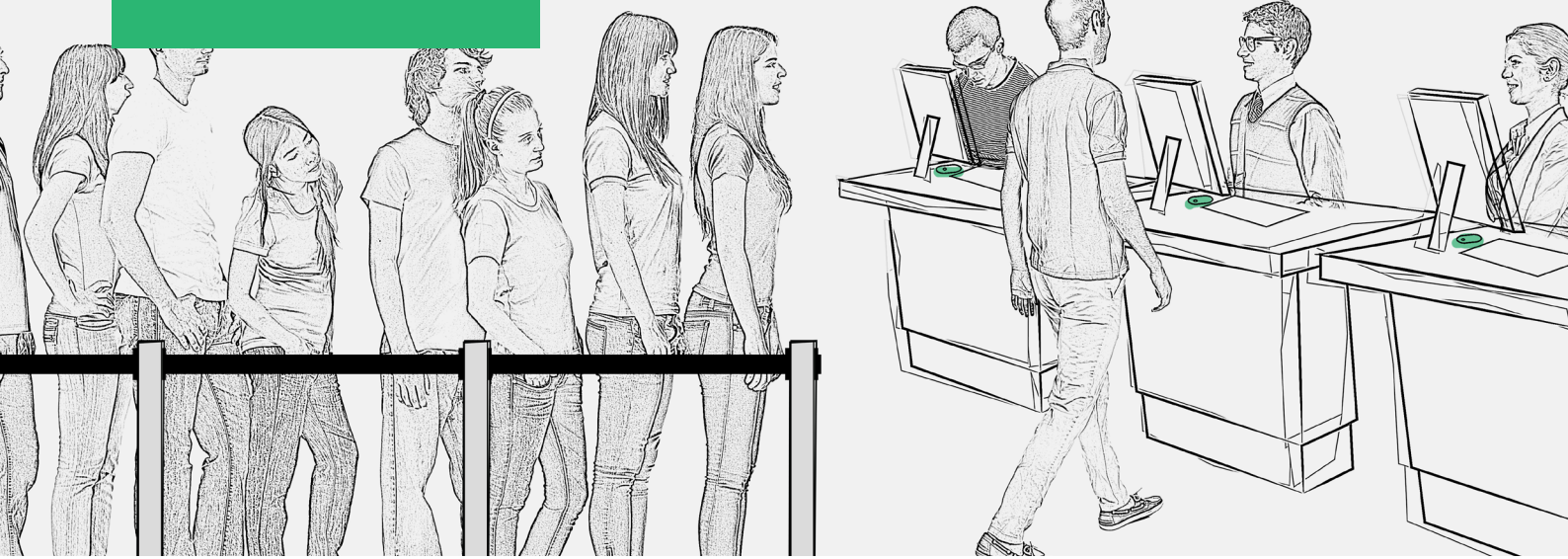


wavetec[®]

UNO-Q

CALL FORWARDING
SOLUTION



Push up your revenues; improve staff utilization and productivity with Wavetec's single line call forwarding solution. It is a fast and fair system for one queue several counters.

The concept

Transform your in-store environment at checkouts and counters with UNO-Q by creating a fair customer serving system using ticket-less queues to alert your waiting customers about open service counters with the push of a button.



Organize
customer flow



Improves
queue flow by 30%



Reduces
walk-aways by 80%



Decrease
down-time of counters



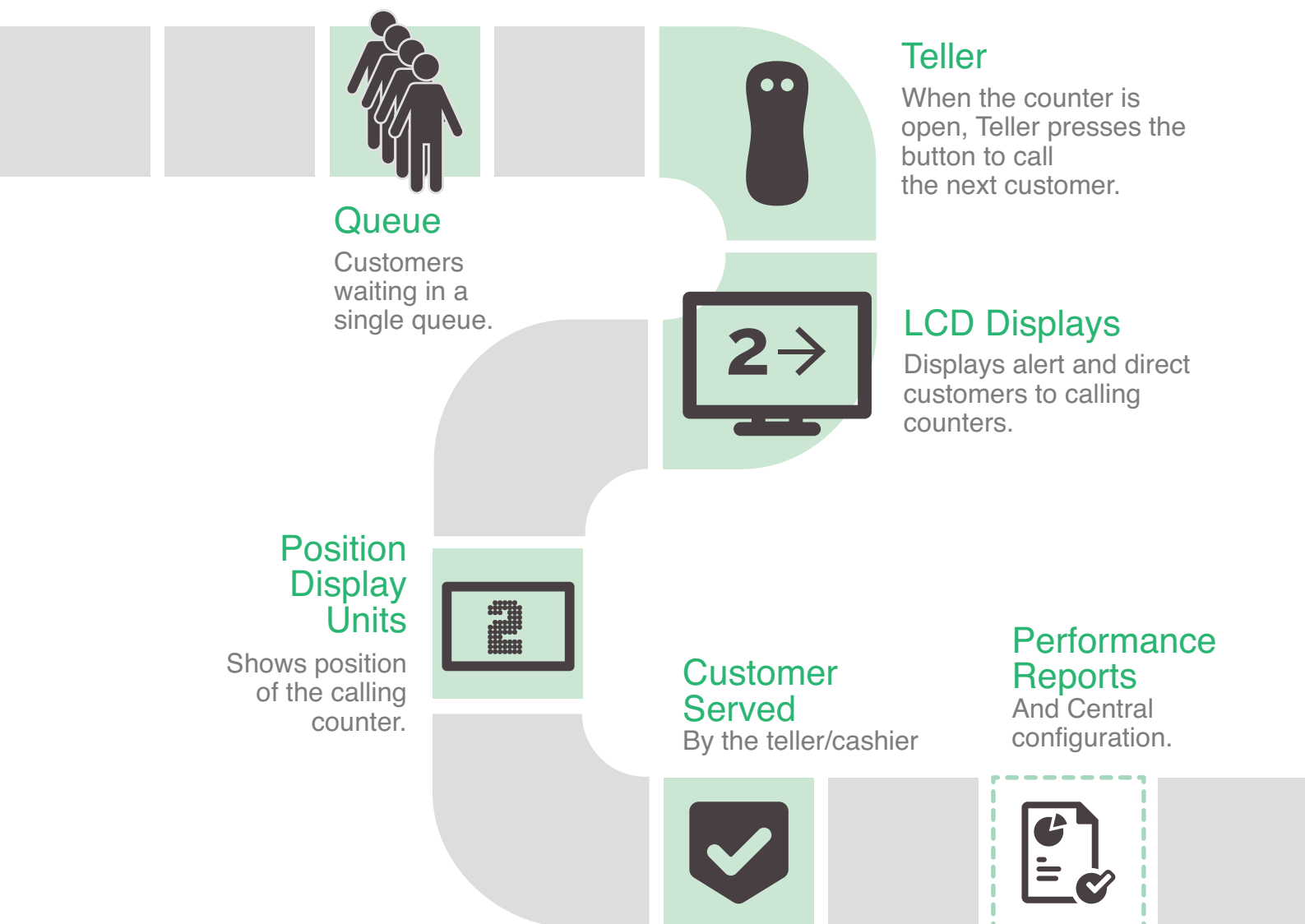
Reduces
waiting times by 40%

BENEFITS

- » Configurable according to your specific requirements and service counters
- » Screen shows open service positions to alert customers about their turn
- » Male and female audio call forward messages in normal and fast mode
- » Cost effective solution to optimize customer throughput
- » Fair serving processes increase customer satisfaction
- » Reduces customer waiting times and drives up operational efficiency
- » Eliminates inefficient queuing processes
- » Manages customer flow while reducing overall service costs.

CUSTOMER JOURNEY

How Electronic Call Forwarding works

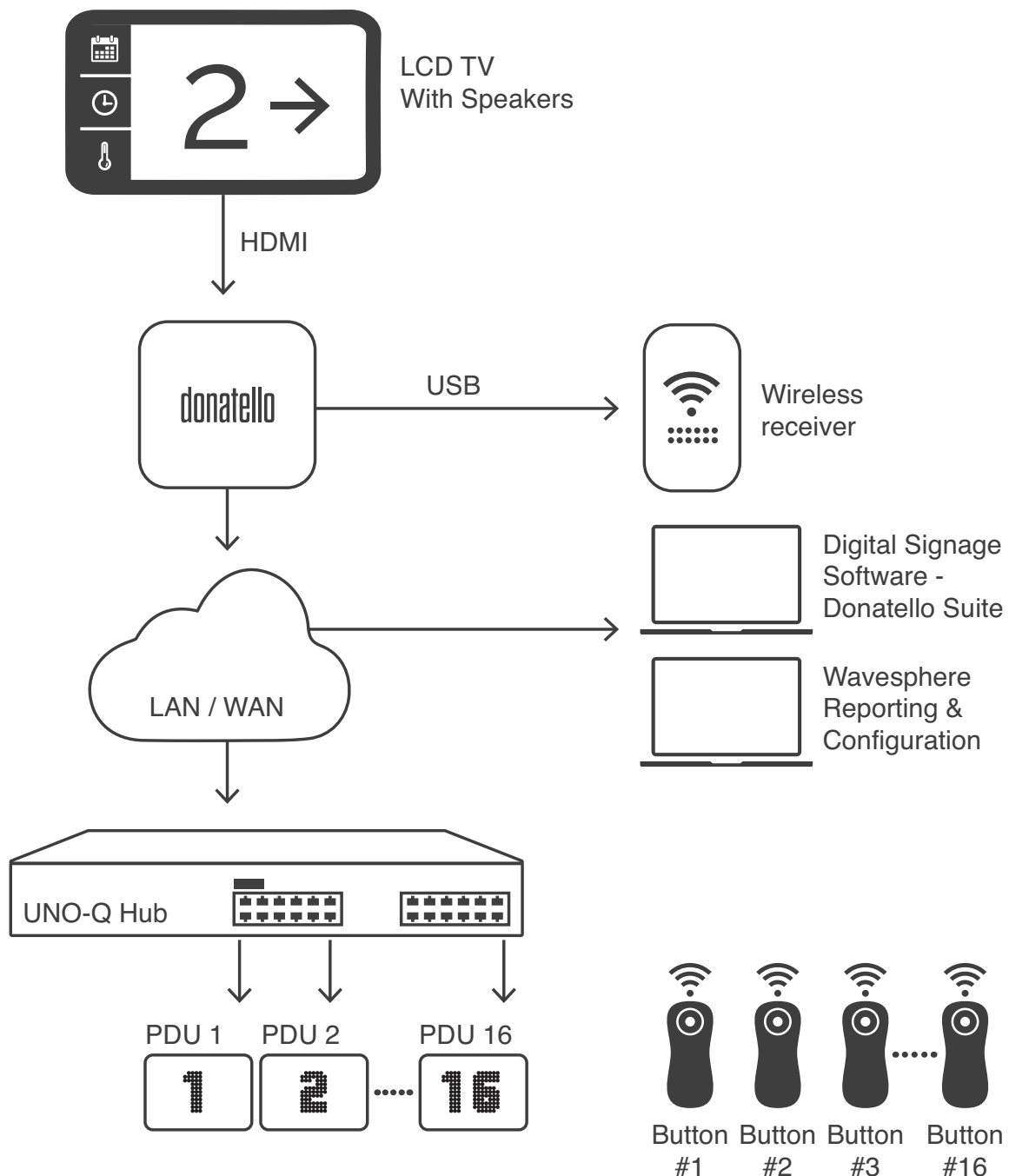


UNO-Q CALL FORWARDING SOLUTION

UNO-Q swiftly handles the distribution of customers in the queue by directing them to service counters on a first come, first served basis. The solution is used to inform “head of queue” customers which teller point is free. It reduces walkaways, keeps customers informed and manages your queues more efficiently.

The solution effectively streamlines and manages customer flow for up to 16 counters. You can even opt for a 32 Counter system with a cascading mode.

Talk to a Wavetec’s customer flow specialist today!



UNO-Q POWERING DIGITAL SIGNAGE

UNO-Q is powered by Donatello Digital Signage player allowing you to convert your head of display into digital dynamic signage, advertising display thus equipping you with a complete flow management solution.

Wavetec's digital signage offers a state of the art enterprise level signage platform to display targeted messages, attract audience's attention, and enhance your sales revenue.



HD content



Scheduling



RSS Feeds



Centralized real-time updates



Integration service tools

FEATURES

Network Connectivity

Ethernet



Wi-Fi



Calling Handsets

Wireless



Position Display Units (PDU)

LED Display



Fixed Positions



Position Mapping for Counters



Central Display Units (CDU)

LCD Display



LCD Screen shows counter position along with digital signage



Announcement

Male/female voice announcements



Normal/fast mode announcements on PDUs



Speakers



Amplifier*



Calling graphics duration varies with Peak and Off peak time



System Specification

Supports up to 32 counters



Cloud Storage



Extendable memory (up to 64gb)



Configuration and Reporting

Supports centralized configuration



Cloud Based configuration



Dashboard



Reports to show service quality



Configuration from WaveSphere portal



*Optional-Notify when ordering

COMPONENTS OF UNO-Q



Wireless ECF Button



Donatello Player



LCD Display



Receiver



UNO-Q Hub



Reporting Dashboards

ADD – ONS FOR A CUSTOMIZABLE SOLUTION

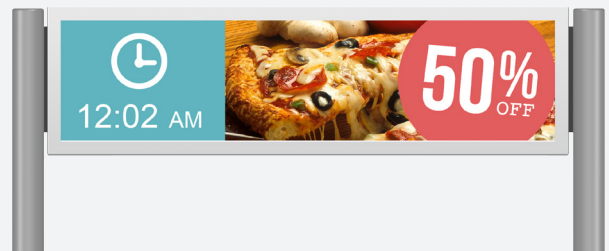
Donatello Vertica

Donatello Vertica – our free standing 40 inch display signage solution, is an amazing way to engage customers in high traffic areas, and provide them queuing information, and promotional offers.



IQM Digital

Use Donatello Linea or in-queue merchandising display on shelves to advertise & drive up transactions, while customers wait in lines.



Donatello - on the cloud

Donatello - Digital Signage Player offers exceptional playback technology, delivers seamless content for smooth playback, and is scalable for large networks.



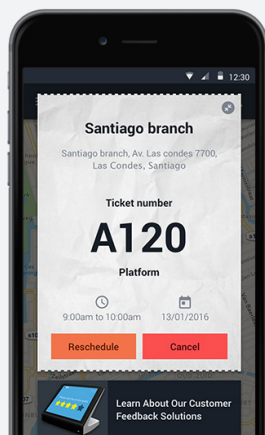
Cameras

Use cameras along with our ECF solution for predictive analysis, or to measure waiting times and send alerts to management when queues are too long, to take preventive actions.



Smart Applications

Do you need a smart system that would open/close counters based on the length of your queues? We can customize the system for you. Talk to a Wavetec Consultant Today!



Opinion Plus (Kiosk and Tablet)

Collect customer feedback to find out customers' opinions about the waiting experience, and to learn how to enhance your customer service.





GET THE COMPLETE SOLUTION

KNOW MORE PRODUCTS IN OUR WAVESPHERE

WAVETEC[®]

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