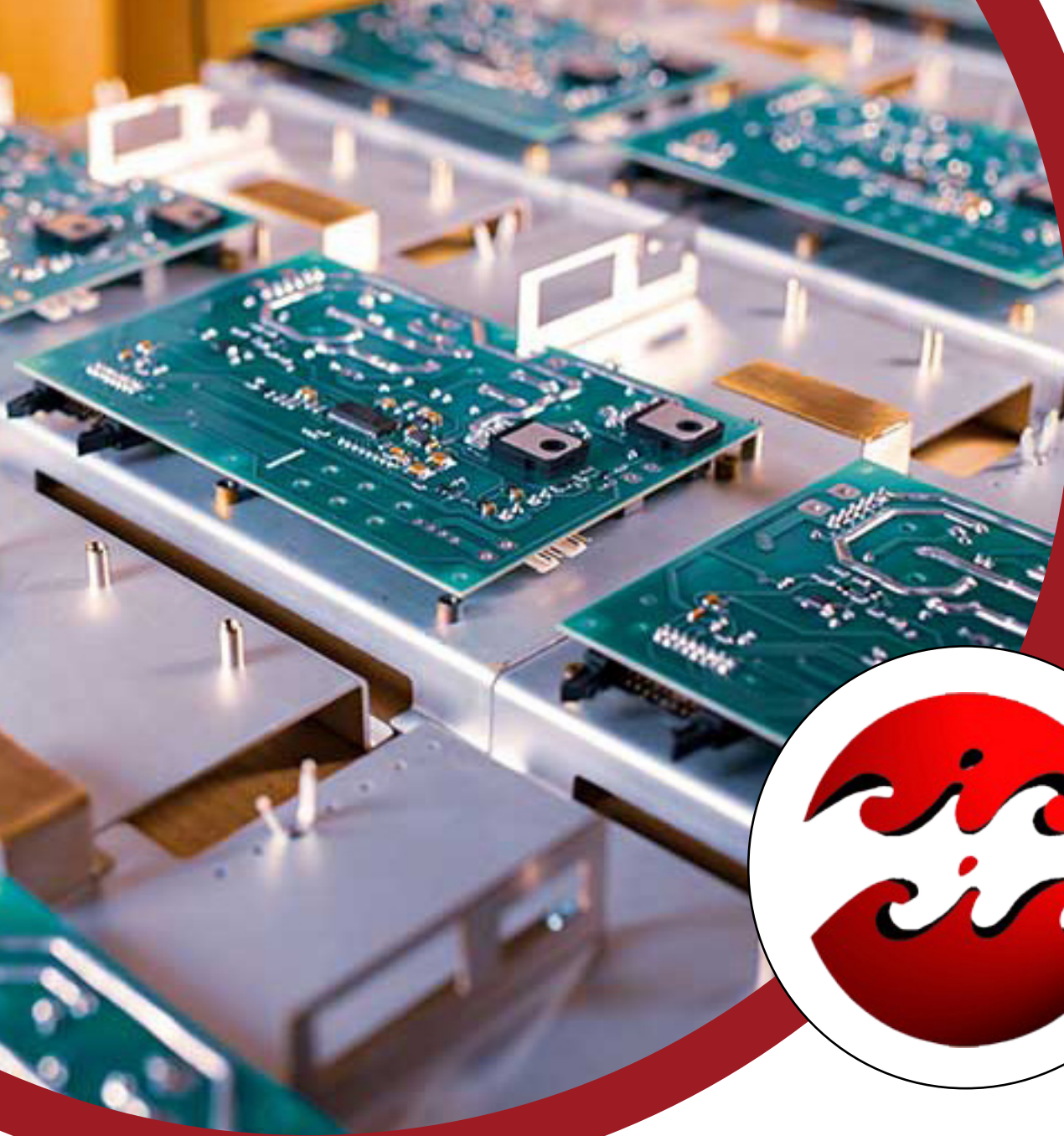




Wissam

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Wissam Queue Management Systems (WISSAMQMS)



In today's fast-paced world, customers expect service that is quick, seamless, and stress-free. Long lines and disorganized waiting areas can leave a negative impression, no matter how good the service itself may be. That's why modern service centers are turning to advanced electronic queuing systems—to keep operations smooth, organized, and customer-friendly.

At Wissam Company, we go beyond simple queue management. Our innovative queuing system is designed to transform the waiting experience—making it more efficient, comfortable, and enjoyable for every customer. With a flexible, modular design, our solution adapts perfectly to businesses of all sizes, from small service centers to large-scale organizations.

The result? Shorter wait times, smoother operations, and happier customers. By combining smart technology with ease of use, Wissam Company helps you deliver a professional, organized, and modern customer experience—every single time.



Our Solutions

Wissam Electronics Industries provides a comprehensive range of queue management solutions designed to serve organizations of all sizes and budgets. Each system is carefully tailored to ensure smooth customer flow, minimize waiting times, and enhance overall service efficiency.

Our solutions are trusted across a wide variety of sectors, including:

- Banks
- Hospitals and Clinics
- Retail Stores
- Insurance Companies
- Telecommunications and Phone Centers
- Car Service Centers
- Citizen Service Technology Centers
- Embassies
- Electricity Companies
- Gas Companies

By combining advanced technology with reliable manufacturing, we deliver systems that help organizations improve their service quality, optimize operations, and achieve higher levels of customer satisfaction.





Our Solutions Range

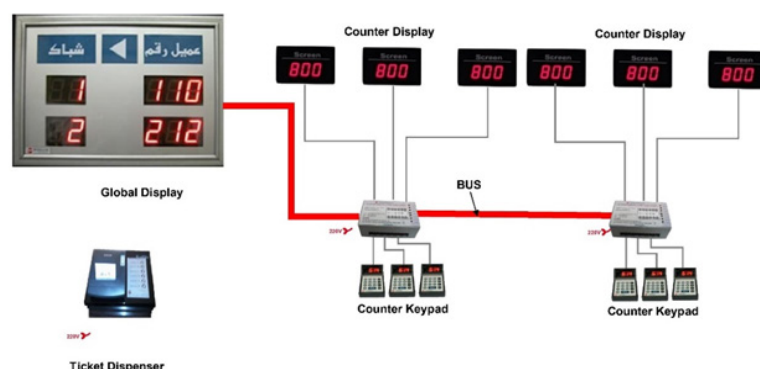
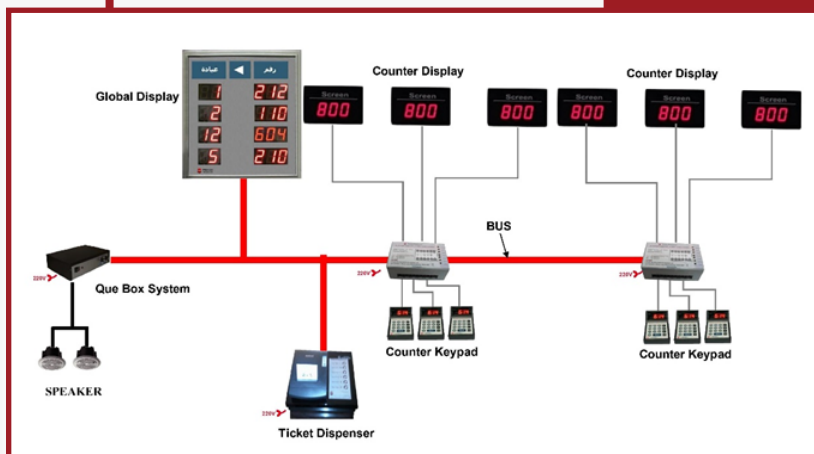
We offer three main types of queue management systems, each designed to meet specific business needs:

1

Classic (Stand-Alone) Queuing System

A simple, reliable, and cost-effective solution tailored for small businesses such as supermarkets, restaurants, and clinics.

- Quick and easy installation
- No computer or special wiring required
- User-friendly and low-maintenance



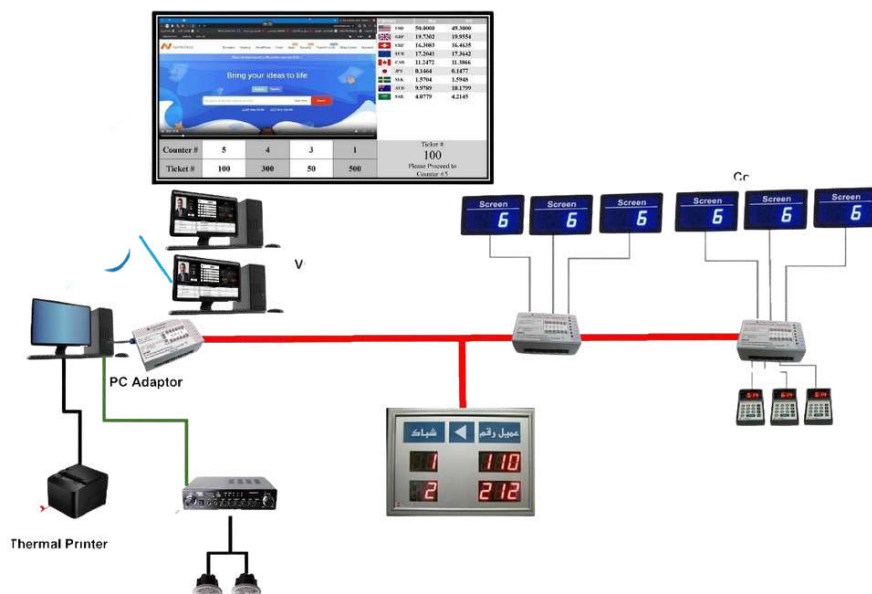
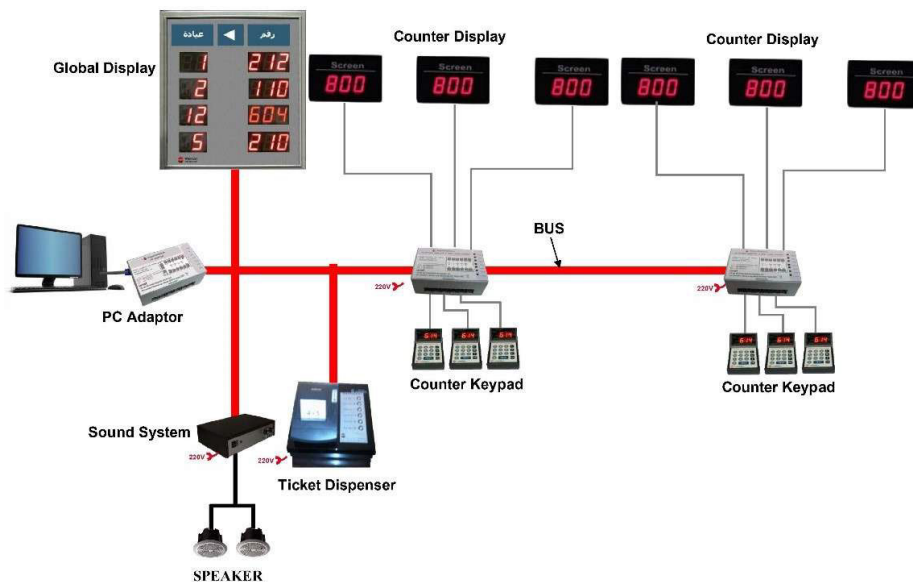


2

Standard Queuing System

A practical and efficient solution designed for medium-sized organizations such as hospitals, insurance companies, call centers, and government service centers.

- Ensures organized and seamless service delivery
- Enhances customer experience in high-traffic environments
- Scalable to meet growing business needs



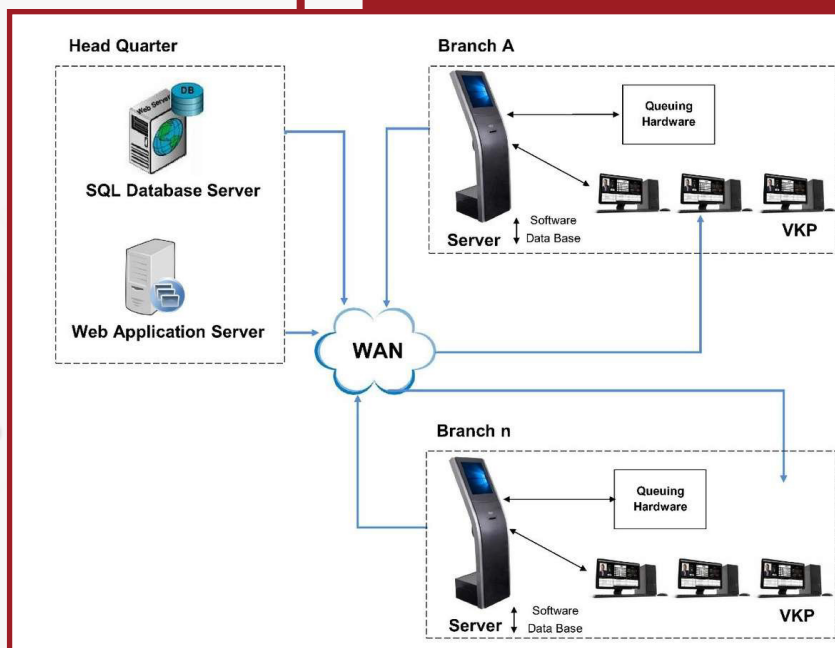
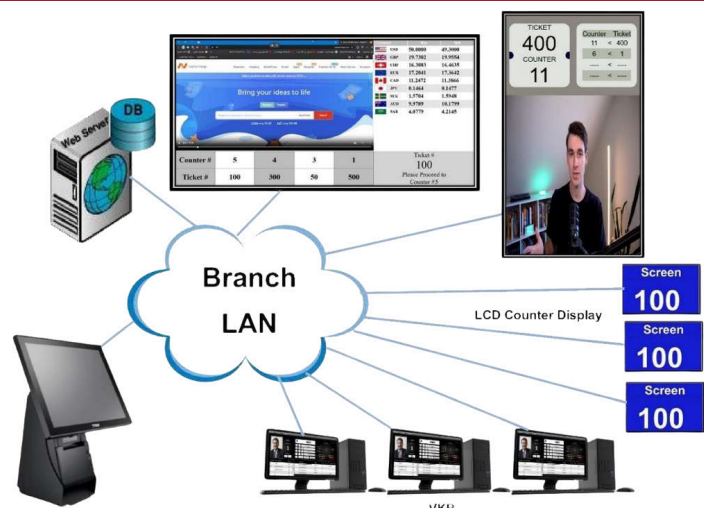


3

Advanced Queuing System

A comprehensive and highly flexible solution designed for medium and large organizations, particularly those with multiple branches such as banks, utility service providers (electricity, gas, water), and telecommunications companies.

- Seamless branch connectivity through internet or internal networks
- Real-time monitoring of queue operations across all locations
- Staff performance tracking at each branch
- Detailed reporting and analytics to support evaluation and decisionmaking
- Mobile booking features, allowing customers to reserve tickets in advance
- Integrated customer feedback tools for continuous service improvement





Integrate With Other Systems

Wissam's API brings several benefits that improve efficiency, scalability, and integration. Here's a breakdown of the key advantages.

1. Seamless Integration

- APIs allow the queuing system to connect with:
 - » Mobile apps (for booking or viewing queue status)
 - » Websites (for online check-ins)
 - » SMS/email systems (for notifications)
 - » Digital signage (to display queue progress)

2. Scalability

- An API-driven system can be scaled easily:
 - » Add more branches or counters without redesigning the core system.
 - » Connect new modules like customer feedback, analytics, or AI-based queue prediction.

3. Data Analytics and Reporting

- APIs can feed queue data into analytics tools or dashboards.
- Businesses can analyze:
 - » Wait times
 - » Peak hours
 - » Staff performance
 - » Customer satisfaction

4. Remote Access & Control

- Staff and administrators can access queue data remotely via API.
- Useful for:
 - » Centralized management of multiple locations
 - » Remote troubleshooting
 - » Monitoring system health or usage

5. Security & Permissions

- APIs can use secure protocols (like OAuth, API keys) to control access.
- This ensures only authorized users or systems can interact with the queue.

6. Customizability

- APIs allow developers to extend or customize the system without changing the core code. E.g., you can develop a custom mobile app that interacts with the queuing backend via API.

7. Third-Party Integration

- Integrate with CRM systems, payment gateways, or appointment booking platforms.
 - » E.g., Customer books an appointment via a third-party service → automatically enters the queue.



Components of Wissam Queue Management Systems

Our queue management solutions are built with reliable and advanced components designed to ensure smooth operation and an enhanced customer experience. The main parts include:

- » **Kiosk with Touch Screen** – for intuitive and easy ticket selection
- » **Ticket Dispenser** – provides customers with printed queue numbers
- » **Calling Keypad** – allows staff to call the next customer efficiently
- » **Waiting Area Display** – shows ticket numbers and directs customers clearly
- » **Counter Display** – indicates the serving counter and customer number
- » **Customer Feedback Module** – collects real-time service feedback
- » **Mobile Application** – enables remote booking and queue monitoring
- » **System Control Panel** – central hub for managing and monitoring the system

Kiosk with Touch Screen

The Wissam Ticket Kiosk provides customers with a fast, convenient, and hassle-free way to obtain their service tickets—eliminating the need to wait in long queues. With its sleek and modern design, it creates a strong first impression and enhances the overall customer experience right from the start.

Key Features and Specifications:

- **All-in-One System Server:**

Functions as a complete system server with all necessary applications installed for seamless operation.

- **High-Quality Touch Display:**

Available in built-in 15", 17", 19", and 21.5" portrait touch screens, designed for high durability and smooth user interaction.

- **Compact Thermal Printer:**

Equipped with a reliable thermal printer featuring a large paper roll capacity, ensuring continuous operation with minimal maintenance.

- **Multilingual Interface:**

Customers can select their preferred language for both the touch screen interface and the printed ticket.

- **Multi-Service Ticketing:**

Enables customers to choose from multiple services efficiently saving time and improving service flow.



• Centralized Configuration Management:

Ticket designs can be created and updated centrally through an integrated software module. This allows head office administrators to customize and publish designs to specific branches or across the entire network.

• QR Code Display:

The QR code allows customers to view the full ticket details on their mobile phones as an alternative to printing. This feature is useful in case of printer failure, lack of printing paper, or to support environmental sustainability by reducing paper waste.

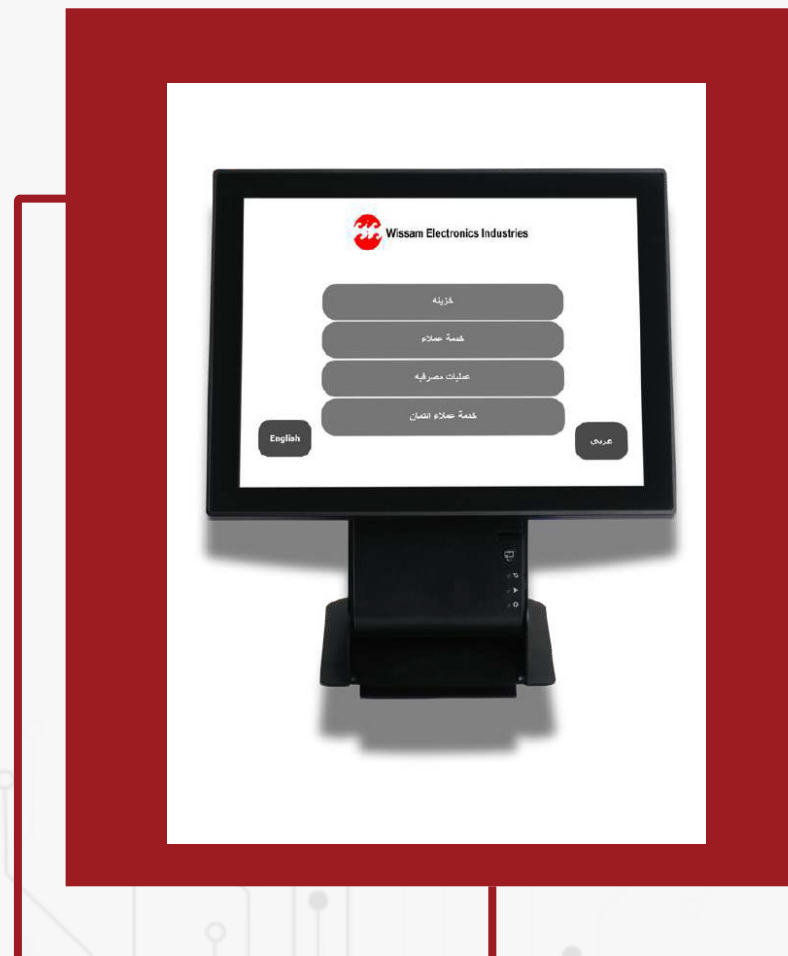
• Customizable Ticket Design:

Supports adding logos, images, and custom text to any part of the ticket. Ticket layouts can be easily configured by branch through the management software.

Kiosk Desktop (WISSAMQMS-KIOSK-POP)

Features:

- Projects quality image
- High quality attractive finish
- Clean classic design
- Attractive to end users
- Multiple colors and finishes
- Embedded Thermal Receipt Printer
- Fan-less Cooling System
- Integrated I/O Ports for Easy Peripherals Installation
- Stylish Design & Robust Die-cast Aluminum Housing
- Spill Proof Full-flat Touch Screen LCD Monitor
- High-speed 250 mm/sec Embedded Thermal Receipt Printer
- Versatile I/O support: USB 2.0 / RS-232 / RJ-11 / RJ-45
- Heavy-duty, shock and water resistant





Kiosk Stand (WISSAMQMS-KIOSK-STAND)

Features:

- Using high quality capacitive touch screen
- Dust proof and water proof
- High touch sensitivity and fast speed
- High strength steel shell
- Ultra-thin, beautiful, and strong appearance
- Fine grained paint surface
- Built-in Audio amplifier and speakers



Ticket Dispenser (WISSAMQMS-TD)

Professional economic desktop plug and play ticket dispenser, simple design and up to 20 service with fast speed printing ticket and high-quality performance.

Ticket Dispenser Features:

- The ticket dispenser is used to issue tickets with printed customer numbers for up to 20 different services.
- It consists of an electronic control card and a thermal printer combined in one case with pushbuttons corresponding to the site no. of services.
- By pressing one of the pushbuttons, a ticket is printed showing the customer number in the corresponding service queue and some extra information like the expected waiting time, and the number of customers waiting ahead.
- The design of the ticket is configurable through the settings menu in the controlling software program installed on the system PC.
- The printed ticket language is software selectable between Arabic and English.
- This ticket is partially cut for easy access.
- **The ticket contains 8 lines of alphanumeric data:**
 1. The first line may be used to print the site logo as the header of the ticket, or it may configure to hold any sentence like the second line.
 2. The second line is configurable through the PC program to any desired data like a welcoming sentence, the name of the service center, the branch name ...etc.
 3. The third line for the service symbol.
 4. The fourth line indicates the service name witch is also configurable.



5. The fifth line shows the client no. in a big font – the font is selectable between 3 available fonts (one Arabic, and two English fonts) –.
 6. The sixth line indicates the no. of clients waiting ahead.
 7. The seventh line indicates the expected waiting time.
 8. The last ticket line is the time and date, which are optionally printed – any, both, or none –.
- Thermal printer, no need ink.
 - Auto save Ticket number if the power failure
 - Auto cut ticket.
 - Auto restart number from 0 the next day, also can be set manually.
 - Fast print speed 250 mm/sec.
 - Easy paper roll replacement.



Calling Keypad

Wissam provides a versatile queuing system solution through its Wissam Keypad, offering two types of keypads tailored to meet different operational needs:

- Hardware Keypad
- Virtual Keypad.

Each type delivers specific advantages designed to optimize service efficiency, minimize setup challenges, and enhance customer experience. Allowing organizations to choose the most suitable solution based on their technical environment and operational preferences.

1. Hardware Keypad – Independent and Reliable

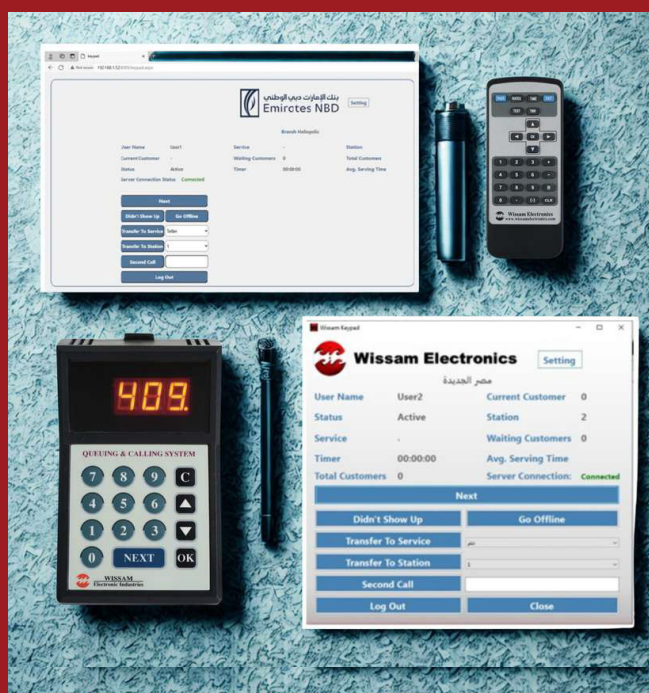
- Does not require connection to the existing on-site network.
- Operates on a dedicated, secure network provided and installed by Wissam's engineering team.
- Ideal for locations with limited or unstable internal networks.
- Ensures stable performance and high reliability, even in environments with strict IT restrictions.

2. Virtual Keypad – Cost-Effective and Convenient

- Runs directly from the employee's device (computer, tablet, etc.) at the request of the customer.
- Uses the existing on-site network, eliminating the need for additional hardware or separate infrastructure.
- Reduces installation time and costs, making it a more economical choice.
- Offers flexibility in deployment, particularly suitable for dynamic or temporary service stations.

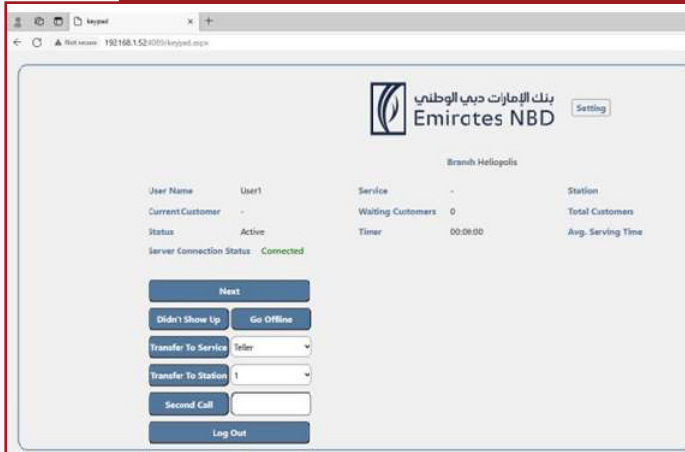
Both keypads are designed for easy integration with the queuing system, ensuring smooth operation and minimal training requirements.

Provides real-time service capabilities, such as calling, transferring, or recalling customers.





Virtual Keypad (WISSAMQMS-VKP)



• Web Virtual Keypad



• Desktop Virtual Keypad

Wissam Company offers a highly flexible and user-friendly Virtual Keypad system designed to streamline customer service operations and improve efficiency within organizations.

The Keypad is available in two models:

- Desktop Virtual Keypad
- Web Virtual Keypad

Giving businesses the freedom to choose the version that best fits their operational requirements and security policies.

Flexible Access Options

- » Users can select between a Desktop Keypad and a browserbased Web Keypad, accommodating diverse operational environments.
- » Secure access is ensured through unique usernames and passwords, protecting system integrity and user data.

Enhanced Security and Personalization

- » The system supports linking each Keypad to a private group by using the organization active directory, enabling integration with the bank's or organization's internal login credentials.
- » This ensures accurate identification of employees per branch and allows precise tracking of service performance, helping generate detailed employee reports.



Intuitive Interface and Ease of Use

The Keypad is designed with simplicity in mind, allowing employees to:

1. Request a customer.
2. Terminate service.
3. Transfer a customer to another service or window.
4. Recall a customer to continue service.

Real-Time Monitoring and Transparency

- Staff can view live statistics, including:
 1. Total customers present in the branch.
 2. Customers assigned to the Keypad Service.
 3. Current service time and average service time for the user.
- The Keypad also shows the connection status to the server, helping quickly identify and respond to technical issues.

Improved Operational Efficiency

- By giving employees access to essential tools and insights in real time, the Virtual Keypad helps reduce wait times, streamline service delivery, and enhance the overall customer experience.

Hardware Keypad (WISSAMQMS-HKP)

The keypad is an easy to use, menu driven, and plug and play unit placed on the desk of the service staff and used as the employee system tool to call the customer on top of the service queue and some extra functions. It has a three 7-segment display for the user to view specified system information or to perform any required functionality, it also displays a sequence of messages and shapes “screen saver” which besides being amusing to the user, it also reflects the system status. The keypad also has a group of reliable membrane keys that allow user navigation through available facilities and functionalities.

Main Keypad facilities and functionalities:

- The user simply presses the NEXT switch to call the next queue client.
- The user may type any client no. and press OK for second call, and the system may allow or reject this transaction.
- Transfer a client to any service or station
- Two memory banks – each with 100 records length – to store/recall a client no.
- A two digits comment can be sent to the system to specify current client transaction type.
- Waiting client(s) existence indicator.



- Number of waiting queue client's query.
- Query for the number of stored clients in M1 and M2.
- The user may ask for assistance or help.
- The user may inform the system with a selectable status option.
- Error messages are displayed to facilitate error diagnose.
- Programmable unit address.
- Programmable beep with key press.
- For easy access, all functions are available with shortcut keys.



Waiting Area Display

At Wissam company, we offer innovative and customizable screen solutions tailored to enhance communication and customer experience in waiting areas. Our range includes two distinct types of display screens:

1- Digital Signage Screens

Our high-quality Digital signage screens are available in a variety of sizes to suit different space requirements. These vibrant displays offer exceptional clarity and visibility, making them ideal for presenting dynamic content such as announcements, advertisements, or promotional videos this with data from queuing system and currency Exchange rate. With flexible installation options and modern design, they seamlessly integrate into any environment.

2- Multi-Line Digital Screens

Our multi-line digital screens provide a clear and organized way to display real-time information, such as queue numbers or service updates. These displays are designed for efficiency and readability, making them perfect for high-traffic areas where concise communication is key.

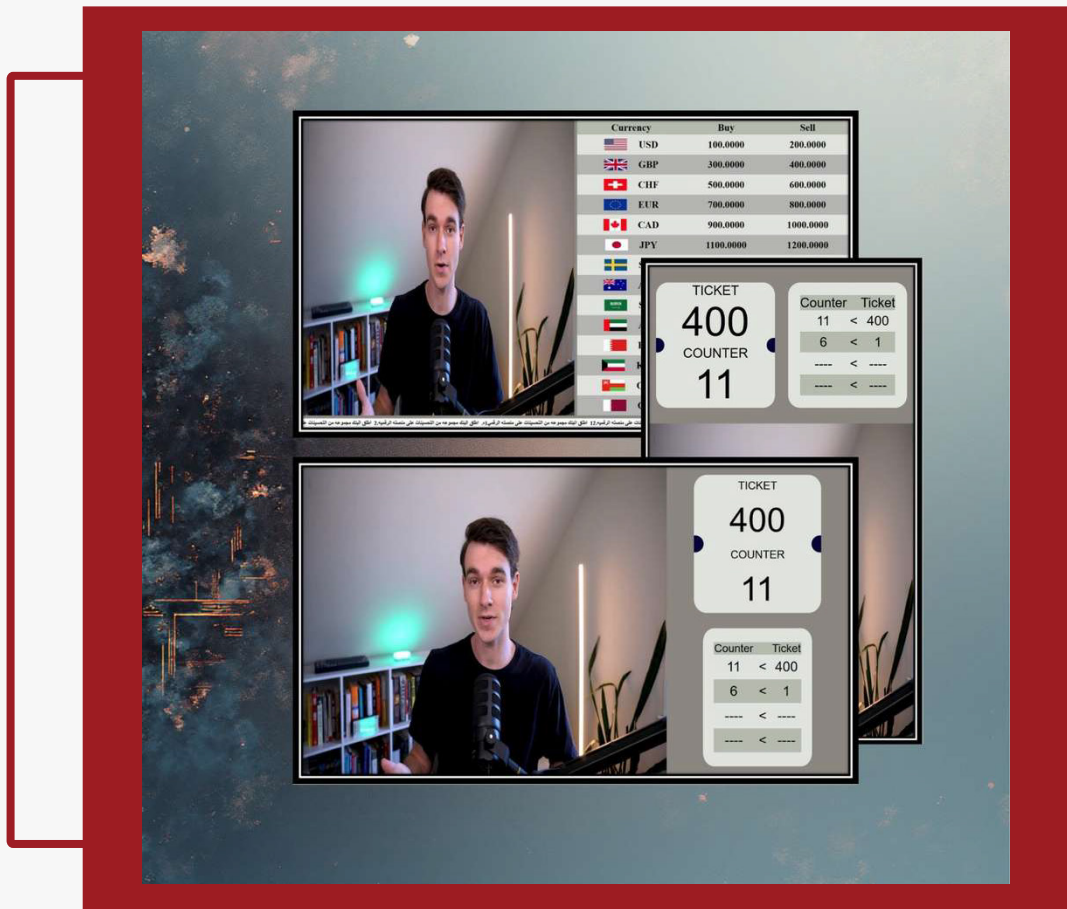
3- Customizable Options

Both screen types come with a range of styles, features, and pricing options, allowing you to select the perfect solution that fits your specific needs and budget. Enhance your customer waiting experience with Wissam's reliable and visually engaging display solutions.





Digital Signage Screens (WISSAMQMS-DSS)



Enhance your customer experience with Wissam Digital Signage Screens, designed for modern waiting Area across a wide range of sectors. These high-performance screens are available in a variety of sizes, shapes, and orientations— horizontal or vertical—to fit any space and aesthetic. Wissam screens offer multiple display configurations, allowing seamless integration of essential information and engaging content. Key features include:

- Foreign Exchange Rate Displays – Present rates clearly in either table format or as a scrolling ticker at the bottom of the screen, perfect for banking environments.
- Integration with Queuing system – Display real-time queue information synced directly with your queuing management system.
- Advertisement & News Bar – Organization's stream live headlines or promotional content to keep customers informed and engaged.
- Promotional Video Playback – Showcase organization -specific videos to highlight services, offers, or brand messaging.
- Live TV Streaming – Keep customers entertained with access to live television channels. This versatility empowers clients to choose the display layout that best suits their environment and goals.

To ensure the display matches your organization identity, you can fully customize the background color, row colors, fonts, and even add your company's logo. We also offer fully tailored designs to meet any specific layout or branding requirements. This level of flexibility empowers clients to choose the layout and features that best suit their environment and communication goals.

Available Formats Include:

- **Currency**

بنك الإمارات دبي الوطني Emirates NBD			
Currency		Buy	Sell
	USD	47.8200	47.9200
	EUR	56.0690	56.2629
	GBP	64.4040	64.6297
	CHF	59.9699	60.1859
	CAD	34.2869	34.3907
	JPY	32.4600	32.6097
	SEK	5.0924	5.1165
	AUD	31.5755	31.7278
	SAR	12.7054	12.7776
	QAR	12.1371	13.1486
	KWD	156.1214	156.8319
	BHD	125.5349	127.1088

- **Currency, video and news bar**

Currency			
Currency		Buy	Sell
	USD	100.0000	200.0000
	GBP	300.0000	400.0000
	CHF	500.0000	600.0000
	EUR	700.0000	800.0000
	CAD	900.0000	1000.0000
	JPY	1100.0000	1200.0000
	SEK	1300.0000	1400.0000
	AUD	1500.0000	1600.0000
	SAR	1700.0000	1800.0000
	AED	1900.0000	2000.0000
	BHD	2100.0000	2200.0000
	KWD	2300.0000	2400.0000
	OMR	2500.0000	2600.0000
	QAR	2700.0000	2800.0000

- **Video and queue data**

TICKET			
TICKET		COUNTER	
400		11	
Counter		Ticket	
11		< 400	
6		< 1	
----		< ----	
----		< ----	

TICKET			
TICKET		COUNTER	
400		11	
Counter		Ticket	
11		< 400	
6		< 1	
----		< ----	
----		< ----	



• Currency, video and queue data



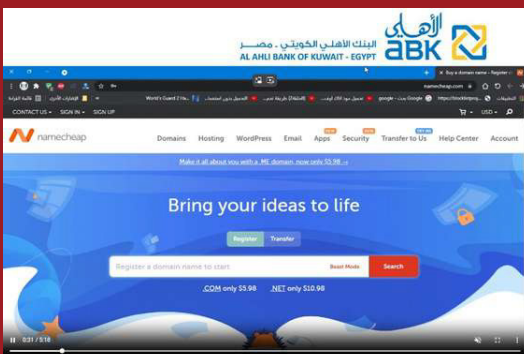
Currency	Buy	Sell
USD	100.0000	200.0000
GBP	300.0000	400.0000
CHF	500.0000	600.0000
EUR	700.0000	800.0000
CAD	900.0000	1000.0000
JPY	1100.0000	1200.0000
SEK	1300.0000	1400.0000
AUD	1500.0000	1600.0000
SAR	1700.0000	1800.0000
AED	1900.0000	2000.0000
BHD	2100.0000	2200.0000
KWD	2300.0000	2400.0000
OMR	2500.0000	2600.0000
QAR	2700.0000	2800.0000

Counter #	Ticket #
11	400
6	1
2	601
1	600

Currency	Buy	Sell
USD	100.0000	200.0000
GBP	300.0000	400.0000
CHF	500.0000	600.0000
EUR	700.0000	800.0000
CAD	900.0000	1000.0000
JPY	1100.0000	1200.0000
SEK	1300.0000	1400.0000
AUD	1500.0000	1600.0000
SAR	1700.0000	1800.0000
AED	1900.0000	2000.0000
BHD	2100.0000	2200.0000
KWD	2300.0000	2400.0000
OMR	2500.0000	2600.0000
QAR	2700.0000	2800.0000



Counter #	Ticket #
11	400
6	1
2	601
1	600



Currency	Buy	Sell
USD	50.0000	49.3000
GBP	19.7302	19.9554
CHF	16.3083	16.4635
EUR	17.2041	17.3642
CAD	11.2472	11.3866
JPY	0.1464	0.1477
SEK	1.5704	1.5948
AUD	9.9789	10.1799
SAR	4.0779	4.2145

Counter #	Ticket #
5	100
4	300
3	50
1	500

Ticket # 100
Please Proceed to Counter #5

• Queue data



TICKET

400

COUNTER

11

Counter	Ticket
11	< 400
6	< 1
---	< ---
---	< ---



Multi-Line Digital Screens



Wissam multi-line digital display is designed for installation in waiting areas to streamline customer flow and enhance service visibility.

Each line on the display presents:

- Customer Number: The last called customer.
- Station Number: The service counter or station handling the customer.
- Room Number (optional): The location of the service station.

The number of lines is customizable to match the number of available services. Alternatively, the display can be dedicated to a single service, showing successive announcements on consecutive lines. This is especially effective for high-demand services with a large number of service stations, as it improves clarity and customer navigation.

The Room Number field is optional and can be tailored to your site's specific naming conventions. It may represent a floor, hall, section, corridor, or any other label based on operational needs.

The system can support up to 32 lines, which may be distributed across multiple displays as desired. When a customer is called, the customer number, station number, and room number (if present) will flash temporarily to attract attention.



Counter (Customer Number) Display

Counter (Customer number) display screens are available in Three main types:

- 7-SEG display
- DOT matrix display
- LCD Display.

This variety allows customers to select the most suitable display style and number presentation method based on their specific environment and preferences.

All types support flexible connectivity options, enabling integration with the customer waiting system through either the existing site network or a dedicated internal network special for queuing system.

In addition to their functional versatility, these screens are designed for easy installation, disassembly, and relocation, making them ideal for dynamic service areas or locations requiring frequent layout adjustments.

7-SEG Counter Display (WISSAMQMS-CD-7-SEG)

The 7-Segment Customer Display is a digital electronic display system designed to enhance customer service efficiency in environments such as banks, clinics, government offices, and service centers. Positioned above the service counter and facing the customer waiting area, the display clearly shows the currently called client number along with the corresponding service counter or station number.

Features:

- Available in 3-digit or 4-digit formats
- High-visibility 7-segment LED display
- Flashing number feature to attract customer attention
- Optional audible gong for clear audio announcements
- Counter/station number sign attachment option
- Easy to mount above service counters





Dot-matrix Counter Display (WISSAMQMS-CD-DM)



The Dot Matrix Counter Display is a versatile digital electronic display designed to improve customer flow and communication in service-oriented environments such as banks, hospitals, government offices, and customer service centers. Installed above the service counter and facing the waiting area, it clearly presents the called client number along with the corresponding counter or station number, helping customers easily identify where they are to be served.

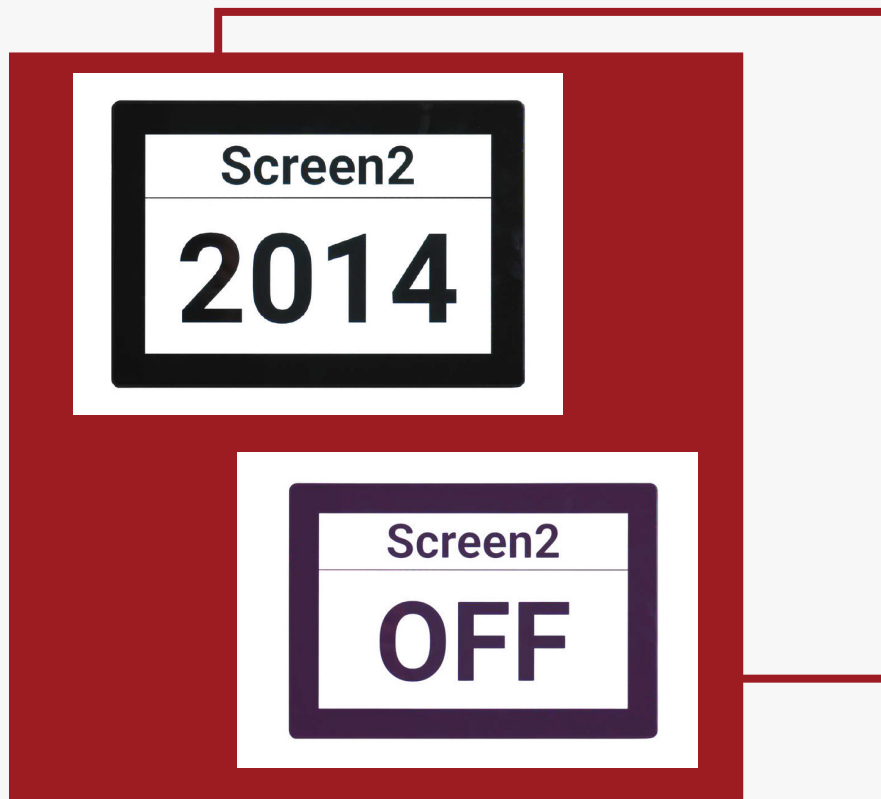
This advanced model features bilingual display capabilities, automatically toggling between Arabic and English to accommodate diverse customer bases. The dot matrix technology allows for flexible, high-contrast text display, ensuring readability from various distances and angles.

Features:

- High-visibility dot matrix LED display
- Supports bilingual toggling (Arabic / English) for client numbers
- Flashing number alert to grab attention
- Optional audible gong for dual-mode notification
- Counter/station number signage attachment option
- Designed for easy installation above service counters



LCD Counter Display (WISSAMQMS-CD-LCD)



The LCD Counter Display is a modern, high-resolution digital display designed to be mounted above service counters and face the customer waiting area. Its primary function is to clearly show the called client number and the associated counter, station, or service point, making it easy for customers to identify where they are to be served.

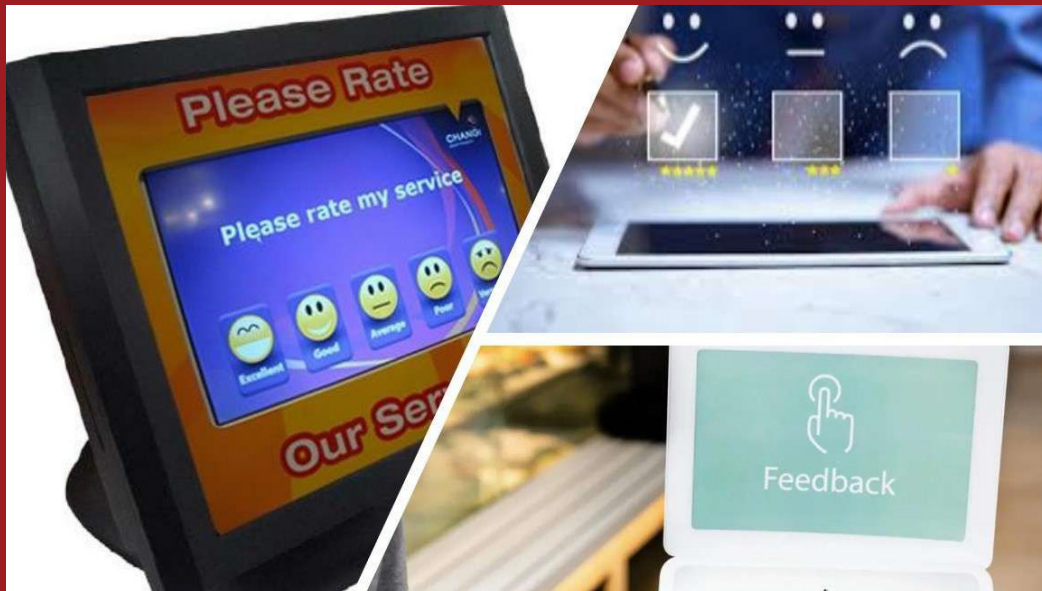
To attract attention, the display flashes the required number for a limited period, ensuring no called customer is missed.

This model offers exceptional flexibility and customization, making it ideal for a wide range of service environments, including clinics, banks, government offices, and customer service centers.

Features:

- Available in multiple screen sizes: 7-inch to 32-inch
- Full-color LCD display with customizable font and background colors
- Flashes the called number for a defined period to alert the customer
- Fully customizable text to show "Counter," "Station," "Clinic," or any other label as per client requirements
- Designed for easy installation above service counters
- High visibility and clear display for enhanced customer experience With its larger screen options and advanced customization capabilities, the LCD Counter Display delivers a professional, adaptable solution for modern queue management systems.

Customer Feedback (WISSAMQMS-CFB)



Integrating customer feedback collection into a queuing system provides a seamless and efficient way to measure service satisfaction at the point of interaction. This solution enables organizations to gather real-time feedback from customers immediately after their service is completed, helping improve service quality, staff performance, and the overall customer experience.

This can be done in two ways:

1. Using SMS and Email:

When using SMS and Email, the system integrates with the customer satisfaction survey module via the Central Information Center, which provides secure access to the customer's mobile number and email address.

If direct access is not available, the ticket dispensing kiosk interface can be configured to request the customer's mobile number at the time sign-up. In both cases, the system intelligently links the customer's contact details with their ticket number. Once the ticket is called at a counter, the queue system automatically communicates this event to the feedback module. After the service is completed and the ticket is closed, the feedback module instantly sends a survey link to the customer via SMS or Email.

2. Using an Interactive Screen located at the branch

Typically placed at the counter, exit point, or integrated into ticket kiosks, the feedback interface allows customers to rate their experience using simple inputs such as:

- Smiley buttons (Very Satisfied to Very Dissatisfied)
- Touchscreens with custom survey questions
- QR codes for mobile feedback submission



Features:

- Fully Integrated into the queue flow – feedback is prompted immediately after service ends.
- Supports various formats: smiley terminals, star ratings, yes/no questions, or short surveys.
- Automatically links data to the specific counter, staff member, and time of service.
- Real-time reporting and analytics to monitor trends and identify areas for improvement.
- Optional alerts for low satisfaction ratings, enabling immediate management action.

Benefits:

- Collects immediate and honest feedback while the experience is still fresh
- Achieves higher response rates than traditional post-visit surveys
- Enables continuous improvement of service operations
- Builds customer trust by demonstrating commitment to service quality

By combining queuing and feedback into one streamlined solution, Wissam transforms a standard queue management system into a powerful service improvement tool, giving management direct insight into customer satisfaction and operational performance.



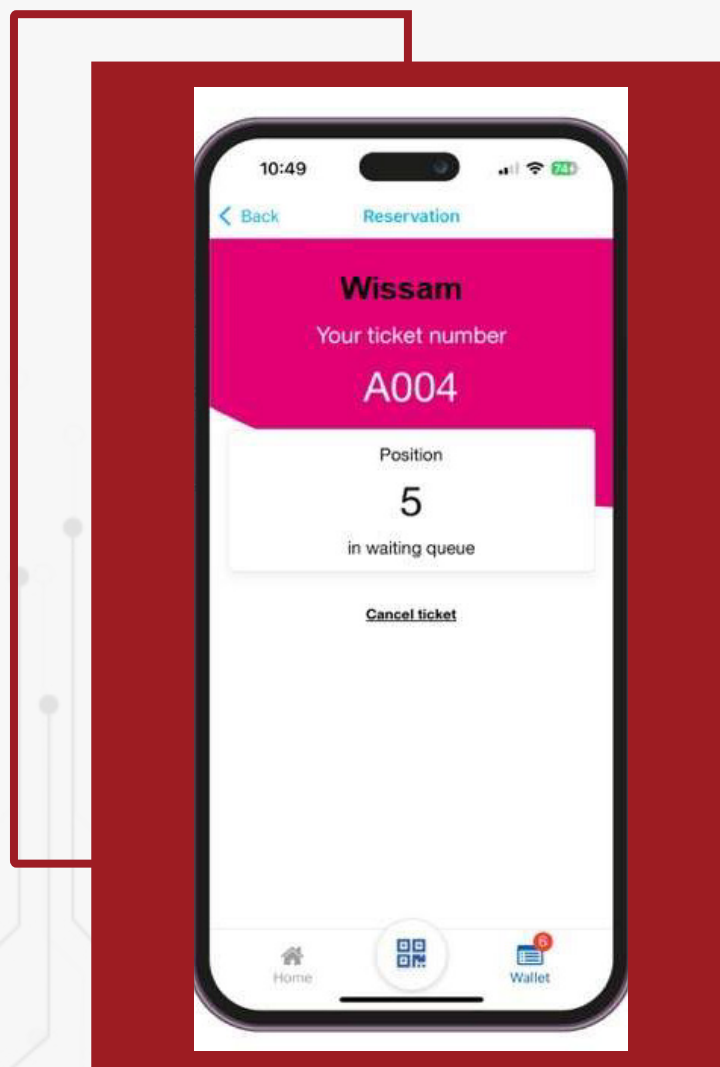


Mobile Application (WISSAMQMS-MOB)

The Mobile Reservation Application is an advanced digital solution designed to enhance customer experience by offering convenient, real-time access to branch services. This application empowers customers with essential tools to plan their visits efficiently, avoid busy locations, and reduce waiting times.

Features:

- **Branch Distance & Traffic Awareness:** Customers can view a list of nearby branches based on their current location, along with real-time traffic conditions and calculated travel distance.
- **Expected Waiting Time:** The application displays the estimated waiting time at each branch, allowing customers to avoid crowded locations and select the most convenient option.
- **Nearest ATM Locator:** Easily locate the nearest ATMs using integrated GPS and mapping functionality to provide directions and availability information.
- **Online Queue Ticket Reservation:** Customers can reserve queueing tickets online before physically arriving at the branch. This reduces in-branch congestion and enhances service delivery efficiency.
- **Personalized Services Based on Customer Profile:** The app offers a customized list of services tailored to the customer's segment or profile, based on data retrieved securely from the backend system.
- **SMS Reminder:** The app is able to send a SMS message before the appointment.





System Control Panel (WISSAMQMS-SCP)

The screenshot shows the WISSAMQMS-SCP system interface. On the left is a dark sidebar menu with the user 'soliman' at the top. The menu items include: DashBoard, Monitor Branch, Reports (with a dropdown arrow), Branches (with a right arrow), Employees (with a right arrow), Service (with a right arrow), Segment (with a right arrow), Customers (with a right arrow), User Administration (with a right arrow), Options (with a right arrow), Queue Monitor, and Currency Status. The main content area has a green header bar with a 'Logout' button. Below this is the 'Branch Report' section. It contains a 'Duration' dropdown menu set to 'period'. Below that is an 'Or' separator. The 'From' field is set to '26/08/2025' and the 'To' field is set to '26/08/2025'. To the right of these fields are checkboxes for various branches: Smart Village, Palm Hills, HeadOffice, Sheikh Zayed, Amalek, Aswan, Beni Sweif, and Z. Below the date fields are three buttons: 'Export PDF', 'Export Excel', and 'Deselect All'.

The Wissam Queue Management System is a comprehensive, centralized solution designed to streamline customer service operations across all branches. One of the system's most notable features is its powerful control panel, which can be accessed from the main monitoring device located at the organization's headquarters, the branch manager's computer, or from the computer of any person with access to the control panel.

Features:

1. Centralized Dashboard Monitoring

- Monitor all branches in real-time from a single dashboard.
- View total customer counts across all branches.
- Track individual branch performance, including:
 - » Total number of issue tickets by customers
 - » Number of customers served.
 - » Number of customers waiting.

2. Operations Monitoring & Service Window

- Live monitoring of service activity at each Station.
- View total customers per service, number of served, and number of waiting.
- Identify which stations are active or inactive
- Live station statistics (average serving time per station).



3. Advanced Reporting Tools

- We display reports specific to the Branch (Branches) for specific time periods such as quarterly, semi-annual or annual.
- Displays reports on Employees in the Branch (Branches), showing the efficiency of each employee in relation to his working time or the number of customers he served.
- Displays reports on the services provided to customers.
- Displays Customer reports detailing the time that customer issues ticket, the start time of the service, and the end time of the service and so on.
- Generate comprehensive reports in PDF or Excel format.
- Support for scheduled or on-demand reporting.

4. User Management & Access Control

- Add or transfer users between branches.
- Reset user passwords and assign control panel permissions.
- Role-based access:
 - » Branch Manager
 - » Area Manager (managing multiple branches)
 - » Global Branch Manager (access to all branches)

5. System Health Monitoring

- Ensure the proper functioning of all components, including:
 - » Queuing system hardware.
 - » Combined display screens
(with/without Exchange rate display).

This system ensures efficient queuing, reduced waiting times, and a seamless experience for both customers and employees across the organization's control panel.



Advanced Reporting Tools

Wissam queuing management system Company includes 12 comprehensive reports available in both PDF and Excel formats, with the option to add or customize reports according to client needs. These reports can present data for a specific period, or on a quarterly, semi-annual, or annual basis, and can cover a single branch, a group of branches, or the entire network.

Each report provides a clear summary including averages, totals, peak times, and employee performance indicators based on service duration and number of customers served. The system also displays all service and category records, along with mobile numbers when available.

The reports include the following:

- Branches Reports: 3 reports covering the performance and activity of the organization's branch (or branches).
- Employee Reports: 3 reports summarizing staff performance and service efficiency.
- Services Reports: 2 reports analyzing the organization's services.
- Segments Reports: 2 reports covering the categories served by the organization.
- Customers Reports: 2 reports focused on the organization's customers.

1. Branches Reports

A- Branch Report

Branch Report							logo	
Period	Ticket issued	Customer					Average Time	
		Served	Serving	Not Served	No Show	Waiting	Waiting Time	Serving Time
07:00 - 08:00	0	0	0	0	0	0	00:00:00	00:00:00
08:00 - 09:00	15	8	0	0	0	7	00:19:16	00:00:00
09:00 - 10:00	6	0	0	13	0	0	00:00:00	00:00:00
10:00 - 11:00	0	0	0	0	0	0	00:00:00	00:00:00
11:00 - 12:00	0	0	0	0	0	0	00:00:00	00:00:00
12:00 - 01:00	6	5	0	1	0	0	00:02:56	00:00:00
01:00 - 02:00	21	0	0	0	0	21	00:00:00	00:00:00
02:00 - 03:00	0	2	0	19	0	0	00:27:24	00:00:00
03:00 - 04:00	0	0	0	0	0	0	00:00:00	00:00:00
04:00 - 05:00	0	0	0	0	0	0	00:00:00	00:00:00
05:00 - 06:00	0	0	0	0	0	0	00:00:00	00:00:00
06:00 - 07:00	0	0	0	0	0	0	00:00:00	00:00:00
		Customer					Time	
	Ticket Issued	Served	Not Served	No Show	Waiting	(Served + NoShow) WT	Serving Time	Not Served WT
Total	48	15	33	0		03:43:44	00:00:00	10:50:44
Avg						00:14:55	00:00:00	00:19:43
Max Per Hour	21	8	19	0	21	00:36:16	00:00:00	



B- Branches Details Report

Branches Details

Logo

Branch	Service	Customer Type	Arrived	Served	No Show	Not Served	Tot Waiting Time	Tot Serving Time	AWT (Served + NoShow)	AST
Palm Hills	Banking Operations	Seniors / People of Determination	6	0	6	0	00:00:00	00:00:00	00:00:00	00:00:00
		VIP / Wealth	6	0	6	0	00:00:00	00:00:00	00:00:00	00:00:00
		Total / Average	12	0	12	0	00:00:00	00:00:00	00:00:00	00:00:00
Palm Hills	Credit Customers Service	no	6	0	0	6	00:00:00	00:00:00	00:00:00	00:00:00
		Total / Average	6	0	0	6	00:00:00	00:00:00	00:00:00	00:00:00
Palm Hills	Customers Service	Companies	12	0	6	6	00:00:00	00:00:00	00:00:00	00:00:00
		Individuals	6	0	6	0	00:00:00	00:00:00	00:00:00	00:00:00
		Seniors / People of Determination	9	3	6	0	00:43:48	00:00:00	00:04:52	00:00:00
		VIP / Wealth	9	3	6	0	01:11:46	00:00:00	00:07:58	00:00:00
		Total / Average	36	6	24	6	01:55:34	00:00:00	00:03:51	00:00:00
Palm Hills	Teller	Companies	7	1	5	1	00:03:38	00:00:00	00:00:36	00:00:00
		Individuals	7	1	5	1	00:02:24	00:00:00	00:00:24	00:00:00
		Seniors / People of Determination	9	4	5	0	01:06:32	00:00:00	00:07:24	00:00:00
		VIP / Wealth	11	2	5	4	00:01:32	00:00:00	00:00:13	00:00:00
		Total / Average	34	8	20	6	01:14:06	00:00:00	00:02:38	00:00:00
		Branch Total / Average	88	14	56	18	03:09:40	00:00:00	00:02:42	00:00:00
Smart Village	Banking Operations	Companies	6	0	0	6	00:00:00	00:00:00	00:00:00	00:00:00
		Individuals	1	0	0	1	00:00:00	00:00:00	00:00:00	00:00:00
		Seniors / People of Determination	3	0	0	3	00:00:00	00:00:00	00:00:00	00:00:00
		Total / Average	10	0	0	10	00:00:00	00:00:00	00:00:00	00:00:00
Smart Village	Credit Customers Service	no	3	0	0	3	00:00:00	00:00:00	00:00:00	00:00:00
		Total / Average	3	0	0	3	00:00:00	00:00:00	00:00:00	00:00:00
Smart Village	Customers Service	Companies	6	0	0	6	00:00:00	00:00:00	00:00:00	00:00:00
		Individuals	6	0	0	6	00:00:00	00:00:00	00:00:00	00:00:00
		VIP / Wealth	1	0	0	1	00:00:00	00:00:00	00:00:00	00:00:00
		Total / Average	13	0	0	13	00:00:00	00:00:00	00:00:00	00:00:00
Smart Village	Teller	Companies	4	2	0	2	00:40:58	00:00:00	00:20:29	00:00:00
		Individuals	7	4	0	3	01:07:58	00:00:00	00:17:00	00:00:00
		Seniors / People of Determination	6	5	0	1	00:48:50	00:00:00	00:09:46	00:00:00
		VIP / Wealth	5	4	0	1	01:05:58	00:00:00	00:16:30	00:00:00
		Total / Average	22	15	0	7	03:43:44	00:00:00	00:14:54	00:00:00
		Branch Total / Average	48	15	0	33	03:43:44	00:00:00	00:14:54	00:00:00
		Total Branches / Average	136	29	56	51	06:53:24	00:00:00	00:04:51	00:00:00

C- Branches Overview Report

Branches Overview

Logo

Branch Name	Tot Customers	Served	No Show	Not Served	Tot Waiting Time	Tot Serving Time	AWT	AST
Smart Village	673	198	3	472	283:36:45	00:00:00	01:24:40	00:00:00
Palm Hills	340	94	56	190	46:49:00	00:00:00	00:18:44	00:00:00
HeadOffice	23	1	0	22	-01:-01:-14	01:51:04	-01:-01:-14	01:51:04
Total	1036	293	59	684	330:25:31	01:51:04	00:00:00	00:00:00

2. Employees Reports

A- Employees Report

Staff member performance

Logo

Staff member	Login Time			Called		Serving Time		Waiting Time		Efficiency			Branch
	First Login	Last Logout	Total Time	Served	No Show	Total	Average	Total	Average	Idle Time	Eff / Time	Eff / Branch	
nilecity-user1	7/31/2025 2:45:48 PM	10/28/2025 11:44:05 AM	02:09:27	7	0	00:20:07	00:02:52	01:23:50	00:11:59	01:49:20	16 %	19.44 %	Nile City
nilecity-user10	7/31/2025 3:21:27 PM	7/31/2025 3:52:33 PM	00:02:42	2	0	00:01:37	00:00:48	00:02:47	00:01:24	00:01:05	60 %	05.56 %	Nile City
nilecity-user11	7/31/2025 3:22:23 PM	7/31/2025 4:10:15 PM	00:22:21	4	0	00:16:14	00:04:03	00:29:25	00:07:21	00:06:07	73 %	11.11 %	Nile City
nilecity-user2	7/31/2025 2:50:46 PM	7/31/2025 3:11:08 PM	00:09:53	7	0	00:07:58	00:01:08	02:15:29	00:19:21	00:01:55	81 %	19.44 %	Nile City
nilecity-user3	7/31/2025 2:51:22 PM	7/31/2025 2:53:04 PM	00:01:42	1	0	00:01:24	00:01:24	00:06:40	00:06:40	00:00:18	82 %	02.78 %	Nile City
nilecity-user4	7/31/2025 2:53:10 PM	7/31/2025 2:54:21 PM	00:01:11	1	0	00:00:55	00:00:55	00:08:25	00:08:25	00:00:16	77 %	02.78 %	Nile City
nilecity-user5	7/31/2025 2:54:30 PM	7/31/2025 2:54:57 PM	00:00:27	1	0	00:00:02	00:00:02	00:10:14	00:10:14	00:00:25	7 %	02.78 %	Nile City
nilecity-user6	7/31/2025 2:55:04 PM	7/31/2025 3:17:33 PM	00:21:54	4	1	00:06:06	00:01:31	01:18:34	00:15:43	00:15:48	28 %	11.11 %	Nile City
nilecity-user7	7/31/2025 2:59:18 PM	7/31/2025 3:28:48 PM	00:29:30	3	0	00:28:38	00:09:32	00:58:00	00:19:20	00:00:52	97 %	08.33 %	Nile City
nilecity-user8	7/31/2025 3:18:16 PM	7/31/2025 3:18:36 PM	00:00:20	1	0	00:00:04	00:00:04	00:34:01	00:34:01	00:00:16	20 %	02.78 %	Nile City
nilecity-user9	7/31/2025 3:18:43 PM	7/31/2025 3:53:17 PM	00:03:09	3	0	00:01:30	00:00:30	00:03:31	00:01:10	00:01:39	48 %	08.33 %	Nile City

	Login Time		Called		Time		Efficiency		
	Total Time	Served	No Show	Serving	Waiting	Idle Time	Eff / Time	Eff / Branch	
Total	03:42:36	34	1	01:24:35	07:30:56	02:18:01			
Avg	00:20:14	3	0	00:07:41	00:12:53				
Max Per Employee	02:09:27	7	1	00:28:38	00:34:01	01:49:20	97 %	19.44 %	

B- Staff Details Report

Employee Details

Logo

Branch Name	Employee	Date ID	Service Name	Segment	Customers	Eff / Service
Nile City	nilecity-user1	31/7/2025	Non CashServices	Elder\ Special Needs	7	
Nile City	nilecity-user1	User Service Total	Non CashServices		7	77.78 %
	nilecity-user1	User Total			7	
Nile City	nilecity-user10	31/7/2025	Customer Services	Elder\ Special Needs	1	
Nile City	nilecity-user10	31/7/2025	Customer Services	Retail	1	
Nile City	nilecity-user10	User Service Total	Customer Services		2	11.11 %
	nilecity-user10	User Total			2	
Nile City	nilecity-user11	31/7/2025	Non CashServices	Priority Clients	1	
Nile City	nilecity-user11	31/7/2025	Non CashServices	Segnature	1	
Nile City	nilecity-user11	User Service Total	Non CashServices		2	22.22 %



C- User Logs Report

Users Logs				Logo	
Employee	Login	Logout	Total Logging Time	Served	Branch
nilecity-user1	31/07/2025 02:45:48 PM	31/07/2025 03:03:48 PM	00:18:00	4	Nile City
nilecity-user1	31/07/2025 03:03:56 PM	31/07/2025 03:04:22 PM	00:00:26	1	Nile City
nilecity-user1	31/07/2025 03:07:11 PM	31/07/2025 03:07:14 PM	00:00:03	0	Nile City
nilecity-user1	31/07/2025 03:10:02 PM	31/07/2025 03:10:28 PM	00:00:26	1	Nile City
nilecity-user1	31/07/2025 03:10:51 PM	31/07/2025 03:28:48 PM	00:17:57	1	Nile City
nilecity-user1	28/10/2025 10:11:30 AM	28/10/2025 11:44:05 AM	01:32:35	0	Nile City
User Total / nilecity-user1			02:09:27	7	
nilecity-user10	31/07/2025 03:21:27 PM	31/07/2025 03:22:13 PM	00:00:46	1	Nile City
nilecity-user10	31/07/2025 03:50:37 PM	31/07/2025 03:52:33 PM	00:01:56	1	Nile City
User Total / nilecity-user10			00:02:42	2	
nilecity-user11	31/07/2025 03:22:23 PM	31/07/2025 03:23:14 PM	00:00:51	0	Nile City
nilecity-user11	31/07/2025 03:23:18 PM	31/07/2025 03:25:35 PM	00:02:17	1	Nile City
nilecity-user11	31/07/2025 03:23:18 PM	31/07/2025 03:25:07 PM	00:01:49	0	Nile City

3. Services Reports

A- Services Details

Service Details							Logo	
Service	Period	Customer					Average Time (min)	
		Arrived	Served	No Show	Waiting	Not Served	Waiting	Serving
Teller	07:00 - 08:00	14	3	0	44	0	00:06:19	00:04:29
	08:00 - 09:00	73	46	12	59	0	00:21:52	00:06:31
	09:00 - 10:00	52	12	0	74	25	00:42:57	00:20:52
	10:00 - 11:00	12	13	0	43	30	00:36:25	00:15:37
	11:00 - 12:00	43	9	0	77	0	00:22:05	00:18:06
	12:00 - 01:00	54	10	2	118	1	07:03:55	00:30:33
	01:00 - 02:00	116	24	29	161	20	00:26:20	00:05:37
	02:00 - 03:00	27	27	0	161	0	03:29:10	00:10:09
	03:00 - 04:00	56	30	0	150	37	02:19:16	00:08:16
	04:00 - 05:00	0	16	0	134	0	03:29:17	00:05:46
	05:00 - 06:00	0	3	0	131	0	10:23:17	00:22:10
	06:00 - 07:00	0	7	0	37	87	02:17:46	00:00:00
	Total / Average	447	200	43	0	200	01:42:44	00:10:15
Customers Service	07:00 - 08:00	6	2	0	5	0	00:08:50	00:02:20
	08:00 - 09:00	29	9	3	20	2	00:20:03	00:06:12
	09:00 - 10:00	3	0	0	13	10	00:00:00	00:00:00
	10:00 - 11:00	0	2	0	10	1	02:04:39	00:03:00
	11:00 - 12:00	22	9	0	23	0	03:06:22	00:18:52
	12:00 - 01:00	0	0	0	23	0	00:00:00	00:00:00
	01:00 - 02:00	25	2	21	25	0	00:00:04	00:00:05
	02:00 - 03:00	21	1	0	45	0	00:01:31	00:45:38
	03:00 - 04:00	41	1	0	44	41	01:16:22	00:49:36
	04:00 - 05:00	0	0	0	44	0	00:00:00	00:00:00
	05:00 - 06:00	0	0	0	44	0	00:00:00	00:00:00
	06:00 - 07:00	0	0	0	0	44	00:00:00	00:00:00
	Total / Average	147	26	24	0	98	00:45:17	00:12:45



B- Services Overview

Services Overview

Logo

Branch Name	Service	Arrived	Served	Not Served	No Show	Tot Serving Time	Tot Waiting Time	AST	(Served + NoShow) AWT
Nile City	Cash Seviles	39	9	29	1	00:34:50	03:00:49	00:03:52	00:18:04
Nile City	Customer Services	38	18	20	0	00:32:53	03:58:29	00:01:49	00:13:14
Nile City	Non CashServices	14	9	5	0	00:20:49	01:28:18	00:02:18	00:09:48
Nile City	Total / Average	91	36	54	1	01:28:32	08:27:36	00:02:27	00:13:43

4. Segments Reports

A- Segments Details

Segments Details

Logo

Segment	Period	Customer					Average Time (min)	
		Arrived	Served	No Show	Waiting	Not Served	Waiting	Serving
VIP / Wealth	07:00 - 08:00	7	0	0	7	0	00:00:00	00:00:00
	08:00 - 09:00	31	23	2	13	0	00:23:14	00:05:39
	09:00 - 10:00	0	3	0	6	4	00:39:27	00:28:02
	10:00 - 11:00	0	0	0	6	0	00:00:00	00:00:00
	11:00 - 12:00	0	5	0	1	0	03:24:43	00:07:24
	12:00 - 01:00	21	3	0	18	1	00:02:41	00:07:02
	01:00 - 02:00	2	19	0	1	0	00:22:35	00:02:35
	02:00 - 03:00	0	0	0	1	0	00:00:00	00:00:00
	03:00 - 04:00	0	0	0	1	0	00:00:00	00:00:00
	04:00 - 05:00	0	0	0	1	0	00:00:00	00:00:00
	05:00 - 06:00	0	0	0	1	0	00:00:00	00:00:00
	06:00 - 07:00	0	0	0	0	1	00:00:00	00:00:00
	Total / Average	61	53	2	0	6	00:39:16	00:06:03
Individuals	07:00 - 08:00	4	0	0	38	0	00:00:00	00:00:00
	08:00 - 09:00	17	8	3	43	1	00:51:52	00:04:26
	09:00 - 10:00	46	7	0	60	22	00:38:52	00:19:29
	10:00 - 11:00	12	5	0	37	30	00:38:53	00:07:53
	11:00 - 12:00	33	2	0	68	0	00:52:46	00:41:34
	12:00 - 01:00	33	7	2	92	0	09:24:20	00:40:37
	01:00 - 02:00	156	3	71	174	0	00:08:30	00:19:21
	02:00 - 03:00	23	11	0	186	0	06:56:20	00:14:59
	03:00 - 04:00	97	16	0	189	78	02:55:45	00:15:46
	04:00 - 05:00	0	16	0	173	0	03:29:17	00:05:46
	05:00 - 06:00	0	3	0	170	0	10:23:17	00:22:10
	06:00 - 07:00	0	7	0	37	126	02:17:46	00:00:00
	Total / Average	421	85	76	0	257	02:06:51	00:14:15



5. Customers Reports

A- Customers Overview Report

Customers overview											Logo
Branch	Ticket No.	Service	Issued Time	Calling Time	End Serv. Time	Waiting Time	Serving Time	Not Served WT	Station	Mobile	Status
Smart Village	800	- Teller \ Seniors / People of Determination	21/7/2025 08:39:12	21/7/2025 08:44:24	21/7/2025 09:51:34	00:05:23	01:06:59	00:00:00	(1) soliman		Trans
Smart Village	201	- Teller \ Individuals	21/7/2025 09:47:10	21/7/2025 10:05:19	21/7/2025 11:26:27	00:18:21	01:20:56	00:00:00	(3) khalid	01255666666	Served
Smart Village	801	- Teller \ Seniors / People of Determination	21/7/2025 09:47:19	21/7/2025 09:51:35	21/7/2025 10:28:19	00:04:28	00:36:32	00:00:00	(1) soliman	01422233333	Trans
Smart Village	902	- Credit Customers Service \ no	21/7/2025 09:47:28	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		01233665544	Not Served
Smart Village	600	- Customers Service \ Companies	21/7/2025 09:47:36	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		01225555555	Not Served
Smart Village	202	- Teller \ Individuals	21/7/2025 09:47:45	21/7/2025 10:33:20	21/7/2025 10:33:44	00:45:46	00:00:13	00:00:00	(1) soliman	01233666999	Trans
Smart Village	300	- Customers Service \ Individuals	21/7/2025 09:47:54	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		01223366555	Not Served
Smart Village	502	- Teller \ Companies	21/7/2025 09:48:03	21/7/2025 10:33:49	21/7/2025 10:34:45	00:45:58	00:00:44	00:00:00	(1) soliman	01455999333	Trans
Smart Village	901	- Banking Operations \ Seniors / People of Determination	21/7/2025 09:48:12	21/7/2025 11:42:06	21/7/2025 12:08:02	01:54:06	00:25:44	00:00:00	(10) soliman	01222222222	Served
Smart Village	503	- Teller \ Companies	21/7/2025 09:48:41	21/7/2025 10:34:49	21/7/2025 10:35:04	00:46:19	00:00:04	00:00:00	(1) soliman	01225555555	Trans
Smart Village	801	- Teller \ Seniors / People of Determination	21/7/2025 09:47:19	21/7/2025 10:28:24	21/7/2025 10:29:07	00:41:16	00:00:32	00:00:00	(1) soliman	01422233333	Trans
Smart Village	801	- Teller \ Seniors / People of Determination	21/7/2025 09:47:19	21/7/2025 10:31:50	21/7/2025 10:33:17	00:44:42	00:01:16	00:00:00	(1) soliman	01422233333	Trans

B- Customers Details Report

Users Logs						Logo
Employee	Login	Logout	Total Logging Time	Served	Branch	
nilecity-user1	31/07/2025 02:45:48 PM	31/07/2025 03:03:48 PM	00:18:00	4	Nile City	
nilecity-user1	31/07/2025 03:03:56 PM	31/07/2025 03:04:22 PM	00:00:26	1	Nile City	
nilecity-user1	31/07/2025 03:07:11 PM	31/07/2025 03:07:14 PM	00:00:03	0	Nile City	
nilecity-user1	31/07/2025 03:10:02 PM	31/07/2025 03:10:28 PM	00:00:26	1	Nile City	
nilecity-user1	31/07/2025 03:10:51 PM	31/07/2025 03:28:48 PM	00:17:57	1	Nile City	
nilecity-user1	28/10/2025 10:11:30 AM	28/10/2025 11:44:05 AM	01:32:35	0	Nile City	
User Total / nilecity-user1			02:09:27	7		
nilecity-user10	31/07/2025 03:21:27 PM	31/07/2025 03:22:13 PM	00:00:46	1	Nile City	
nilecity-user10	31/07/2025 03:50:37 PM	31/07/2025 03:52:33 PM	00:01:56	1	Nile City	
User Total / nilecity-user10			00:02:42	2		
nilecity-user11	31/07/2025 03:22:23 PM	31/07/2025 03:23:14 PM	00:00:51	0	Nile City	
nilecity-user11	31/07/2025 03:23:18 PM	31/07/2025 03:25:35 PM	00:02:17	1	Nile City	
nilecity-user11	31/07/2025 03:23:18 PM	31/07/2025 03:25:07 PM	00:01:49	0	Nile City	