



TouchQue Features Comparison

TouchQue vs. Other Systems

Component	Features	
	Sirius	Others
TouchQue Server	Flexible – system administration from any PC using web browser, even across the Internet	Supervisor must physically sit in front of the central processing unit to perform administration
	Network-based – makes use of existing IP network, without need for extra wiring	Requires separate set of wires running from central processing unit to each piece of equipment
	Run-time re-configuration – queue and counter assignment logic can be changed during operation to cope with unforeseen traffic	Usually has no centrally configurable counter assignment logic. Operators must manually select a congested queue to alleviate the problem
	Auto-recall – void tickets can be automatically recalled for a specific number of times at fixed intervals	N/A
	Queue scheduling – queues can be programmed to be shown or hidden during specific time of day	N/A
	Modular – equipment can be added to the system in a modular fashion to provide additional features	N/A
	Customizable – all TouchQue software are solely owned by Sirius, and can be customized to client's requirements	N/A
	Remote servicing – Sirius provides an option to remotely service TouchQue systems over the Internet, resulting in faster diagnostics and maintenance	N/A
	Stability – TouchQue runs on Linux for maximum stability and security	N/A
Ticket Module	Durable – touchscreen display endures 35 million touches without failure	Hard buttons are prone mechanical failures
	Accessible – only light tap to operate the touchscreen	Must physically press the buttons. Can be problematic for elderly customers.
	Adaptive – queues can be added / removed at any time. Queue names, ticket layout and on-screen messages can be changed during operation	Changing queue names requires physical intervention at the dispenser. Hard buttons limit total number of queues
	Multiple dispensers – additional units can be added to cope with higher customer traffic	N/A

<i>Component</i>	<i>Features</i>	
	<i>Sirius</i>	<i>Others</i>
Counter Module	Unobtrusive – software application does not take up desktop. Supports MS Windows and Mac OSX	Physical keypads clutter up work space at each counter
	User-friendly – graphical user interface with clearly labeled buttons (Appendix A)	Operators must memorize usage of each key
	Mobile – WiFi-enabled laptops can serve customers from anywhere	Each keypad must be linked by a physical wire. Moving counters requires extensive re-wiring
	Minimal down-time – user can perform installation on replacement PC after hardware failure	Keypad break-downs require on-site servicing of the unit, resulting in extended down time
	Instant messaging – allows supervisor to send instant messages to operators	N/A
	Queue status notification – operators are notified of queue status via on-screen display (Appendix A) and instant messages	N/A
Audio Module	Background music – automatically ramp down background music before announcement, and ramp it back up afterward	Either no provision for background music, or uses hard-muting instead of soft-muting during announcement
	Synchronized announcement – audio announcement is synchronized with flashing lamp indicators and visual display units	Time lag may be observed between different components of the system
Lamp Module	Hardware compatibility – compatible with a wide variety of lamp designs by delivering 220 VAC through dry contacts	N/A
Display Module	Versatile – unlimited number of display regions and layouts for showing information and video. Multiple ways of presenting system status (Appendix B)	Limited number of screen regions and predefined layouts, and usually only one way of showing queuing information
	Informative – TV broadcasts, weather information and RSS news feed can be integrated onto display	N/A
	Playback scheduling – different content can be scheduled for playback during specific time periods	N/A

Appendix A – Counter Module User Interface

Login Screen

Idle Screen

Processing Screen

Appendix B – TouchQue Display Module Presentation Modes



票號 Ticket	櫃檯 Counter
A142	» 4
B100	» 57
C82	» 21
D	
E	

Queue Allocation

票號 Ticket	櫃檯 Counter
A139	» 1
A140	» 21
B98	» 17
C78	» 23
B99	» 1
A142	» 4
B100	» 57
C82	» 21

Allocation History

將被派票號 Upcoming tickets
C83 E91

Forecast

C82 請到 21 號櫃位
C82 please go to counter 21

Announcement

Queue	HT(mins)	WT(mins)	Issued	Pend.
A	1.06	1.99	1141	0
B	1.06	2.02	1099	0
C	1.03	1.93	1082	1
D	1.03	1.99	1091	0
E	0.99	2.05	1090	1

Queue Summary

Counter	Agent	Status
1	agent1	Serving VIP since 10:31:52
2	agent2	Serving VIP since 10:30:23
3	agent3	Serving C81 since 10:31:06
4	agent4	Serving A142 since 10:31:30
5	agent5	Idle since 10:30:28
6	agent6	Idle since 10:30:26
7	agent7	Idle since 10:31:54
8	agent8	Idle since 10:31:46
9	agent9	Serving VIP since 10:31:54
10	agent10	Serving VIP since 10:30:49
11	agent11	Serving B99 since 10:31:20
12	agent12	Serving E89 since 10:30:33
13	agent13	Serving VIP since 10:30:43
14	agent14	Serving A138 since 10:30:52
15	agent15	Serving VIP since 10:30:39
16	agent16	Serving A5 since 10:31:30
17	agent17	Serving B98 since 10:31:19
21	agent18	Serving C82 since 10:31:42
22	agent19	Idle since 10:30:40
23	agent20	Serving C78 since 10:31:11
24	agent21	Serving VIP since 10:30:36
51	agent22	Serving VIP since 10:31:47
52	agent23	Serving VIP since 10:31:45
53	agent24	Idle since 10:31:12
54	agent25	Serving VIP since 10:29:35
55	agent26	Serving VIP since 10:31:49
56	agent27	Serving VIP since 10:31:47
57	agent28	Serving B100 since 10:31:31
58	agent29	Serving VIP since 10:30:51

Counter Summary