



TENSATOR®

eQ™
Electronic Call Forward System

Electronic Call Forward System

What is it?

An electronic Call Forward System (ECF) is a physical/digital queueing system that manages and helps a queue efficiently operate using smart technology and by calling forward customers at the front of a queue to the next available position.

An ECF works best in a Single Line Queue (SLQ). This is because SLQs have been proven to be the fairest and fastest way to process customers – they are served in the order they arrive. An ECF helps make this more efficient, transforming the way customers queue, allowing for 25% more customers to be served an hour.

Whilst Multi-lane queues can be useful in some businesses and require less planning, SLQs are the most efficient and beneficial option to your business for processing customers. Customers feel that the queue is fair and they can track their progress in the queue easier. Meanwhile, you can reduce waiting times, improve staff utilisation and increase profitability.

Single line queues are especially effective when paired with In-Queue merchandising, making the most of the customers waiting times and improving your profitability further.

SLQ4

Tensator's SLQ 4.0 call forward queuing technology is the ideal solution to make your single line queue more efficient and profitable. This is our most advanced call forward platform, which has been installed globally to support many of our retail, transport and leisure customers.



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.

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 dialects 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.



Single Line Queue Systems

1. Digital Totem

Placed at the head of a single line queue and used to display when the next position is available. Also allows for media to be played between calling waiting customers forward.

2. Edge-Lit Positional Displays

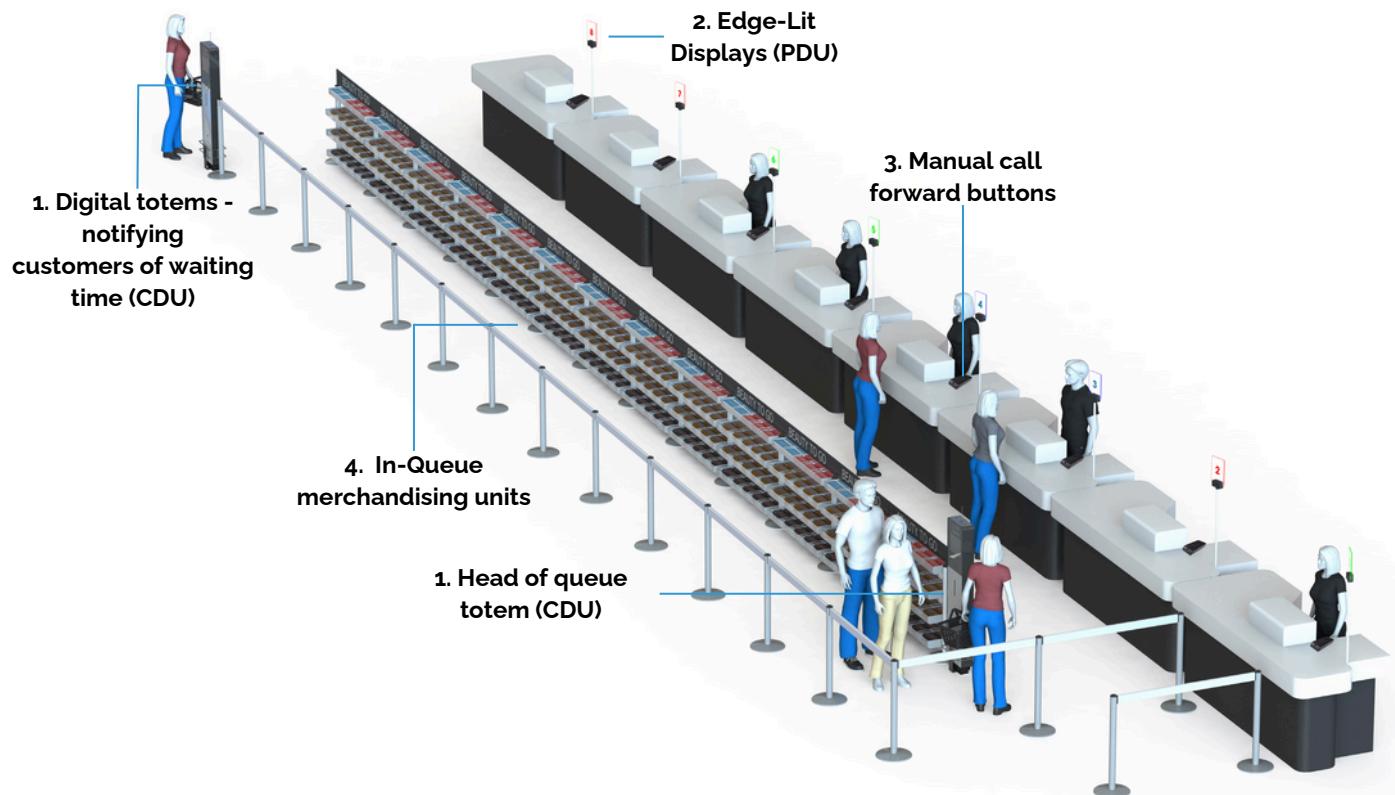
A customisable positional display unit to accompany the Tensator eQ™ SLQ call forward systems.

3. Manual Call Forward Button

Manual Call Forward Button used to call customers forward to the next available position in a queue.

4. In-Queue Merchandising

By encapsulating customers through correct queue management, you can captivate your audience, increasing opportunities for impulse purchases and boosting revenue.



Single Line Queues - Hardware

Central Display Unit (CDU) - Digital Totem

- 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.)

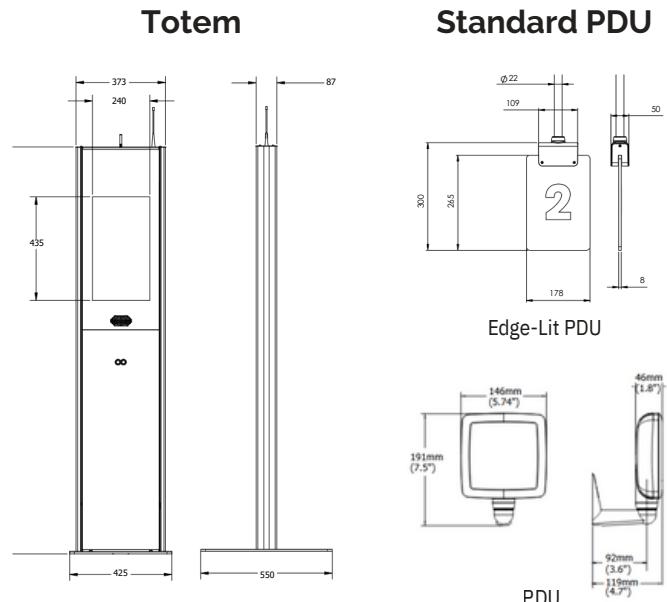
Positional Display Unit (PDU) Edge Lit Displays

- 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 customisable 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.

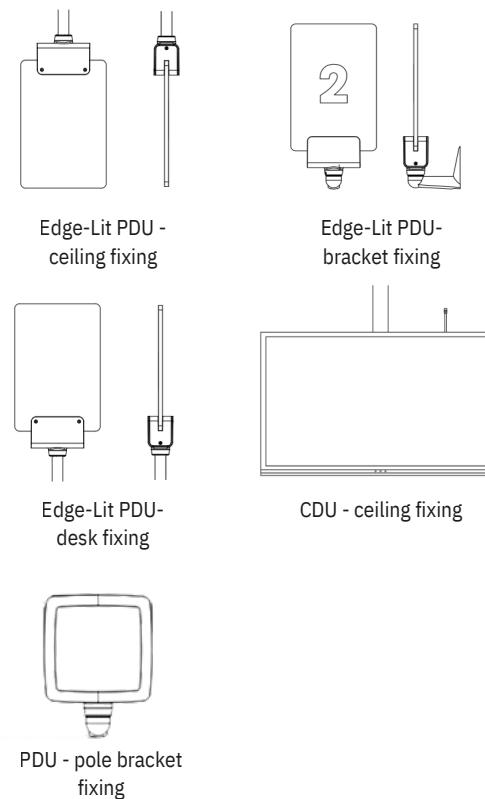
Manual Call Forward Button

- Manually call customers forward to the next available position in a queue.
- Dual-input hardwired buttons.
- 2 voice options per button allowing for male & female configurations or multiple languages.

Edge Lit PDU Display Options

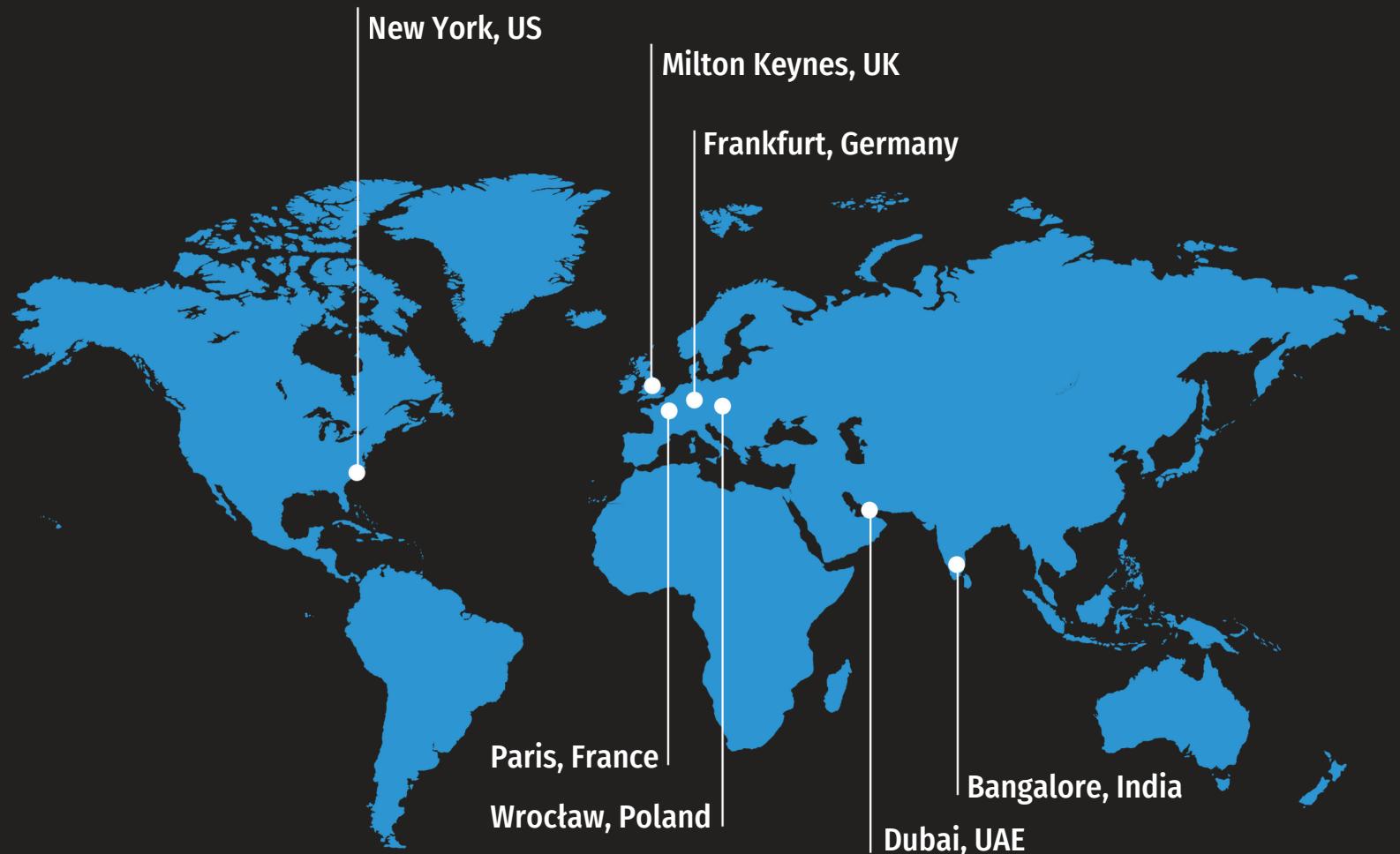


CDU & PDU Mounting Options



TENSATOR®

Your local service partner.



7 170 150+
Regional Directors Employees Countries covered

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