



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 Pardaz 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 Area.



Neda Pardaz History

1. Factory in Jajrood Industrial Area.





Neda Pardaz History

1. Factory in Jajrood Industrial Area.





Neda Pardaz History

2. Factory in Adran .





Neda Pardaz History

2. Factory in Adran .



Neda Pardaz History





Neda Pardaz History

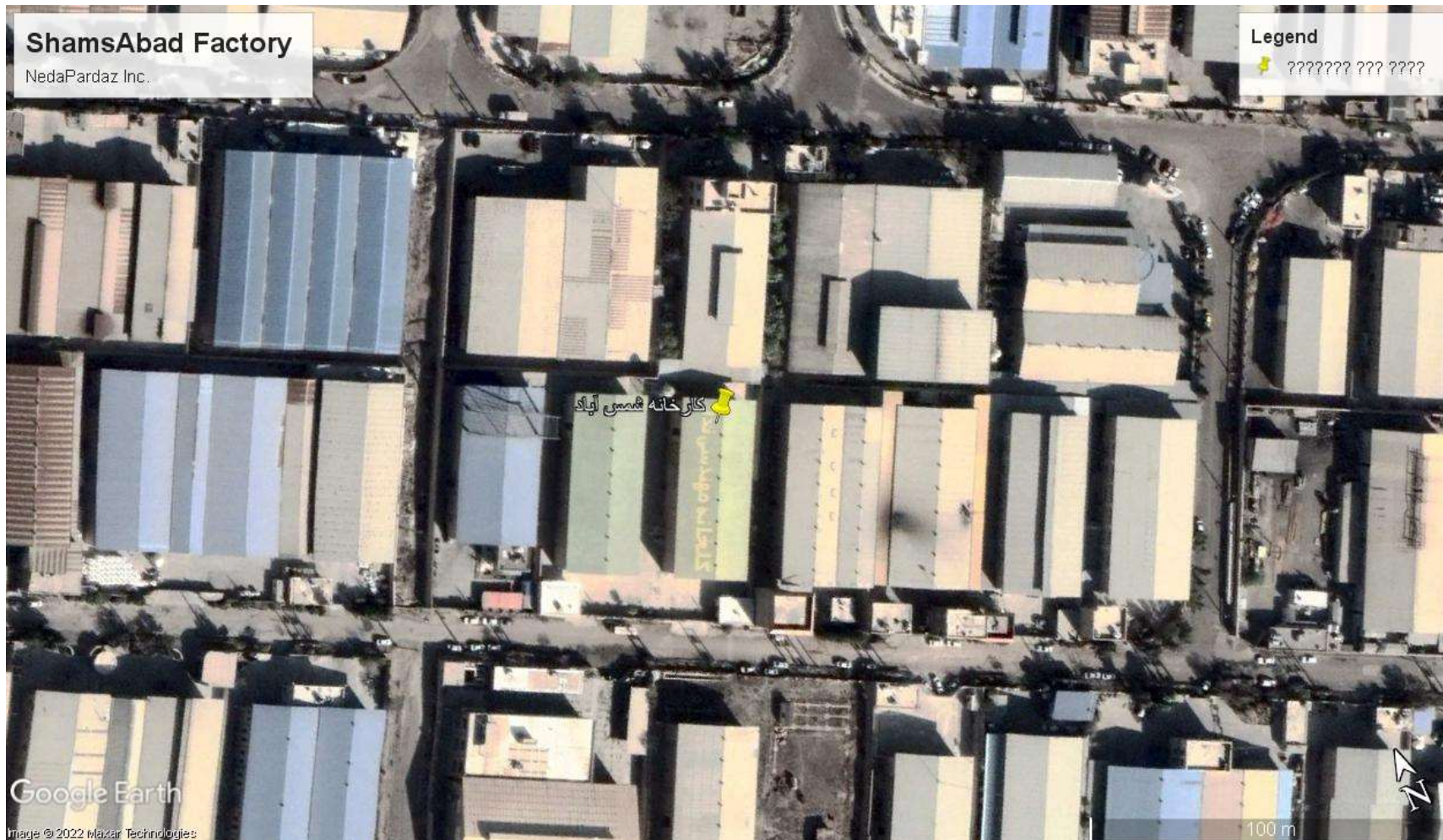
1. Factory A in Shams-Abad Industrial City.
2. Factory B in Shams-Abad Industrial City.





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**



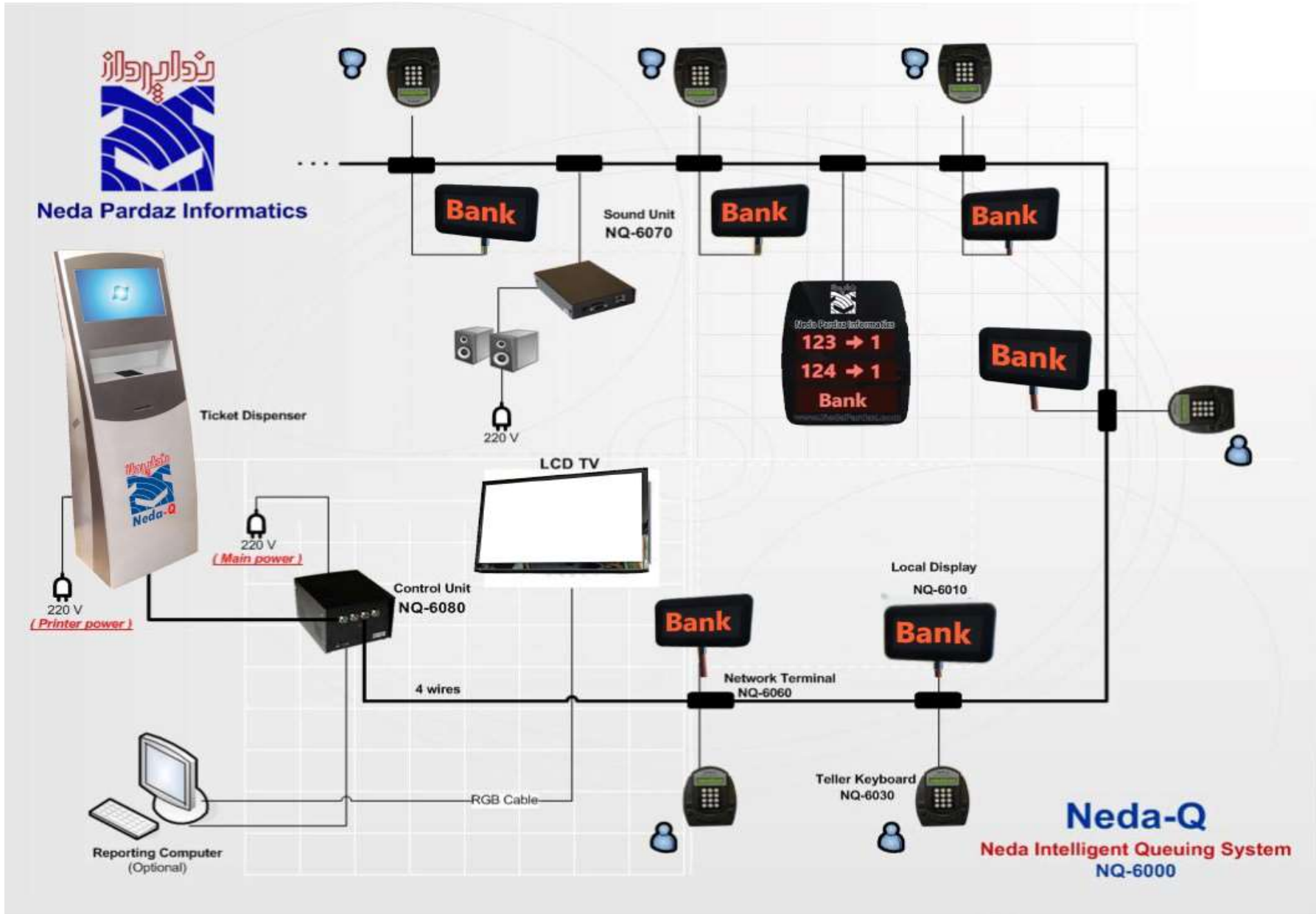


Designed based on **CAN BUS** solution, so :

- ✓ 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)

Neda Intelligent Queuing System :

Main Setting Exchange info About

NEDA-Q
NEDA Intelligent Queuing System

NEDA PARDAZ
 INFORMATICS Inc.
 WWW.NEDAPARDAZ.COM

Main | Position setting | Operator setting | Report of positions and operators

Positions and Operators INFO.

Position name : P2 Position code : 2 Position answers : 12 Status : **Busy**

Name of processed job : Loan Tasks : Saving,Loan,Bill

Operator name : Sara Bullock Operator code : 2 Operator answers : 12 Login time : 09:30

| Position name | Tasks | Processed job | Operator name | Login time | Operator answers | Status | Position answers |
|---------------|-----------------------|---------------|---------------|------------|------------------|--------|------------------|
| P1 | Cheque,Saving,Deposit | Saving | David Wilson | 07:45 | 37 | Idle | 37 |
| P2 | Saving,Loan,Bill | Loan | Sara Bullock | 09:30 | 12 | Busy | 12 |
| P3 | Deposit,L/C | L/C | Marco Cross | 06:55 | 8 | Wait | 8 |
| P4 | Deposit,ATM,Exchange | Exchange | Paula Branco | 11:10 | 4 | Busy | 12 |
| P5 | Cheque,ATM,L/C | ATM | Mike Talor | 13:01 | 6 | Busy | 8 |

Main | Queue setting | Report of queue

Queue INFO.

| Queue number : | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 |
|----------------------|--------|--------|----------|-------|-------|----------|------|------|
| Task : | Cheque | Saving | Deposit | ATM | L/C | Exchange | Loan | Bill |
| Total issued : | 33 | 28 | 16 | 30 | 21 | 9 | 20 | 16 |
| Total served : | 15 | 11 | 9 | 7 | 6 | 5 | 5 | 4 |
| Toal waiting : | 18 | 17 | 7 | 23 | 15 | 4 | 15 | 12 |
| Number of position : | 2 | 2 | 3 | 2 | 2 | 1 | 1 | 1 |
| Position Names : | P1,P5 | P1,P2 | P1,P3,P4 | P4,P5 | P3,P5 | P4 | P2 | P2 |
| Average time : | 12' | 15' | 10' | 17' | 14' | 16' | 23' | 21' |

Connect 14:25:08

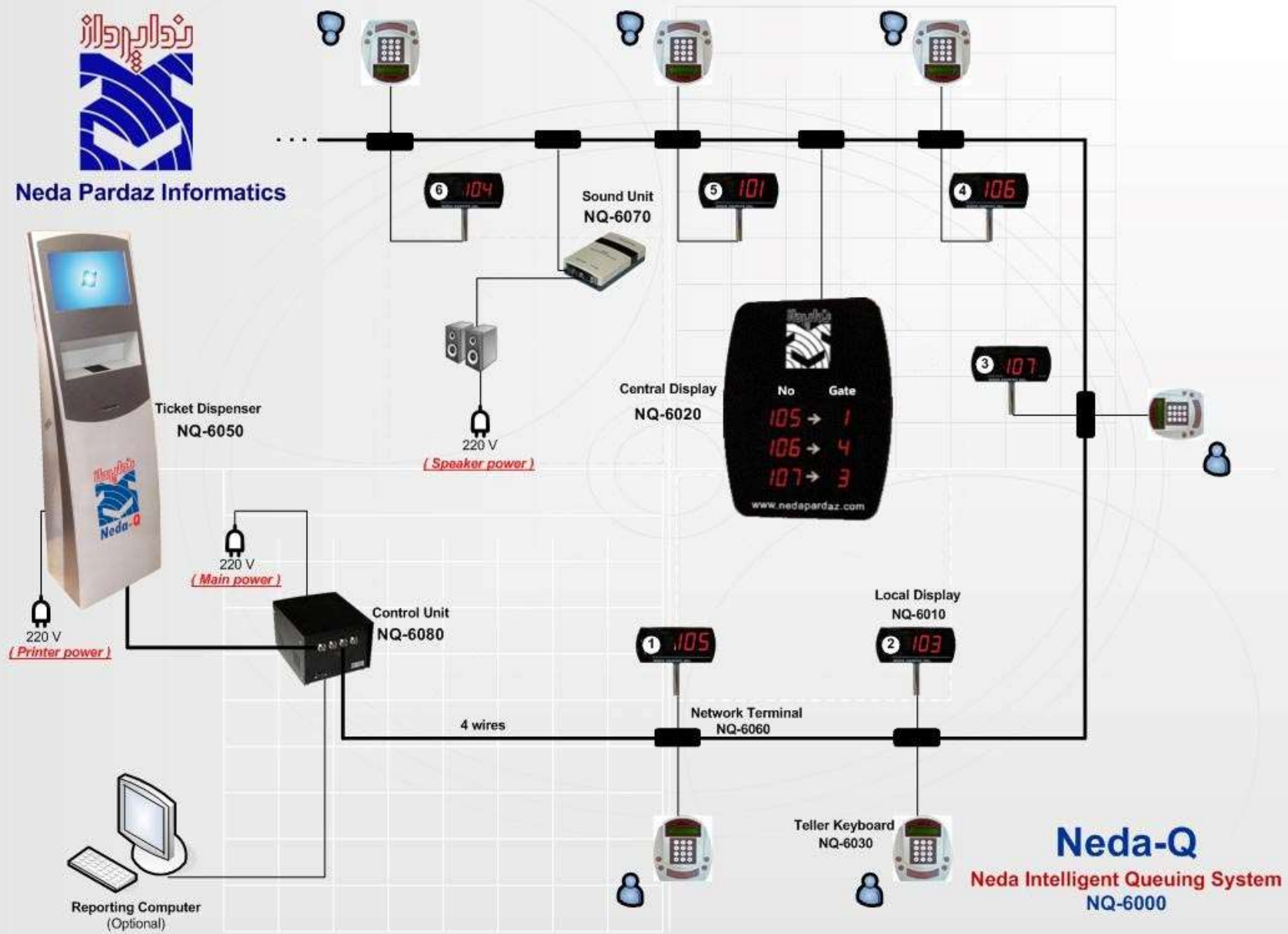


4-NEDA-Q Components





Neda Pardaz Informatics



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.

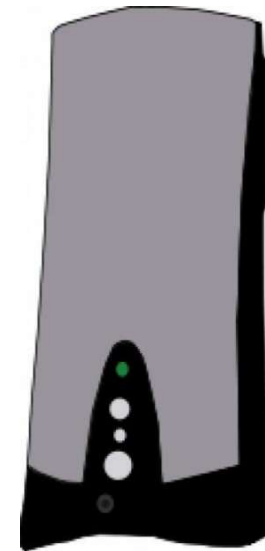


Voice Announcement

- 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



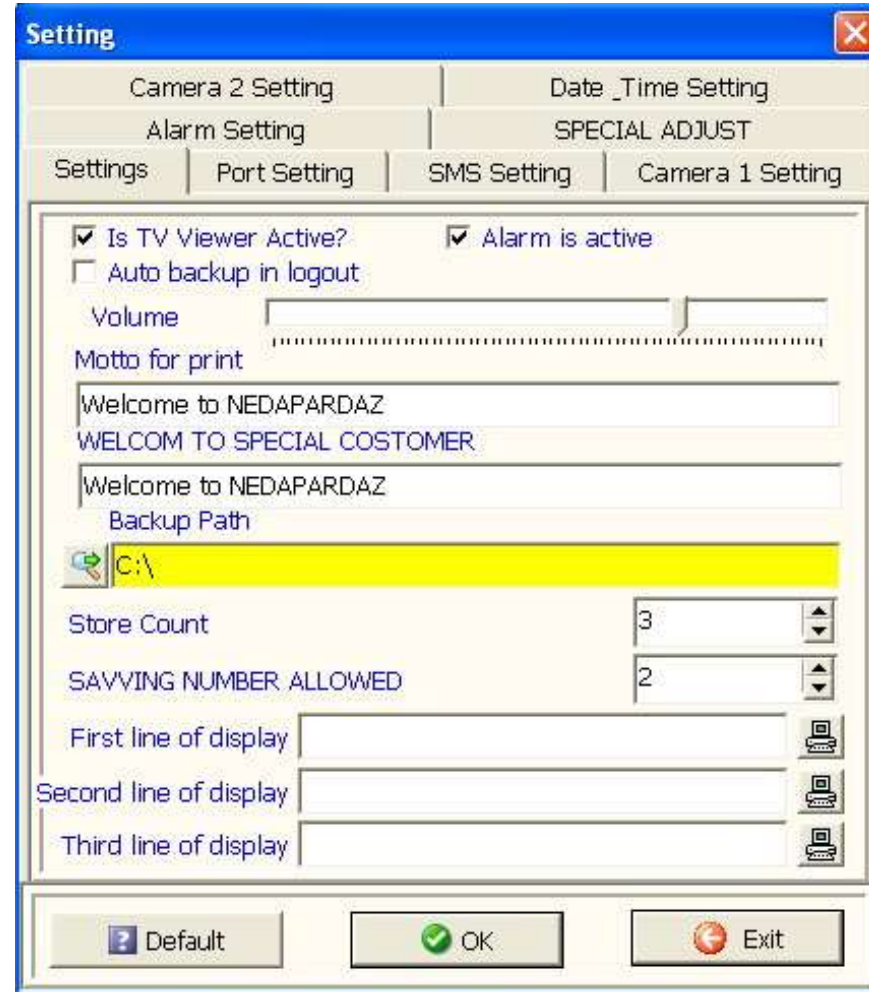
- Show Live Status .
- Visitors count in queues and workstations.
- Average serving time.
- Attendant's efficiency.
- Follow special ticket number.
- All setting for counters and Queues.
- Save and show pictures by ticket number and date and time.
- Design ticket number.
- Daily Report :
 - Total Served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

Online Monitor System Time : 10:45:29:

| 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 | answered 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: For |
| 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 C |
| 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 C |
| 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 , ...)

Print Preview

<< SMS Report >>

| Row | Date | Time | Tel No. | VIP | text | State |
|-----|------------|---------|-------------|-----|---|-------|
| 1 | 2007/11/03 | 12:06:4 | 09126961993 | 0 | J | Tru |
| 2 | 2007/11/04 | 12:10:5 | 09126961993 | 0 | H saeed ghafoor Please Enter 1: For saf1 2: For saf2 3: For saf3 4: For saf 4 5: For saf5 6: For saf 6 | Fal |
| 3 | 2007/01/21 | 10:24:0 | 09126961993 | 0 | Ad | Tru |
| 4 | 2007/01/21 | 10:26:1 | 09126961993 | 0 | H saeed ghafoor Please Enter 1: For Queue1 2: For Queue2 3: For Queue3 4: For Queue4 5: For Queue5 6: For Queue6 Bank | Fal |
| 5 | 2007/01/21 | 10:24:5 | 09126961993 | 0 | 1 | Tru |
| 6 | 2007/01/21 | 10:27:0 | 09126961993 | 0 | H saeed ghafoor Your Ticket Number Is:51 Thanks From Your Sms. Bank Saderate Iran Shobe: NEDAPARDAZ | Fal |
| 7 | 2007/01/21 | 10:25:3 | 09126961993 | 0 | 6 | Tru |
| 8 | 2007/01/21 | 10:27:4 | 09126961993 | 0 | H saeed ghafoor Your Ticket Number Is:52 Thanks From Your Sms. Bank Saderate Iran Shobe: NEDAPARDAZ | Fal |
| 9 | 2007/01/21 | 10:26:3 | 09126961993 | 0 | Arrt | Tru |
| 10 | 2007/01/21 | 10:29:2 | 09126961993 | 0 | H saeed ghafoor Please Enter 1: For Queue1 2: For Queue2 3: For Queue3 4: For Queue4 5: For Queue5 6: For Queue6 Bank | Fal |
| 11 | 2007/01/21 | 10:29:1 | 0 | 0 | A | Tru |
| 12 | 2007/01/21 | 10:32:2 | 09123359041 | 0 | M | Tru |
| 13 | 2007/01/21 | 10:35:5 | 09123359041 | 0 | H test Nedapardaz Please Enter 1: For Queue1 2: For Queue2 3: For Queue3 4: For Queue4 5: For Queue5 6: For Queue6 Bank | Fal |
| 14 | 2007/01/21 | 10:34:3 | 09123359041 | 0 | T | Tru |
| 15 | 2007/01/21 | 10:36:4 | 09123359041 | 0 | H test Nedapardaz Please Enter 1: For Queue1 2: For Queue2 3: For Queue3 4: For Queue4 5: For Queue5 6: For Queue6 Bank | Fal |
| 16 | 2007/01/21 | 10:35:0 | 09123359041 | 0 | | Tru |
| 17 | 2007/01/21 | 10:38:0 | 09123359041 | 0 | H test Nedapardaz Please Enter 1: For Queue1 2: For Queue2 3: For Queue3 4: For Queue4 5: For Queue5 6: For Queue6 Bank | Fal |

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Neda-Q Report

- ❖ Set Priority for Services .

Setting priority of queue for counters

Specified priority: 2 Queue2

The Queues without priority: 1 Queue1, 3 Queue3, 4 Queue4, 5 Queue5, 6 Queue6, 7 Queue7, 8 Queue8

| Gate Counter | Gate | Service queue | Defined priority |
|--------------|----------|---------------------------------|------------------|
| 1 | Counter1 | Queue1, Queue2, Queue3, Queue4, | "2 Queue2" |
| 2 | Counter2 | Queue1, Queue2, Queue3, Queue4, | |
| 3 | Counter3 | Queue1, Queue2, Queue3, Queue4, | |
| 4 | Counter4 | Queue1, Queue2, Queue3, Queue4, | |
| 5 | Counter5 | Queue1, Queue2, Queue3, Queue4, | |

Buttons: Reload, Saving in Data Base, Exit





Neda-Q Report

- ❖ Report for Counters and Queues and Operators .





Neda-Q Report

- Print all reports .

| << Gate Report >> | | | | | | | | | | | | | |
|-------------------|----------|------------|------------|---|----|----|----|----|----|----|----|-------|------------|
| Row | Gate | Start Time | inish time | 1 | Q2 | Q3 | Q4 | Q5 | Q6 | Q7 | Q8 | Total | Date |
| 1 | Counter2 | 09:31 | 09:35 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 2008/04/16 |
| 2 | Counter2 | 09:42 | 09:42 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 2 | 2008/04/16 |
| 3 | Counter1 | 09:43 | 09:43 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 2008/04/16 |

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Neda-Q Report

Neda Queue Monitoring NQ-6000

NEDA PARDAZ INFORMATICS Inc.
Tel : 88010264 (10 Line)
Fax : 88004631

NEDA-Q
Neda Intelligent Queuing System

Main
Setting
Data Transfer
Report
help

- Central
- Online State
- BackUp
- Restore
- Give Normal Number
- Give Special Number
- Enter Paper Count

Log off
Exit

Nedapardaz INC.

Network Terminal
4 wires
4 wires
4 wires
4 wires
4 wires

Sound Unit NQ-6076
Central Display NQ-6029
Ticket Dispenser NQ-6050
Control Unit NQ-6060
Local Display NQ-6010
Ticket Keyboard NQ-6004

Reporting Computer (Optional)

Neda-Q
Neda Intelligent Queuing System
NQ-6000

CAMERAS NOT ACTIVE Lastest Number : 101 ۱۳۸۶+۱۳۸۶





Neda Pardaz Informatics INC.

Address :

NEDA PARDAZ Inc. Building, Tehran-IRAN

Postal Code : 1431755461

Telephone : +9821 85568

Fax : +9821 88004631

E-mail : info@nedapardaz.com

WWW.NEDAPARDAZ.COM

