SYSTEMS

CLIENT NO: 168

TOUCH MEDIA PHILIPPINES

SEQUE SYSTEMS
YOUR NEEDS IN SEQUENCE

Kiosk Dimensions (in inches):
60 x 12 x 16

SEQUE SYSTEMS™

Seque Systems are specially designed to enhance the customer experience by bringing about order, efficiency, speed, and comfort to banks , public utility offices, health care and other places where customers have to wait in line to get a service.

Seque Systems reduces real and apparent waiting time, speeds up service delivery , improves service quality and increases customer satisfaction.

Seque Systems affords customers freedom to move about in the lobby or leave the lobby entirely and comeback ready for their turn. They can also read advertising brochures or simply take a seat while waiting to be served. Optional module for customer SMS alerts are also available.

For employees, Seque Systems offer good working conditions - where they can be efficient yet relaxed without being intimated by the queue of overlooking people awaiting service. Management, are rendered daily or hourly efficiency reports that allow him to optimize resource allocation, respond to staff workloads and provide better service to his customers. Optional modules also offer SMS alerts for prescribed watch points such as increased cash withdrawal requirements, VIP notification , or large check encashment.

SEQUE SYSTEM Components

TouchQue Hardware

o   19 inch portrait mounted touchscreen LCD monitor
o   TMP CPU - Intel Core Duo 2.0 Ghz System
o   Custom designed metal enclosure
o   Magnetic/Smart card reader
o   80mm width thermal receipt printer
o   32in LCD for Digital signage and Seque System Status Board

Optional : GSM modem
Camera
Pin pad
Envelope depositor
Cash acceptor

TouchQue Software

o Provides client user interface. Deposit ,withdrawal, or other service requirements are entered. Customer name and account number are also entered. Other contact details such as cellphone number of transactor is also requested.

o Sequence number is provided as well as an estimated wait time.

o Status board is automatically updated when the teller terminates or complete the transaction

o Provides standard and customized Management reports

Standard reports:
- transaction count per teller per type
- time per transaction and average time
- daily idle time per teller
- average wait time per customer
- daily , weekly , monthly rendition of reports

Customized reports:
- Branch Cluster monitoring reports
- SMS alerts

o Provides digital signage system to optimize use of Seque Entry Terminal and Seque Status Board

o Can be integrated to Bank's internal systems.

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