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Queuing systems and Queue management system by Brandon Munson

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The Latest electronic way of providing customer satisfaction is the Queuing systems. The customers now need not wait in the long queues at banks, societies, restaurants, cafes, hospitals and any other public offices where they have gone to pay the various bills. As soon as we enter into the office or establishment, they will be provided a number printed on a form through the ticket dispenser. The tickets are in the sequential order of the arrival of the customer in to the office or establishment. Itâ€™s nothing but first come, first served basis, just as we stand in the queue. The customers have to wait for their turn to come, and they wait till then in the seats provided instead of standing the long queues. Next generation of take a number systems are using SMS text messaging to create a virtual take a number system using the customer's cell phone.

The Queuing systems are a very reliable and can manage the customers efficiently. It does not require any person to operate; the customers themselves can just press the button and take their waiting list number from the simple queuing machine. The machine will directly indicate the customer number at the board and the customers can go to the respective counters as indicated in the board. Many of the establishments have advantaged from this Queuing system. The Queuing machine is available in different sizes and versions of 2 or 3 digits depending upon the number of flow of customers into the concern, and the display board comes in a colorful background with an adjustable control of speakers. In many other offices, like where there are number of services provided, the customer is supposed to enter the type of transaction or query the customer requires and the dispenser will provide the appropriate counter and wait list number.

The issues related to customers and clients or patients or students or any individual need to be provided immediately as no one want to stand in the long queues. On the basis of the available technology and resources, different electronic, mechanical and computerized systems are being designed and are put in practical usage. The main target of the Queue management system is to provide the best quality service for their customers, so they strive to achieve this goal. The basic from of a Queue management system, is to issue a queue ticket to their customers and call them when their turn comes, thereby reducing the suffocating long queues and fights.

The Queue management service provides not only comfort but is also fair in its methods, even in sitting position they can be in queue and hence carry on some work constructively. The modern version of the Queue management system try to do a step ahead, by means of using the computer technology, they will aid the management in producing the statistical reports on the information like the rates/patterns, waiting/service time, default or reneging situations and more. On the basis of this statistics, the usage of resources can be derived to the optimum, hereby helping the trade off among the service quality service cost. The modern net based Queuing systems allow the remote system monitoring and can even generate reports and can assemble system throughout and internet link.

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Fulcrum Design, LLc, developed the industry leading mobile a queue management system and a Queuing systems. Founded in 2001 as a business consulting and technology firm head quartered in Glastonbury, Connecticut, Fulcrum Design specializes in custom application development serving the hospitality, higher education, entertainment and health care industries.

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