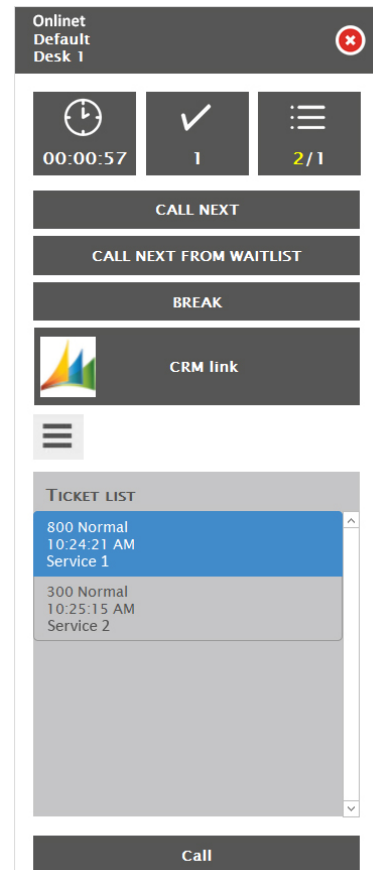


CDS DESK

CDS3-D



Clerks can handle and manage with this virtual terminal the customer flow at branches or customer service over own PC. In addition it allows to record the outcome of administration of each client and allows even more sophisticated measurement of customer service efficiency.

➔ BENEFITS

- ➔ Software runs under Windows, Linux, Android, iOS Operating System
- ➔ Space saving solution
- ➔ Pop-up like functionality on the screen
- ➔ Buttons named according to functions
- ➔ Drop-down menus
- ➔ Built-in help
- ➔ Web-based application, no installation required

➔ TECHNICAL PARAMETERS

- ➔ Log-in and out
- ➔ Calling next customer
- ➔ Automatic calling of new customer
- ➔ Calling of given ticket number from list
- ➔ Calling of customer waiting for given service
- ➔ Transfer to counter
- ➔ Transfer to service
- ➔ Transfer to clerk
- ➔ Service change at the counter
- ➔ Software runs under Windows Operating System
- ➔ Space saving solution
- ➔ Pop-up like functionality on the screen
- ➔ Buttons named according to functions
- ➔ Drop-down menus
- ➔ Built-in help
- ➔ Recording of administration time
- ➔ Notification on administration time limits
- ➔ Waitlist management
- ➔ Input of closing or product code
- ➔ Administration closing by separate services
- ➔ Final closing of client administration
- ➔ Closing of client with "not arrived" comment
- ➔ Automatic calling of customer after task closing
- ➔ Management of clerk breaks