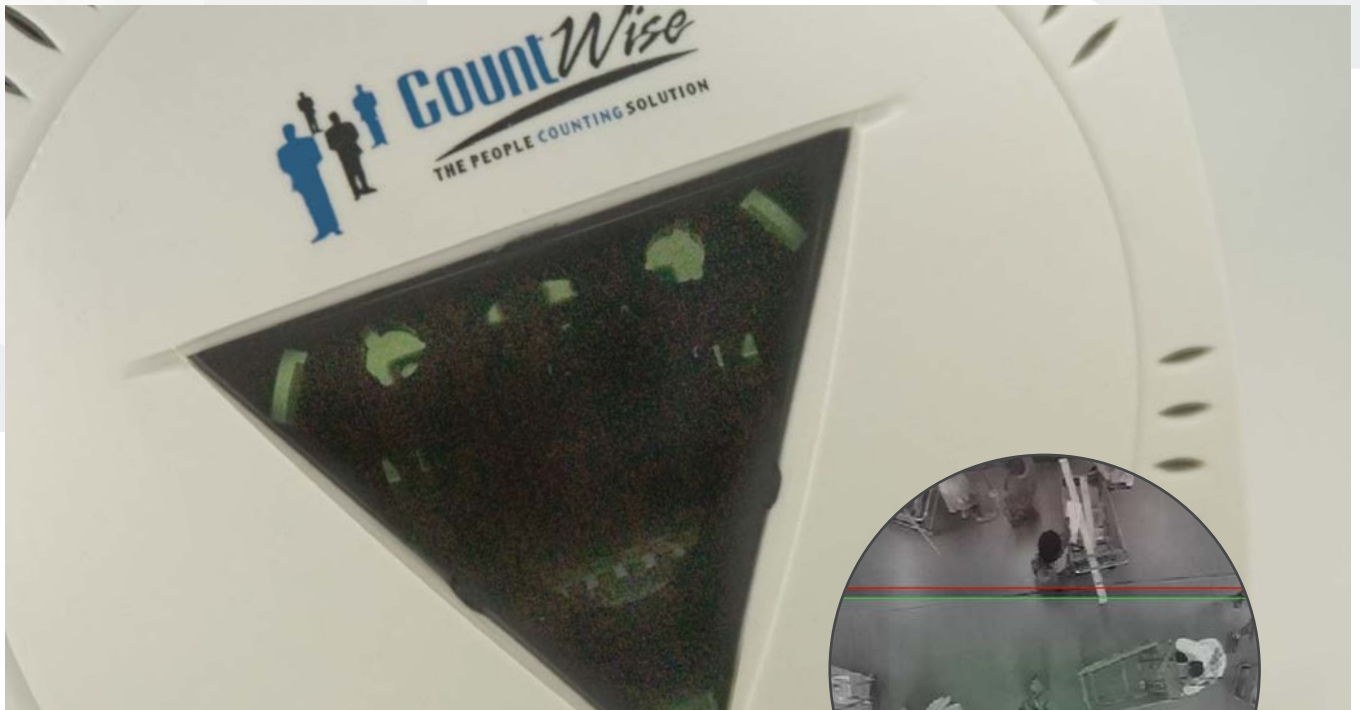


Queue Management - Improve Customer Experience



Q-Count

Q-Count is the industry's first multi-lane video-based system for assessing, controlling and improving queuing challenges. This product collects and delivers a real-time picture of the number of customers or carts waiting in each checkout lane and tracks customer waiting times.



Applications & Benefits

Businesses serving the public are sensitive to delivering high service levels, optimizing staff to patron levels and having the ability to proactively deal with bottlenecks.

- ▶ Q-Count improves customer service and supports streamlined staffing.
- ▶ Optimizes customer retention through improved customer service.
- ▶ Gives management the controls for evaluating the number of customers waiting for service, minimizing or eliminating bottlenecks.
- ▶ Provides real-time feedback to predictive scheduling systems and historic data required to optimize existing workflow management platforms.
- ▶ Gives real-time alerts when customer wait times exceed pre-defined policies.





Q-Count Key Features



Product & Technology

- ▶ Patented recognition algorithms allow calculation of different standing and waiting times for customers in one or multiple lines.
- ▶ Time stamps each customer's wait time.
- ▶ Ignores counting passer-bys and associates assisting customers in a queue.
- ▶ Can filter customers in a queue area who are not facing the service area.
- ▶ Customers that abandon the line but leave a cart and return, will have their accumulated wait time registered.
- ▶ Accuracy is unmatched, regardless of the density or type of queue.
- ▶ The simple administration utility located on a centralized server enables remote calibration, zone changes, auditing and reporting hierarchy for all queue counting.
- ▶ Q-Count's technology was developed leveraging military and industrial video imaging technologies and is protected by several patents.

Data Management

Data from all Q-Count units can be exported directly on your network to your legacy system or reviewed through the Analyzer software suite. CountWise also offers hosted reporting solutions.

Technical Specifications

Camera	1Vp-p,75Ω, NTSC or PAL
Processing Unit	Advanced DSP processor implementing FPGA technology
Counting Channels	2 simultaneous video channels and 4 digital inputs for additional counting applications (vehicle, cart counting and/or additional video input)
Memory	Internal non volatile flash memory - Retains data even if the network is down
Data Interface	RS232, RS485, TCP/IP-10/100 Ethernet, Wireless & Cellular modem
Remote Access	Calibration and configuration includes firmware upgrades
System Alerts	Automatically generated
Watchdog	Electrical or communication crash protection with automatic recovery
Data Download	Auto configurable as per client request
Nominal Voltage	12-15 VDC 5Watt
Battery Back-Up	Clock only
Power Over Ethernet	Yes
IP Address	Static
Connector Type	RJ45 568B Standard
Cable Type	Ethernet CAT5
Dimensions	6.00" X 5.50" X 3.25" (152mm x 140mm x 83mm)

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