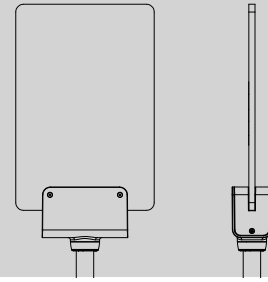


# SLQ4

## eQ™ Single line call forward solution



SLQ4 is an electronic single line queue management solution that manages queues, speeds up customer flow and removes queuing related anxieties and frustrations.

Single line electronic call forward solutions manage the distribution of waiting customers from the queue to the available service points on a first come, first served basis. Making use of any of Tensator's range of barriers to form the single line queue configuration as well as central display units (CDUs) to provide a source of information for customers at the head of the queue, and positional display units (PDUs) to provide way-finding information at each cashier or service point.

Customers are called to each position by the press of the cashier calling button, which works in tandem with friendly audio messages and directional arrows on positional displays, indicating where the next available service position is located and immediately speeding up the queuing process.

Overall waiting time is decreased and service efficiency is improved by up to 30% and customer flow by up to 25%.

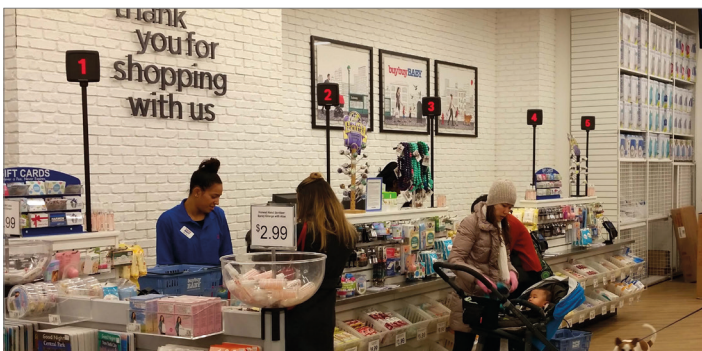


### Benefits

- Manage customers in the fairest and fastest way by serving them in the order they arrive, rather than as a result of their choice of queue, eliminating "wrong line" frustration.
- Efficient customer guidance to operator positions, reducing waiting times and employee stress.
- Improve operational efficiencies.
- Reduce service times by up to 30%.
- Optimise available resources.
- Dramatically reduce actual and perceived waiting times, speeding up customer flow by 25%.
- Select from a wide choice of voices, languages and dialect to add a true personality to your audio content.
- Reduce opportunities for employee theft.
- Proven to reduce customer walk-aways by up to 96%.

### Features

- SLQ4 can be configured to your exact requirements depending on the size of your location, service points required and footfall.
- Select from a wide choice of male and female audio call forward messages or record your own custom message.
- High Definition LCD screen.
- Fully configurable CDU media with video support.
- Choice of PDUs.
- Option of 2 dual function call buttons.



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# Hardware

## Central Display Unit (CDU):

- CDU content is fully configurable.
- Standard templates or custom messages can be used.
- High Definition media support at 1920x1080 resolution.
- Full animation/video capability.
- CDU size options range from 23" - 43". *(Larger sizes available as a custom order.)*

## Positional Display Unit (PDU):

- PDUs can be static or dynamic.
- Choice of the modern Edge Lit PDU or a micro dot matrix PDU
- The Edge Lit PDU is a high visibility, stylish solution that fits well with any corporate branding. It features a customizable acrylic panel with various choices of size & shape, coloured LED lights, and your choice of engraved font or symbol on each PDU.
- Position number is permanently displayed on static and illuminated edge lit PDU.
- When a position call button is activated on a dynamic PDU, the position number flashes and arrows appear on the other PDUs to guide the customer to operator positions.
- Customers are guided past closed operator positions with the ability for an "X" to be displayed when dynamic PDUs are closed.
- Choose between two system modes: manual and automatic

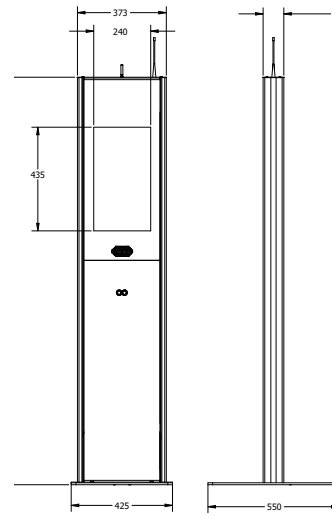
### Auto mode

- Smart sensors automatically call forward people in the queue.
- Quiet operation when there is no one in the queue; the system will not remain in constant operation and try to call anyone forward.

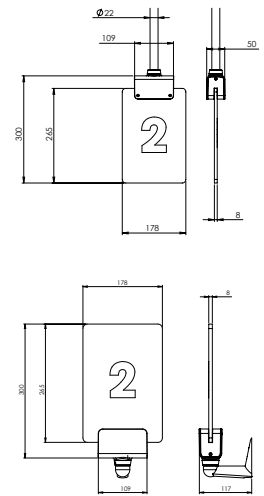
## Call Buttons:

- Dual-input hardwired buttons.
- 2 voice options per button allowing for male & female configurations or multiple languages.

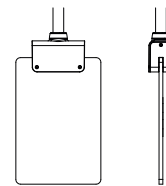
## TOTEM



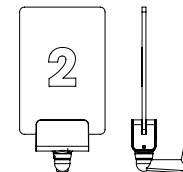
## Standard PDU



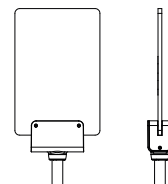
## CDU & PDU Mounting Options



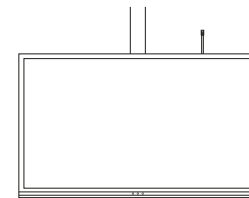
PDU - ceiling fixing



PDU - bracket fixing

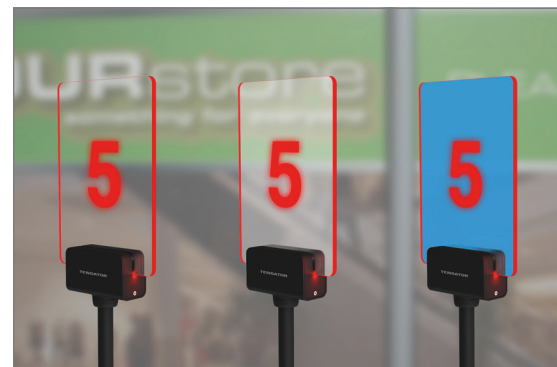


PDU - desk fixing



CDU - ceiling fixing

## Edge Lit PDU Display Options



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