

The Qmatic Management Portal is developed with focus on increasing the value of your Customer Flow Management solutions. This is accomplished by making it possible to analyze report and distribute the highly valuable management data saved by your systems. The design of the portal is especially suited for central reporting. Next to that we added a Dashboard module in which live information from all attached Branches is visible from a central place including the capability to drill down to Branch level for more details.

The two statistics modules in version 2.1 are Qmatic Report and Qmatic Analysis. With Qmatic Report the focus is mainly on automatic executive, overview and other standard reporting. The necessary save, schedule and email functionality is implemented. A set of standard reports is included but custom made reports can be easily designed.

Qmatic Analysis was developed with focus on interactive work with your Customer Flow Management data. The module is based on OLAP functions such as select, drill down, sort and move. This makes Qmatic Analysis a very powerful tool to perform, for example trend, performance (KPI, SLA), resource optimization and benchmark analyses.

Qmatic Dashboard is developed with focus on a live overview of the actual statuses in your different Branches. It shows e.g. actual waiting times, customers waiting, open counters and a lot more essential information to be able to react directly on the actual Customer Flow Management status. The Dashboard shows information on enterprise and Branch level, an additional feature is the possibility to integrate web camera views.

The Qmatic Management Portal is a fully web based solution for handling primarily Customer Flow Management data but offers also the possibility to include other external 3rd party data. The statistical data from the Qmatic system(s) is automatically imported into a central database where the data is matched, optimized and indexed. Statistical re-reporting and analyzing can be done on every client PC, local installation of software is not necessary, only a browser and user access rights to the Management Portal have to be available.

Features

Features of Qmatic Suite Management Portal

- 100% web based
- Centralized reporting in Multi Branch situations
- Scheduled, automatic import of data from all Branches
- Mapping functionality
- Solo
- SQL Server 2000, 2005, 2005 Express, 2008, 2008 Express, and 2012
- Oracle 10g, 11g

Features of Qmatic Report

- Copy report settings
- Save report settings and use later
- Export to Excel and PDF
- Access rights on reports and Branches
- Automatic reporting using schedule and email functionality, with selection of output format (pdf, xls, csv)

Features of Qmatic Analysis

- Interactively view your statistical data using functions such as
- Drill down, sort (A-Z, 1-1000) and move
- Save Analysis views for reuse
- Export to Excel and PDF

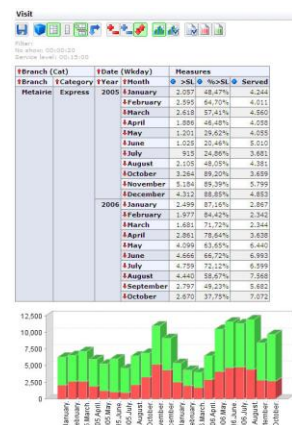
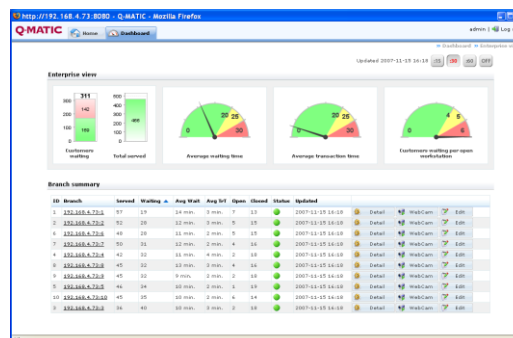
Features of Qmatic Dashboard

- Live information overview
- Enterprise and drill down into Branch level categories
- Web camera integration capabilities
- Shows on/offline status of Branches
- Measures are, for example:
 - Waiting customers
 - Waiting customers above service level
 - Open counters
 - Waiting per open counter
 - Customers served
 - Average waiting time
 - Average transaction time

Article number

Licenses

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