



GAMME  
TWANA



SOLUTION  
AFFICHAGE VIDEO



SOLUTION  
AFFICHAGE LED



GESTION DE  
L'ACCUEIL



MULTICANAL



eGestat™

//// THE MOST SIMPLE AND EFFECTIVE SOLUTION ////  
FOR CUSTOMER FLOW MANAGEMENT





**eGestat™ is the ideal solution for managing your reception simply and without a computer server**

Ergonomic, easy to install, scalable and powerful, eGestat™ provides real comfort for your clients, improved efficiency for your teams and a gain in productivity for your organization.

## WELCOME & IDENTIFICATION

Our self-service touchscreen interactive kiosks or in front line reception, allows your clients to select the desired service from their arrival on your site.

Communicate the waiting conditions through the ticket by customizing its contents (logo, map, information...)

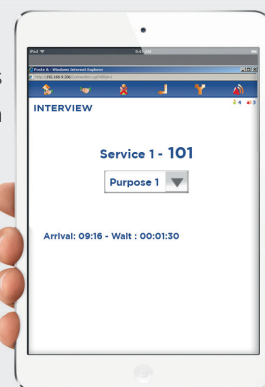
## INFORMATION & COMMUNICATION

With our display devices (matrix display panels, video), broadcast your communications while providing information about reception conditions.

Visual or speech calls ensure the required comfort for your clients and fast identification of the reception station.

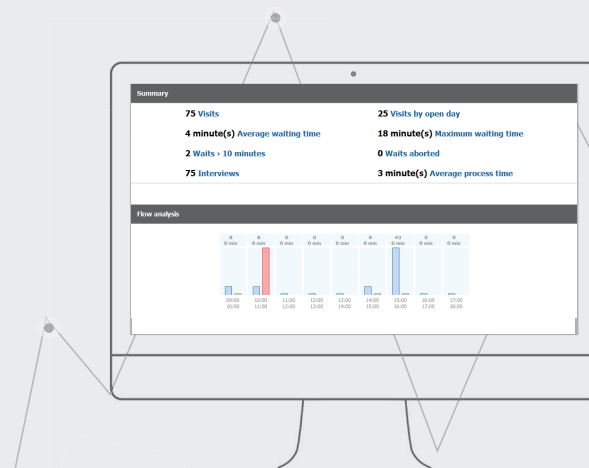
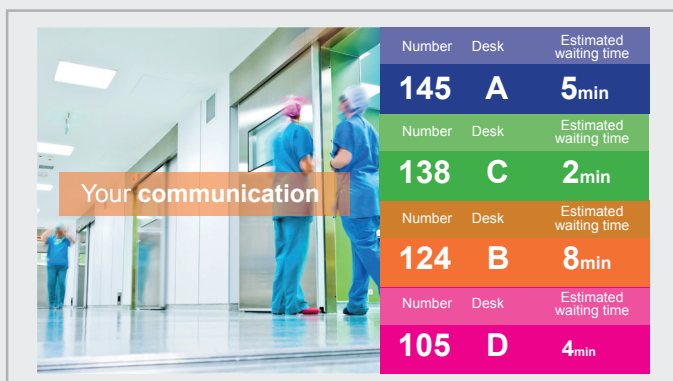
## CALL & RECEPTION

Improve your interview conditions thanks to our ergonomic reception terminals (electronic or web-based). Determine your welcoming strategy depending on your site and your requirements, and eGestat™ will automatically direct your clients to the most suitable reception station.



## ANALYZE & DATA USAGE

The creation of computerized statistical reports enables you to organize your resources and monitor your quality indicators. Reports can be automatically generated (Pdf, Excel) over the period of your choice (day, week, etc).



## SIMPLICITY & ERGONOMY

eGestat™ is the ideal electronic web solution for medium-size sites

To go further, ESII proposes the eSirius™ solution.

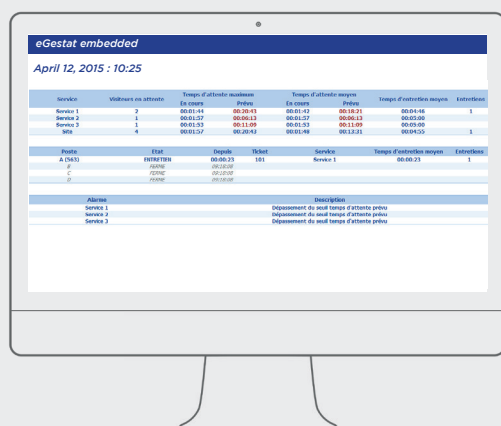
**For more than 30 years ESII has been assisting its clients and partners in their development in the field of innovation and success.**

This experience has made us the leading company in France and a major player internationally with over 18,000 installed sites."

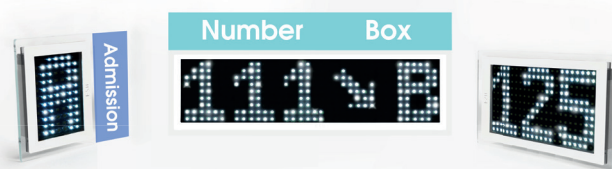
## ANTICIPATION & REACTION

eGestat™ features a simulation process to inform you in real time of the risks of waiting peaks by taking into account your quality criteria.

The supervision module accessible through a Web browser becomes your daily assistant.



TWANA DISEO/ULTIMATE Multifunctions kiosk



Range of LED display



Range of LCD displays

## DEPLOYMENT & ADMINISTRATION

A robust and reliable solution, eGestat™ operates in stand-alone mode or directly over your local network.

Communication to the various peripherals may be wired or wireless. The eGestat™ solution can be integrated into a computer bay. Administration is accessible through a Web browser.



Calls and communication by video



# THE MOST SIMPLE AND EFFECTIVE SOLUTION FOR CUSTOMER FLOW MANAGEMENT

## eGestat™ 6.05 Features

### RECEPTION

- Management of opening and closing times
- Multiple-service reception, multiple queues
- Queue allocation through multi-lingual interactive dispenser
- 24/7 operation
- Directing to services
- Barrier rope, simple or virtual queue reception
- Graphic, customizable variable-size tickets
- Queue allocation and/or information ticket
- Visitor's language management

### RECEPTION STRATEGY

- Configurable waiting and interview time thresholds
- Reception station calling strategies
- Waiting time simulation system
- Alarm display in back-office
- Back-up priority on unattended service
- SmartClient for mobile device
- No call mode
- Single Line
- Automatic Single Line

### CALL

- Call on electronic display, video, speech synthesis
- Identification of the caller by number, letter, photo of staff member, symbol, map, etc...
- Dynamic audiovisual communication by video

### INTERVIEWS

- Client call according to your strategy
- Selecting a visitor in a queue
- Entering purposes for the visit
- Accounting of abandoned visits
- Viewing of the queue status

### REAL TIME SUPERVISION

- Queue supervision
- Viewing of waiting conditions by service
- Supervision of stations
- Set of colors according to the situation
- Alert BEFORE waiting peaks appear
- Alarms with several criteria levels

### STATISTICS

- Activity report integrated with colors code and key figures
- Multiple site comparative and cumulative analysis
- Bi-dimensional analysis
- Multiple view documents and customizable multiple functions
- Printing
- Bar charts, Pie charts, Tables, Graphs
- Export to CSV, XLS, PDF, GANTT
- Automatic sending of reports by email
- Filtering of the abnormally short interviews
- Counting of the visitors by services in pre-reception

### ARCHITECTURE

- Electronic solution without PC
- Embedded web applications
- Wireless or wired communication with peripherals
- Configuration access security management

### FUNCTIONALITIES

- Number of services: 8
- Maximum number of buttons or dispenser: 8
- Number of reception stations: 30
- Number of ticket dispenser: 4
- Supervision modules: 4
- Visit purposes: 20
- Number of staff managed: 999

### LANGUAGES

- Bulgarian
- Dutch
- English
- French
- German
- Portuguese
- Spanish



### Headquarters

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