

RBS-Q System is a customizable software that functions as a queue management system. Developed by RBS Systems Specialist Co. it processes and prints queued numbers in place of large and outdated numbered cards.

This system allows business owners to systematize the initial procedure for customers as they line up and wait for their turn to be served. By using RBS-Q, customer services at the reception area will become more efficient and the confusion brought by customers' long lines will be minimized.

The RBS Q System is Ideal for a Wide Range of Industries:

- Small Medium and Big Retail Stores
- Banking and Financial Institutions
- Pharmacy, Medical, Health Care and Diagnostic Centers
- Government Agencies
- Airline and Shipping Industries
- Schools, Colleges and Universities

RBS Q Features:

- Windows GUI Based
- Statistics Reports
- Extensive Hardware Compatibility
- SMS Capable (RBS SMS Blast Module Sold Separately)
- Multiple Section Setup
- Section Forwarding
- Ticket Inquiry and History
- Mobile Counter (Using Smart Phone or Tablet)

About the RBS Q System

The system is a highly-customizable queue management system that allows business owners to offer more ease and convenience to customers who are waiting to be served. RBS-Q is very economical; it also systemizes workflow. This software is also highly- customizable so you can use it to your company's advantage.

Hardware Requirements: The RBS Q System can operate using the following:

- Any functional Desktop PC Pentium 4 PC or higher to run the RBS-Q Software
- Any regular LCD / LED / TV monitor
- Any type of printer, preferably small format off-the-shelf POS thermal printers
- RBS-Q System Management Module
- Huawei USB Dongle and Local Sim Card (for SMS Reminder)

Package Inclusions:

The RBS-Q software program is a complete queue management system that expedites the entire process for serving customers, regardless of what industry your business belongs to. The package we offer is inclusive of:


- Software Installation and Maintenance
- Hardware Integration
- User Training

System Documentation

RBS-Q System runs on MS Access Database, MS Windows Environment, and on .Net 4.0 Framework.

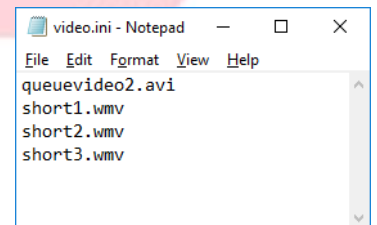
The MS Access Database should be shared on a Network Environment with Full Access (Read/Write) Security. Once you're done the network sharing of the RBS-Q System MS Access Database, the following modules are to be setup on your office:


System Has Three (4) Main Modules Namely:

1. Display – Used to Display / Call Number of Customers. 

Display.exe should include the following files on its file folder directory:

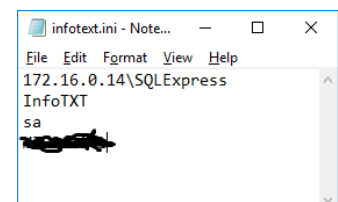
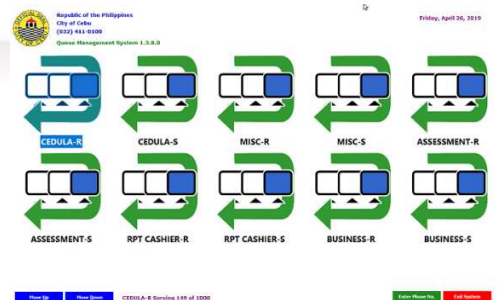
- **dbconn.ini** (contains the MS Access Database file located on a network shared folder, e.g. <\\192.16.1.88\RBSQ\queue.mdb>)
- **logo.png** (your company's logo)
- **dingdong.wav** (bell sound of the RBS Q System)
- **video.ini** (contains the file names of the video in .wmv format located on the same folder path of your display.exe)
- assorted video files that are listed in the video.ini
- Please Add Display.exe Exception on your Windows Firewall.



2. Ticket Server – Used to Print Ticket/Number of Customers. 

Server.exe should include the following files on its file folder directory:

- **dbconn.ini** (contains the MS Access Database file located on a network shared folder, e.g. <\\192.16.1.88\RBSQ\queue.mdb>)
- **infotext.ini** (contains the RBS Text Messaging System Connection string)
- **logo.png** (your company's logo)
- **printer.ini** (POS printer information, e.g. <\\ComputerName\PrinterName>)
- **reports.ini** (contains where the Statistics Report should be saved after reset e.g. <\\192.16.1.88\RBSQ\Reports>)
- Please Add Server.exe Exception on your Windows Firewall.



3. Counter – Used to Call Number of Customers.



Counter.exe should include the following files on its file folder directory:

- **dbconn.ini** (contains the MS Access Database file located on a network shared folder, e.g. <\\192.16.1.88\RBSQ\queue.mdb>)
- **counter.ini** (contains the counter no., e.g. 31)
- **update.exe** (executable file to execute the automatic update feature of the counter queuing system.)
- **update.ini** (contains the location of the update files, e.g. <\\192.16.1.88\RBSQ\Updates>)
- Please Add Counter.exe Exception on your Windows Firewall.

Select a Section to Call

Re-Announce

Refresh

Select a Section to Forward

4. Admin – Used to Administer/Add/Edit/Delete: Sections, Counter, and Assign Section to Counters.



Counter.exe should include the following files on its file folder directory:

- **dbconn.ini** (contains the MS Access Database file located on a network shared folder, e.g. <\\192.16.1.88\RBSQ\queue.mdb>)
- **reports.ini** (contains where the Statistics Report should be saved after reset e.g. <\\192.16.1.88\RBSQ\Reports>)

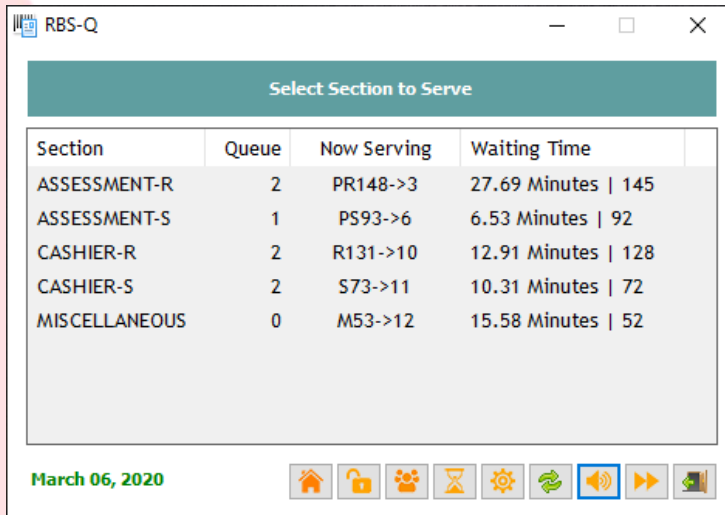
Section Setup

Counter Setup

Setup which Section is Available for Each Counter

Additional Upgrade Options:

A. Supervisor Module



The screenshot shows a window titled "RBS-Q" with a "Select Section to Serve" header. Below the header is a table with the following data:

Section	Queue	Now Serving	Waiting Time
ASSESSMENT-R	2	PR148->3	27.69 Minutes 145
ASSESSMENT-S	1	PS93->6	6.53 Minutes 92
CASHIER-R	2	R131->10	12.91 Minutes 128
CASHIER-S	2	S73->11	10.31 Minutes 72
MISCELLANEOUS	0	M53->12	15.58 Minutes 52

At the bottom of the window, there is a date "March 06, 2020" and a row of icons including a home button, a lock, a paw print, an hourglass, a gear, a refresh symbol, a speaker, a play button, and a power button.

B. Mobile Counter (Using Smart Phone or Tablet to Call Queue)

