Neda Pardaz Informatics Inc.

Presentation

of

Neda Intelligent Queuing System

Date : January 2022

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1- Introduction

Neda Pardaz Informatics

Name : Neda Pardaz Informatics Inc.
Established : 1991
Registration No: 103737
Member of : Hardware and Software Organization, & Industrial Automation
Number of staff : 165 member

Board & Management:

Chairman and Managing director:

- Mr. Mohammad Reza Baghaee

Members of the Board :

- Ms. Medya Abshari
- Ms. Farangis Ranjbarian

Neda Pardaz History

Neda Pardaz was established in 1991 in Iran.

Neda Pardaz has more than 30 years experience doing business in Iranian market has gained us a lead position in IT-Based System.

Neda Pardaz is leader of providing industry-wide CTI solutions based on open-standard technology and compatible with the major telephone systems.

Also Neda Pardaz is leader of providing Queuing Management and Customer Flow Solution Provider.

Neda Pardaz owns wide share of market in Iran in CTI field and Queuing Management System field.

Neda Pardaz History

Queuing System: More than 18500 system installed in Iran and Middle East.

CTI: More than 15600 installed CTI System installed in Iran and more than 100 installed systems in Middle East and USA.

Neda Pardaz is Professional Manufacturer of electronic boards and devices .

Neda Pardaz manufactured more than 500.000 devices for Queuing system in his factories .

Neda Pardaz has owned 4 factory in Tehran Province .

Neda Pardaz History

Devices Manufactured by Neda Pards in factory :

Neda Pardaz History

Neda Pardaz has owned 4 factory :

1. **Factory in Jajrood Industrial Aria.**
2. **Factory in Adran .**
3. **Factory A in Shams-Abad Industrial City.**
4. **Factory B in Shams-Abad Industrial City.**

Neda Pardaz History

1. **Factory in Jajrood Industrial Aria.**

Neda Pardaz History

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Neda Pardaz History

1. **Factory in Jajrood Industrial Aria.**

Neda Pardaz History

2. Factory in Adran .

Neda Pardaz History

2. Factory in Adran .

Neda Pardaz History

Neda Pardaz History

1. Factory A in Shams-Abad Industrial City.

2. Factory B in Shams-Abad Industrial City.

Neda Pardaz History

1. Factory A in Shams-Abad Industrial City.

2. Factory B in Shams-Abad Industrial City.

NEDA PARDAZ INFORMATICS
Departments

165 persons work in Neda Pardaz as follows:

Management : 8 Person

Financial : 4 Person

Sales and Marketing : 11 Person

R&D : 12 Person

Software Development : 16 Person

Industrial Automation : 29 Person

Installation : 58 Person

Technical Support : 44 Person

NEDA PARDAZ INFORMATICS

Products and Solutions

- Neda Queuing System
- Computer Telephony System (CTI)
  - Voice Mail
  - Phone Banking
  - Automated Attendant
  - Auto Dialer
  - Fax Server
  - T.T.S
  - Debit Card
- Call Center & Contact Center
- SMS Broadcasting
- Digital Display Board
- Industrial Automation

Neda Pardaz Informatics

Customers

- Banks
- Financial Organization
- Ministries
- Public and Private Organizations
- Universities
- Schools
- Hospitals
- …

2- NEDA-Q Benefits

Neda-Q Benefits

Neda-Q is a Cost-Effective customer flow solution that allows you to eliminate lines, increase the effectiveness of your customer service and generate additional revenue.

It features a configured system that allows you to call and direct customers in a fair and organized manner.

Optimizing customer flows improves customer service and creates a more relaxed atmosphere for both customers and staff.

It also optimizes staffing costs, increases revenues and gives our clients added value by maximizing profitability .

3- NEDA-Q Specifications

Neda-Q Specifications

- Non PC-Based System.
- Saves all information in time of power failure.
- Supports unlimited number of counters and services.
- All VIP Services such as :
  - Get ticket through SMS and Mobile Apps.
  - Get ticket through Magnetic or Smart Card Reader.
- Ticket issuing via Phone Banking and Website.
- Increase Security by installing camera on ticket dispenser; saving picture of customer while they get ticket.
- Issues an alphanumeric ticket includes a greeting, date, time, average wait-time, number of waiting customers, advertising…
- Monitoring and Reporting software to manage the staffs and queues
- Advanced Flow Monitoring (Graph, Statistics)

Neda-Q Specifications

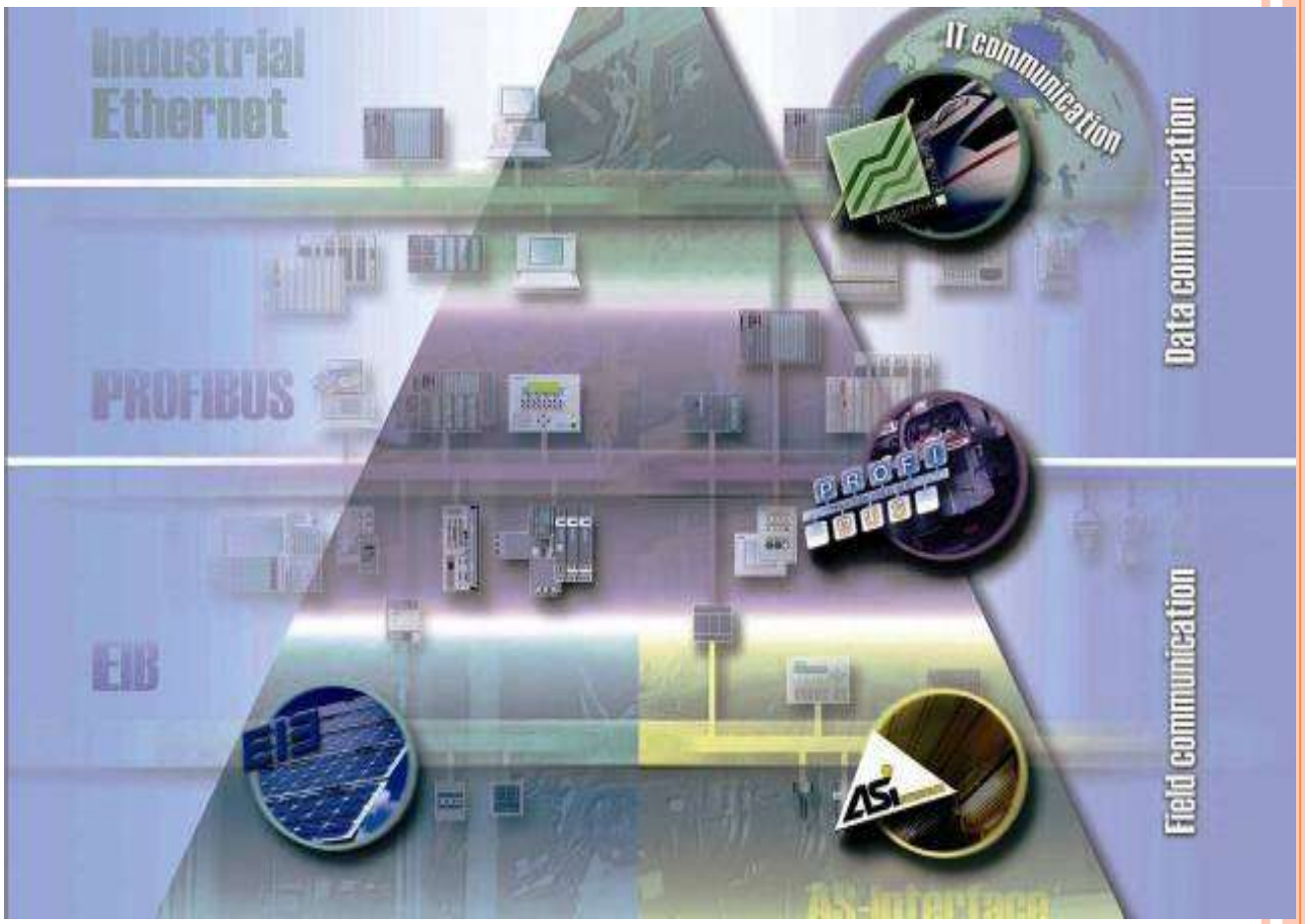
- Supports unlimited distance and isolation from noise by CAN BUS solution
- Audio Announcement
- Easy to install and simple to configure
- Transfer ticket numbers between queues or workstations.
- Select priorities categories of service.
- Generate serial ticket number.
- Provide up to 8 services.
- Connect to LCD TV, play advertising media, showing the last called ticket numbers, showing exchange rate.
- Supervisor can design format of ticket number.
- Alarm to supervisor in case of long idle time (for each counter)
- Active/Inactive a service during work flow.
- Possibility of install more than one Ticket Dispenser.

Neda-Q Specifications

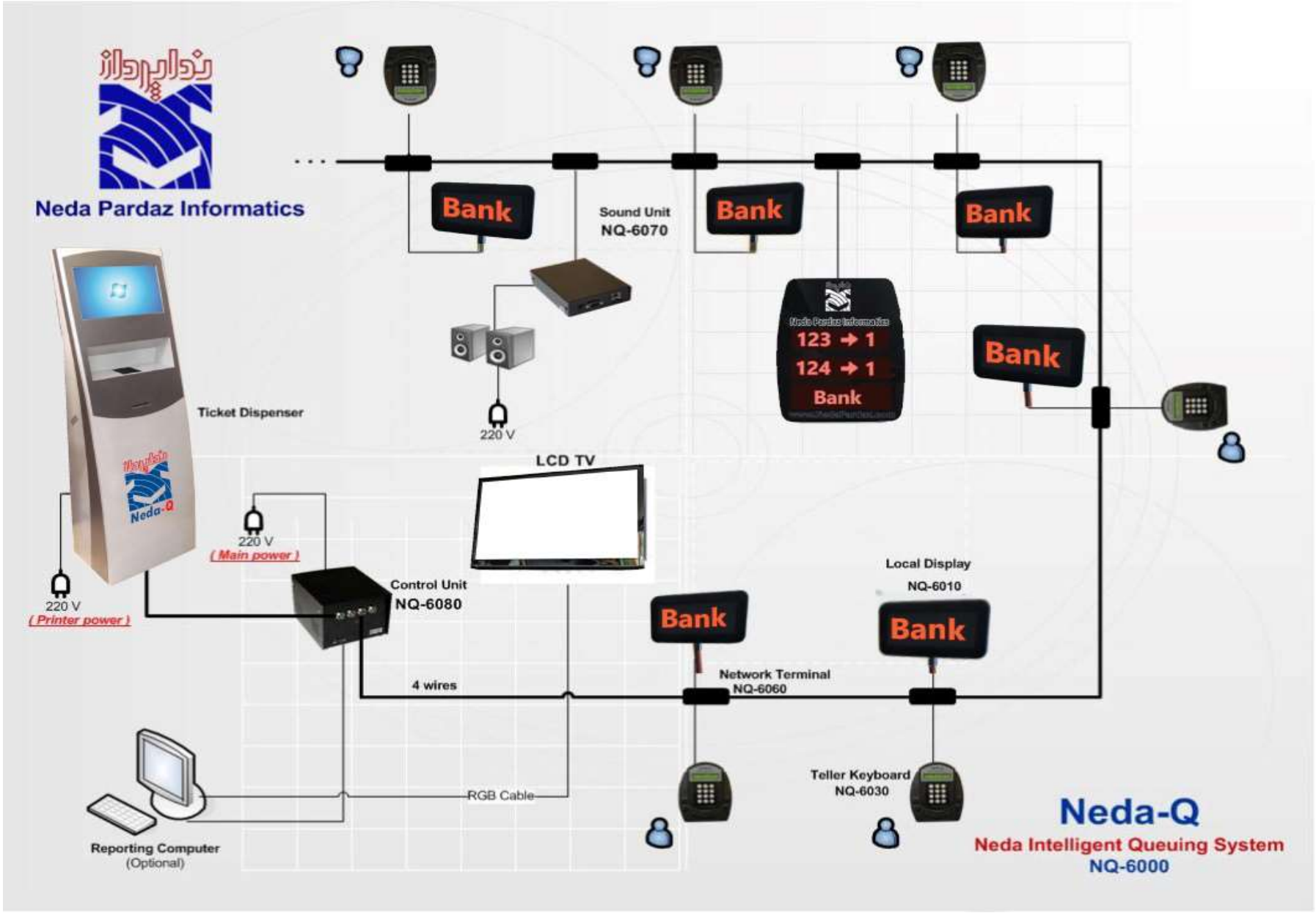
- ✓**Easy to install and simple to configure**

Designed based on CAN BUS solution, so :

- ✓**Supports Unlimited distance**
- ✓**Isolation from noise Unlimited distance**
- ✓ **Non Conflict System**



✓Non PC-Based System



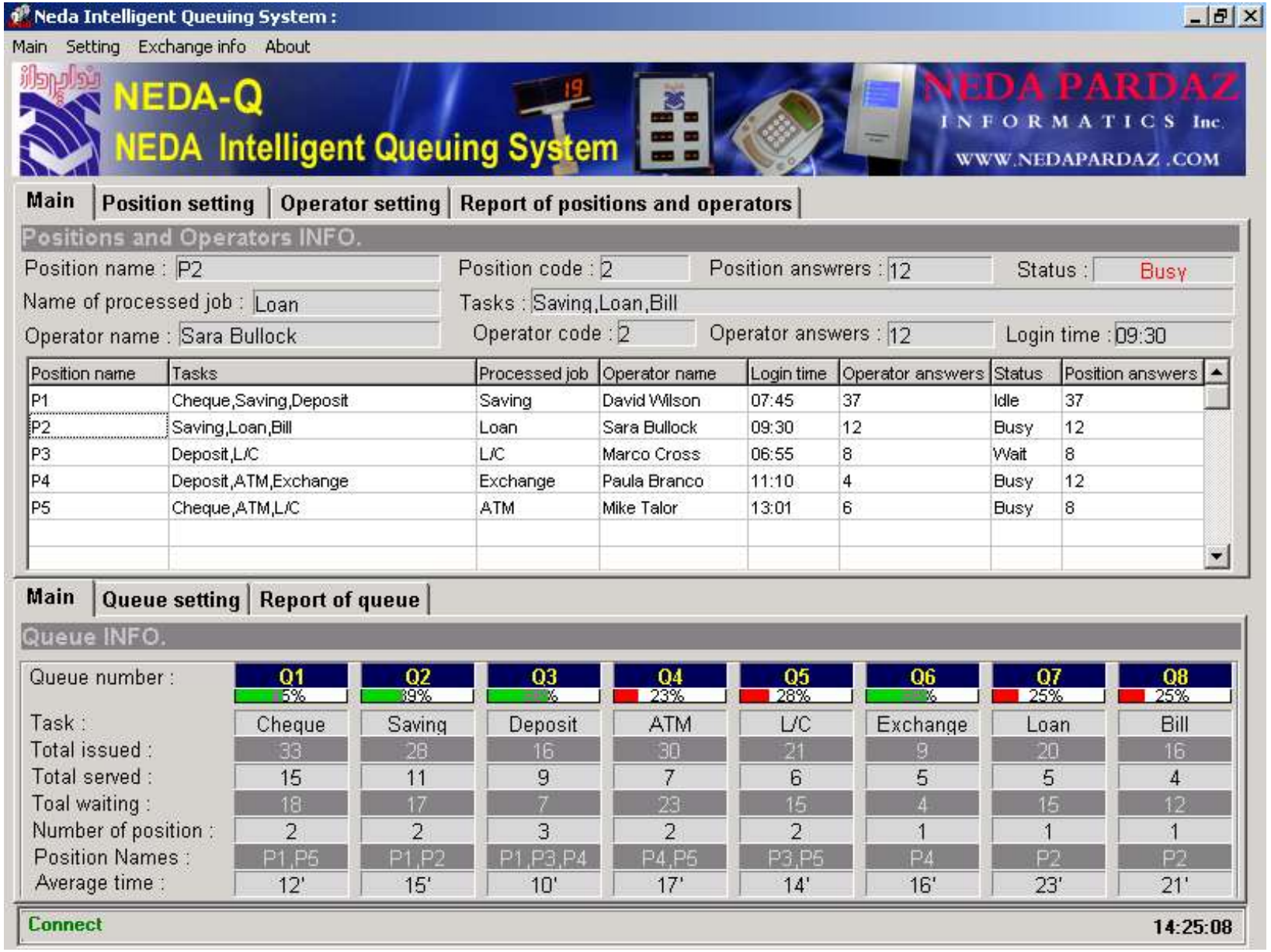
- **Saves all information in time of power failure**

  without using any UPS

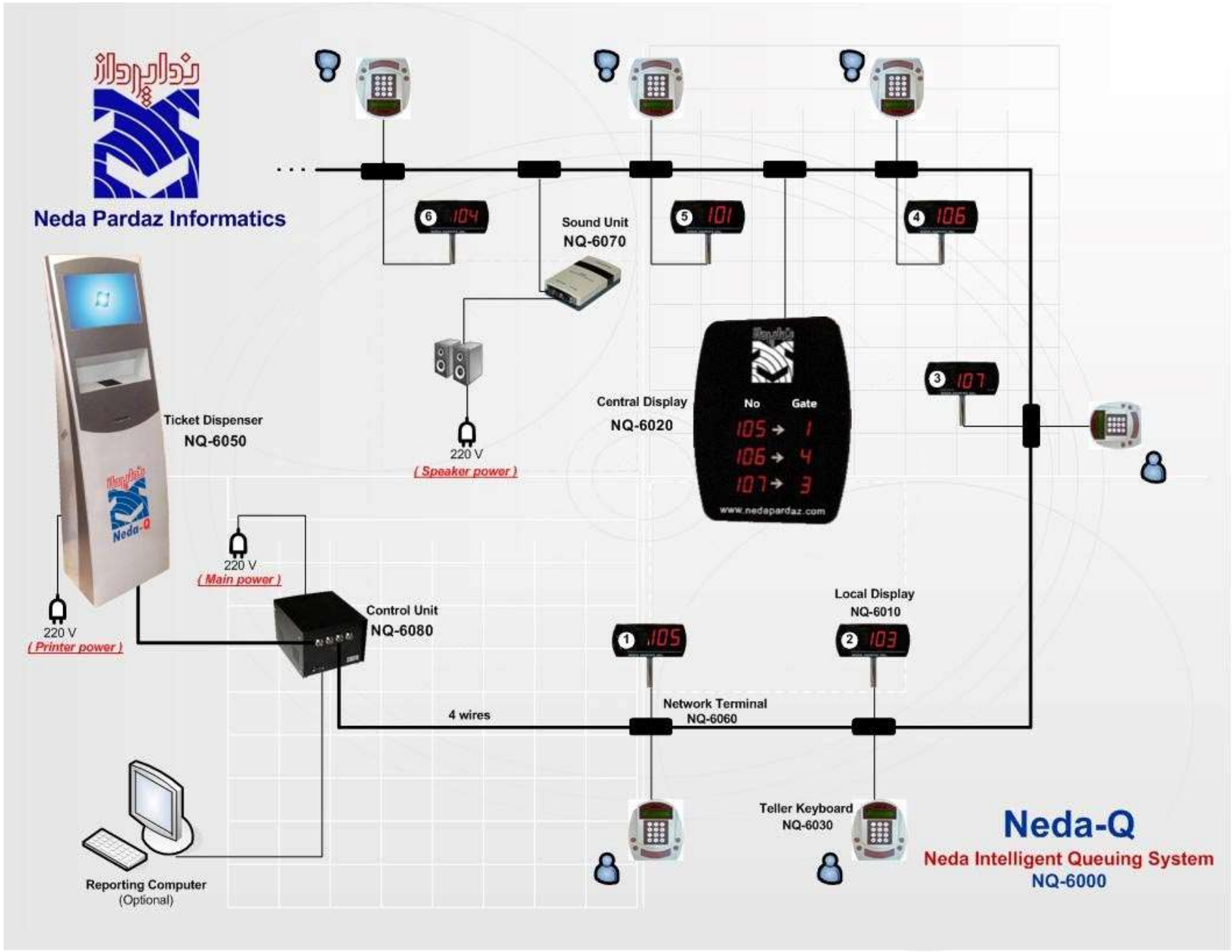
- ✓**All VIP Services**
- ✓**Ticket issuing by SMS ,Phone Bank and Website**

- ✓**Issues an alphanumeric ticket includes a greeting, date, time, average waiting-time, advertising…**
- ✓**Audio Announcement**
- ✓**Bilingual Visual (LCD) Announcement**
- ✓**Remote Control**

- ✓ **Reporting software to manage the staffs and queues**
- ✓ **Advanced Flow Monitoring (Graph, Statistics)**



4-NEDA-Q Components


Neda Pardaz Informatics
Sound Unit
NQ-6070
Ticket Dispenser
NQ-6050
220 V
(Speaker power)
Central Display
NQ-6020
No Gate
105 → 1
106 → 4
107 → 3
www.nedapardaz.com
220 V
(Main power)
220 V
(Printer power)
Control Unit
NQ-6080
Local Display
NQ-6010
4 wires
Network Terminal
NQ-6060
Teller Keyboard
NQ-6030
Reporting Computer
(Optional)
Neda-Q
Neda Intelligent Queuing System
NQ-6000

Ticket Dispenser

- Thermal Printer (Paper 80mm)
- Up to 8 Service.
- Micro switch keys (with light) for each service.
- Dimension: 140*40*40.
- Magnet Card Reader.
- Camera.(CCD camera and capture card)
- Plexiglas for logo (with light)

Control Unit and HUB

- Non PC_Based.
- Power supply.
- Control/Interface software.
- Controller board.
- Up to 8 Ports RJ45 connector.
- Up to 4 Ports XLR_Circular 4 pin
- Serial Port .(for connecting to PC)

Central Display

- **7 Segment**

- 3 rows. Each rows show last 3 called ticket number and counter number.
- Show counter number in 2 digits 7 Segment .(each 5*7 cm)
- Show called ticket number in 3 digits 7 Segment.(each 5*7 cm)
- Dimension : 58*80*4
- Show Numerical character

Central Display

- **Dot Matrix**

- 3 rows. Each rows show last 3 called ticket number and counter number.
- Each row: Full Dot Matrix 72*16 .
- Each row contain 1152 LED (4.8 mm) .
- Show counter number in two digit .
- Show called ticket number in three digit.
- Dimension : 58*80*4.
- Show Numerical and Alphabetic Character.

Local Display

- **Dot Matrix**

- Show called ticket number to a counter.
- Full Dot Matrix 40*16 .
- Contains 640 LED (4.8 mm) .
- Show Numerical and Alphabetic Character.
- Flashing of called number.
- Install on desk, wall, ceiling.

Local Display

- **7 segment**

- Show called ticket number to a counter.
- Show called ticket number in 3 digits 7 Segment.(each 5*7 cm)
- Show Numerical Character.
- Flashing of called number.
- Install on desk, wall, ceiling.

Teller Key Board

- LCD with two rows (16*2) .
- 17 Keys as follows :
- Numerical keys. includes(0..9,*,#) for operator Login and logout.
- Functional Keys :

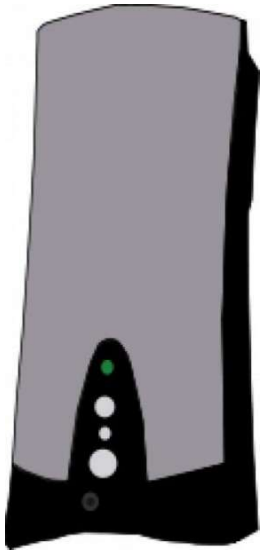
  Store, login/end, call/recall, and pass.

Voice Announcement

- Sound Unit .

  (for Paging standalone from computer)

- Speakers .



Network Terminal

- Two RJ45 Socket .
- Connecting to Local Display and Teller Keyboard.

LCD TV

- Show last called ticket numbers
- Show any Multi media files.
- Show exchange rate .
- Show advertisement .
- Show TV Channel Program .

5- NEDA-Q Reports

Neda-Q Report

- With Neda-Q report you can plan precisely how many staff members you need and when they are needed. Our staffing module allows managers to make staffing schedules based on accurate historical data. It keeps track of data collected for every transaction at every counter and every branch in an entire network.

- A graph will show you how many workstations must be open in order to achieve an acceptable waiting time. Computer simulated changes in staffing will show new waiting times. It will show you the cost of every scheduling suggestion so it is easy to work out the most cost-effective schedule for your business.

Neda-Q Report

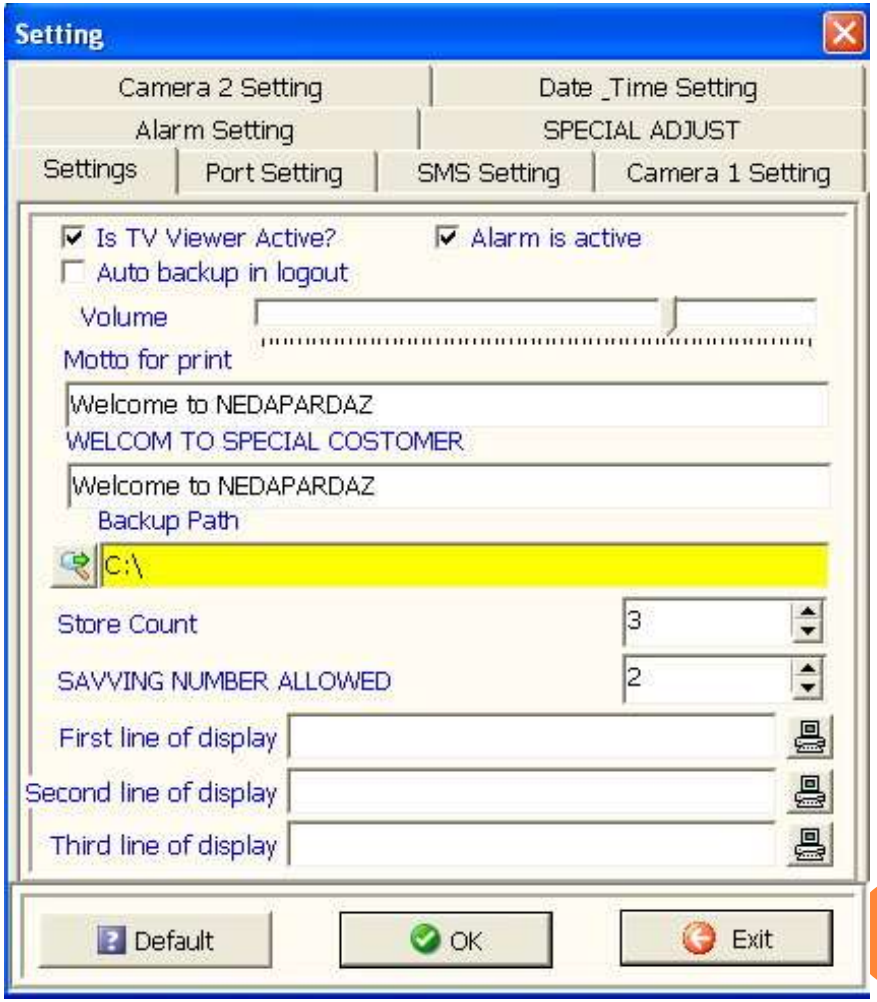
- Also, the schedule will take into consideration every individual staff member's wishes concerning working hours, vacations, etc. It lets you plan the most cost-effective schedule based on prior experience and present conditions.
- Neda-Q Monitoring is an easy-to-use application. It offers control of monitors in local branch offices as well as central control of branch office monitors from headquarters.

Neda-Q Report

- Show Live Status .
- Visitors count in queues and workstations.
- Average serving time.
- Attendant's efficiency.
- Follow special ticket number.
- All setting for counters and Queues.
- Save and show pictures by ticket number and date and time.
- Design ticket number.
- Daily Report :
  - Total Served
  - Max-Wait Time
  - Average-Wait Time
  - Total Handling Time
  - Average Handling Time
- Operator Report :
  - Total Served
  - Total Handling Time
  - Score

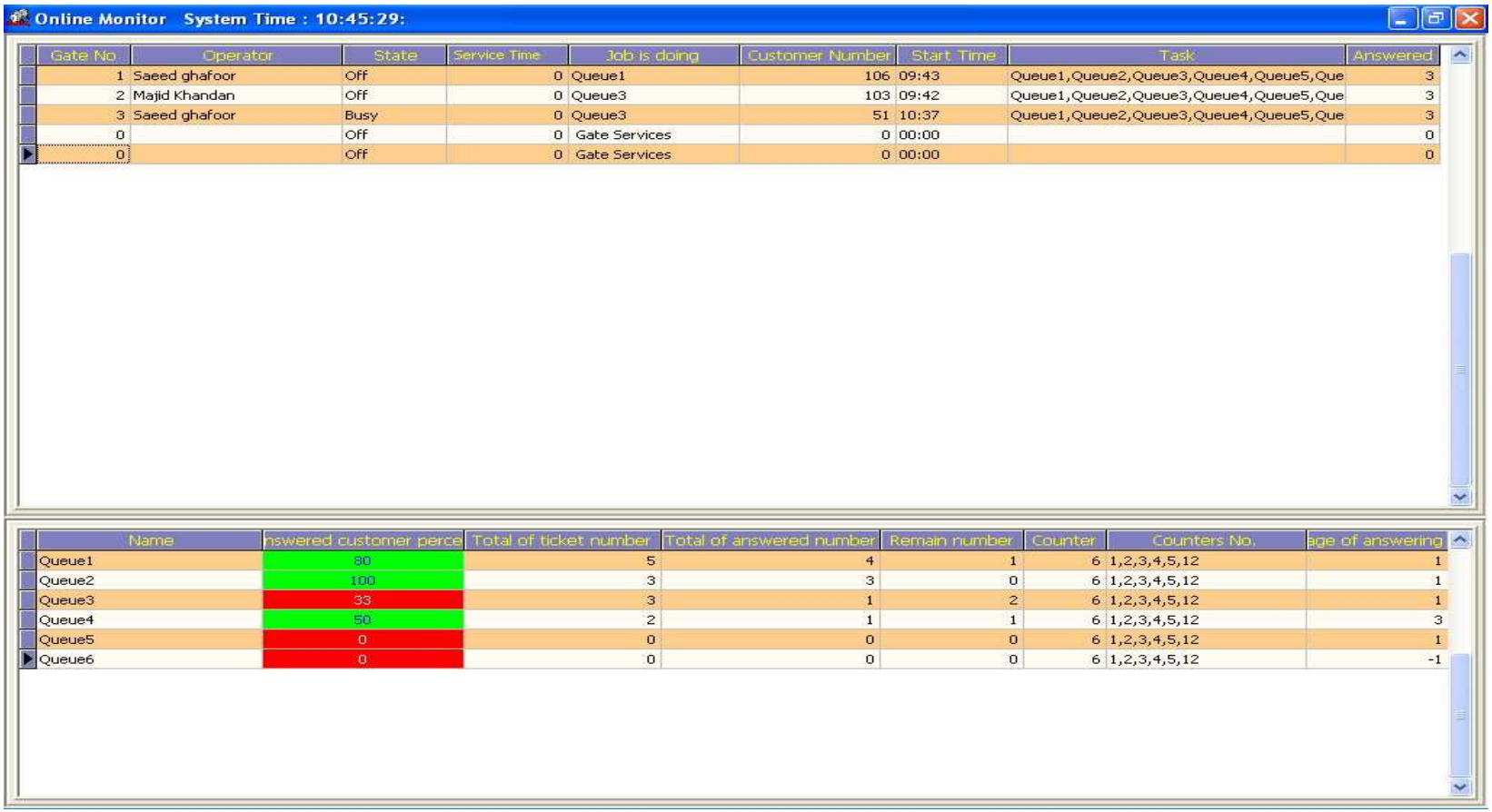
Neda-Q Report

- Change all setting .
  - Camera setting.
  - Sound and volume.
  - TV.
  - Ticket .
  - Alert .
  - Central Display Info .
  - Backup
  - SMS Setting
  - Date and time
  - ....



Neda-Q Report

- Show live status. (Queues , Operator , ticket numbers)

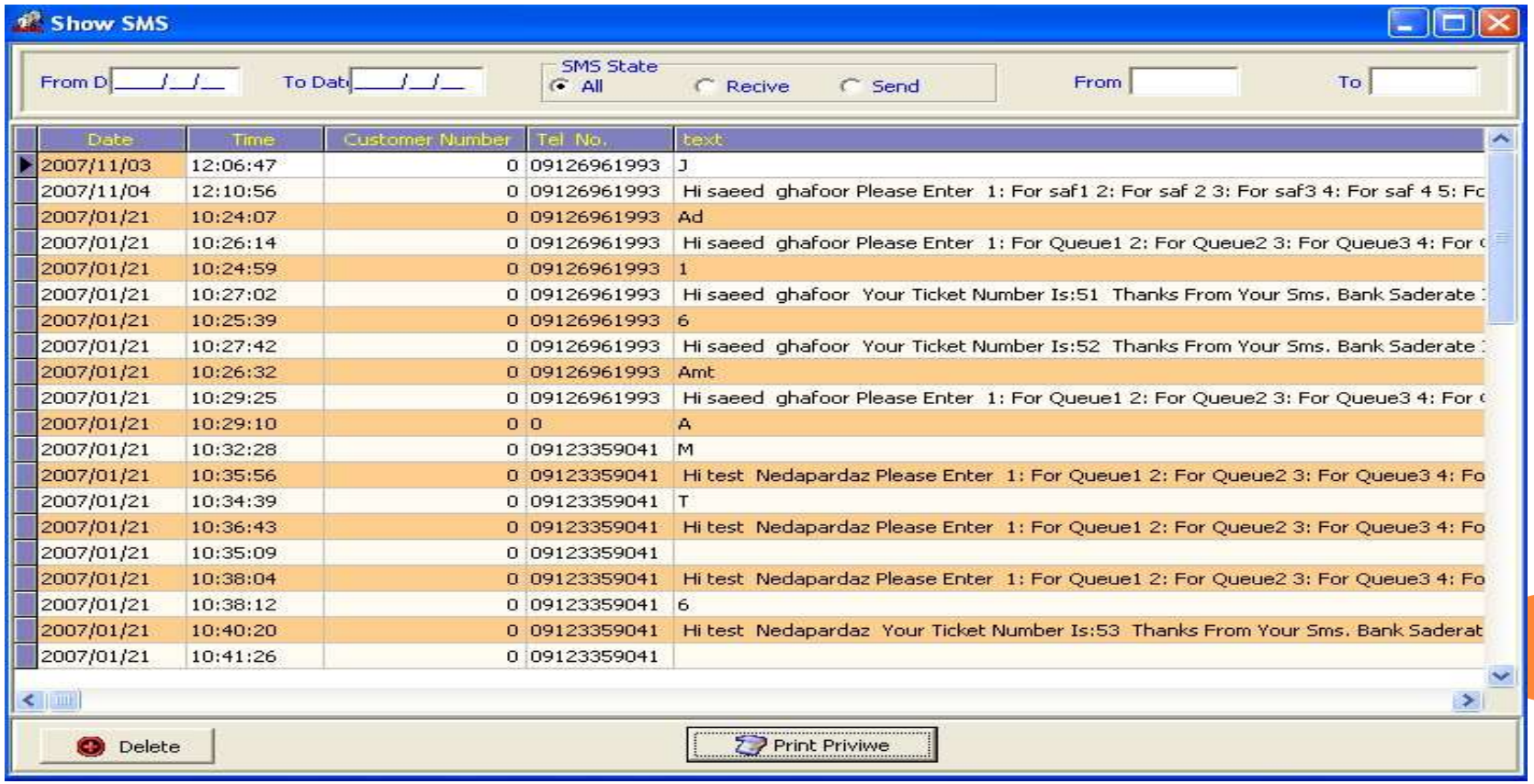


Gate No	Operator	State	Service Time	Job is doing	Customer Number	Start Time	Task	Answered
1	Saeed ghafoor	Off	0	Queue1	106	09:43	Queue1,Queue2,Queue3,Queue4,Queue5,Que	3
2	Majid Khandan	Off	0	Queue3	103	09:42	Queue1,Queue2,Queue3,Queue4,Queue5,Que	3
3	Saeed ghafoor	Busy	0	Queue3	51	10:37	Queue1,Queue2,Queue3,Queue4,Queue5,Que	3
0		Off	0	Gate Services	0	00:00		0
0		Off	0	Gate Services	0	00:00		0

Name	nswered customer perce	Total of ticket number	Total of answered number	Remain number	Counter	Counters No.	age of answering
Queue1	80	5	4	1	6	1,2,3,4,5,12	1
Queue2	100	3	3	0	6	1,2,3,4,5,12	1
Queue3	33	3	1	2	6	1,2,3,4,5,12	1
Queue4	50	2	1	1	6	1,2,3,4,5,12	3
Queue5	0	0	0	0	6	1,2,3,4,5,12	1
Queue6	0	0	0	0	6	1,2,3,4,5,12	-1

Neda-Q Report

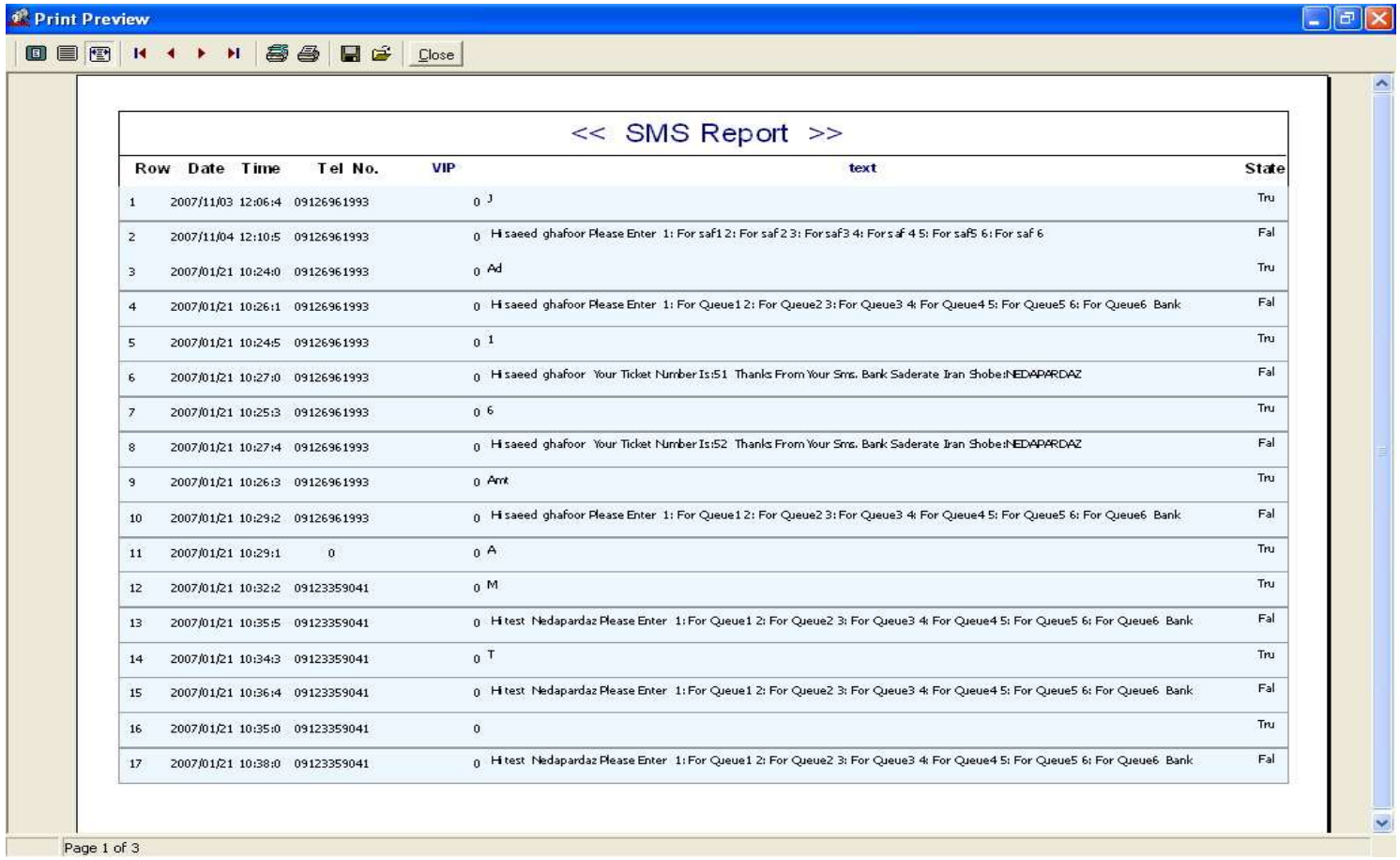
- Show SMS. (send/receive ,date , time , cell phone number , message , customer number , ...)



Date	Time	Customer Number	Tel No.	text
2007/11/03	12:06:47	0	09126961993	J
2007/11/04	12:10:56	0	09126961993	Hi saeed ghafoor Please Enter 1: For saf1 2: For saf 2 3: For saf3 4: For saf 4 5: Fc
2007/01/21	10:24:07	0	09126961993	Ad
2007/01/21	10:26:14	0	09126961993	Hi saeed ghafoor Please Enter 1: For Queue1 2: For Queue2 3: For Queue3 4: For
2007/01/21	10:24:59	0	09126961993	1
2007/01/21	10:27:02	0	09126961993	Hi saeed ghafoor Your Ticket Number Is:51 Thanks From Your Sms. Bank Saderate
2007/01/21	10:25:39	0	09126961993	6
2007/01/21	10:27:42	0	09126961993	Hi saeed ghafoor Your Ticket Number Is:52 Thanks From Your Sms. Bank Saderate
2007/01/21	10:26:32	0	09126961993	Amt
2007/01/21	10:29:25	0	09126961993	Hi saeed ghafoor Please Enter 1: For Queue1 2: For Queue2 3: For Queue3 4: For
2007/01/21	10:29:10	0	0	A
2007/01/21	10:32:28	0	09123359041	M
2007/01/21	10:35:56	0	09123359041	Hi test Nedapardaz Please Enter 1: For Queue1 2: For Queue2 3: For Queue3 4: Fo
2007/01/21	10:34:39	0	09123359041	T
2007/01/21	10:36:43	0	09123359041	Hi test Nedapardaz Please Enter 1: For Queue1 2: For Queue2 3: For Queue3 4: Fo
2007/01/21	10:35:09	0	09123359041	
2007/01/21	10:38:04	0	09123359041	Hi test Nedapardaz Please Enter 1: For Queue1 2: For Queue2 3: For Queue3 4: Fo
2007/01/21	10:38:12	0	09123359041	6
2007/01/21	10:40:20	0	09123359041	Hi test Nedapardaz Your Ticket Number Is:53 Thanks From Your Sms. Bank Saderat
2007/01/21	10:41:26	0	09123359041	

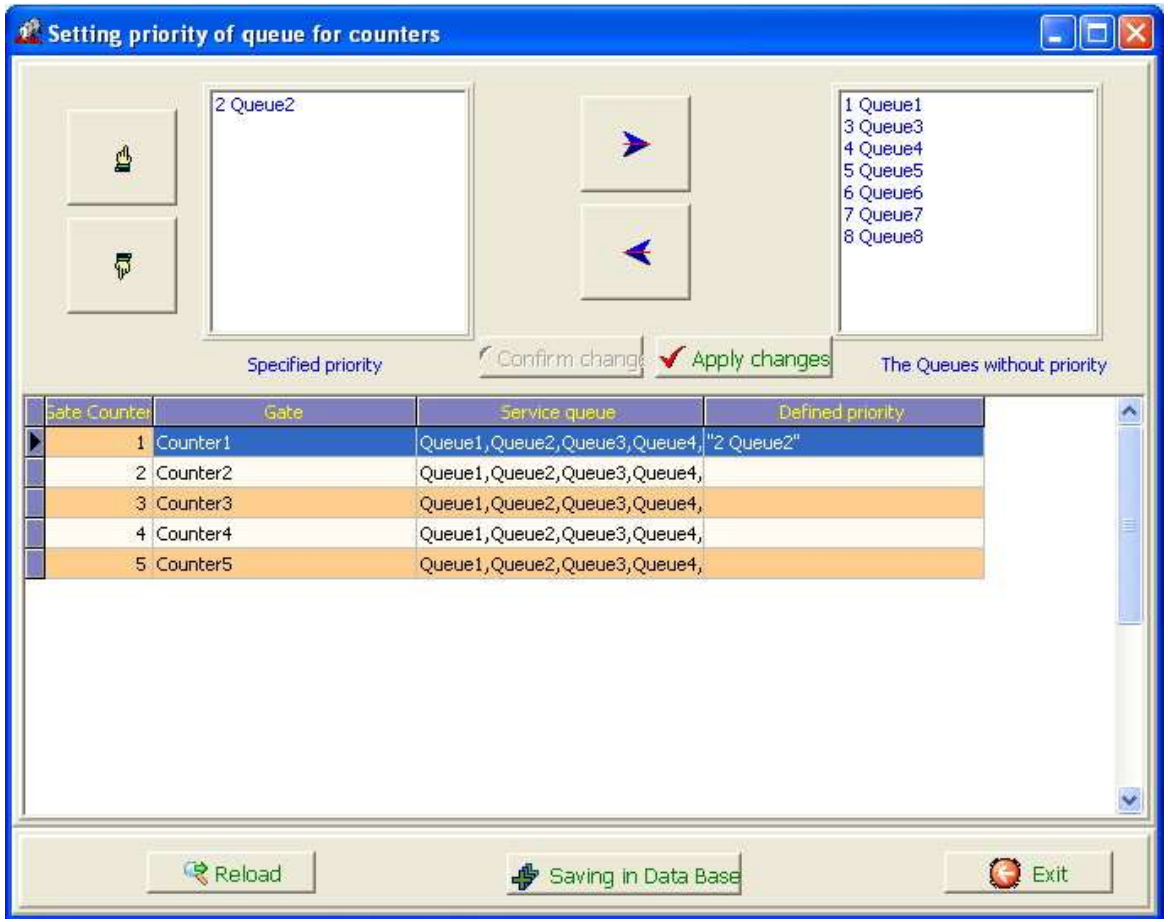
Neda-Q Report

- Print SMS. (send/receive ,date , time , cell phone number , message , customer number , …)



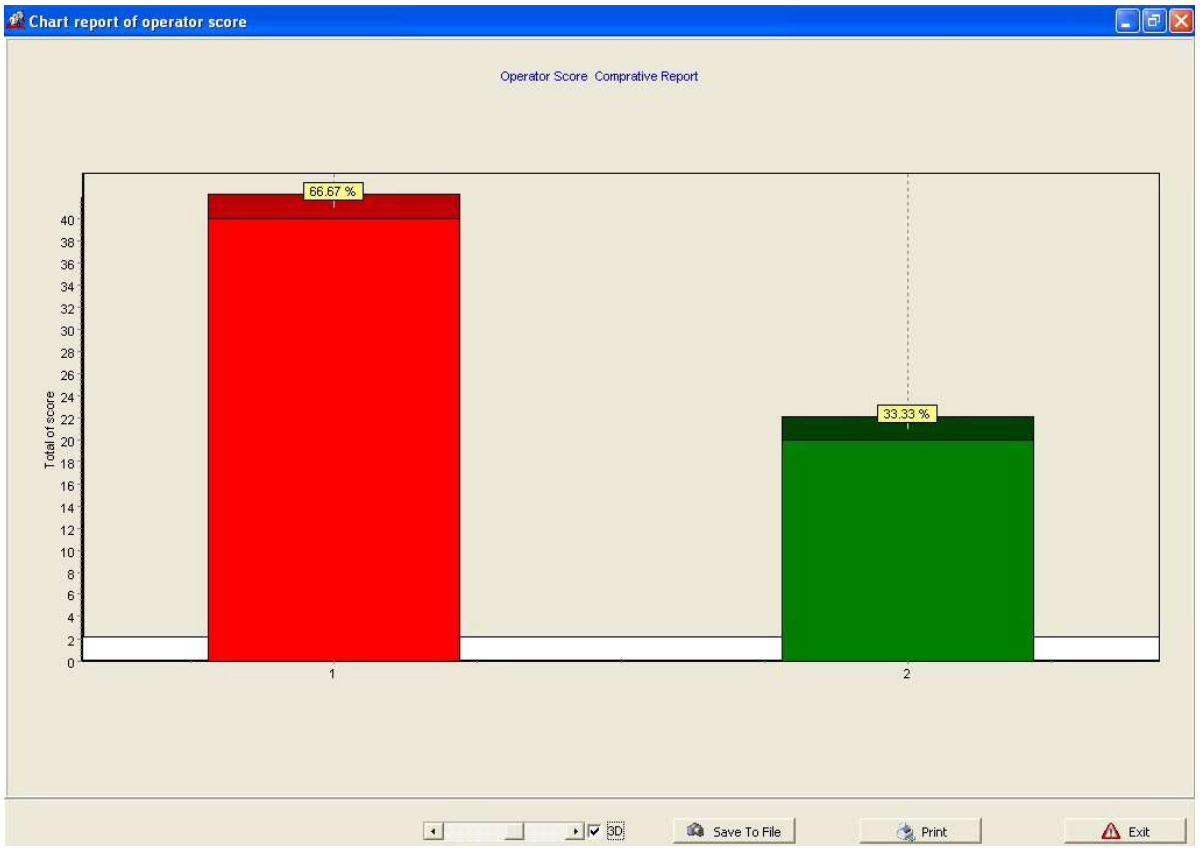
Neda-Q Report

- Set Priority for Services .



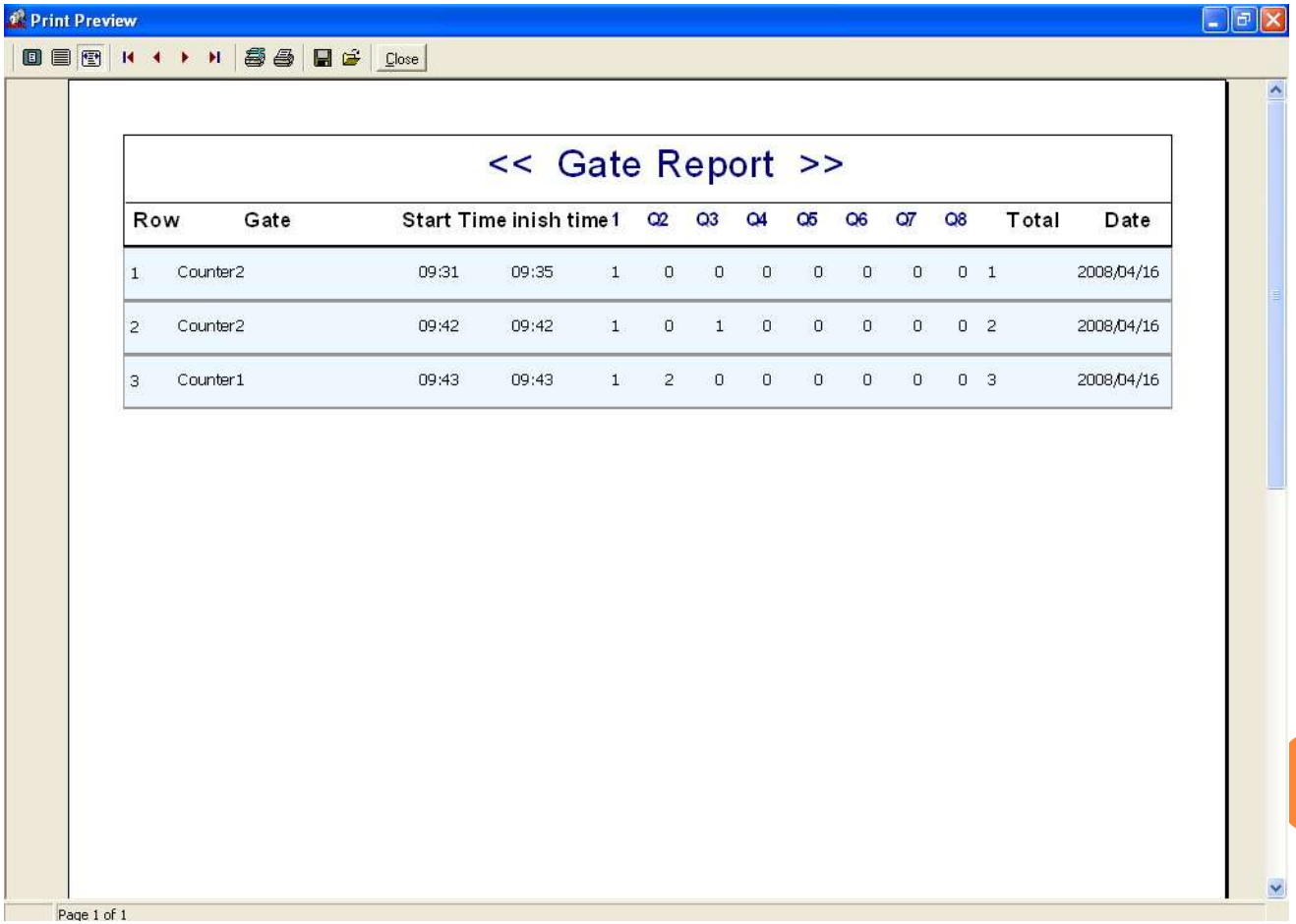
Neda-Q Report

- Report for Counters and Queues and Operators .

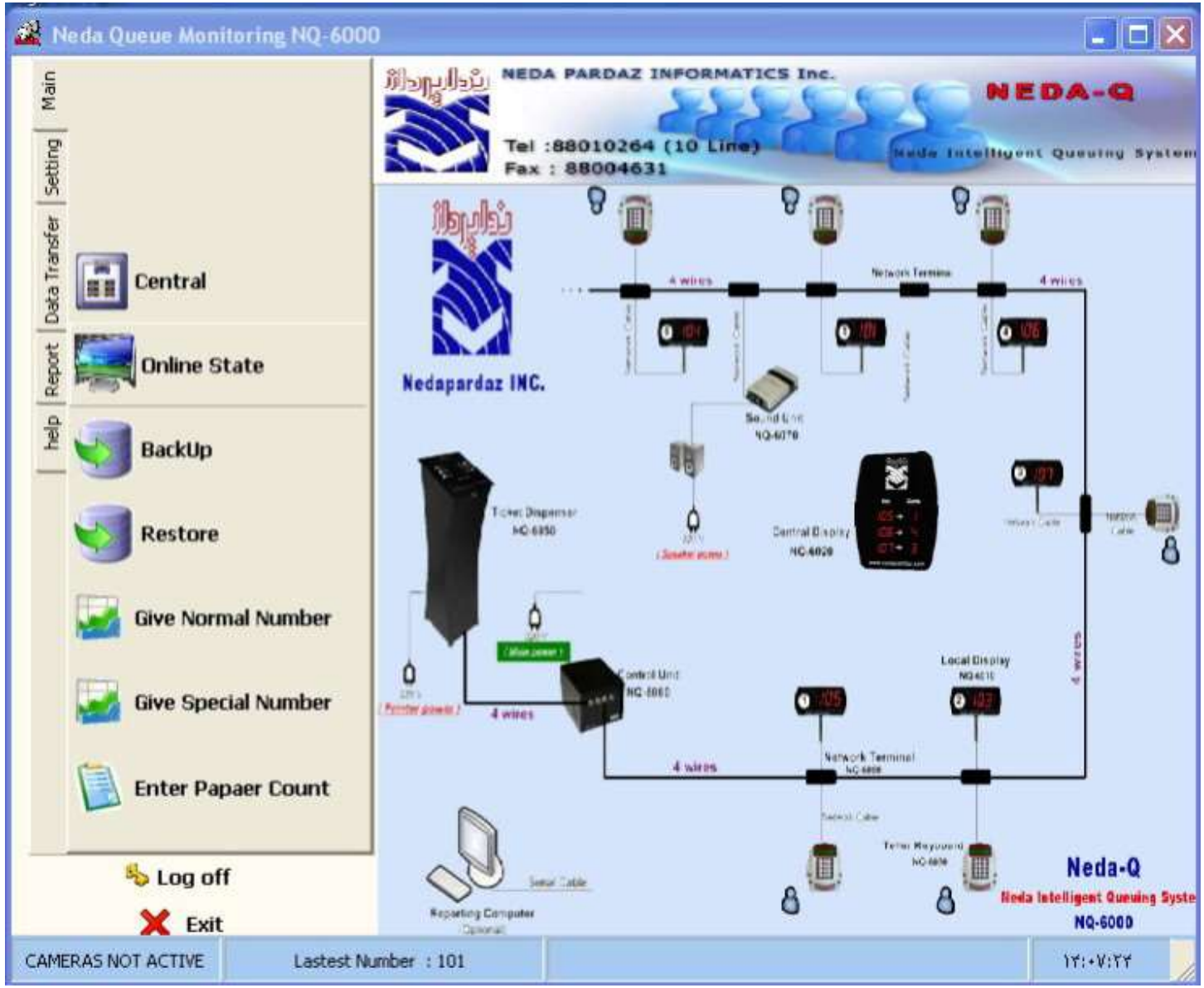


Neda-Q Report

- Print all reports .



Neda-Q Report



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