EMSE 1980

A Forerunner of emse New Technology

VoteBook

Touch to vote & grade

Customer Satisfaction

SURVEY DEVICE

Votebook is touch screen emulated information storage device to measure service quality and proficiency of staff by recording opinions and proposals of customers/clients.

Clients are invited to grade service quality during deal through questions with several different options from best to poor. Action is as simple as to touch any of reply buttons on touch screen.

Client impressions are saved on a server PC through Wifi linkage and reported.

More than one questions may be presented to further obtain their impressions.
Questions appear sequentially upon each reply.

Questions may bring out clients' preferences or tendencies, so that company decision makers:

* Can obtain realistic surveys about products/services.
* Determine and apply future corporate strategies and plans.
* Clears and determines customer profile and target audiences.

Application:

VoteBook is placed on counter/table towards customers/client.

Advertorials / informative video files may be displayed while service task is on process.

Upon completion of process, surveying question(s) are displayed on LCD screen.

Customer/client touches his/her choice among different options.

Voice support or musical effects may support the surveying process. (Attention, hospitality, thanks etc).

Personal messages can be leaded by integrating with corporate task software.

Corresondent and interactive questions may follow depending upon each reply.

Upon completion of surveying or during free time, advertorials or advisory video files may be shown.

In multi-branch enterprises, different surveys in different branches may be applied.

Reports:

Replies are valued to obtain performance reports and to analyse future policies.

Reports are arranged on daily, weekly, monthly, annually basis or for a certain period.

Reporting menu may also indicate counter no, date, time and clients ID in addition to survey replies.
(In this way, specific back-response for each client can be accessed.

All operational steps and reports may be integrated to Queue Management System.

Each report may be figured graphically or exported to common formats as excel or pdf files.

Reports can be prepared in the basis of branch, service, counter or each personnel.

AnketMatik and VoteBook are registered trademarks of Emse Inc.

Spects:

7" touch screen LCD panel is embedded.
Outer case color may be chosen as demanded.
Enhanced sound unit comprises equalizer and woofer.
Power input failure is backed up by a 4 Ah batterry.
Wifi communication is active at both 2,4 Ghz and 5 Ghz bands.
Custom plastic stand provides a 60° ergonomic slope.
Video ve voice files can be updated in Wifi medium.
Surveying questionnaries can be updated and changed in Wifi communication medium.

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Emse Co. Inc. (1987) is a veteran Turkish R&D company in Information Technologies sector. Currently, company has a team of 12 engineers, 36 technicians, and a total of 82 employees. Emse Co. Inc. provides after-sale support&service with its 11 offices and 23 service cars around TURKEY. Company has over 6000+ active queue systems in TURKEY, 1800+ active queue systems in 31 export countries. All systems' electronic and mechanic designs, production, software and after-sale services are performed with company's own funds. Company also has all essential quality certificates thanks to its strong infrastructure.

TS EN ISO 9001:2008
Total Quality Management System

European Conformity Declaration & Tests

TSE After Sale Service Compliance

Information Security Management System

СЕРТИФИКАТ СООТВЕТСТВИЯ
Russian Federation Conformity

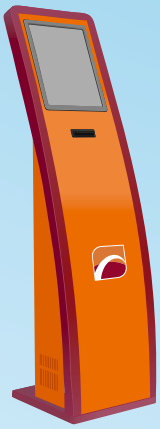
Leading products are: Queue Management Systems (LED/LCD), Digital Customer Satisfaction Survey Devices, Digital Signage Systems, TouchScreen OEM Kiosks, on-line support units (LiveGate®)

Corporate References:
T.C. Ziraat Bank, HalkBank, Vakıflar Bankası, Turkish Telekom, SekerBank, Turkish Post, Turkish Airlines, Turkish Government Railways, Turkcell GSM, Turkish Social Security, Hospitals, Tax Offices, Civil Registers, Turkish Public Transportation.

Export Regions:
Albania, Arab Emirates, Azerbaijan, Bahrain, Bulgaria, Cyprus, Egypt, Estonia, Ethiopia, France, Germany, Iraq, India, Jordan, Kazakhstan, Kuwait, Latvia, Lebanon, Libya, Moldova, Morocco, Oman, Palestine, Qatar, Russia, Saudi Arabia, Sudan, Syria, Tajikistan, Tunis, Türkiye.

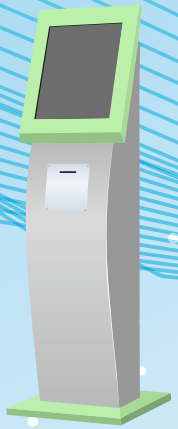
Kiosk Type

Smart


Sunny

Candy

StarLux


Grand

Maestro

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Service Points:
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