Queue Management
Optimum Service at the Counter

Use waiting times more efficiently: The METTLER TOLEDO Web Service Queue Management allows retailers to display queue numbers on the customer screen of their FreshWay touchscreen scales. By combining this service with a Qmatic touchscreen terminal, retailers can provide a good, time-efficient queuing system for customers and ensure perfect service processes at the POS.

The solution is ideal for sausage, meat, cheese, fish and other deli counters. For queuing, the customer draws a number from the terminal. He can immediately tell – just by looking at the customer display of the scale – which number is currently being served and how many people are already queueing. If waiting takes a little longer, they can make perfect use of their time to continue shopping. After the assistants have finished serving the shopper, they call for the next customer using the touch button on the operator screen. Optionally, new queue numbers can also be announced with animations or sound signals.

Customer display

Operator screen

Perfectly Integrated
METTLER TOLEDO adapts the layout to suit the user's individual requirements. Retailers can thus supplement their FreshWay touchscreen scales by incorporating a high-performance queuing system – without the need to compromise on other applications such as digital signage.

Comprehensive Software
The Qmatic Orchestra software allows the queue management system to be controlled centrally across different departments and sites. Tools such as the reporting and feedback function and the smart system for assigning customers to several queues improve the customer experience lastingly.

Benefits of the Solution
• Optimum service at the fresh food counter
• Fair and time-efficient queuing
• Seamless integration into existing or new FreshWay installations
• Individually adjustable customer display layout
• High-performance Qmatic software and terminals

Smart Queue Management
In order to operate the queue solution retailers need METTLER TOLEDO FreshWay touchscreen scales, a Qmatic Intro 8 or Intro 17 touchscreen terminal and the Orchestra customer journey management software. Various stands and mounts are also available, allowing retailers to tailor their printer installation to their specific layout of the POS.

METTLER TOLEDO

- **Smart queue management – excellent customer service guaranteed**
- **Individually configurable display screens – for the ultimate user-friendly experience**
- **Optimally integrated system components – ensuring perfect service**
- **Large customer display – for optimal legibility**

Technical Data

Qmatic Intro 8

Display
- 8 inch (20.3 cm) capacitive touchscreen
- Screen resolution: 480 x 800 pixels
- Contrast ratio: 600:1
- Luminance: 400 cd/m²
- Viewing angles: left 60°, right 80°, above 80°, below 80°

Printer
- Thermal printing on thermal sensitive paper
- Printing speed: max. 140 mm/s
- Print resolution: 8 dots/mm (203 dpi)
- Expected life – thermal print head: More than 1,65 million standard tickets (60 mm / 2.4 in) at print rate of 12,5%

Power Supply
- External power supply: input 100-200 V AC, 50-60 Hz; output 24 V DC, 4 A
- Power consumption: standby approx. 6 W; Printing: W_{max} = 106 W, T_{max} = 1 sec.
- Back-up battery: CR2032, 3 V, lithium anode

Temperature and Humidity
- Temperature: operating 10-40 °C; storage 0-40 °C
- Relative humidity: operating 15-75%; storage 10-90%

Network and Interfaces
- 10/100 Mbit/s Ethernet; Minimum: 10 Mbit/s
- RJ45, CAT5, FTP/S-FTP or better

Casing and Weight
- Casing: ABS plastic
- Weight: 1.414 kg

Safety and Other Regulations
- CE, RoHS2, WEEE

Qmatic Orchestra

The Orchestra software is the comprehensive solution for customer journey management.

- Multi-tenancy capability and scalability – integration of any desired number of departments and sites.
- Enterprise platform with decentralised operation (central administration, decentralised operation even in case of fault)
- Complementary hard- and software (ISO-9001 certified, BCM)
- Comprehensive solution ranging from pre-arival (appointment, mobile ticket) to postprocessing (evaluation, customer feedback)
- Innovative features such as MyFunWait – playing during waiting times, mobile solutions, mobile ticket
- Media displays with individual customer content

Qmatic Intro 17

Display and Sound
- 17 inch (43,1 cm) capacitive touchscreen, 16,7 mio. colours
- Screen resolution: 1280 x 1024 pixels
- Contrast ratio: 800:1
- Luminance: 350 cd/m²
- Viewing angles: from left, right, above and below 80°
- Supported audio formats: .opus, .weba, .ogg and .wav

Printer
- Thermal printing on thermal sensitive paper
- Printing speed: max. 140 mm/s
- Print resolution: 8 dots/mm (203 dpi)
- Expected life – thermal print head: More than 1,65 million standard tickets (60 mm / 2.4 in) at print rate of 12,5%

Power Supply
- External power supply: input 100-240 V AC, 50-60 Hz; output 24 V DC, 5 A
- Power consumption: standby approx. 45 W; Printing max. 125 W
- Back-up battery: CR2032, 3 V, lithium anode

Temperature and Humidity
- Temperature: operating 10-40 °C; storage 0-40 °C
- Relative humidity: operating 15-75%; storage 10-90%

Network and Interfaces
- 10/100 Mbit/s Ethernet; Minimum: 10 Mbit/s
- RJ45, CAT5, FTP/S-FTP or better

Casing and Weight
- Casing: aluminum and glass
- Weight: 18.0 kg

Safety and Other Regulations
- CE, RoHS2, WEEE

METTLER TOLEDO FreshWay Tower, Qmatic Intro 8 and Intro 17 (from left to tight)

QMATIC

METTLER TOLEDO Web-Services

Introducing Web Services, METTLER TOLEDO opens weighing applications for external solutions. By using these retailers expand their scale software flexible and adequate by additional functions.

ISO 9001 registered   ISO 14001 registered

www.mt.com/retail

For more information

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