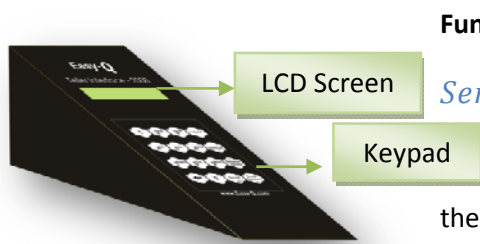


TELLER INTERFACE-2008



Function Keys:

Served/Enter Button: the served button is pressed when the teller has finished serving the customer and is free to serve the next customer. It also serves as an enter button for entering the User ID and selecting the options in the transfer menu.



Save/Call Button: The save/call button is used when a customer's processes takes a long time. The save button will save the customer's number and the teller can serve the next customer. When the teller is ready to call the previous customer he/she simply presses the same button, selects the call option and type the customers queue number



This button also serves as a navigation button for scrolling down in the Transfer Menu.

Requeue/Down Button: If a customer doesn't arrive at the service desk after he has been called, the teller can press the requeue button instead of pressing served. This will call the customer again after a certain time.



This button also serves as a navigation button for scrolling down in the Transfer Menu.

Transfer/Requeue Button: This option is useful when a customer has arrived at the wrong counter or for the wrong service. The teller can easily transfer the customer to another counter or service or queue. A menu will appear for the teller to choose which counter or service the customer is to be transferred.



Requeue is the first option in the Transfer Menu. If a customer doesn't arrive at the service desk after he/she has been called, the teller can select the requeue button instead of pressing served. This will call the customer again after a certain time.

This button also serves as navigation for scrolling to the bottom of the menu list.

Logout/Up Button: The teller can log out form QMS using this button.



This button also serves as a navigation button for scrolling up for the Transfer Menu.

Backspace Button: This button enables you to correct the entered number and also allows you to exit from 'Transfer Menu'.



Break/Resume Button: This button allows the teller to take toilet breaks or other breaks. When the teller is in break mode no customer will be called in the counter.



This button also serves as navigation for scrolling to the top of the menu list.