eSenhas – QUEUE MANAGEMENT SYSTEM
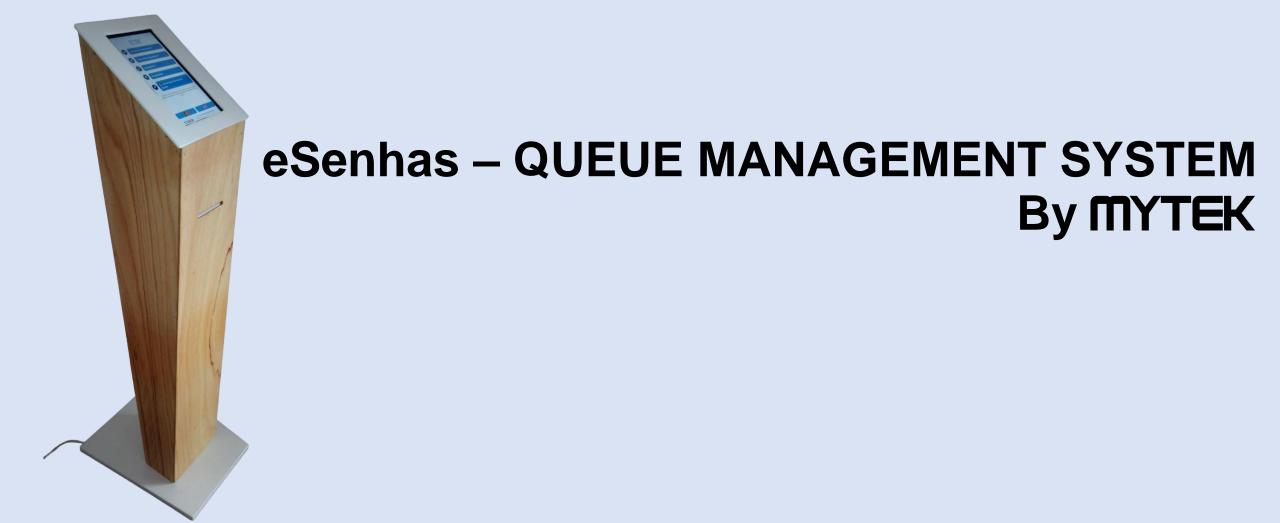# By MYTEK

HOW IT WORKS

The management system of Mytek Sistemas Informáticos, is a solution supported by the web. All the operation is very intuitive and it's being supported by a small internal server, this provides the application and the contents required to present on other equipment, including the content of the screens of the Waiting Room.

All the modules that make up the application are web-based, which does not require the installation of software on computers. All you need is a browser (Chrome and/or Firefox), as well as a network connection between the computers using the solution and the internet.

We use small computers to connect to the screens and build a sturdy, durable and beautiful kiosk. Created with the environment in mind, with 100% recyclable and sustainable materials, this kiosk combines simplicity with technology, combined with the beauty of wood, water resistant and at a more affordable cost.
It comes with a 10" touchscreen and 80mm printer.

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eKiosk

Key Features
Screen with Language option
Priority Ticket Type with information from the Decree Law
Unlimited Ticket Types
Button image customizable by business area
Print in Ticket of the same image that appears on the button
Logo on the screen and on the Ticket print
Printing the Ticket in the same language that was selected
Possibility of different options according to the Group
Separation by Sites and/or Groups

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eBalcão

| | | Teste | 2023-05-03 | | | | | |
| | | HPNDIAS | 11:23:26 | | | | | |

Senha	Zona	Data	Hora Consulta	Recurso	Observações	Ações		Chamada
A8	Com Marcação	2023-05-03	11:20	Joana				Recuperação da Senha 2023/05/03 11:22:50

Senha	Zona	Data	Hora Consulta	Recurso	Estado	Observações	Localização	Chamada	Ação

Key Features

- Ticket Call and Recall
- Priority Ticket Highlighting
- Color Code to identify Ticket status
- Issuance of Internal and General Tickets
- Customer Language Identification
- Placement of the Animal Name
- Printing of Animal Property Identifiers
- Resource Assignement & Call
- Transfer of Ticket to another Service/Location
- Ticket Recovery from Other Services/Locations
- Closing Tickets
- Enable Opinion request with Resource assigned
- Reprinting Tickets
- Viewing the status of transferred Tickets

eCliente

Key Features

Key Features
Image Ticket Call and Audible Warning
Voice Ticket Call in the chosen Language on eKiosk
On-screen Media
Bar with local weather for 1 week
RSS of RTP and Antena1
Logo on top bar
Decorative bar at Christmas time

We offer an identical application, but with the simplest screen too, for example, work as the 2nd screen to support the call in the Waiting Room, on a smaller screen.

eRecurso Display

Senha	Hora	Recurso	Animal	Observações	
Quarta, 31-05-2023				**13:08:06**	
A 3	**17:40**	**Dr. Nuno Dias**	**Rex**		🇵🇹
P 2	**17:45**	**Enf. Carla**	**Max**	Mudar penso, muito sujo e tentou arranca-lo	🇵🇹

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eRecurso - Functionality

eRecurso - Functionality
Notice of arrival of the Ticket by Image and audible warning
Voice Ticket Arrival Notice
Call Line with time and Ticket notes
Identification of the Animal Name associated with the Ticket
Customer Language Information

eGabinete Display

Teste
HPNDIAS
2023-05-31
13:07:13

Senha	Zona	Data	Hora Consulta	Recurso	Animal	Observações	Ações	Chamada
A 4	Atendimento Com Marcação	2023-05-29	17:45	Joana	phone			Recuperação da Senha 2023/05/29 17:44:22

Senha	Zona	Data	Hora Consulta	Recurso	Animal	Estado	Observações	Localização	Chamada
A 3	Atendimento Com Marcação	2023-05-29	17:40	Dr. Nuno Dias	Rex	**Transferido**		Gabinetes	Transferência da Senha 2023/05/29 17:43:02
P 2	Prioritário	2023-05-29	17:45	Enf. Carla	Max	**Transferido**	Mudar penso, muito sujo e tentou arranca-lo	Gabinetes	Transferência da Senha 2023/05/29 17:42:54

eGabinete - Functionality

eGabinete - Functionality
Password Call and Recall
Customer Language Information
Priority Password Identification
Identification of the Animal Name associated with the Password
Closing of the Service with transfer of the Password to eBalcão

Other features
Independent Working Groups (multiple independent zones within the same establishment)
Possibility to transfer Tickets to other Groups
Daily closing of counters with email sending
Statistical table with daily totalizers
Exporting the Statistical Table to Excel
Query the history of the Ticket
Ticket Opinion Survey by NPS system (additional module)
Parameterization of Call Screens
Printing Tickets on shared printers in Windows
Direct printing to Windows or Linux network printers
Possibility of developing tailor-made modules

iOpinião

Features
Front-Office:
Customer Feedback
Back-Office:
Query between dates
Detailed assessment list with Resource ID
Individual or total export of tables to Excel
Use of the NPS evaluation system
Viewing the Password history on the same screen

Módulo Adicional

Features of K2 by MYTEK

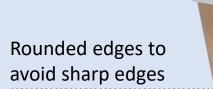**Dimensions and Weight:**

Weight: approx. 9kg (with all equipment)

Height: 1210mm

<u>The measurements below does not include the base/foot:</u>

Width: 240mm

Depth: 220 mm

Materials:

Pine, plywood and mdf. Steel for hardware.

Finishes:

Painting lacquered effect White, Black or customized color;

Natural wood effect with water-resistant treatment oil;

Mixed, with base and top painting, treated wood on the rest of the structure.

Rounded edges to avoid sharp edges

Rear door with locks for equipment access

Adjustable Feet

Equipment for indoor use.

The dimensions shown are approximate and may vary depending on the screen used. There may be slight variations in presentation and dimensions.

MYTEK®

Sistemas Informáticos

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