

SLQ5

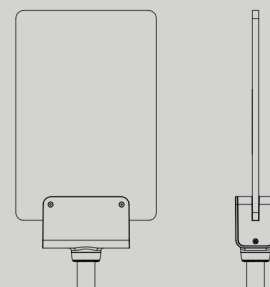
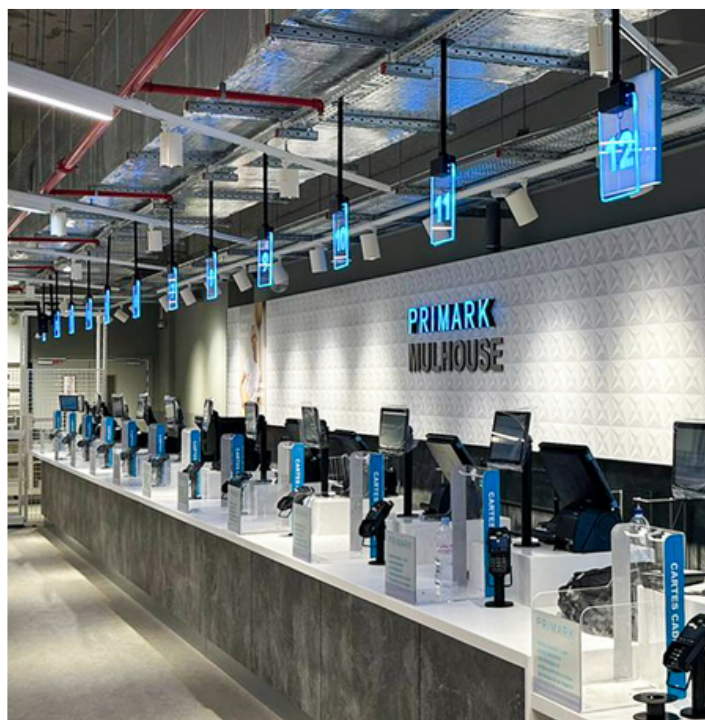
eQ™ Single Line Call Forward Solution

SLQ5 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 available service points on a first-come, first-served basis. The system integrates seamlessly with Tensator's range of barriers to form the queue configuration, as well as digital call forwarding totems or central display units (CDUs) to provide clear information for customers at the head of the queue. Positional display units (PDUs) offer wayfinding guidance at each service point, with edge-lit illumination for enhanced visibility.

Customers are called forward via customisable, rechargeable call-forward buttons, which work in tandem with friendly audio messages and high visibility, numbered positional displays, ensuring a smooth, efficient 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 with a wireless media management system, for flexible control of content and queue communications.
- Reduce service times by up to 30% with enhanced queue management and customisable call-forward functions.
- Proprietary central control system for streamlined management of Call Forward functions with ShortCutQ gates for queue management.
- 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 sweethearting where an employee gives unauthorised discounts or free products to friends and family.

Features

- SLQ5 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 with fully configurable CDU media, including video support.
- Enhanced Digital Totem with a 32" display, with an optional battery-powered configuration for increased flexibility.
- Choice of PDUs Mounting Options.

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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 1920 x 1080 resolution.
- Full animation/video capability.
- Optional battery-powered configuration for Digital Totem.
- A range of CDU options available, including traditional CDU-mounted or fixed screens, Digital Totems, or bespoke solutions upon request.

Positional Display Unit (PDU):

- Can be used with any of Tensator's positional display mounting options: Desk Mount, Wall Mount, or Ceiling Mount.
- 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 symbols on each PDU.
- Position number is permanently displayed on static and illuminated edge lit PDU.
- When a position call button is activated on a PDU, it dynamically changes colour depending on the action the system is carrying out.

Call Buttons:

- Wireless buttons, fully programmable for diverse operational applications.
- 4 voice options per button allowing for male & female configurations or multiple languages.
- Integrated rechargeable battery technology ensures long-lasting performance and reduced maintenance.

Technical Specifications:

- System Range: Up to 30m in open space
- Frequency Range: 2.4–2.525 GHz
- Control Capacity: Supports up to 24 positions per control unit
- Button Battery: Rechargeable LP402535 (3.7V, 320mAh, 1.2Wh)
- Edge-lit PDU Units: 5V, 2.5A

Digital Call Forward Totem



Also available in white

Edge Lit PDU



Call Forward Button



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