



CALL FORWARD ELECTRONIC QUEUING



*Take control
of your queues.*

➡ *Manage
Customer Flow*

➡ *Shorten
Average
Wait Times*

➡ *Increase Sales with
Promotion, Advertising
and Branding*

Customer Flow and Queue Management Solutions. 



“Simply the easiest-to-use, most cost-effective system out there.”

Increase service efficiency and optimize your queues.

QtracCF optimizes customer throughput and increases service efficiency by streamlining the way agents hail customers. In fact, QtracCF has helped companies increase service efficiency by as much as 35%.

With a simple button-push on Qtrac’s wireless remote, agents instantly alert the next waiting customer and effortlessly guide them to an open service position using both audio and visuals from the LCD display. Additionally, multiple QtracCF systems can be configured to work together, allowing agents to use their remote to call customers from other service queues.

Hassle-free, plug-and-play installation.

Qtrac’s wireless communication enables fast and easy installation - just plug it in and turn it on! Its self-contained architecture works independently from other networks, keeping proprietary information safe and secure.

Leverage wait-time with advertising and impulse merchandising.

Powerful media capabilities enhance ROI and drive impulse sales at check-out. Simply swap out a USB media stick to instantly update media messaging. Between-queue messaging, in conjunction with a NeXtrac in-line merchandising solution can increase impulse sales at check-out by as much as 400% as well as dramatically decrease perceived wait times up to 40%. A QtracCF electronic queuing solution pays for itself in a very short time.

“Southwest Airlines Operations Forecasting found that Qtrac significantly improved their ticket counter efficiency over their standard practice.”
— Southwest Airlines

Increase customer satisfaction and your bottom line.

- Enables a “first come, first served” queuing philosophy, eliminating the frustration customers feel when they choose the “wrong” line.
- Engages customers with media, reducing their perceived wait time by as much as 40%, leading to happier, more loyal customers.
- Eliminates the “down time” and frustration cashiers experience as they wave and shout to get a customers’ attention and direct them to an open station.
- Decreases average wait time by optimizing customer throughput.
- Increases impulse purchases by leveraging a captive audience and engaging them with media.



Integrated Station Lights

Qtrac Station Lights add an extremely valuable clue to available service positions. We offer a number of appealing station light styles, however, our **Flashing Station Light Controller** can turn almost any existing light into a Qtrac Station Light. Just plug the AC power cord of any light fixture into the receptacle of a pre-programmed Light Controller. Then, plug the unit into an AC wall socket. Viola! The light is now integrated into the QtracCF electronic queuing system and will flash when the station remote button is pushed.



Qtrac’s flexibility meets your changing needs.

- Promotional media between queuing messages keeps customers engaged.
- Up to 6 different interrupt modes including full-screen, split screen, or PIP.
- Use the Qtrac LCD display or connect your own monitor.
- Choose Qtrac’s pre-installed alerts, voices, and images, or create your own.
- View your configured set-up in real time before going live.
- Wireless technology makes it easy to add or move station remotes – up to 99.
- Wirelessly control peripheral devices such as station lights or security doors.
 - Control up to 3 different queues from a single remote with a simple push of a button.



Technical Specifications

Qtrac® CPU

Operating System: *Raspbian 2015-02-16 Kernal 3.18*
 Processor: *900MHz quad-core ARM Cortex-A7*
 RAM Memory: *1 GB*
 Flash Memory: *8 GB*
 Video: *Chrome9 HCM Dx9 3D engine*
 Video Format: *MPEG-2, MPEG-4, WMV9*
 Monitor Size: *any*
 Video Resolution: *up to 1920 x 1200 wide screen resolution;
 32-bit color*
 Video Ports: *1 HDMI port*
 Audio Port: *1 3.5mm output jack*
 USB: *4 USB 2.0 ports*
 Network: *Auto-sense 10/100/1000 Mbps RJ-45 Ethernet*
 Power: *110V (US) or 220V (Europe)*

QDrive™

Power: *USB*
 Memory: *8 GB*
 Frequency: *908.42 MHz (US) or 868.42 MHz (Europe)*

Station Remotes

Quantity per system: *5*
 Range: *10m indoors and 30m outdoors*
 Frequency: *908.42 MHz (US) or 868.42 MHz (Europe)*
 Power: *4 AA batteries
 or AC adapter: 110V (US) or 220V (Europe)*

Features	Competition	Qtrac®
Wireless Call Buttons	Optional	Included
Multiple Queues	No	Up to 3 per system
Unique remotes or outlets	Up to 30	Up to 99
LCD Flat Screen Display	Optional	Included
Large area wireless coverage	20 - 30 feet	200 feet
Different display/interrupt modes	Optional	Included
Multiple image/video formats	Optional	Yes
Plays multimedia between queuing message	Optional	Included
Media updates	Optional	Instant Local Updates
Dual-voice & Multi-language	Optional	Included
Audio alerts	Included	Included
Multiple font & color choice	Optional	Included
Customizable graphics	Optional	Yes
Station Lights	Proprietary	Any
Configuration simulator	No	Included