

WEB-BASED · MULTI-LOCATION · CLOUD OR ON-PREMISES

Calm queues. Clear counters. Live insight.

One web platform for kiosks, phones, counters, displays and dashboards, for any industry in any time zone.



manageQ connects every step of a visit on one web platform. Visitors join at a touch kiosk, by scanning a QR code or at the counter, then follow their turn on their own phone. Staff call tokens in a fair, rule-driven order, displays announce each call by voice, and managers see every queue live, at one branch or many, or simply ask the built-in AI assistant.

 **Book a live demo with your own services and rules: see the back page**

At a glance

- ✓ Join by kiosk, QR code or at the counter
- ✓ Live phone ticket with estimated wait
- ✓ Customer screens and voice in 6 languages
- ✓ SMS, WhatsApp and email alerts, with consent
- ✓ Live dashboards plus a built-in AI assistant
- ✓ Visitor data encrypted, deleted after service
- ✓ Every change on record: who, what, when

BUILT FOR QUEUES IN EVERY INDUSTRY

- | | | | |
|--|--|--|--|
|  Hospitals & clinics |  Labs & diagnostics |  Banks & insurance |  Visa & passport centres |
|  Government offices |  Embassies & consulates |  Universities & schools |  Retail & service centres |
|  Telecom & utilities |  Transport & licensing |  Courts & city services |  Customer service desks |

 Ready-made service sets for healthcare, banking, visa, government, education and retail, or build your own.

 Any time zone · local time on every screen · customer screens and voice in English, Hindi, Telugu, Tamil, Arabic and Russian

Queues differ by industry. The problems are the same.

Clinics, banks, visa centres and public offices share the same pain: crowded halls, unknown waits and no live view. manageQ replaces that pain with one fair, visible and measurable flow.



For visitors

- Crowded halls and long standing lines
- No idea how long the wait will be
- Missed calls when they step away
- Unsure which counter to go to
- Names called out in a public hall
- Same details asked again at the counter



For counter staff

- Paper registers and shouted names
- Disputes over who came first
- Late arrivals and no-shows block counters
- Yesterday's tokens still open today
- No fair way to serve urgent cases first
- Every "how do I...?" needs a supervisor



For managers

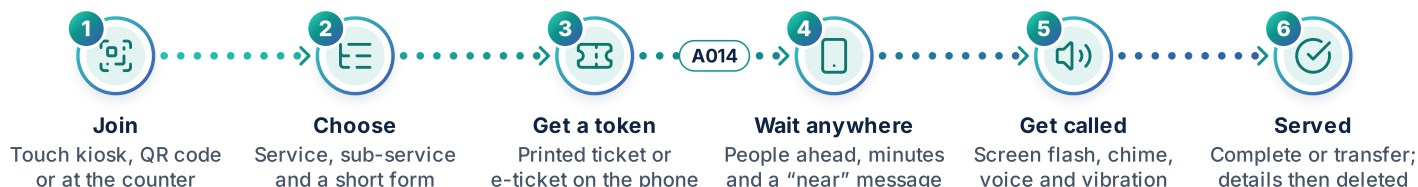
- No live view of queues or counters
- No reliable wait and service times
- Blind spots across branches and regions
- Token hoarding and misuse at the kiosk
- No record of who changed what
- Costly, proprietary queue hardware

The manageQ answer: one connected flow

Kiosks, phones, counters, screens and dashboards share one live queue, run by your rules.

- ✓ Fair, rule-driven order
- ✓ Live view of every queue
- ✓ Automation, not paperwork
- ✓ Browser-based, no special hardware

HOW IT WORKS The visit, step by step



TOUCHPOINTS Every touchpoint, one live queue



Self-service kiosk

- Any touch PC or tablet; 3-level menu
- Short forms with on-screen keyboard
- Screens in up to 6 languages
- "I have an appointment" check-in
- Silent ticket printing with QR code
- Clears typed details after idle time



eQueue on any phone

- Join by QR poster or link, no app
- People ahead and estimated minutes
- "Almost your turn" notice
- Counter shown; vibrates on Android
- Visitors can cancel from their phone
- Optional 1-5 star rating after service



Counter console

- Call next, or call a specific token
- Recall, skip, complete or no-show
- Transfer, keeping the same number
- Pause for a break, with a reason
- Priority groups called first
- Appointment check-in at the counter



Token display

- Any TV with a small PC and browser
- Chime and voice call in 6 languages
- Labels in one or two languages
- Standard or Hospital layout
- Next tokens, missed links, notices
- Image and video playlists, scheduled
- 5 themes; Counter or Room wording



Visitor alerts

- Email, SMS and WhatsApp
- Token issued, with live-status link
- "Turn is near" at 1-20 people ahead
- "Please go to Counter 3" when called
- Thank-you after service, rating link
- Consent box; opt-outs honoured
- Delivery receipts; masked log



What you need on site

- Kiosk: touch PC and receipt printer
- Display: any TV plus a small PC
- Counters: any PC, laptop or tablet
- Visitors: own phone, no app needed
- Browser: Chrome or Edge
- Server: cloud or on-premises
- Messages: a provider account

INDUSTRY FIT One platform, configured for your sector

INDUSTRY	HOW manageQ FITS
Hospitals & clinics	Token-only screens; emergencies first
Labs & diagnostics	Prefix per step; transfer keeps the number
Banks & insurance	Teller, loan and claims queues; priority desks
Visa & passport centres	Appointment check-in; document checklist
Government offices	QR joining, per-mobile limits, daily caps
Embassies & consulates	Local time zone; Arabic and Russian screens
Courts & city services	Kiosk, QR and counter tokens: none left out

...and any other service business with walk-in visitors.

INDUSTRY	HOW manageQ FITS
Universities & schools	Admission peaks kept within daily capacity
Telecom & utilities	Quick and complex jobs in separate queues
Retail & service centres	Signage playlists; feedback kiosk
Transport & licensing	Live estimated wait; wall-screen dashboards
Hospitality & events	Wait anywhere; per-guest open-token limit
Automotive service	Drop-off, pick-up and parts queues
Customer service desks	Walk-ins and appointments in one fair order

Run your queues at one branch or many.

Set up services, rules, devices and people from one admin console, or ask the built-in AI assistant. No coding, and no site visit to change a kiosk.

manageQ IN NUMBERS

3 ways to join a queue	6 industry service sets	6 screen & voice languages
15s live dashboard refresh	3 priority levels	1-5 star visitor ratings

Services, tokens & forms

- Services in up to 3 levels
- Own prefix per service: A001, L014
- Instructions and "Please bring" checklist
- Ready-made service sets for 6 industries
- No-code form builder, 10 field types
- Validation presets: phone, email, passport

Devices, managed remotely

- Browser kiosks, feedback kiosks, displays
- Windows and Linux full-screen launchers
- Device edits reach the screen at once
- Updates without reinstalling
- Pause any kiosk, display or QR link
- Green, red or grey health, with reasons

Reports & exports

- Filter by date, location, service, staff
- Also by counter, status, channel, device
- Summaries with average wait and service
- Counter and staff time, with breaks
- Feedback ratings and message delivery
- CSV export that opens in Excel

Queue rules & missed tokens

- Rules per client, overrides per location
- Priority groups, with a fairness rule
- Call again until day end, or 5-480 min
- Back to queue at original place or end
- Optional automatic no-show, 2-60 min
- One-click presets: standard, bank, visa

Multi-client platform

- Many client organisations on one platform
- Data isolation enforced on every request
- Own logo, colours, wording and languages
- Shared form templates across clients
- Appointments, feedback and AI per client
- Deactivate a client in one step

Locations, hours & holidays

- Any number of locations and buildings
- Own time zone per location
- Working hours for each weekday
- Local and platform-wide holidays
- No tokens issued outside opening hours
- Business day per location, 24-hour times

Users, roles & counters

- SuperAdmin, client admin and staff roles
- Custom roles, set by the platform admin
- Staff call only their assigned queues
- Bind staff to a fixed counter or room
- Admins resolve stuck counters (audited)
- Two counters never call the same token

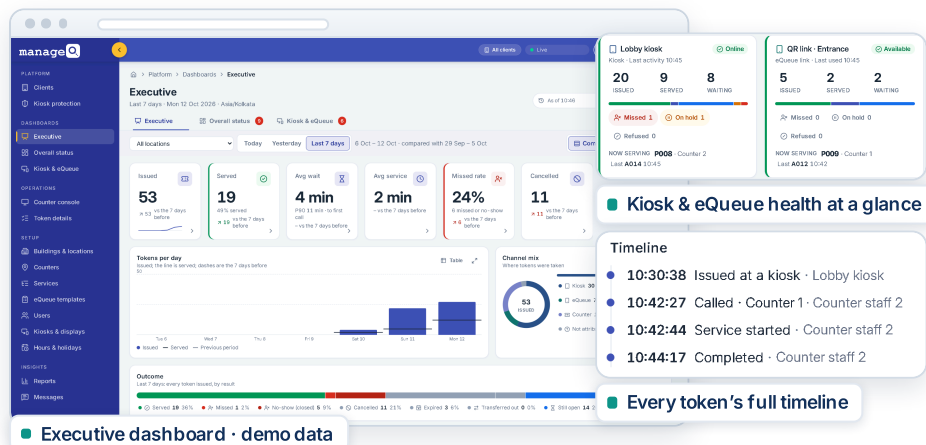
Open and accessible

- Documented REST API (OpenAPI)
- Appointments via API, push or CSV/Excel
- Signed status updates to your system
- Screens update live over WebSocket
- Screen-reader labels, visible focus
- Status shown by colour, icon and word

Dashboards & analytics

See what is happening now, and why, from the executive view down to a single visit.

- Executive, Overall status, Kiosk & eQueue
- Each tab granted by role
- Live every 15 s, plus instant updates
- Every number opens its tokens
- Token timeline: every call and step
- Average wait with P90, service time
- Today, yesterday, 7 days vs previous
- Trends over 30 days and 12 months
- Full-screen wall view for control rooms
- No personal data on any dashboard



Executive dashboard · demo data

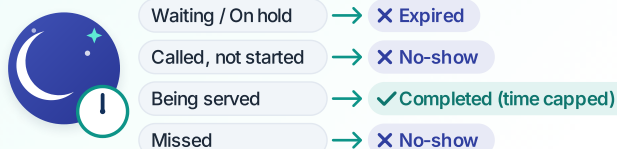
Kiosk & eQueue health at a glance

- 10:30:38 Issued at a kiosk · Lobby kiosk
- 10:42:27 Called · Counter 1 · Counter staff 2
- 10:42:44 Service started · Counter staff 2
- 10:44:17 Completed · Counter staff 2

Every token's full timeline

Automatic day-end closing

Counters start clean every morning, in every time zone.



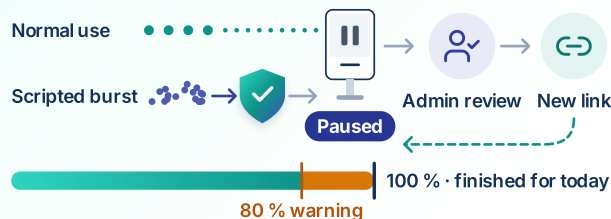
At day end

Midnight, or closing time + grace

- Every location has its own business day and time zone
- Open tokens close at midnight or after closing time + grace
- Runs at start-up, every 5 minutes and before the first call
- Yesterday's tokens can never block today's counters
- "Settle now" button; visitor details deleted at close

Kiosk protection & token limits

Fair access for real visitors, defence against misuse.



- Daily token cap per kiosk and QR link (1-9999)
- Admins warned at 80 %; "finished for today" screen at 100 %
- Open tokens per mobile number limited across the location
- Bulk or scripted kiosk requests paused automatically
- Admin reviews evidence, re-enables with a new link

Secure by design. Ready for anywhere.

Visitor data is protected from the kiosk to the database, every change is on record, and manageQ runs where your policies require: in the cloud or on your own servers.

Access & identity

- SuperAdmin, client admin and staff roles
- Custom roles, set by the platform admin
- Client data isolated on every request
- Staff limited to their own locations
- Passwords hashed with bcrypt (cost 12)
- Lock after 3 failed sign-ins; rate limits
- Sessions of 1-24 h; idle sign-out option
- Deactivated users lose access at once

Audit & accountability

- Every change recorded: who, what, when
- Covers users, services, devices and rules
- Location rule edits keep before and after
- Sign-ins, failed attempts and lockouts
- Every view of visitor details logged
- Supervisor actions and device pauses
- Full timeline of every token's journey
- Audit log explorer with CSV export

All controls listed are in the current release; "Cloud" items describe the Azure reference set-up.

Deploy your way

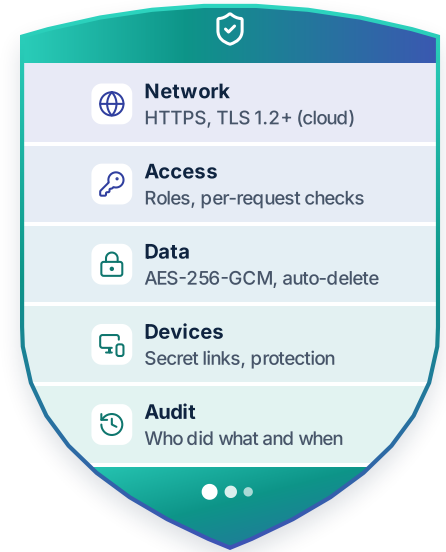
- Cloud: Microsoft Azure reference set-up
- On-premises or private cloud with Docker
- Classic Windows or Linux server install
- PostgreSQL 13+, self-run or managed
- Additive schema upgrades at start-up
- Safe upgrades with documented rollback
- Health endpoint for monitoring
- Demo mode with a built-in database

Privacy by design

- Visitor details encrypted (AES-256-GCM)
- Deleted after service or at day end
- Mobile limits use a keyed hash only
- Mobile numbers masked on tickets (default)
- No personal data on dashboards or displays
- Consent to messages; opt-outs honoured
- Secrets kept out of application logs
- Personal data masked before any AI model

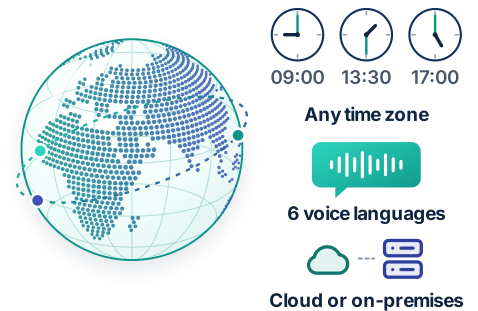
Platform & device hardening

- Cloud: HTTPS only, TLS 1.2 or higher
- Cloud: platform secrets in Azure Key Vault
- 192-bit secret link per kiosk and display
- Device links stored hashed and encrypted
- Strict security headers and CORS list
- Every input checked against strict rules
- Request size limited on every route
- Automated tests and audits on every change



Ready for any country

- Own time zone per location, any region
- Screens show each location's local time
- Customer screens and voice in 6 languages
- Arabic screens read right to left
- International phone and email checks
- DLT SMS (India) and WhatsApp templates
- Self-host in the country you choose
- One installation, many countries



COMING SOON

On the roadmap

Scope and timing to be confirmed. Tell us which matters most to you.

Single sign-on & two-factor sign-in
Sign in with your company identity provider
A second sign-in factor for admin accounts

Token API keys & webhooks
Issue and track tokens from your own systems
Signed events to your CRM, HIS or portal

SLA targets & alerts
Target wait per service

Accessible kiosk mode
Large text and high contrast

OTP-verified mobiles
One-time code before a token

Scheduled report emails
Daily or weekly, by email

Why manageQ

Any industry, anywhere
Set up per client, site and time zone

No special hardware
Any touch PC, tablet, TV or phone

Fair by design
Rule-driven order, priority and limits

Live insight, AI help
KPIs down to a visit; ask the assistant

Private and accountable
Encrypted, deleted, every change logged

Configured, not coded
Services, forms and rules in the console

See manageQ with your own queues

Book a live demo. We set up your services, forms and rules, then walk through a visit end to end.

- Discovery call: your services and sites
- Live demo with your own set-up
- Pilot at one location
- Roll out, with guides for every role

Scan or visit
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