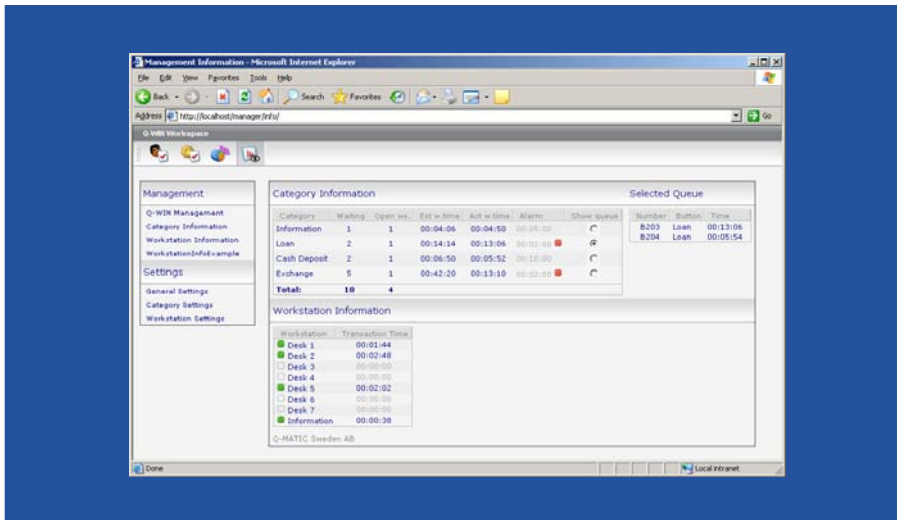


Q-WIN™ S



Q-WIN™ S is the unlimited customer service system used in head offices and at large organisations.

The program is designed to improve an organisation's effectiveness and customer service and has powerful staff optimisation tools.

Q-WIN™ S provides online information and stores statistics for keeping track of and optimising the daily business. Q-WIN™ S can be adjusted to meet specific requirements through script programming and customised statistical reports.

Features

- Runs as a stand-alone application, in local area networks or wide area networks.
- On-line information and storage of statistical data.
- Handles many types of flow: people, objects or documents.
- Can prioritise between services.
- Includes a database of staff members and customer information.
- Script programming makes Q-WIN™ S extensively customisable.
- SQL functionality makes it possible to connect to most types of databases.
- Additional functions can be added when required.
- Password protected log-in.
- Embedded Web server.
- Collects statistics from branches and delivers to the head office.

With Q-WIN™ S you can:

- Create a more pleasant environment for your customers and staff.
- Make sure that customers are served in a fair and organised way.
- Give the customer privacy.
- Identify customers.
- Use applications and options to customise the system.
- Handle 100 workstations and 255 categories.
- Use web-based reports.
- Transfer customers between systems.

Q-WIN™ S

Article number

10110600

Used with

Q-WIN™ Interface

Requirements

Size of system	Small	Medium	Large
Operating system — server	Windows NT4, 2000, XP.	Windows NT4, 2000, XP.	Windows NT4, 2000, XP.
Processor	X86 500 MHz.	X86 2 GHz.	X86 3.4 GHz.
RAM	512 MB.	1 GB.	2 GB.
Hard disk space — server	200 MB.	500 MB.	> 1 GB.
Com Port	One (COM1, COM2, COM3 or COM4).	One (COM1, COM2, COM3 or COM4).	One (COM1, COM2, COM3 or COM4).
Sound card	Yes with Q-WIN Voice.	Yes with Q-WIN Voice.	Yes with Q-WIN Voice.
Network card	10/100/1000 Mbps Ethernet Controller.	100/1000 Mbps Ethernet Controller.	100/1000 Mbps Ethernet Controller.