![Qbetter logo]

01
BLOOM
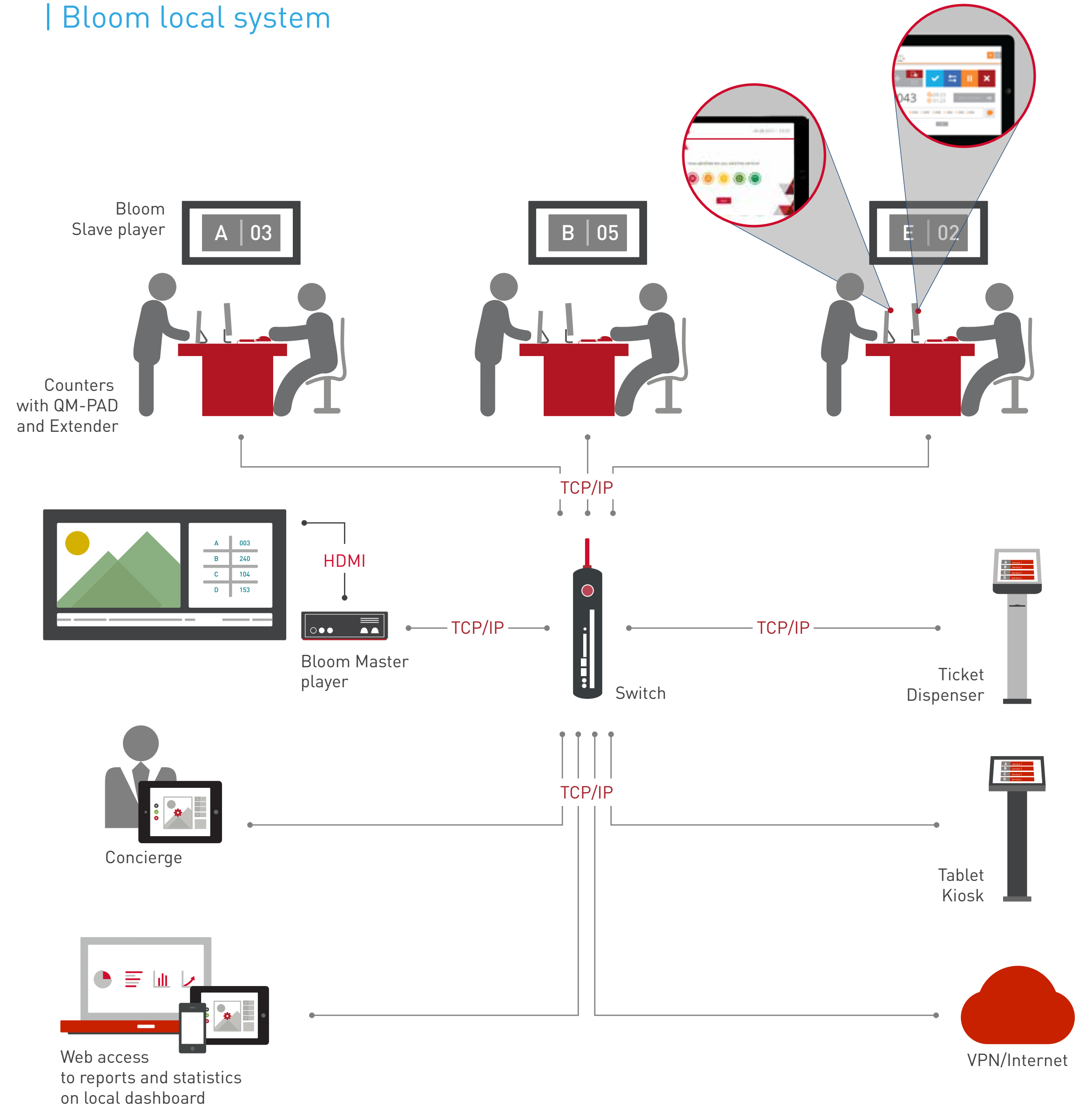
02
TICKET KIOSKS

03
V4

01

bloom.

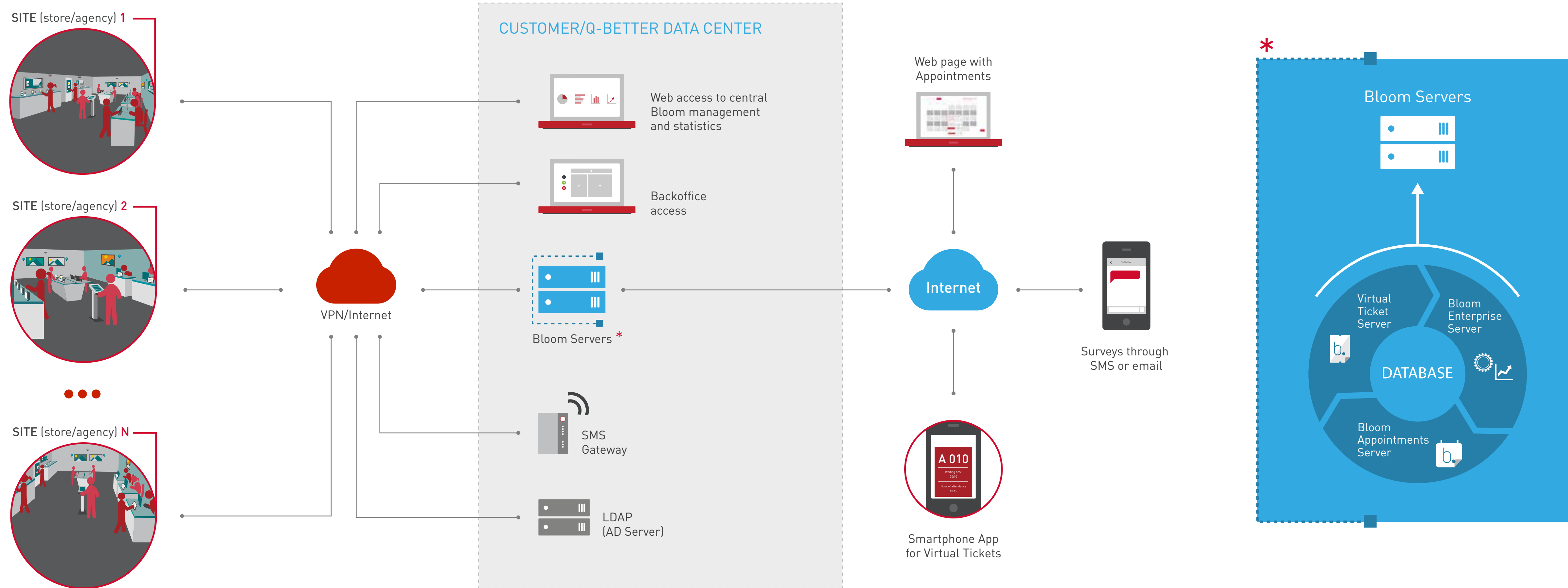Rethinking customer
service

● ● ●

Bloom is an advanced customer flow management system that manages the complete customer visit. It is used to **control queues, keep your customers informed and give you all the information you need to manage your service and resources.**

| Bloom local system

Bloom Slave player

A | 03

B | 05

E | 02

Counters with QM-PAD and Extender

TCP/IP

HDMI

TCP/IP

TCP/IP

Bloom Master player

Switch

Ticket Dispenser

Concierge

TCP/IP

Tablet Kiosk

Web access to reports and statistics on local dashboard

VPN/Internet

| Bloom Server

SITE (store/agency) 1

SITE (store/agency) 2

SITE (store/agency) N

VPN/Internet

CUSTOMER/Q-BETTER DATA CENTER

Web access to central Bloom management and statistics

Backoffice access

Bloom Servers *

SMS Gateway

LDAP (AD Server)

Web page with Appointments

Internet

Surveys through SMS or email

A 010

Smartphone App for Virtual Tickets

*

Bloom Servers

Bloom Servers

Virtual Ticket Server

Bloom Enterprise Server

DATABASE

Bloom Appointments Server

MASTERS

Every site needs at least one Master, since it is responsible for managing the local queue.
The master is the fundamental basis of the Bloom system, vital to control and manage your queues, and to give you real-time information and access to statistics and historical data. It will also find, install and manage all the additional components of the system and it can be connected to a screen to display queue status and multimedia contents.

(includes QM-PAD for ticket call management)

Q-Better works with well-recognized hardware brands in order to guarantee quality and good support.

Bloom Master Windows

(only software)

Bloom Master and Bloom Master Prime software for queue management.

REF.:
Q-QMBL | Q-QMBLP

Bloom Master Intel NUC player

Bloom Master Intel NUC i3 player and Bloom Master Prime Intel Nuc i5 player for queue management.

REF.:
Q-HPITL | Q-HPITLP

Bloom Master Intel Stick player

Bloom Master Intel Compute Stick player for queue management.

REF.:
Q-HPICS

REF.:

Bloom Master Windows	Q-QMBL	✔ To manage a system with up to 10 devices and 10 counters ✔ Runs in Windows PC (Windows 7, 8 or 10) i3 with 2GB RAM or above
Bloom Master Prime Windows	Q-QMBLP	✔ Runs in Windows PC (Windows 7, 8 or 10) i3 with 2GB RAM or above
Bloom Master Intel NUC player	Q-HPITL	✔ Intel NUC i3, 2GB RAM, SSD 30GB ✔ Intel NUC i3 player - Linux
Bloom Master Prime Intel NUC player	Q-HPITLP	✔ Intel NUC i5, 3GB RAM, SSD 30GB ✔ Intel NUC i5 player - Linux
Bloom Master Intel Stick player	Q-HPICS	✔ Recommended to manage a system with up to 5 services and 5 counters ✔ Intel Compute Stick player - Linux

SLAVES

Connect a slave player to a display and show any content you want.

| Queue management information
| Multimedia playlist
| Text feeds (RSS or text)
| Date and hour
| Background and logo

Bloom Slave Windows

(only software)

Bloom Slave software to control an additional screen.

REF.:
Q-QMBLS

Bloom Slave Intel NUC player

Bloom Slave Intel NUC i3 player to control an additional screen.

REF.:
Q-HPITLS

Bloom Slave Intel Stick player

Bloom Slave Intel Compute Stick player to control an additional screen.

REF.:
Q-HPICSS

	REF.:	
Bloom Slave Windows	Q-QMBLS	✔ Runs in Windows PC (Windows 7, 8 or 10) i3 with 2GB RAM or above
Bloom Slave Intel NUC	Q-HPITLS	✔ Intel NUC i3, 2GB RAM, SSD 30GB ✔ Bloom Slave Intel NUC i3 player - Linux
Bloom Slave Intel Stick	Q-HPICSS	✔ Intel Compute Stick player - Linux

EXTENDER

Bloom Extender allows you to display different types of contents while serving your customers: counter number and last called ticket, multimedia contents, and/or customer surveys.

> Extender is a tablet application intended to be placed at the counters, turned to the customer side.
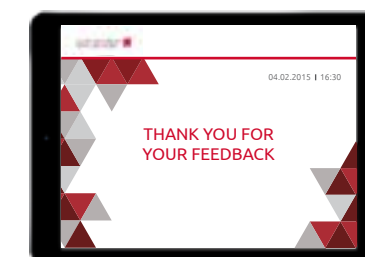
A025

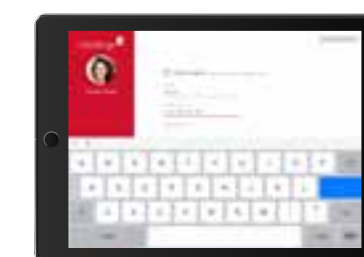Last called ticket

Multimedia contents

Survey
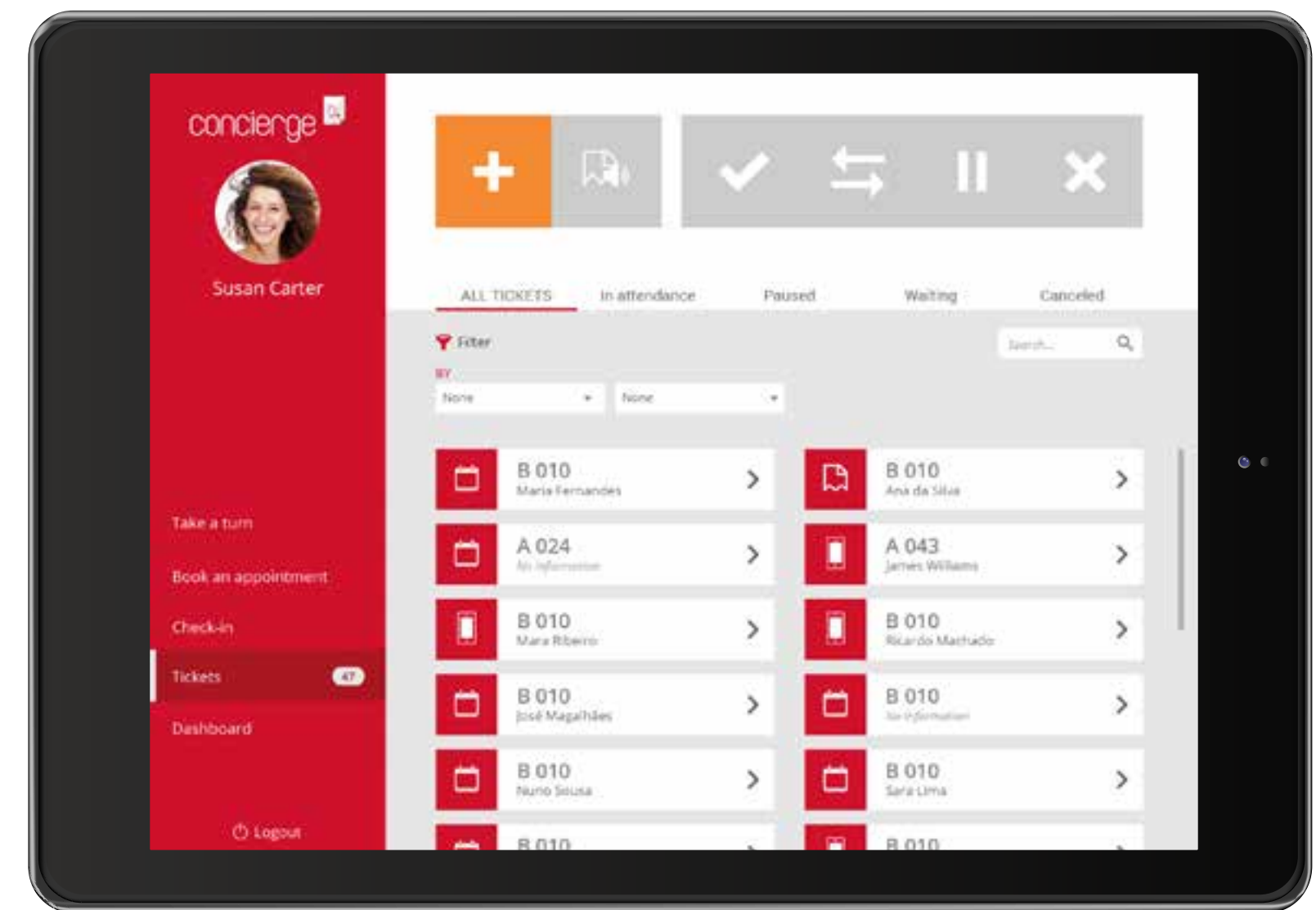
THANK YOU FOR YOUR FEEDBACK

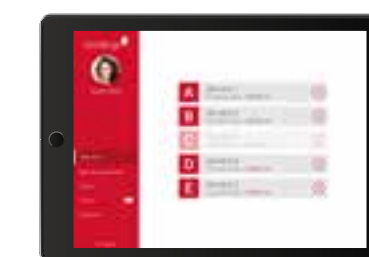Thank you message

REF.:

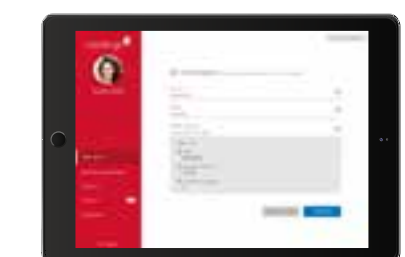| Q-EXTENDER | ✔ Bloom Extender application for Android |

CONCIERGE

Give a member of your staff a tablet with Bloom Concierge application to allow them to approach your customers, listen what they came to do and advice and help them to enter the queuing process.

Customer information   Select service   Data confirmation

REF.:

| Q-CONCIERGE | ✔ Bloom Concierge application for Android, iOS or Windows |

TABLET KIOSKS

Simple solution for tablets that allows your customers to check-in, take a turn or book an appointment by themselves.

Customizable forms for collecting customers information used for ticket call by name

Unlimited number of services in the display

Possibility to select language

Complete layout customization

REF.:

| Q-TKTOUCH | ✔ Bloom Tablet Kiosk application for Android |

Take a turn   Book an appointment   Check-in

LED DISPLAYS

The LED displays will highlight the next called ticket in the correspondent counter to which the customer must go to.

REF.:
Q-LED-4-75-R
Q-LED-6-75-R

REF.:

Q-LED-4-75-R	✔ 4 digits - 7x5 matrix ✔ PoE* or Power Supply **
Q-LED-6-75-R	✔ 6 digits - 7x5 matrix ✔ PoE* or Power Supply **

COMPONENTS	REF.:	
Ceilling support	Q-CSVESA5	
8 – Port Gigabit Ethernet Switch with 4 PoE ports	GS108PE-300EUS	✔ Up to 4 LED displays
8 – Port Gigabit Ethernet Switch with 7 PoE ports	GS110TP-200EUS	✔ Up to 7 LED displays
24 – Port Gigabit Ethernet Switch with 23 PoE ports	GS728TP-100EUS	✔ Up to 23 LED displays
Power Supply	AU-VD-P12H	✔ 230 VAC / 12 VDC, 1000mA

* Power over ethernet.

** If you choose power supply, you need to assure a network connection to LED display as well.

WIRELESS BUTTONS

The wireless buttons are ideal to be used in counters without a PC. You need a radio receiver connected to the Master player and the desired number of radio buttons.

Radio receiver
REF.:
Q-A82K

Wireless Call Button
REF.:
Q-A88

REF.:

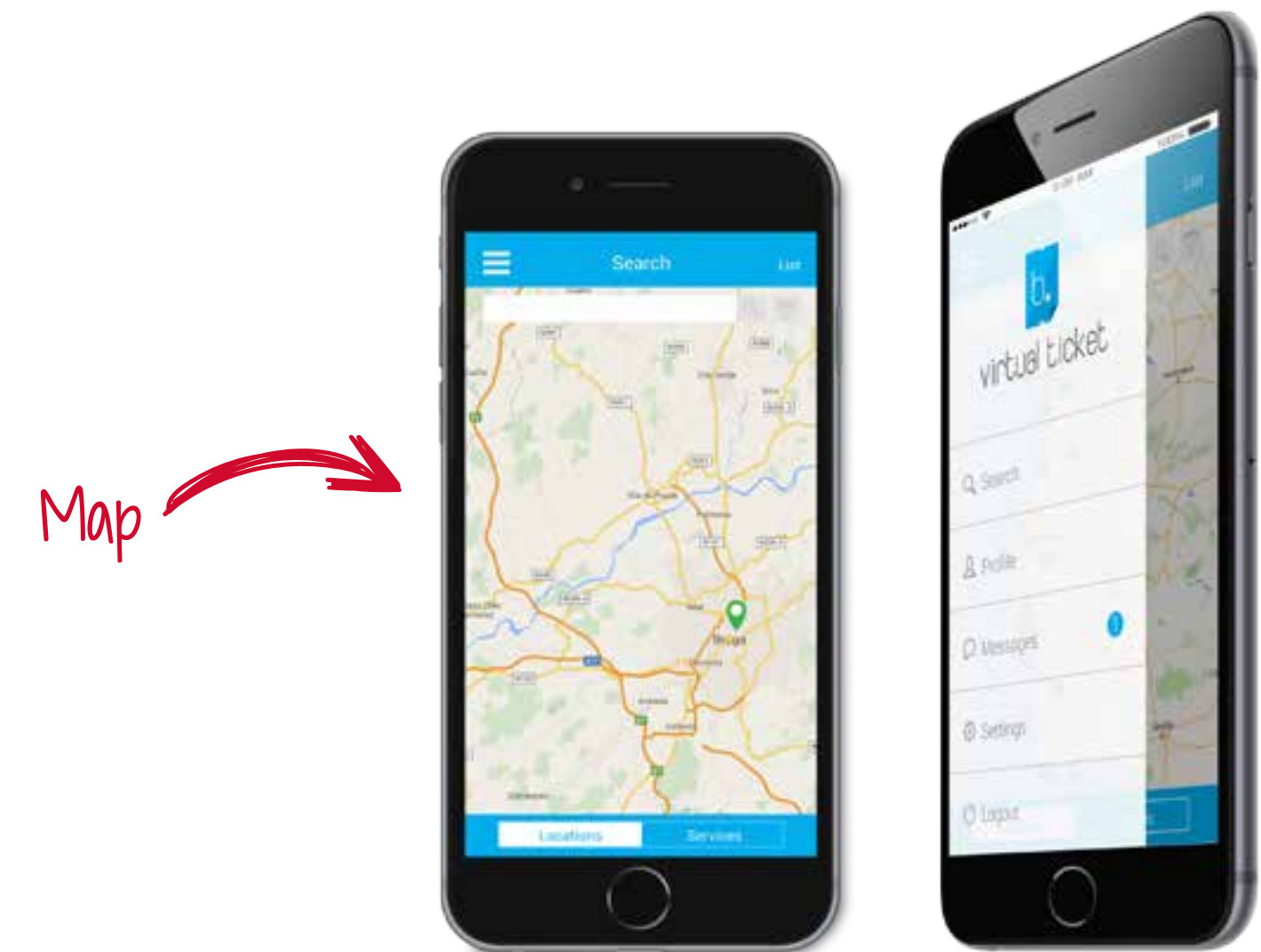| Q-A82K	✔ Radio receiver at 868MHz to register up to 50 call buttons Q-A88
Q-A88	✔ Radio call buttons at 868MHz (lithium battery included)

VIRTUAL TICKET

This application allows the customers to take a ticket before they arrive to the store and it keeps them informed about the queue process.

| Real time information about waiting line before issuing tickets

| Notifications about the queue status

| Satisfaction survey after the customer be attended

| Single or multi-ticket option

REF.:

Virtual Ticket (SAAS)	Q-VTSAAS	✔ Hosted at Q-Better datacenter
Virtual Ticket (lifetime license)	Q-VTLTL	✔ Server to host at customer's datacenter
Activation	Q-VTACT	✔ Application submission at Play Store, App Store or Microsoft Store

Map

Waiting customers + Waiting time

Ticket number

APPOINTMENTS

Combined with the queuing system, Bloom Appointments will help you to keep your business on track and well organized. This web-based system allows your customers to book appointments through a widget embedded on your business website or ticket dispensers located on site.

| Embedded widget to place on a website or on ticket kiosks located on site

| Instant SMS or e-mail notifications of the scheduled appointments for both customer and staff

| Staff's interface for scheduling and reviewing appointments in store

| Available analytical data at the backoffice

| Possibility of integrate with Bloom queuing and self-service check-in system

REF.:

Appointments (SAAS)	Q-APPSAAS	✔ Hosted at Q-Better datacenter
Appointments (lifetime license)	Q-APPLTL	✔ Server to host at customer's datacenter

Booking through ticket dispensers

BLOOM ENTERPRISE SERVER

Bloom Enterprise Server is a solution to big and decentralized networks. This system allows you to remotely and centrally manage all the Masters in your Bloom network, as well to get to know in depth your business through the analysis of statistics.

| Manage all the network settings in real-time

| Manage content playlists and send it to the Masters

| Setup all the hardware

| Replicate settings from one Master to another

| Control the status of users and devices

| You can get statistics by waiting and serving time, answered tickets, waiting tickets, cancelled tickets, etc

REF.:

Q-BES10	✔ To manage up to 10 Master players
Q-BES25	✔ To manage up to 25 Master players
Q-BES50	✔ To manage up to 50 Master players
Q-BES100	✔ To manage up to 100 Master players
Q-BESX	✔ To manage more than 100 Master players

SITE 1   SITE 2   SITE N

Server access

Internet | VPN

Q-BES (Bloom Enterprise Server)
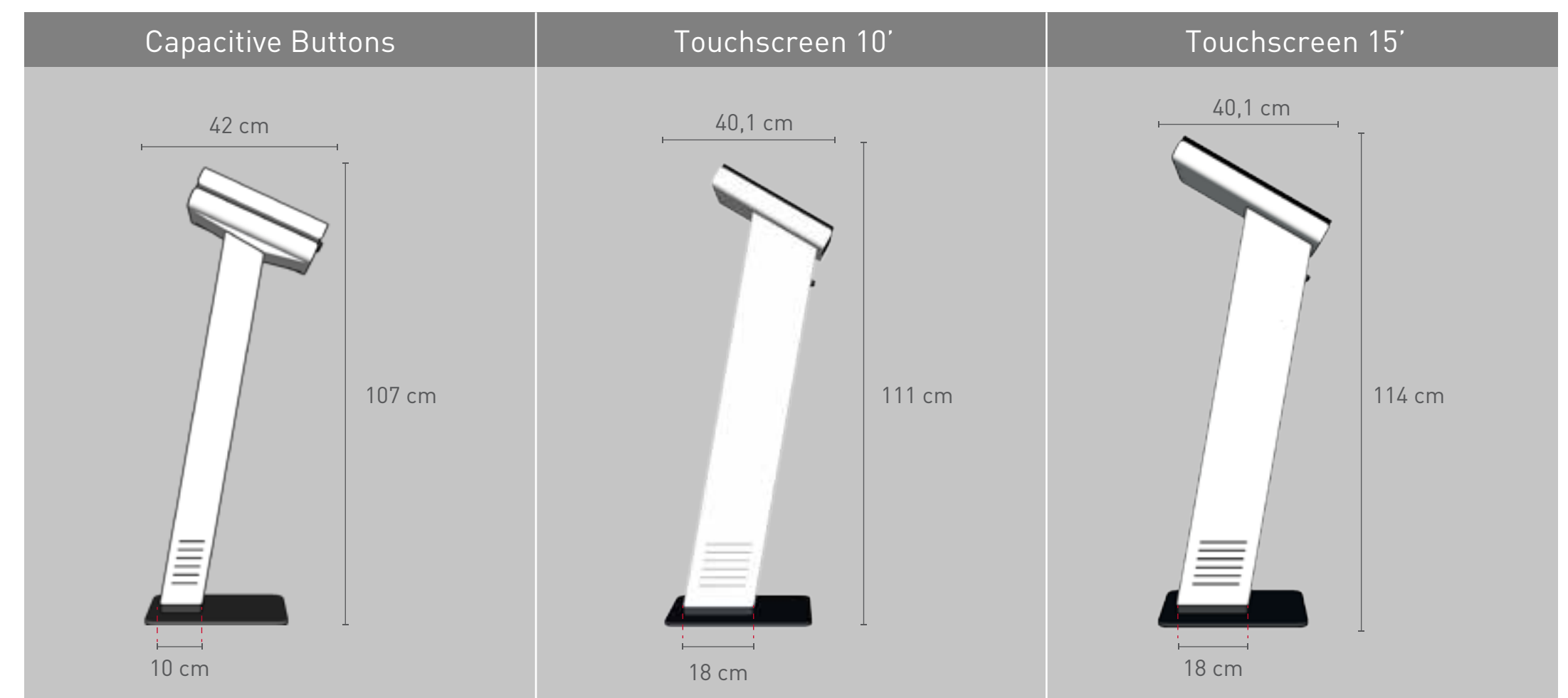
02

TICKET
KIOSKS

TICKET DISPENSERS

There are three models of ticket dispensers, one with 8 capacitive buttons and two with touchscreens (10'' and 15'') in order to fulfil your business needs.

Capacitive Buttons
REF.:
Q-DTBL8B | Q-DTBL8W
Q-DTBL8HB | Q-DTBL8HW

Touch Screen 15'
REF.:
Q-DTT15W | Q-DTT15B

Touch Screen 10'
REF.:
Q-DTT10W | Q-DTT10B

You can create your own ticket dispenser by using a small software called Q-Touch that allows you to simulate the ticket dispenser.

REF.:

Capacitive buttons	Q-DTBL8B	✔ Up to 8 services - Black
	Q-DTBL8W	✔ Up to 8 services - White
	Q-DTBL8HB	✔ Up to 8 services - Top Head - Black
	Q-DTBL8HW	✔ Up to 8 services - Top Head - White
Touch Screen	Q-DTT10W	✔ 10' Touchscreen - Black
	Q-DTT10B	✔ 10' Touchscreen - White
	Q-DTT15W	✔ 15' Touchscreen - Black
	Q-DTT15B	✔ 15' Touchscreen - White
Q-Touch Bloom	Q-TOUCHB	✔ Software to simulate a ticket dispenser for Bloom system (only compatible with Windows)
Q-Touch V4	Q-TOUCH	✔ Software to simulate a ticket dispenser for Q-FL system (only compatible with Windows)

Capacitive Buttons	Touchscreen 10'	Touchscreen 15'
42 cm	40,1 cm	40,1 cm
107 cm	111 cm	114 cm
10 cm	18 cm	18 cm

METALLIC ENCLOSURE AND SUPPORT FOR TABLETS

	REF.:
Wall support	Q-TKWS
Table support	Q-TKTS
Floor stand support	Q-TKFS
Metallic enclosure Black for Samsung Galaxy TAB A	Q-TKENCSTABA

Wall support

REF.:
Q-TKWS

Table support

REF.:
Q-TKTS

Metallic enclosure

REF.:
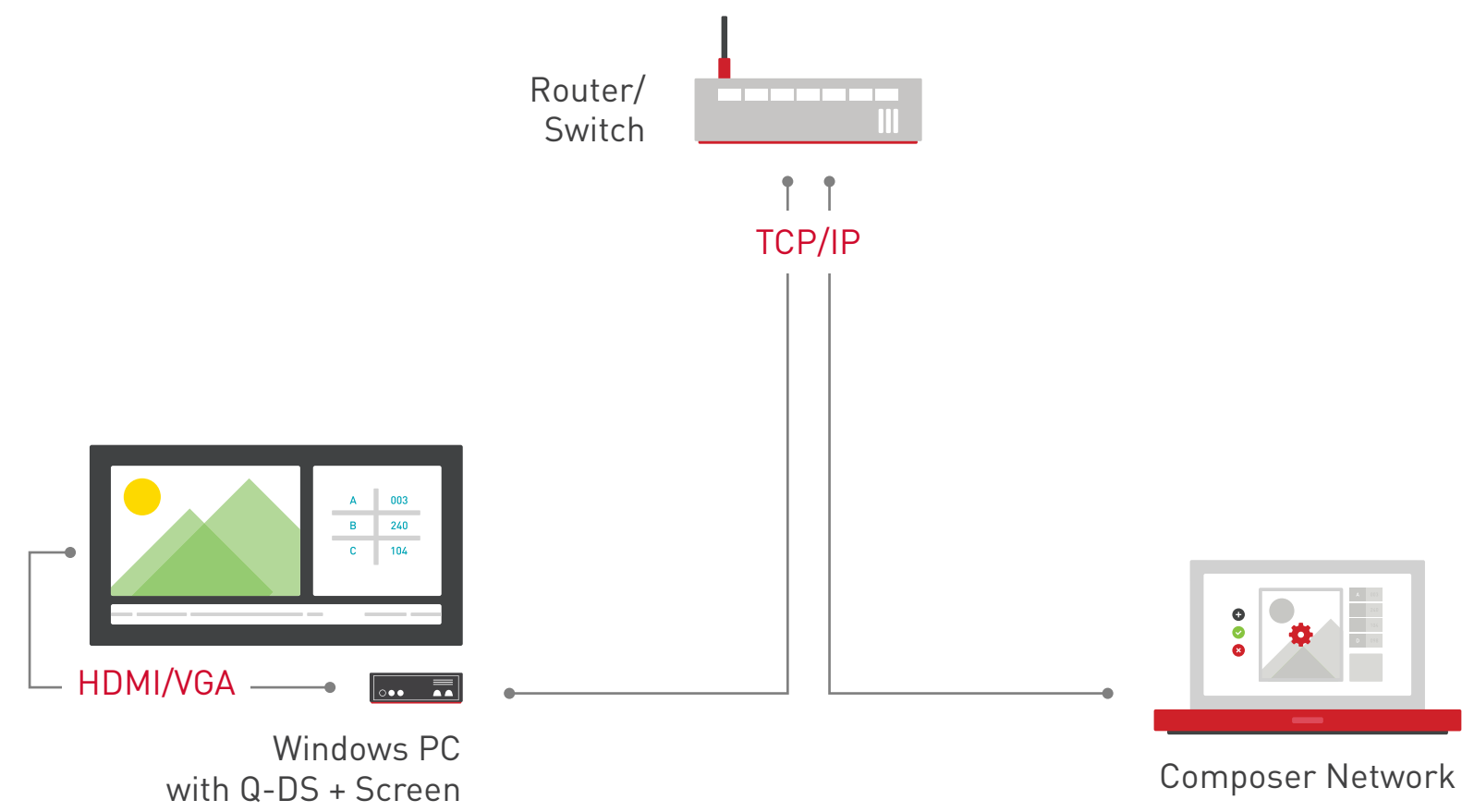Q-TKENCSTABA

Floor Stand support

REF.:
Q-TKFS

03

V4
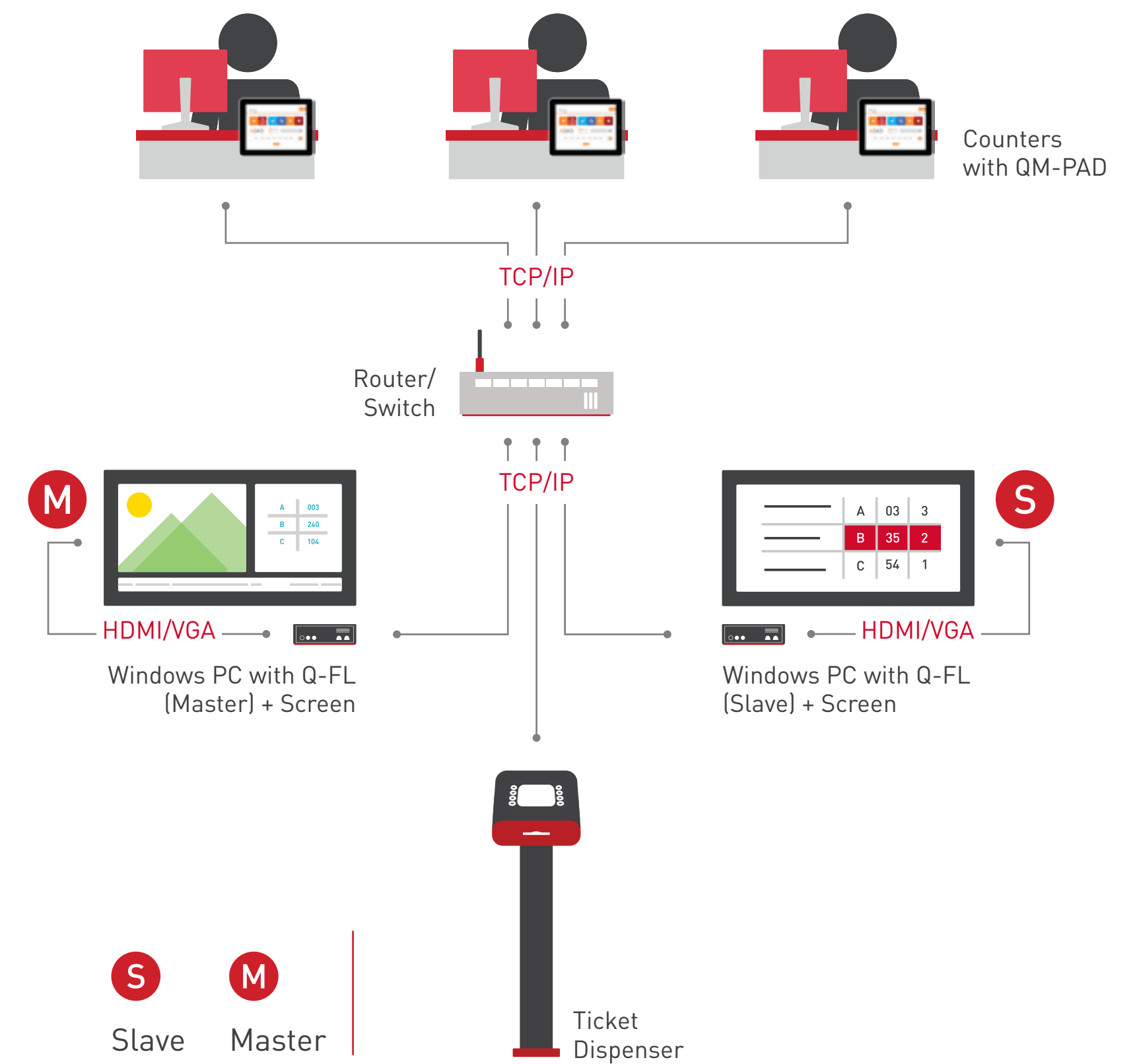
V4 Line is composed by Windows-based systems.

Windows
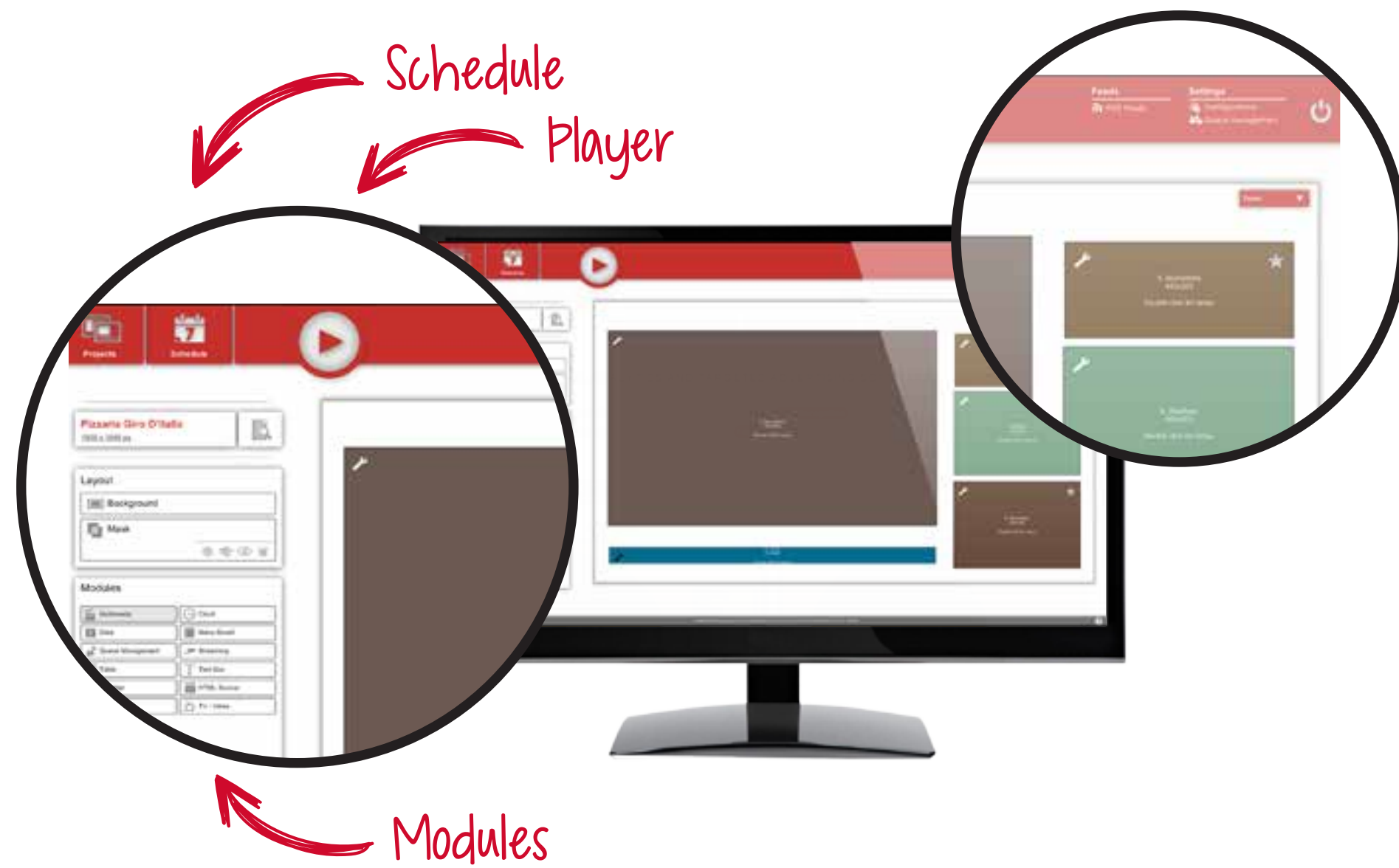
The Q-DS and Q-FL have multiview versions that allow you to connect up to three screens to the same player.

| Q-DS - Digital Signage

Router/Switch

TCP/IP

HDMI/VGA

Windows PC with Q-DS + Screen

Composer Network

| Q-FL - Queue management

Counters with QM-PAD

TCP/IP

Router/Switch

TCP/IP

M

HDMI/VGA

Windows PC with Q-FL (Master) + Screen

S

HDMI/VGA

Windows PC with Q-FL (Slave) + Screen

S Slave   **M** Master

Ticket Dispenser

DIGITAL SIGNAGE

Q-DS has two main applications: the Composer (local and remote) and the Player. The Composer allows you to create and manage your projects and the Player allows you to display them. Q-DS has an interactive and a multiview version.
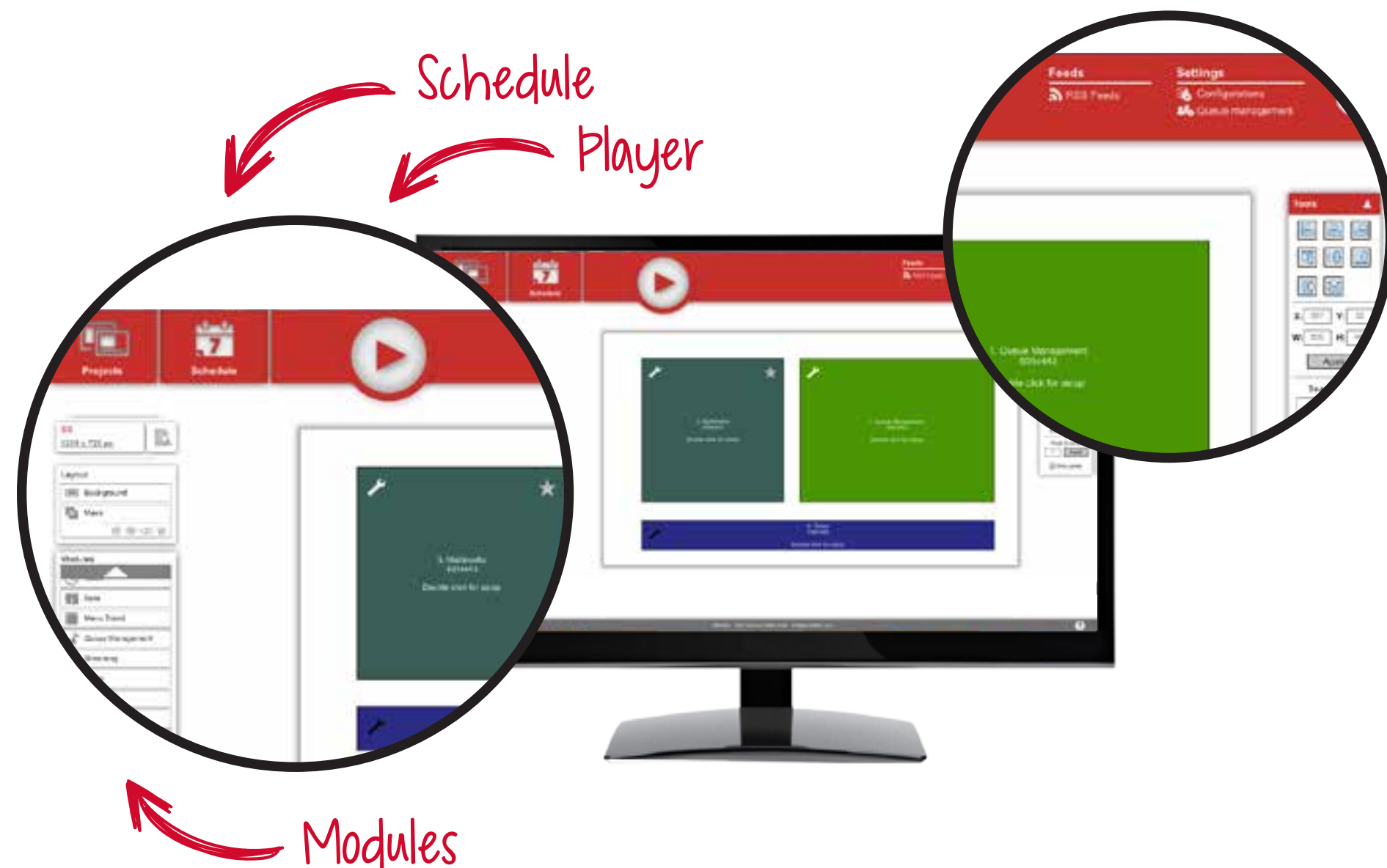
Schedule

Player

Modules

REF.:

Digital Signage	Q-DS	✓ Runs in Windows PC (Windows 7, 8 or 10) ✓
Digital Signage Multiview	Q-DS MULTIVIEW	✓ Runs in Windows PC (Windows 7, 8 or 10) ✓ Runs up to 3 displays with different contents
Digital Signage Interactive	Q-DS INTERACTIVE	✓ Runs in Windows PC (Windows 7, 8 or 10) ✓ Includes interactive features

UPGRADES	REF.:
From Q-DS to Q-DS Multiview	Q-UDSM
From Q-DS to Q-FL	Q-UDSFL
From Q-DS Multiview to Q-FL Multiview	Q-UDMFM

QUEUE MANAGEMENT AND DIGITAL SIGNAGE SOFTWARE

Q-FL has all the Q-DS features plus the queue management module. Q-FL has the same applications (Composer and Player) as Q-DS and also has the QM-PAD that is a free application to call and manage the tickets.

Schedule
Player
Modules

	REF.:	
Queue Management	Q-FL	✔ Runs in Windows PC (Windows 7, 8 or 10)
Queue Management Multiview	Q-FL Multiview	✔ Runs in Windows PC (Windows 7, 8 or 10) ✔ Runs up to 3 displays with different contents

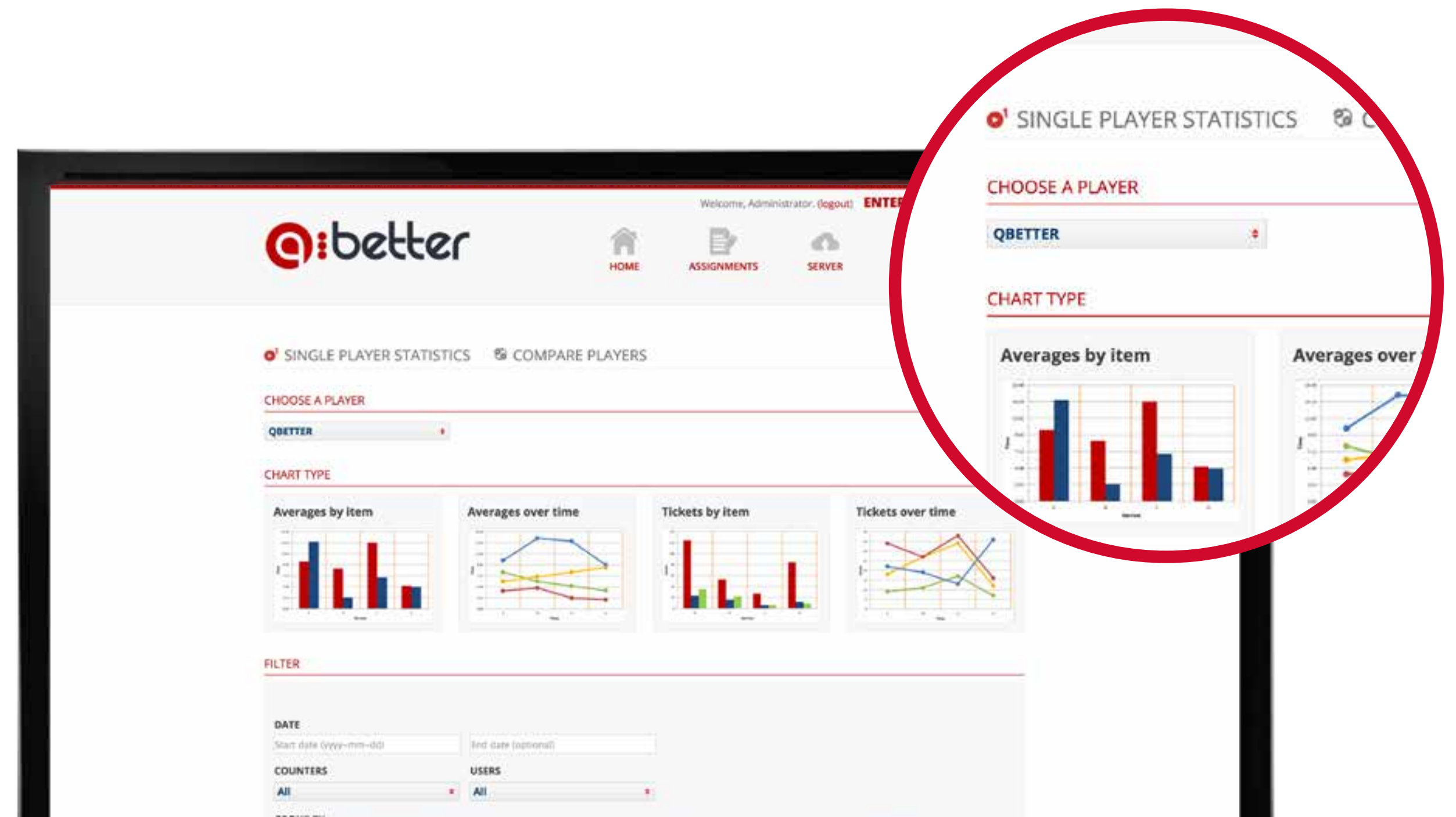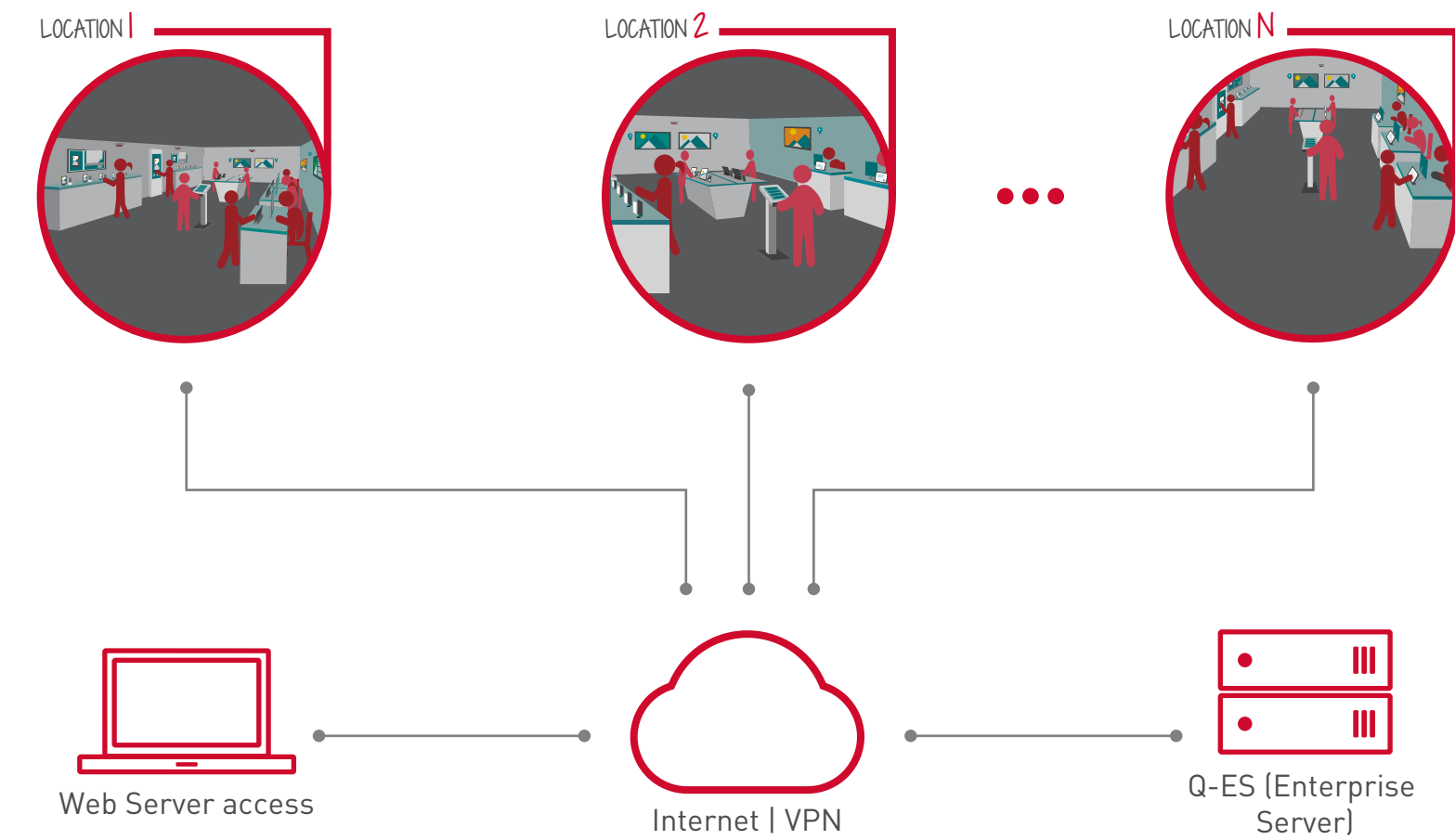| UPGRADES	REF.:
From Q-FL to Q-FL Multiview	Q-UFLM

ENTERPRISE SERVER

This solution is based in a web server. That allows you to centrally manage a network of players, where all the settings of the system are managed via a web browser.

| Centrally manage big networks of players

| Solution based on a web server

| Manage all the network settings locally or remotely in real time

REF.:

Q-ES25	✔ To manage up to 25 remote players
Q-ES50	✔ To manage up to 50 remote players
Q-ES100	✔ To manage up to 100 remote players
Q-PLA10	✔ To manage 10 additional players

q:better

www.q-better.com

linkedin.com/company/q-better

youtube.com/user/qbetter

facebook.com/qbetter