



VN-QMS-PRO

Queueing Management Platform

■ Introduction

The web-based Queue Management System (QMS) delivers full function queuing administration for service scenarios. It enables administrators to configure business categories, service windows, working schedules, queue volume limits and various ticket types, and supports customizable queuing-slip print templates.

Integrated with LCD/LED displays, voice broadcast, software/hardware callpads and evaluators, it allows counter staff to execute call-in, pause, transfer, ticket recall and auto-call operations. Multimedia notices can be pushed to display terminals.

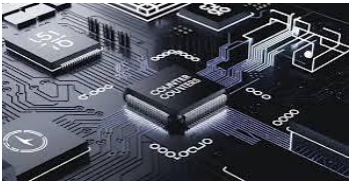
Built-in role permission management and login logs ensure system security. Visual reports cover passenger flow, waiting-processing time and service satisfaction with data export capability. Multi-language voice packs and flexible system parameters support quick adaptation to on-site operational needs.

■ Features



Business & Queue Rule Configuration

Supports flexible configuration of service business types, window grouping, working calendars, daily queue-volume limits and multiple ticket categories including ordinary, reservation and priority tickets. Administrators may set business processing time, deactivate services, customize queue-slip print templates and monitor real-time ticket status from backend for on-site business adjustment.



Hardware-Integrated Counter Operation

Seamlessly connects with LED/LCD integrated screens, voice broadcast, software/hardware callpads and service evaluators. Front-desk operators can perform call, pause, interrupt, ticket transfer, recall abandoned tickets and auto-call functions. Multimedia materials such as images and videos can be pushed to display terminals for public notice release.



Permission Control & Statistical Reporting

Provides role-based access privilege management, user account maintenance and login audit trails for system security. Built-in visual report modules analyze passenger flow, waiting time, handling duration and satisfaction data, with data export function. Multi-language voice packs and adjustable system parameters adapt to diversified site requirements.



Customizable

Custom-configure business types, queue volume limits, working days, ticket types and printable queuing-ticket templates.

■ Functions

Online Registration

The system provides a web-based portal to support visitor online registration. Visitors can complete registration remotely through web browsers without on-site queuing in advance. This web registration module is compatible with mainstream browsers, supports basic form entry of visitor information, and pre-submits application data to the queueing management platform, which helps reduce on-site paperwork and shorten waiting time for visitors upon arrival.

Identity Verification

The software integrates OCR recognition capability to automatically detect and extract key information including ID document number, full name and other identity fields from uploaded ID document screenshots submitted by visitors. The OCR engine identifies text from image files, parses identity data, and pre-validates document information during online registration to improve data accuracy and reduce manual entry errors by staff.

Data Synchronization

The system enables secure synchronization of ID document and visitor profile data to the centralized Visitor Management Platform. Data transmission adopts secure transmission mechanism to protect sensitive identity information. All synchronized records are stored persistently, supporting full audit trails and long-term record-keeping, which facilitates unified query, inspection and management of all visitor records across the whole platform.

Priority Queueing

The application implements built-in intelligent logic to automatically identify vulnerable demographics from visitor submitted information. Once qualified visitors are recognized, the system will assign automated service priority status to their queue tickets. Priority visitors can skip ordinary queues reasonably, ensuring vulnerable groups obtain faster service while maintaining fair order of the overall queuing process.

Call Protocol

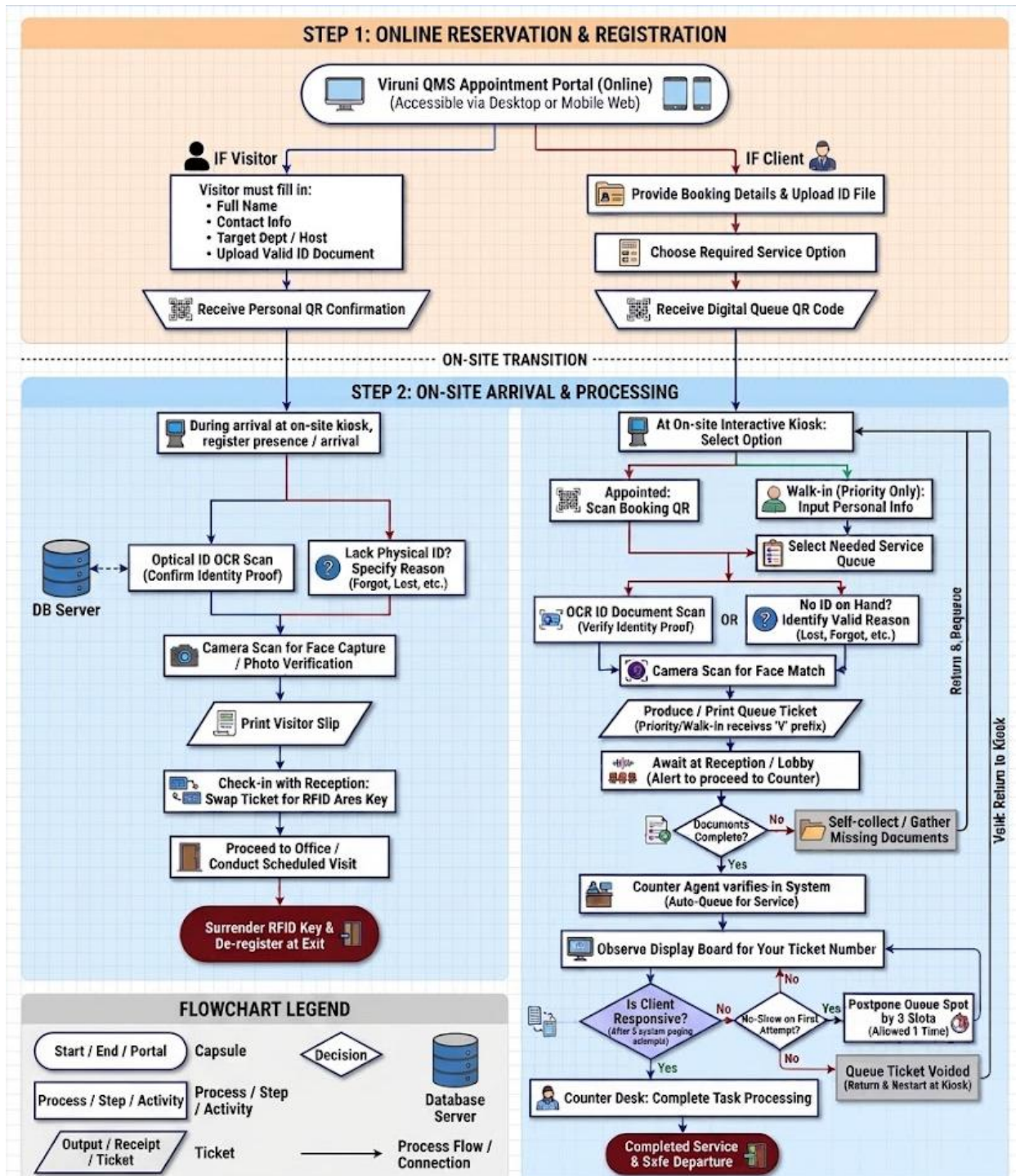
The system executes a continuous five-call notification policy when calling visitors for service. The platform will trigger repeated reminders to notify target visitors. If visitors miss their appointments after five continuous calls, the system supports automated one-time rescheduling function, which regenerates a new queue ticket automatically, avoiding manual re-registration and optimizing the overall visitor service flow.

Operational Dashboard

The software provides an operational dashboard equipped with administrative controls for real-time queue monitoring, counter management, and performance reporting. Authorized administrators can view live queue status, waiting visitor volume and service window utilization on one unified visual panel. It supports counter status adjustment, service allocation and resource scheduling. The dashboard generates visualized performance reports for service efficiency analysis, data review and management decision-making, facilitating daily operation supervision of the whole queuing system.

Visitor Queuing Process Flow

The visitor queuing workflow is fully customizable. Visitors may start by pre-appointment or walk-in registration, filling in information and uploading ID documents. The system conducts ID verification and face capture, then judges priority status and generates queue tickets. After waiting and counter calling, missed visitors trigger automatic rescheduling. The whole process supports flexible adjustment of each node to fit on-site service rules as illustrated in the flowchart.



■ System Requirements

	Server	PC
	Recommended	Recommended
CPU	Intel processors with 2.3GHz, 18 Cores, 36 Threads *2	Intel Core™ processor with 2.5GHz, 10 Cores, 16 Threads
Memory	64 GB	16 GB
Storage Disk	SSD: 960 GB *2	200 GB free space for QMS Client
Graphics Card	-	NVIDIA® GeForce®GTX 1650
Ethernet Port	4 Ports@1 Gbps; 2 Ports@10 Gbps	1024 Mbps
Operating System	Windows/Linux	Microsoft® Windows 10 (64-bit) or above
Languages	English (United States)	Arabic, English (United States), French, Portuguese, Russian, Simplified Chinese, Spanish