



Product Catalogue

————— **2022**



Q-Better wants to make a stand in the world of customer service through innovation.

Aiming to help businesses to improve their customers' experience, Q-Better creates intuitive and powerful systems that will lead to a continuous cycle of improvement and is always looking for new technologies and its applicability in each market.

Our goal will not only address the customer experience, but also provide means to acquire new customers, improve efficiency, increase sales, and reduce operational costs.

We believe that well-organized services, informed customers, and access to important business statistics are essential to achieve an excellent level of service.

Website

www.q-better.com

Contacts

sales@q-better.com

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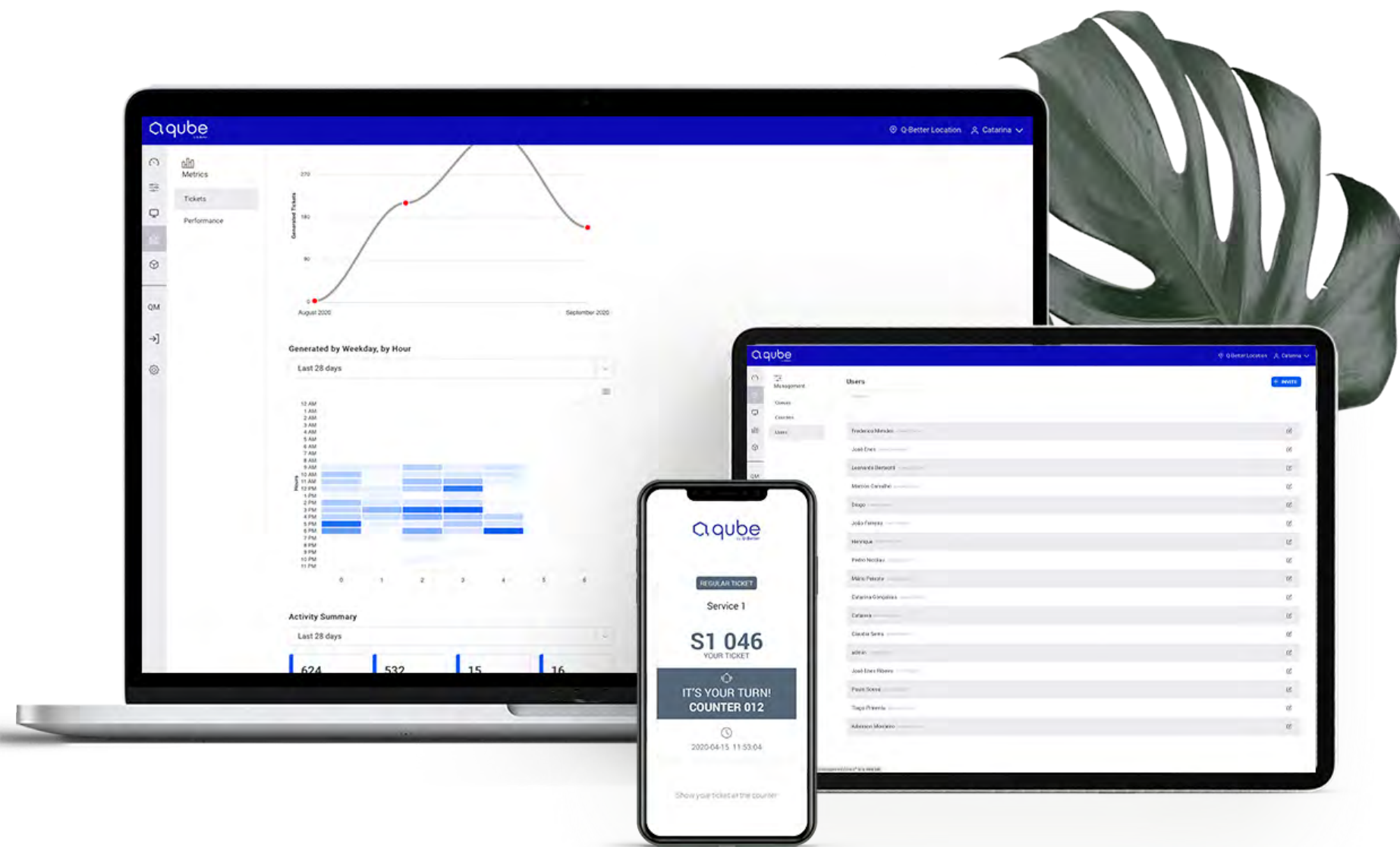
Headquarters

Rua Dr. Manuel José de Oliveira Machado, 37

4700-058 Braga

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1 Qube

Qube

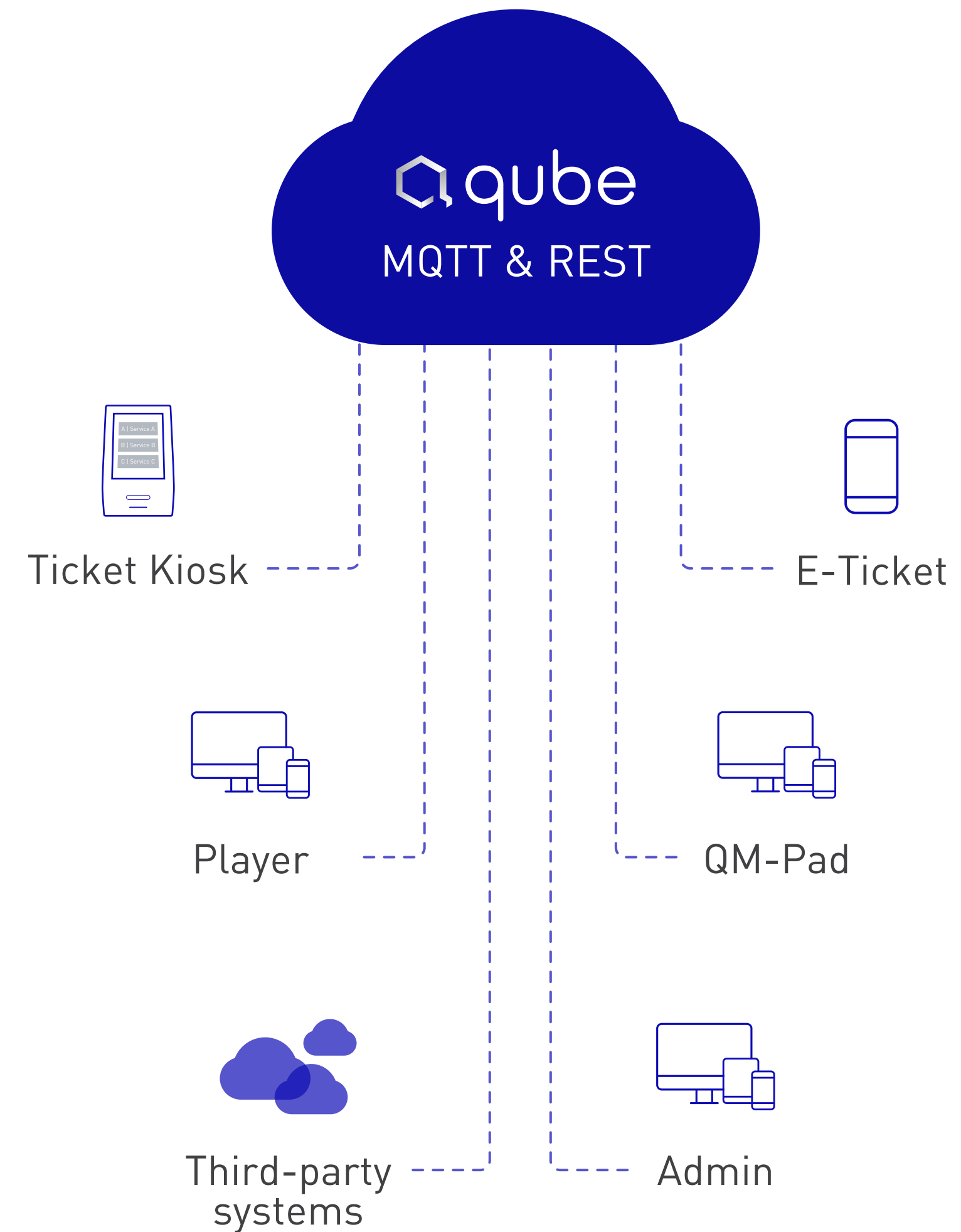
Qube is a smart queue management system that swiftly organizes services' waiting lines. Remarkably adaptable to services where time is priceless and must have a quick and efficient response.

A breakthrough solution developed using the newest technologies, market trends and population important needs. Its usability improves service efficiency while its design seamlessly blends into the room aesthetics. A smart solution to elevate the service experience to a whole new level.



As a public cloud solution, this system and all its components require internet connection.

For better functioning of the system, the supplied networks must have IPV6. In addition, ports 443, 8883, and 8084 must be open and this is imperative because, without port 8084, real-time queue status updates do not work.



Subscription Plans

There are seven subscription plans to choose, always per location.

Each plan includes:

- | unlimited number of queues
- | unlimited number of users
- | up to 99 counters
- | 1 player * (software only)

DEFAULT	STARTER	BASIC	STANDARD	SILVER	GOLD	PLATINUM
2 500 tickets per month	5 000 tickets per month	7 500 tickets per month	15 000 tickets per month	30 000 tickets per month	75 000 tickets per month	unlimited tickets per month

REF: Q-QBDFMB	REF: Q-QBSAMB	REF: Q-QBBSMB	REF: Q-QBSTMB	REF: Q-QBSLMB	REF: Q-QBGLMB	REF: Q-QBPTMB	REF: Q-QBEXTK
- Default plan - Monthly licence	- Starter plan - Monthly licence	- Basic plan - Monthly licence	- Standard plan - Monthly licence	- Silver plan - Monthly licence	- Gold plan - Monthly licence	- Platinum plan - Monthly licence	- Pack of 2500 extra tickets - One-time payment
REF: Q-QBDFAB	REF: Q-QBSAAB	REF: Q-QBBSAB	REF: Q-QBSTAB	REF: Q-QBSLAB	REF: Q-QBGLAB	REF: Q-QBPTAB	
- Default plan - Annual licence	- Starter plan - Annual licence	- Basic plan - Annual licence	- Standard plan - Annual licence	- Silver plan - Annual licence	- Gold plan - Annual licence	- Platinum plan - Annual licence	

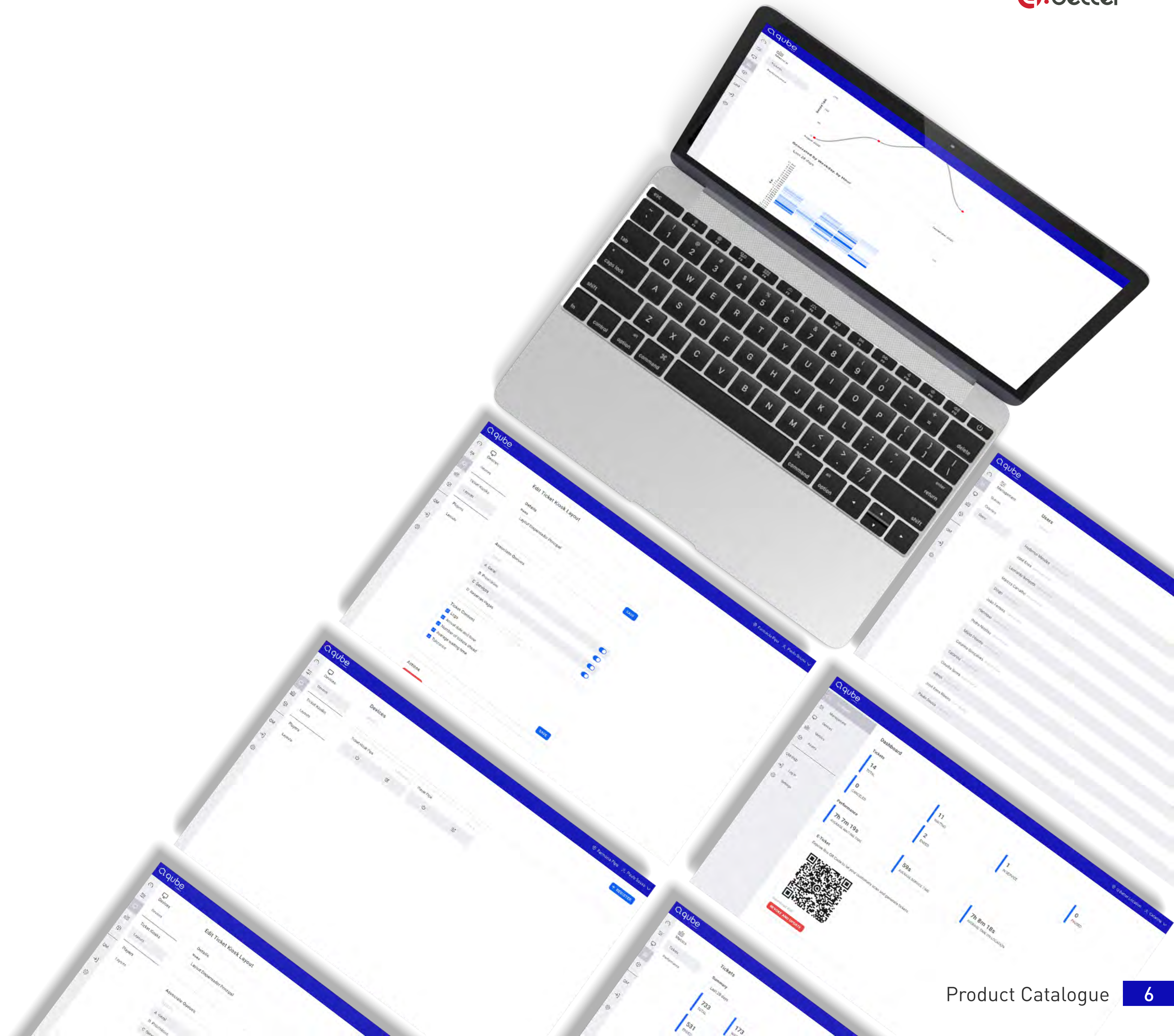
* The plan includes 1, but it is possible to add more by acquiring them separately.

Admin

The Admin is the control panel where are presented all tools and settings for Qube's operation.

It is composed by:

- | A dashboard where is displayed the E-Ticket QR code of the location and all operational statistics (since the last reset of the system)
- | Management tools to administer all queues, counters, and users
- | Devices easy to install and monitor
- | Assets for all player's contents (images, videos, playlists and feeds)
- | Metrics with performance statistics along the time, providing excellent information for control and as a support for all decision-making processes
- | Setting options that can be adjusted for each location, according to one's management preferences



Player

A Qube player can be connected to a display to keep visitors informed about the queueing status and to promote products and services.

- | Header with image or video
- | Queueing status per queue
- | Multimedia module (image and/or video)
- | Footer with RSS or text feeds

The player is composed of software and hardware, but the hardware can either be provided by Q-Better (as a plug and play device) or bought locally according to our specifications.

Each plan includes 1 player per location (software only).
Extra players have an additional software cost.

REF: **Q-QBXPMB**

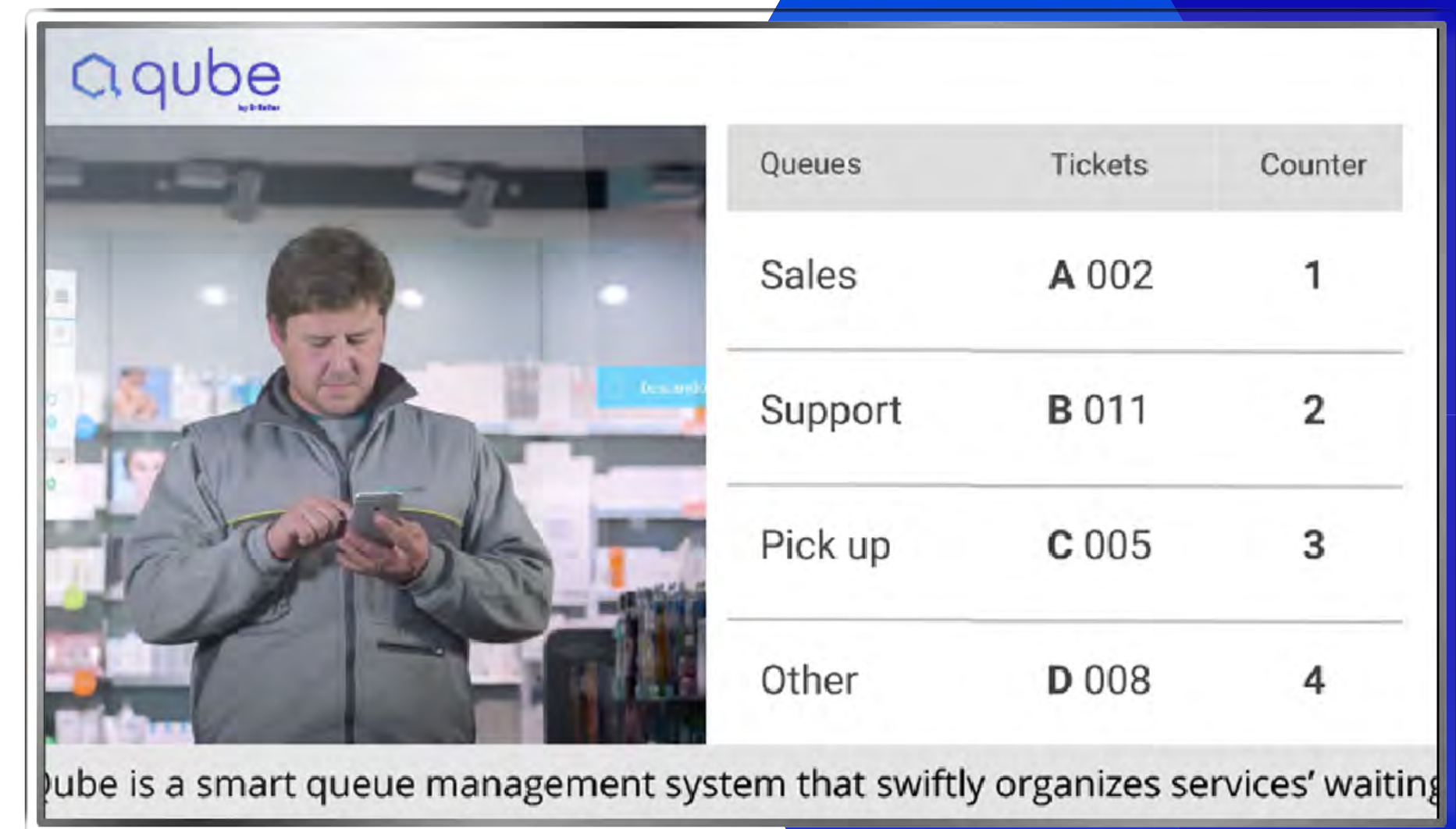
- Player software
- Monthly licence

REF: **Q-QBPL**

- Player hardware
- Broadcom BCM2837B0, Cortex-A53 (ARMv8) 64-bit SoC @ 1.4GHz
- 1GB LPDDR2 SDRAM
- 16GB microSD card

REF: **Q-QBXPAB**

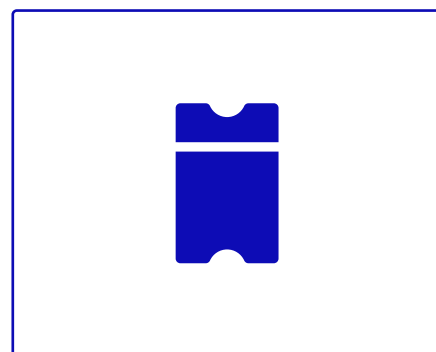
- Player software
- Annual licence



Ticket dispensers

Ticket dispensers are a simple self-service solution for visitors to enter the queueing process. There are several models available to suit different industries and organisation sizes.

All ticket dispensers are compatible with any thermal paper roll with a width of 57 mm, a diameter of 80 mm maximum, and a core of 11 mm.



Paper with ticket details



Scan e-ticket QR code



PAPERLESS SOLUTION

Ticket dispensers

10" or 15" classic

REF: **Q-DTT10W/B**

REF: **Q-DTT15W/B**



10" compact

REF: **Q-DTC10W**



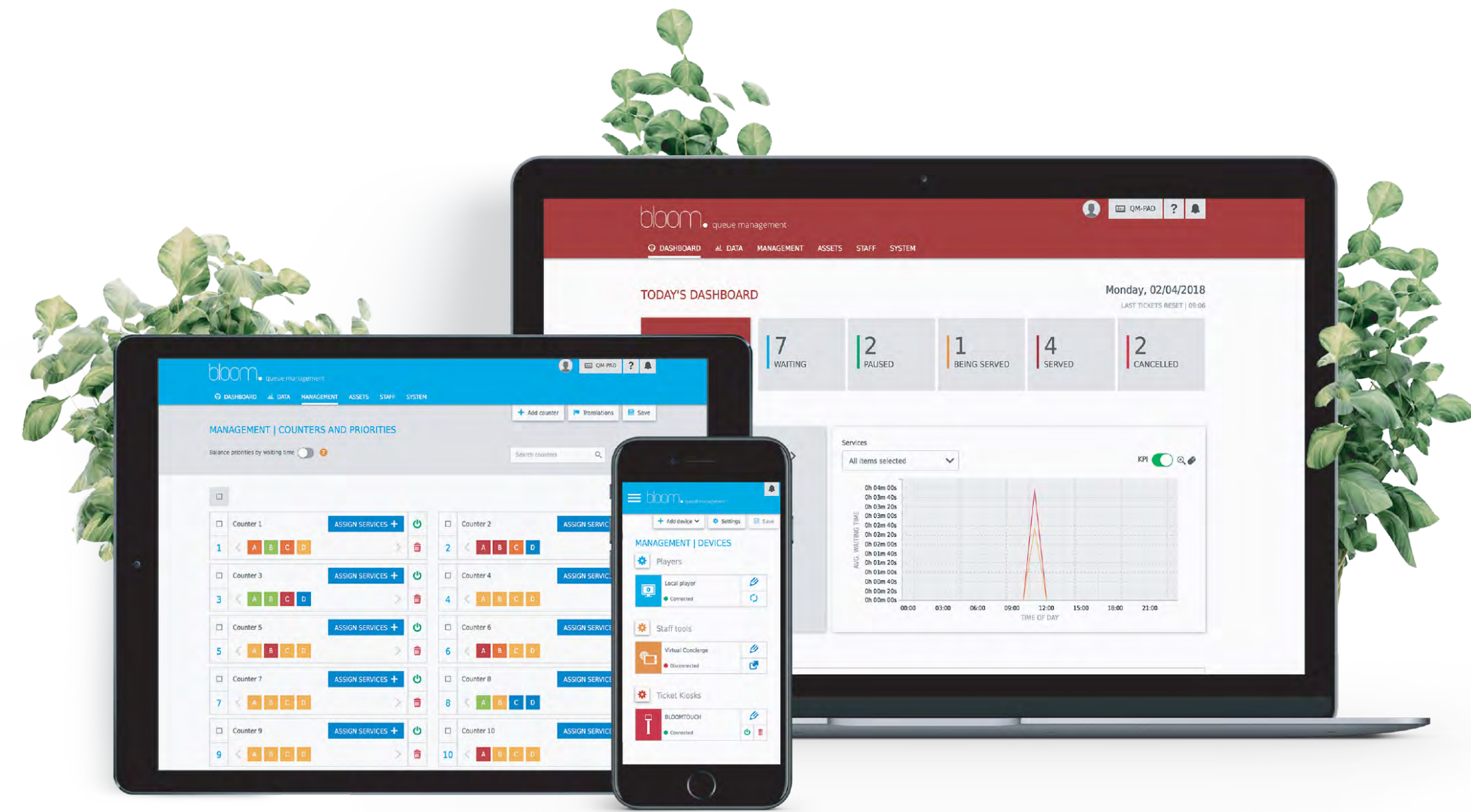
Supports:

- Desk stand (included)
- Wall mount

REF: **Q-DTC10WM**

- Floor stand

REF: **Q-DTC10FSW**



2

Bloom Standalone

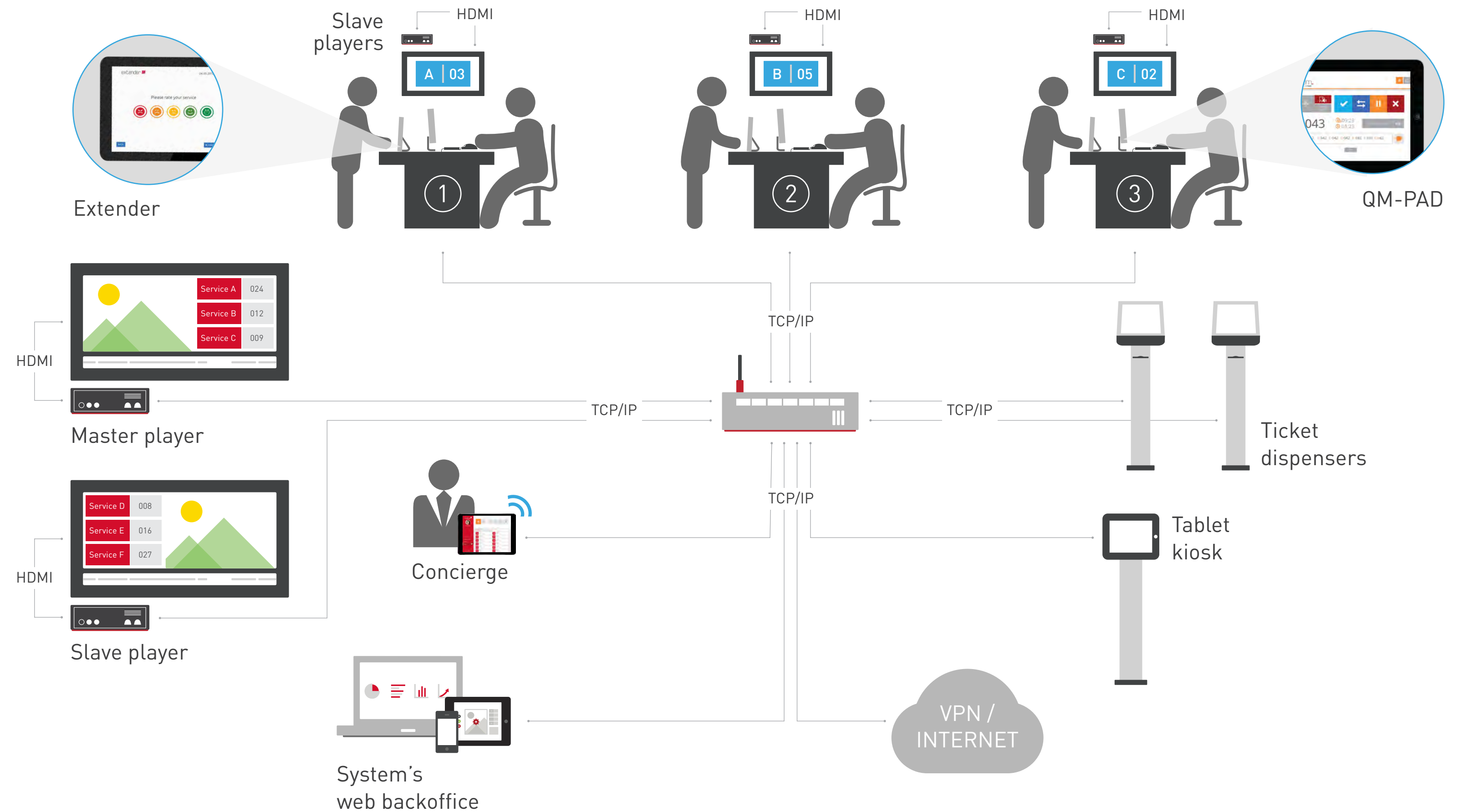
bloom.

Bloom Standalone b.

SYSTEM FOR SINGLE-LOCATION PROJECTS

A local server controls and manages the queues and devices of the location, creating a system entirely autonomous and independent of external connections*.

- | Real-time information and access to useful statistics and historical data
- | Local devices setup and configuration
- | End-user interfaces customization
- | Web-based backoffice accessible through any device connected to the system's network



* Access to internet is required in the first setup to activate the license, to get online RSS feeds, to get HTML pages, to use email and SMS notifications, and to use the integration with third-party appointments systems.

Bloom Master

Bloom Master is the local server of Bloom Standalone system, an all-in-one solution that unites the management of every device and enables the configuration of all system's features.

Includes QM-PAD, a web-application for the staff to call and manage tickets in the assigned services.

It can be connected to a display to show queueing information and multimedia contents:

- | Header with logo and date and time
- | Queueing modules (per service, per counter, last called tickets, etc.)
- | Multimedia module (playlist with images, videos, and/or HTML pages)
- | Footer with RSS and/or text feeds

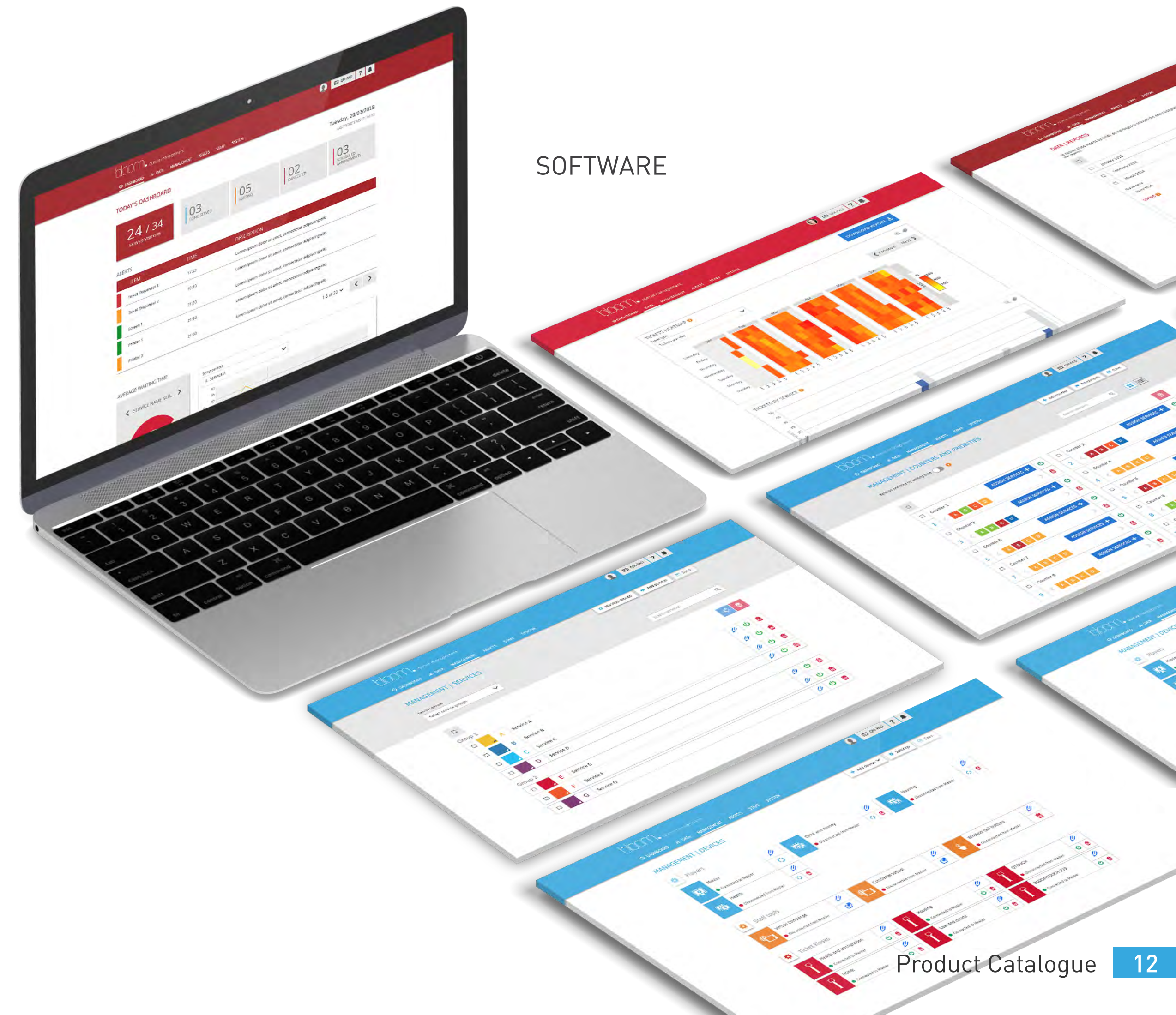
HARDWARE



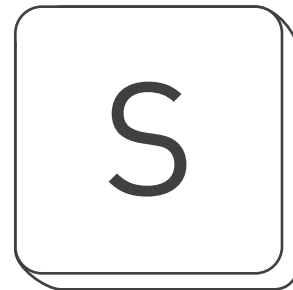
Intel NUC

Compact Box

SOFTWARE



Bloom Master



Bloom Master **Standard**

Local server to manage up to 10 counters*.

Intel NUC

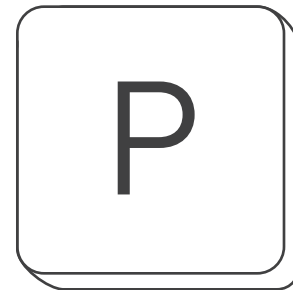
REF: **Q-HPITL**

- CPU: i3 | RAM: 4GB | SSD: 120GB

Compact Box

REF: **Q-HPCB**

- CPU: X5-Z8300 | RAM: 2GB | eMMC: 32GB
- Recommended for smaller installations with few devices and up to 500 tickets per day
- Not recommended if large or Full HD multimedia items will be displayed



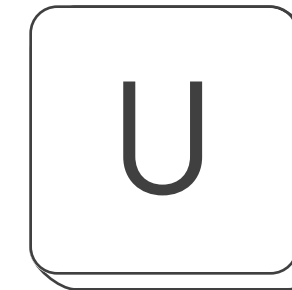
Bloom Master **Prime**

Local server to manage up to 20 counters*.

Intel NUC

REF: **Q-HPITLP**

- CPU: i5 | RAM: 4GB | SSD: 120GB
- Better suited when large or Full HD multimedia items will be displayed



Bloom Master **Unlimited**

Local server to manage up to 99 counters*.

Intel NUC

REF: **Q-HPITLU**

- CPU: i5 | RAM: 4GB | SSD: 120GB
- Better suited when large or Full HD multimedia items will be displayed

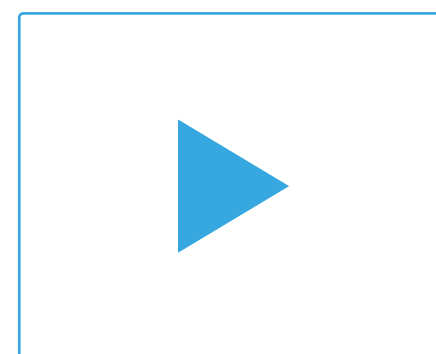
* Counter is a service station. The limit includes either active or inactive counters.

Bloom Extender

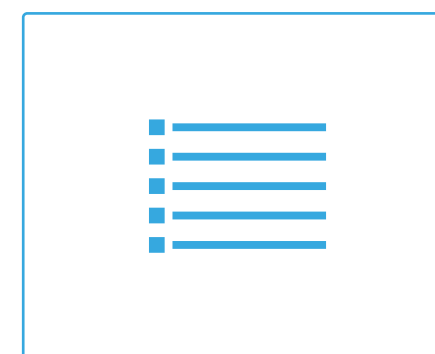
Bloom Extender is a multifunction application for Android tablets, intended to display information and collect visitors' feedback.



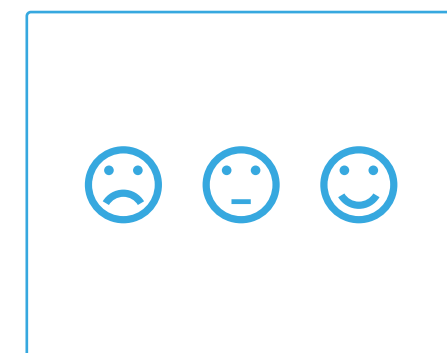
Called ticket



Multimedia playlist



Satisfaction surveys



Quality ratings



Open questionnaires

REF: **Q-EXTENDER**



- Software solution (no tablet included)
- Compatible with Android v4.4.4 or above

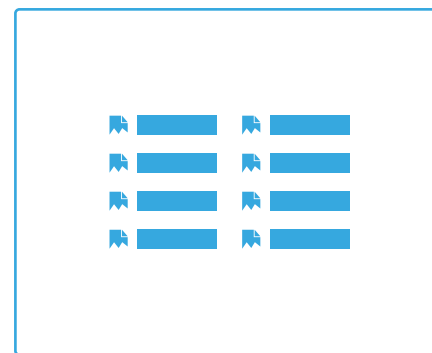


Bloom Concierge

Bloom Concierge is a ticket management staff interface that can serve different scenarios, from saving visitors' time to optimize the service performance on the busiest times of the day.



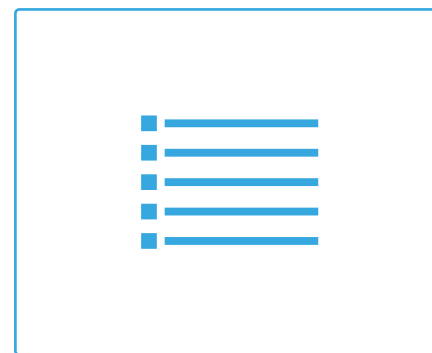
Generate tickets



List of waiting tickets



Call and manage tickets

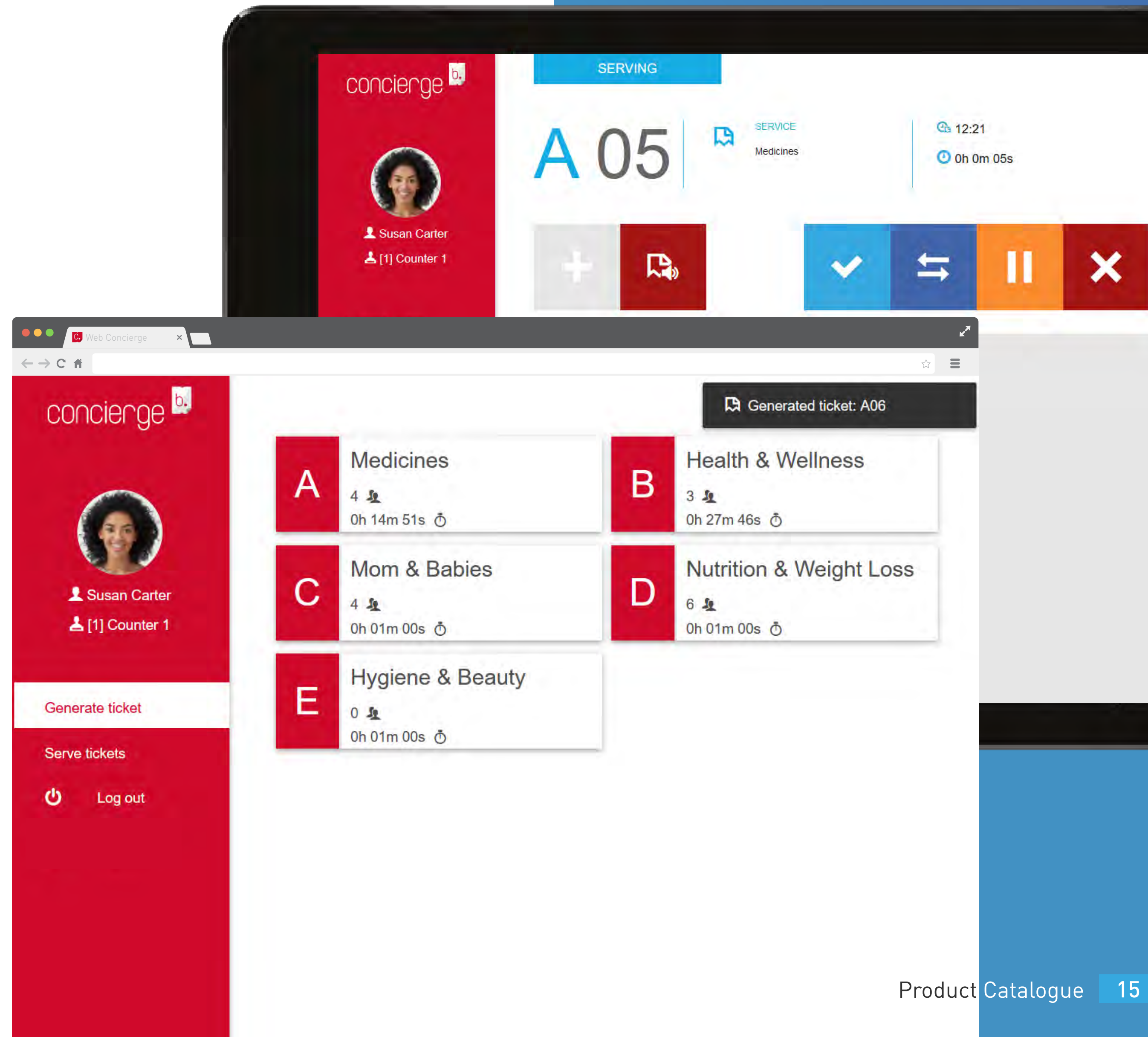


Ticket associated forms

REF: **Q-CONCIERGE**



- Software solution (no tablet included)
- Compatible with Android v4.4.4 or above
- When connected to a Epson TM-T20II network printer it will print a paper ticket



Bloom Tablet Kiosk

Bloom Tablet Kiosk is a simple and paperless solution for tickets generation with several application alternatives.

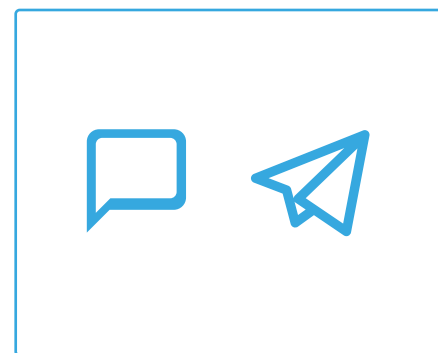
| Virtual ticket can be shown in the tablet's screen.

| After the visitor inserts a mobile number or email, Bloom sends an SMS or an email with the ticket details.

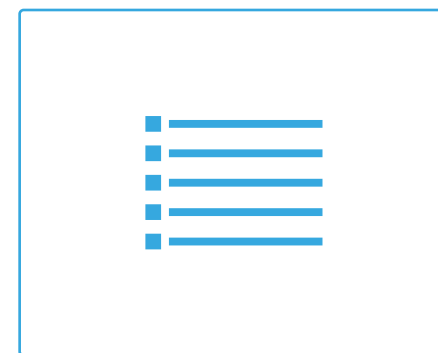
| After collecting an identification element from the visitor, like a name or the identification number, that element will identify the visitor instead of a ticket number.



Multi-language content display



Ticket details sent by SMS or email

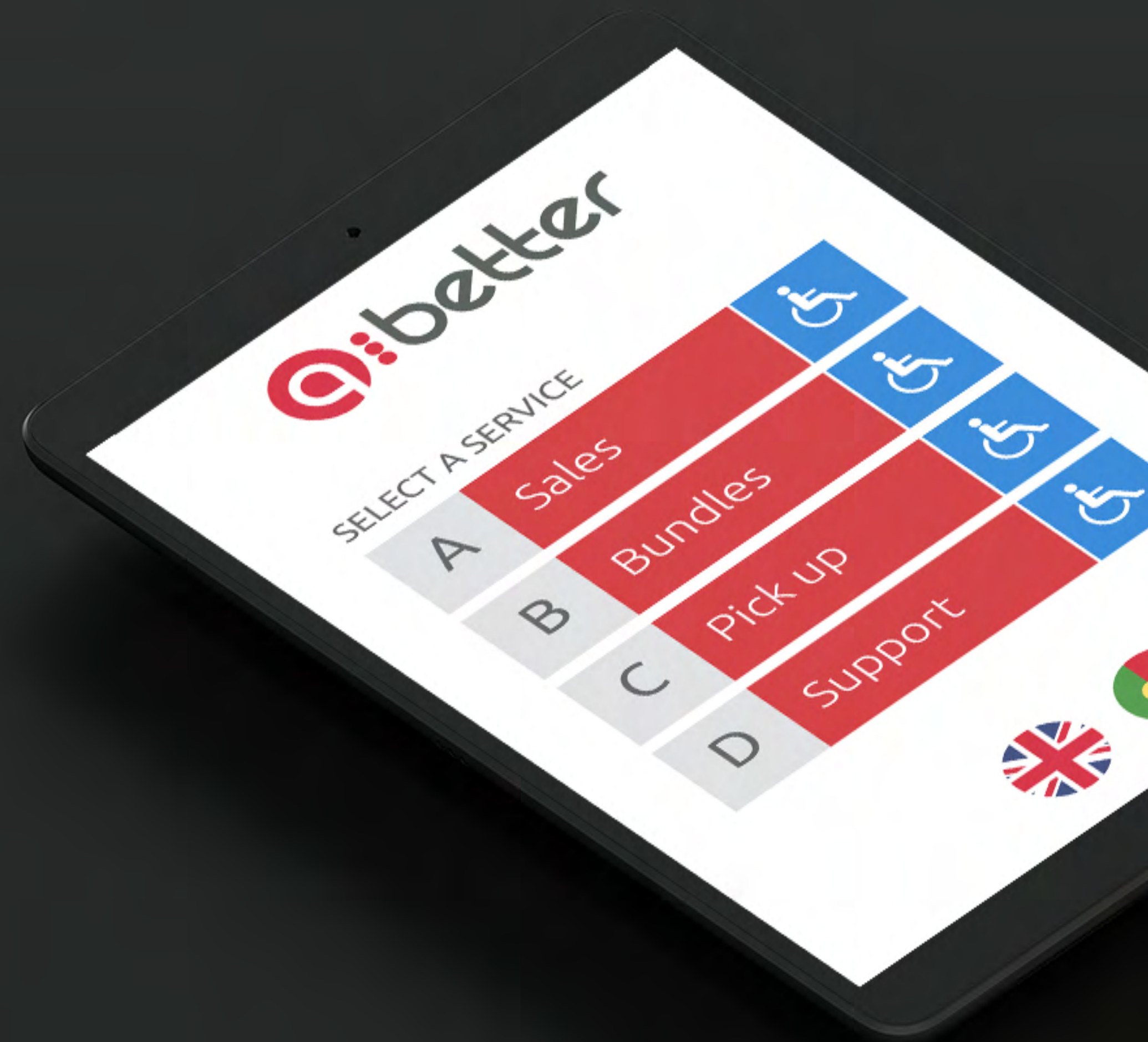


Forms to gather visitor information

REF: **Q-TKTOUCH**



- Software solution (no tablet included)
- Compatible with Android v4.4.4 or above



PAPERLESS SOLUTION

Bloom Slave

To manage the contents of additional displays, it is required a Bloom Slave player for each additional display. It has the same configuration possibilities as the Bloom Master, allowing them to be used for waiting area displays or counter displays.

- | Header with logo and date and time
- | Queueing modules (per service, per counter, last called tickets, etc.)
- | Multimedia module (playlist with images, videos, and/or HTML pages)
- | Footer with RSS and/or text feeds



Intel NUC

REF: **Q-HPITLS**

- CPU: i3 | RAM: 4GB | SSD: 120GB
- Better suited when large or Full HD multimedia items will be displayed



Compact Box

REF: **Q-HPCBS**

- CPU: X5-Z8300 | RAM: 2GB | eMMC: 32GB
- Not recommended if large or Full HD multimedia items will be displayed



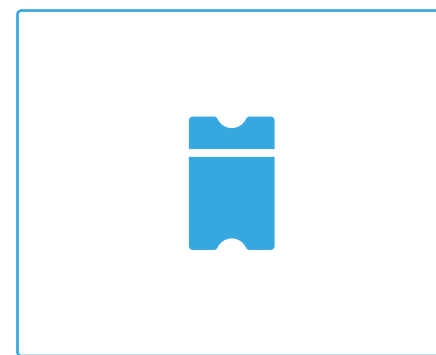
Ticket dispensers

Ticket dispensers are a simple self-service solution for visitors to enter the queueing process. There are several models available to suit different industries and organisation sizes.

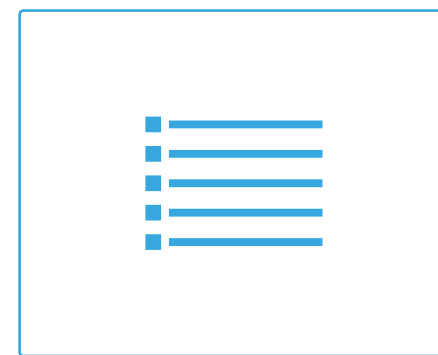
All ticket dispensers are compatible with any thermal paper roll with a width of 57 mm, a diameter of 80 mm maximum, and a core of 11 mm.



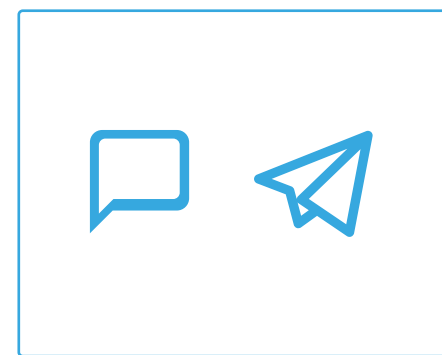
Multi-language content display



Paper with ticket details



Forms to gather visitor information



Ticket details sent by SMS or email



Queue information and service details



Ticket dispensers

10" or 15" classic

REF: **Q-DTT10W/B**

REF: **Q-DTT15W/B**



10" compact

REF: **Q-DTC10W**



Supports:

- Desk stand (included)
- Wall mount

REF: **Q-DTC10WM**

- Floor stand

REF: **Q-DTC10FSW**

15" wallmount

REF: **Q-DTP15W/B**



This model has a longer delivery time. Please consult our sales team about the availability of this product.

LED displays

The LED waiting area display shows the last four called tickets and the counter number to which the visitor must go to. It can also display the direction in which the counter is.



REF: **Q-LED-WAD**

- power cable included (input voltage: 230V AC)
- VESA mountable (100 mm)

The LED counter display can be assigned to one or more counters and shows the last called ticket and the counter number to which the visitor must go to.



REF: **Q-LED-CNT**

- PoE (Power over Ethernet) 802.3af/at
- VESA mountable (75 mm)

These products might have longer delivery times. Please consult our sales team about the availability of this product.

LED displays

The LED ticket display can be assigned to a single counter and shows the last called ticket.

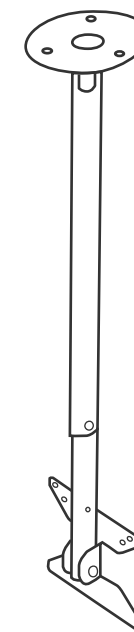


REF: **Q-LED-4-75-R**

- 4 digits
- 7 x 5 matrix
- PoE (Power over Ethernet) or power supply
- VESA mountable (75 mm)

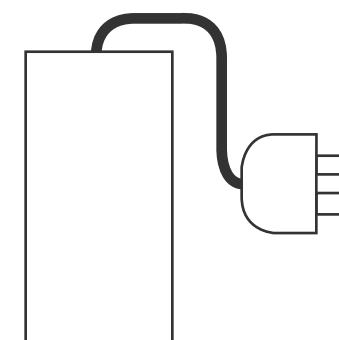
This product might have longer delivery times. Please consult our sales team about the availability of this product.

Components



Ceiling support

REF: **Q-CSVESA5**



Power supply

REF: **AU-VD-P12H**

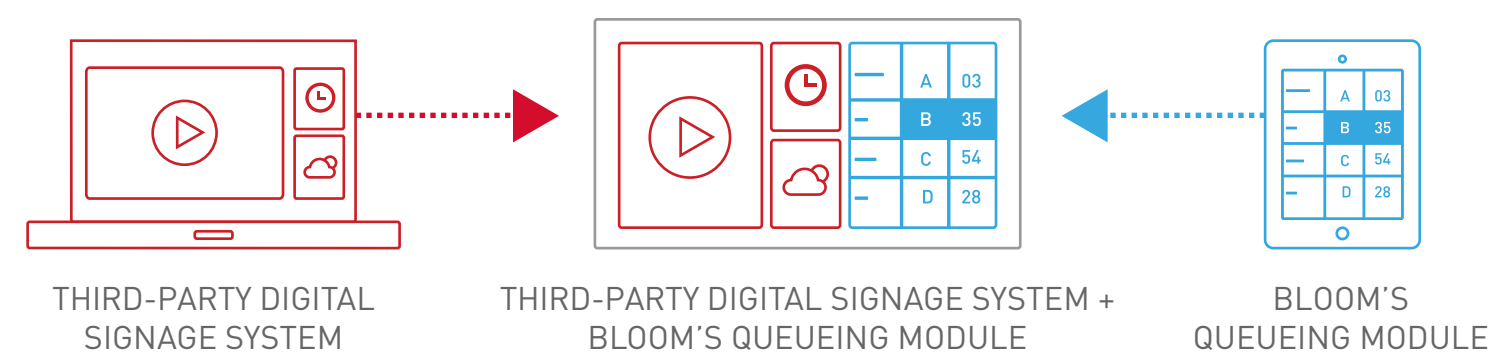
- 230 VAC / 12 VDC, 1000mA

Integrations

Bloom Standalone includes useful integrations to allow organisations to explore its full potential.

DIGITAL SIGNAGE INTEGRATION

Easy integration of the queueing module with third-party digital signage systems compatible with HTML5.



| Calling sounds will not be available.
| The HTML renderer needs to support WebSockets and Canvas2D (HTML5).

If a different and more flexible layout of the queueing information is required, it is also possible to integrate via REST API that supports XML and JSON.

APPOINTMENTS INTEGRATION

Bloom Standalone can help the flow of a third-party appointments system by adding the check-in process* and effectively manage walk-in and appointments tickets.

It is integrated with the online booking system SimplyBook.

SimplyBook.me



| Through REST API, you can build a middleware to integrate Bloom Standalone with an appointments system of your choice.

* Procedure that will let Bloom know when the visitors with an appointment arrived to the site. Bloom will generate an 'appointment ticket' and inform the visitors once their appointment starts and where it will take place.

OTHER INTEGRATIONS

To send notifications by email, Bloom Standalone can be integrated with the email provider of the organisation.

To send notifications by SMS, it includes the following worldwide SMS providers: MessageBird and Sinch. Bloom Standalone is also integrated with Kannel, allowing you to build a middleware that will connect the system to a SMS provider of your choice.

Includes integration for authentication process with Active Directory / LDAP server.

| For further integrations, please consult our sales team. According to the case, either we provide the REST API documentation for you to build the integration or we presentation a quotation, if technical feasibility is confirmed.



3

Bloom
Enterprise

bloom.

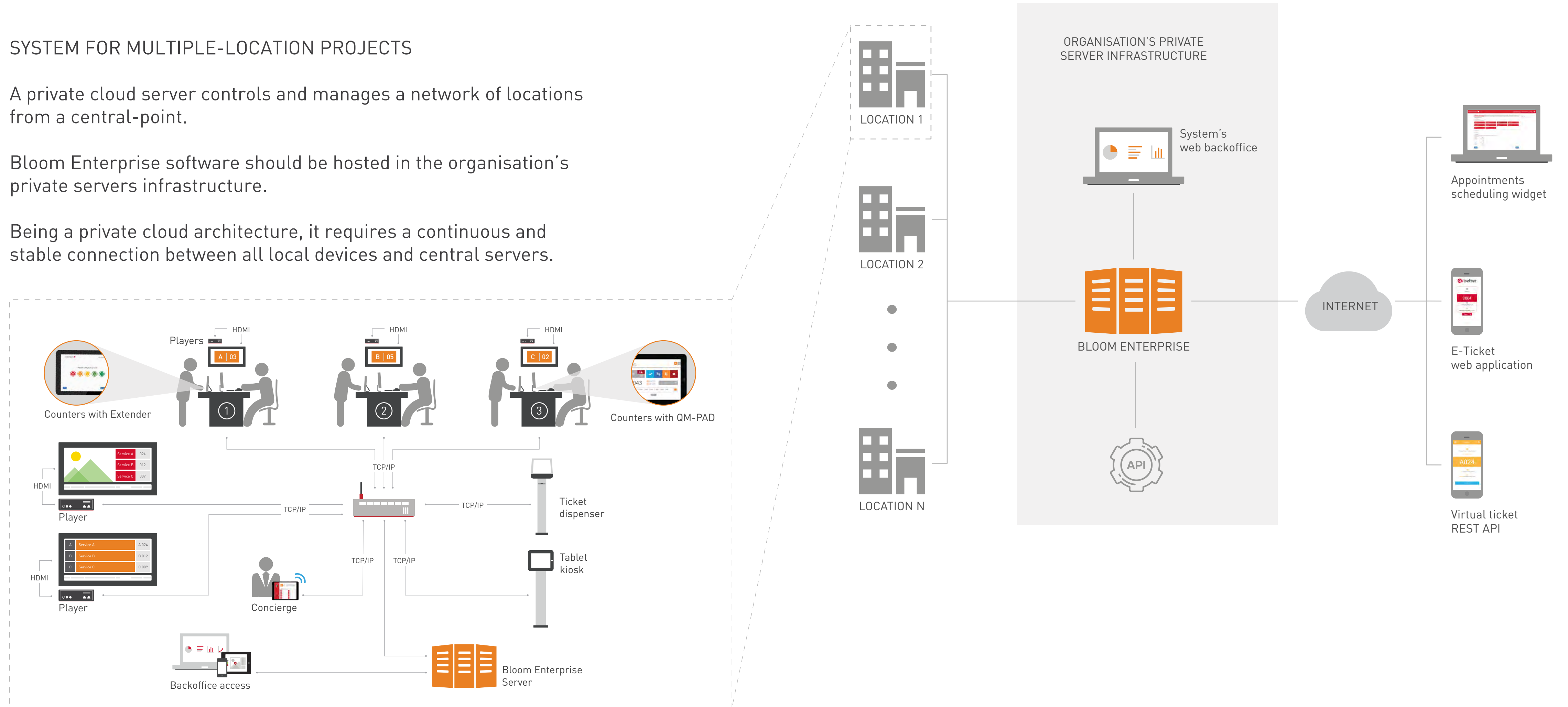
Bloom Enterprise b.

SYSTEM FOR MULTIPLE-LOCATION PROJECTS

A private cloud server controls and manages a network of locations from a central-point.

Bloom Enterprise software should be hosted in the organisation's private servers infrastructure.

Being a private cloud architecture, it requires a continuous and stable connection between all local devices and central servers.



* Access to internet is required to get online contents for the players, to communicate with online SMS gateways, to integrate the appointments booking widget in the organisation's website, and to use the virtual ticket and e-ticket features.

Core software

Bloom Enterprise software allows to centrally manage a network of queueing systems and local devices, and provides interactive charts with advanced historical analytics and real-time information to drive service performance.


- | Dashboard
- | Data (statistics and lists)
- | Queueing module
- | Essentials (common resources like services, playlists, forms, etc.)
- | System settings
- | QM-PAD (web-application to call and manage tickets)

REF: **Q-BESW**

- Bloom Enterprise software
- To host in customer's private server infrastructure
- CentOS 7 or RedHat 7

REF: **Q-BEQM...**

- Queueing module packs for up to 3, 5, 10, 25 or 50 locations
- Choose as many packs as required to fulfill the number of locations

 Every time a new Bloom Enterprise is proposed, the remote installation service must be included. Refer to page 27 for more details.

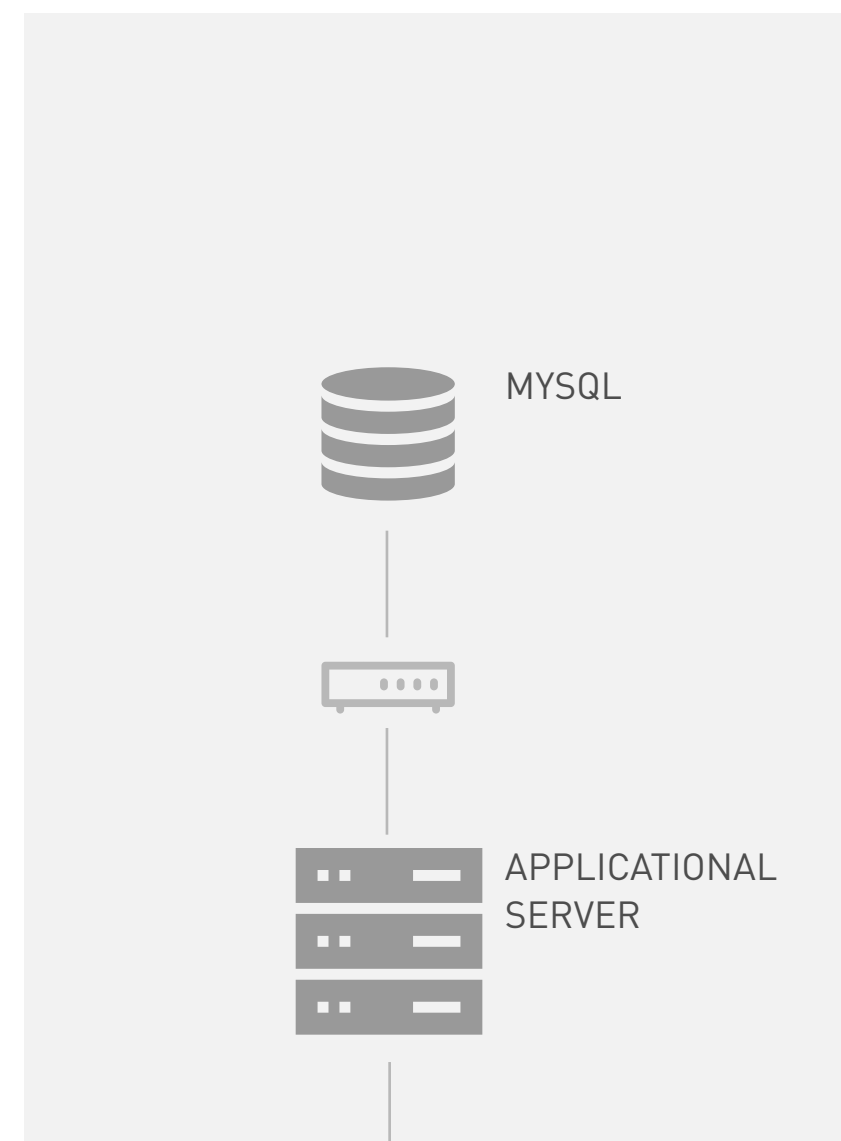


Architectures and services

There are three pre-defined architectures, but if recommended or requested it is possible to design different architectures*.

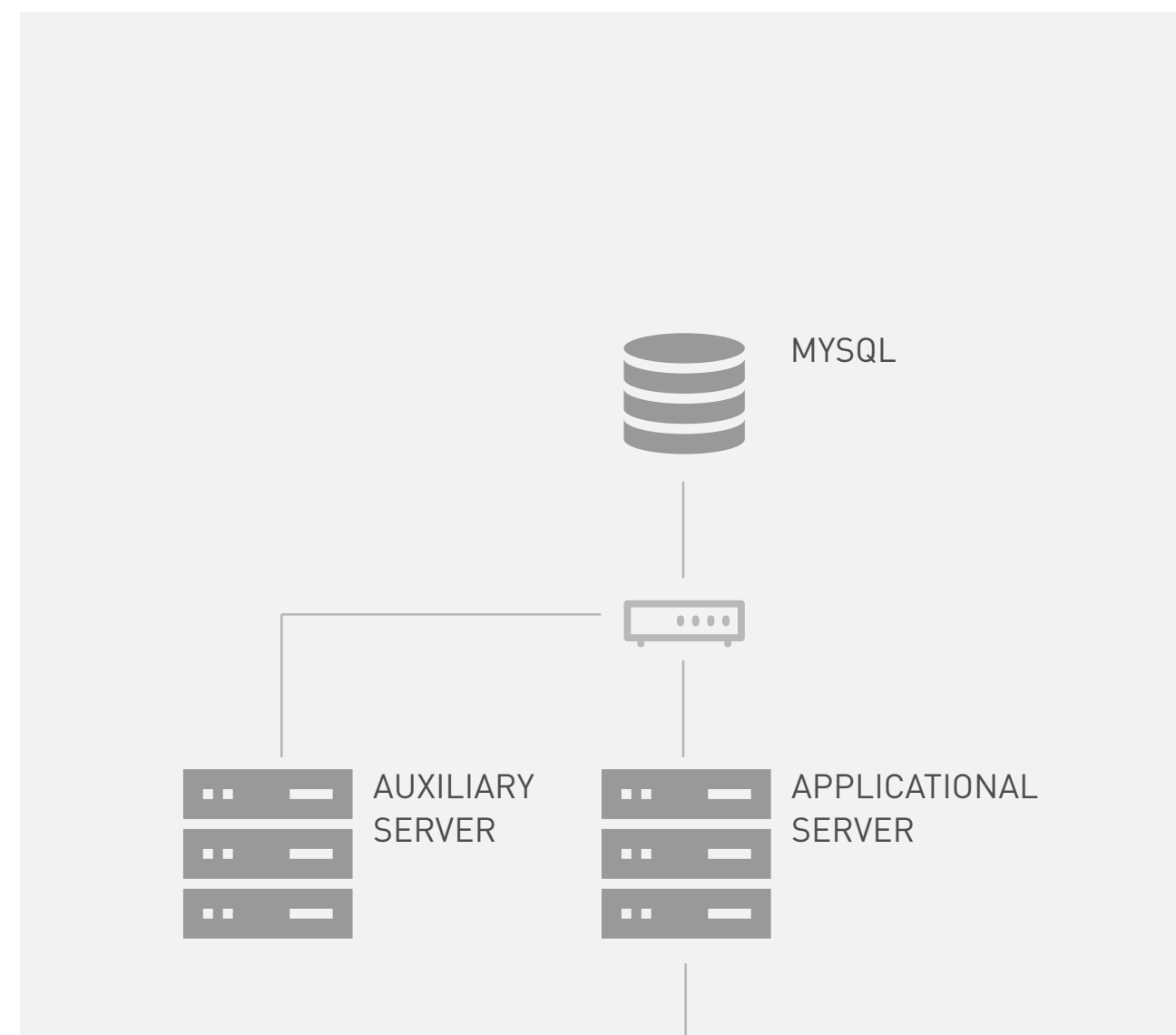
ARCHITECTURE #1

Recommended for small-size organisations (up to 1000 daily tickets).



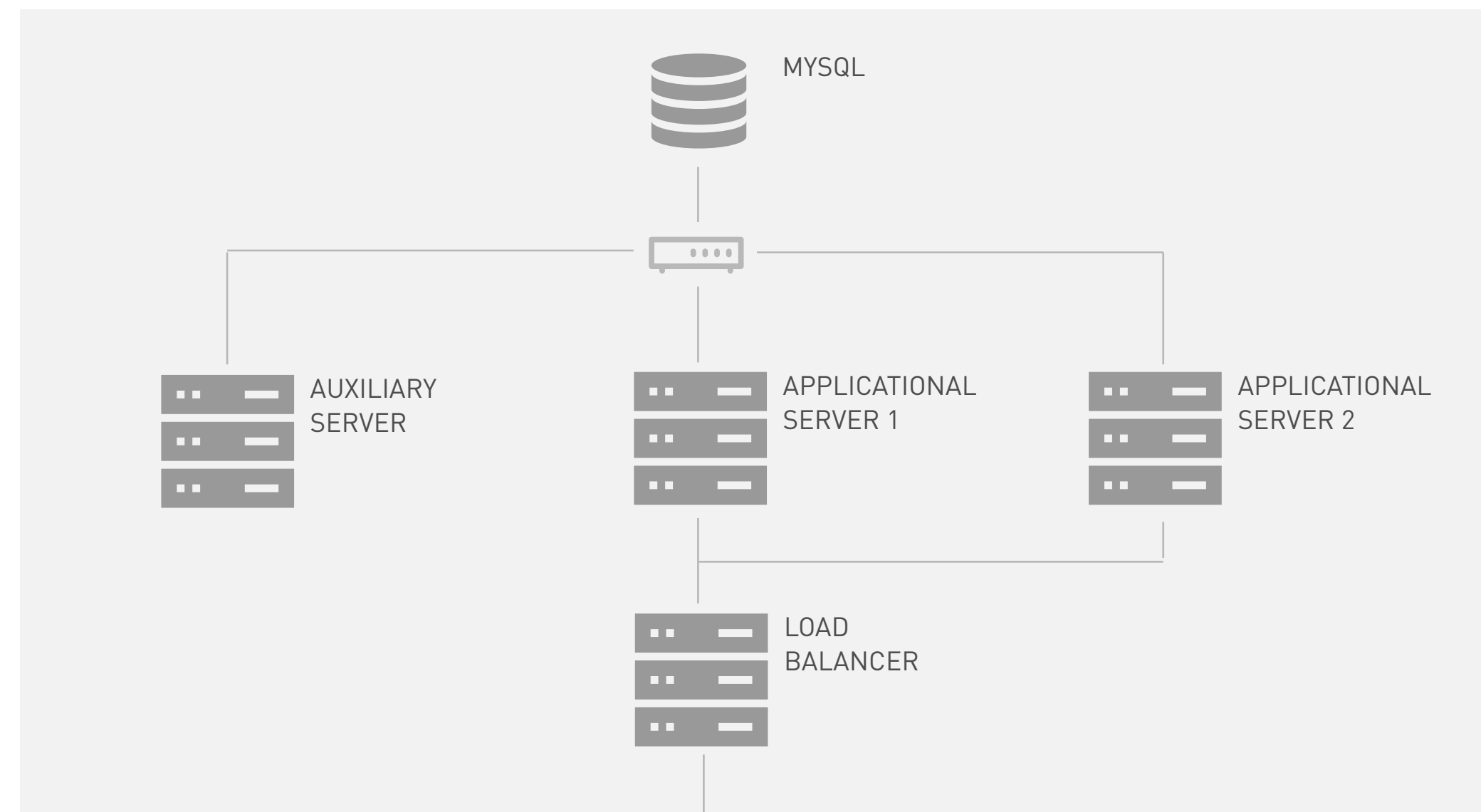
ARCHITECTURE #2

Recommended for medium-size organisations (up to 3000 daily tickets).



ARCHITECTURE #3

Recommended for large-size organisations (up to 10000 daily tickets).



ORGANISATION'S PRIVATE SERVER INFRASTRUCTURE



* For organisations with more than 10000 daily tickets you should contact our sales team.

Architectures and **services**

Bloom Enterprise software must be installed by Q-Better. You and/or the customer must prepare the required infrastructure, and, at the time of installation, a direct access to the servers must be provided to Q-Better.

REF: **FSE21-A...**

- Remote installation service of applicational and auxiliary servers
- Check the pre-defined architectures in the previous page

REF: **FSE21-SA**

- It is possible to design and quote a specific architecture under request

Regarding the database, there are two options:

- | the customer provides the database instance (MySQL v5.7);
- | we provide the installation and configuration of MySQL v5.7 instance on a server provided by the customer.

The load balancer server is under the customer's responsibility. It can be hardware or software. Q-Better can provide a software solution, if requested.

Neither the database nor the load balancer installation are included in the services presented in the price table.



Every time a new Bloom Enterprise is proposed, the remote installation service must be included.

The server requirements must be evaluated case by case. If you need this information, please provide our team with the following details:

- | chosen architecture
- | estimated number of daily tickets (per location or in total)
- | estimated number of daily appointments (per location or in total)
- | estimated number of counters (per location or in total)
- | number of devices - players, ticket dispensers, extenders, concierges, and/or tablet kiosks (per location or in total)
- | if there will be integrations done via REST API or websockets (and, if yes, estimated number of requests per minute)

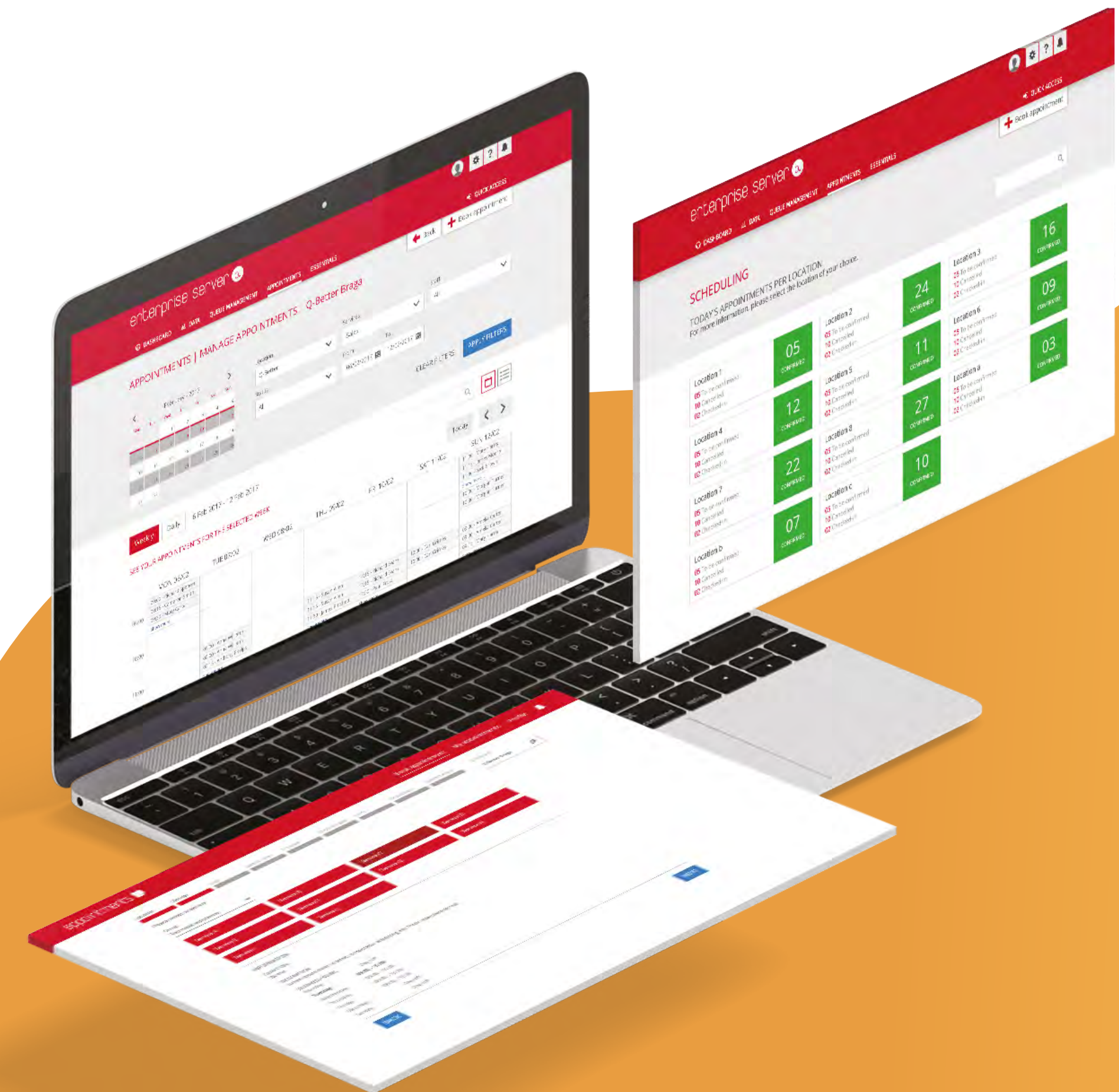
Appointments module

The Appointments module allows professionals to manage appointments and give their visitors a better experience through self-service scheduling. Visitors can book an appointment by themselves on the organisation's website, at a time that suits them best.

- | Central management of appointments
- | Set different scheduling flows per service
- | Customization of booking widget to fit the business's brand identity

REF: **Q-BEAP...**

- Appointments module packs for up to 3, 5, 10, 25 or 50 locations
- Choose as many packs as required to fulfill the number of locations that will use appointments



Virtual Ticket REST API

The Virtual Ticket REST API allows organisations to develop an application that will give the chance for visitors to remotely check the queueing status of nearby locations, and generate a ticket while continuing with their day to day life.

- | Send in-app notification when the visitors' turn is coming
- | Send in-app notification when the visitors are called
- | Allow customers to cancel the ticket at any time

REF: **Q-BEVT**

- Gives access to the REST API for partners and/or customers to develop the app
- Includes 8 hours of consultancy service provided by one of our engineers
- Can be used to develop a dedicated app or to include this feature in existing apps



Bloom E-Ticket

Bloom E-Ticket is a contactless solution that allows visitors to generate their ticket or to check in for a booked appointment by scanning a QR code available on site. Visitors will also receive notifications via browser to be informed when their turn is coming and when they are called*.

The system allows to display the QR code in ticket dispensers and players. It also provides the QR code image to be used in tablets, printed posters, or other solutions the organisations seem fit.

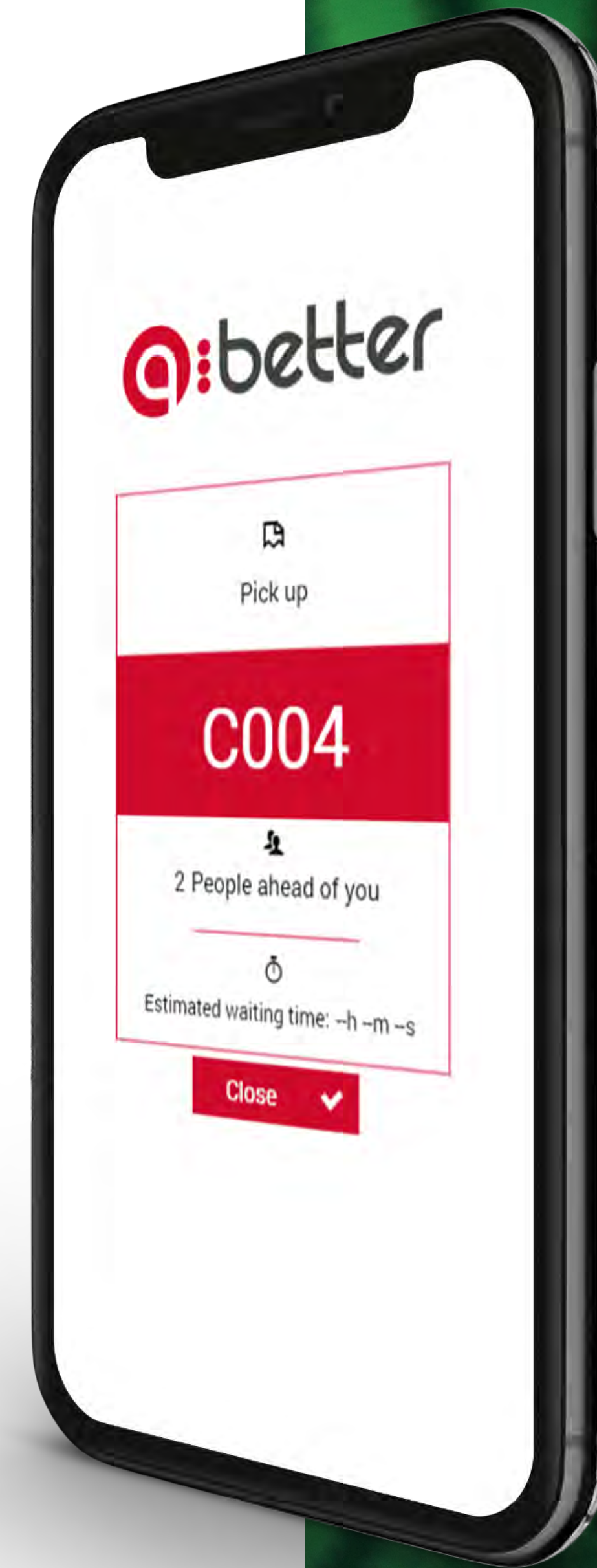
REF: **Q-BEET...**

- E-Ticket feature packs for up to 3, 5, 10, 25 or 50 locations
- Choose as many packs as required to fulfill the number of locations that will use the e-ticket option

REF: **FSE21-ET...**

- By choosing the feature e-ticket, an OPEX fee must be considered
- Ensures the access to updates that will keep the web-application up to date towards new mobile web-browsers versions
- Annual, quarterly, or monthly fee

* The smartphone's web browser must support notifications. Notifications are not available for iOS devices. The server must have a valid SSL certificate.



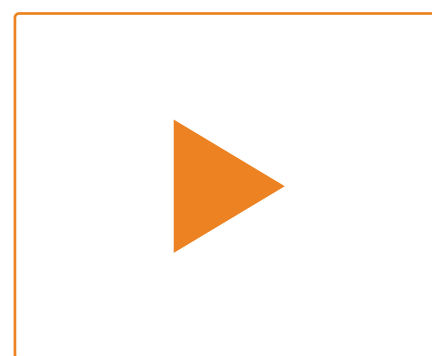
 PAPERLESS SOLUTION

Bloom Extender

Bloom Extender is a multifunction application for Android tablets, intended to display information and collect visitors' feedback.



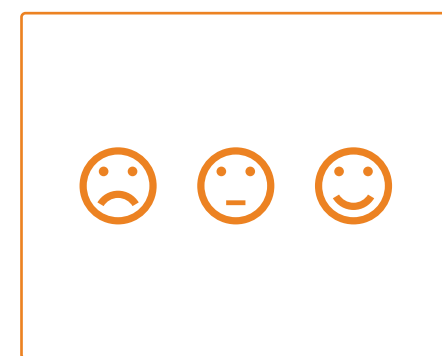
Last called ticket



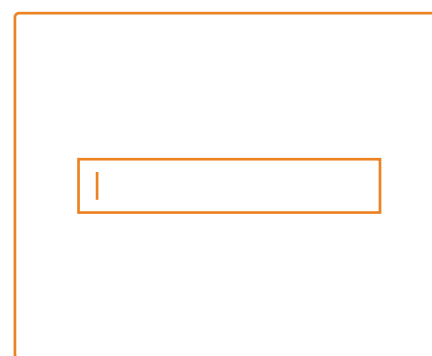
Multimedia contents



Satisfaction surveys



Quality ratings



Open questionnaires

REF: **Q-BEEXTENDER**



- Software solution (no tablet included)
- Compatible with Android v4.4.4 or above

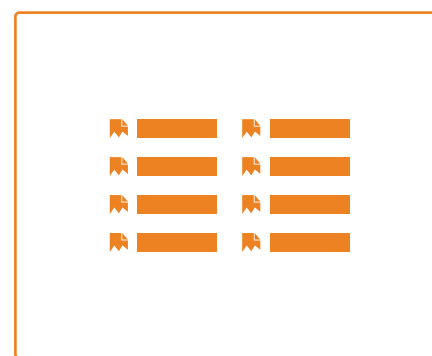


Bloom Concierge

Bloom Concierge is a ticket management staff interface that can serve different scenarios, from saving visitors' time to optimize the service performance on the busiest times of the day.



Generate tickets



List of waiting tickets



Call and manage tickets



Ticket associated forms



Appointment check-in

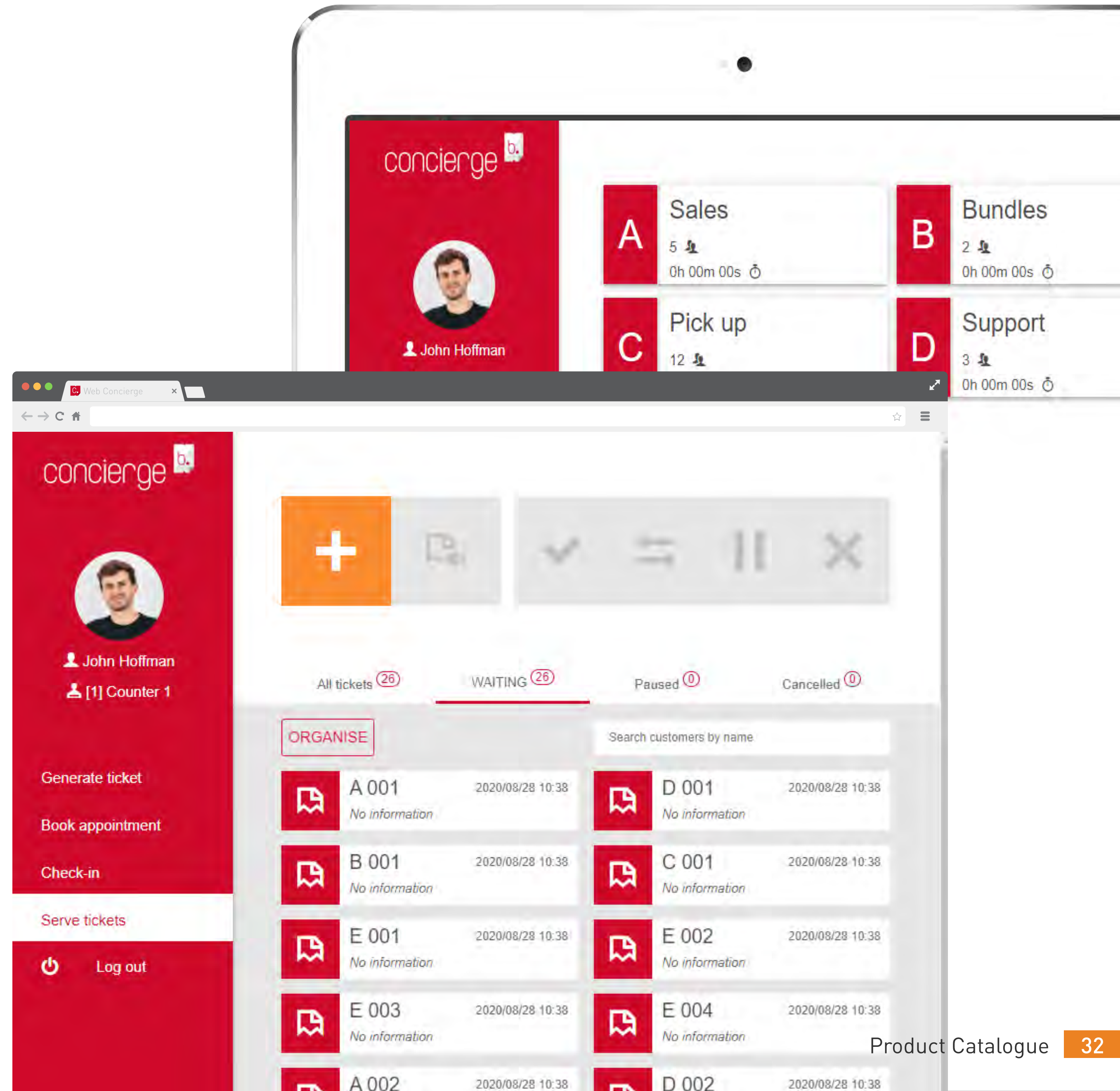


Schedule appointments

REF: **Q-BECONCIERGE**



- Software solution (no tablet included)
- Compatible with Android v4.4.4 or above
- When connected to a Epson TM-T20III network printer it will print a paper ticket

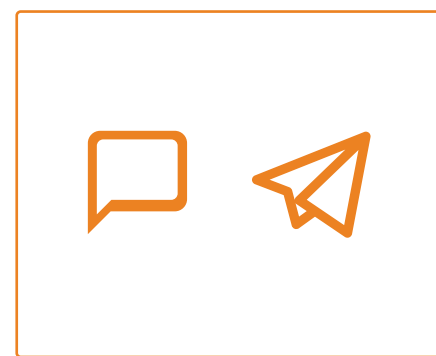


Bloom Tablet Kiosk

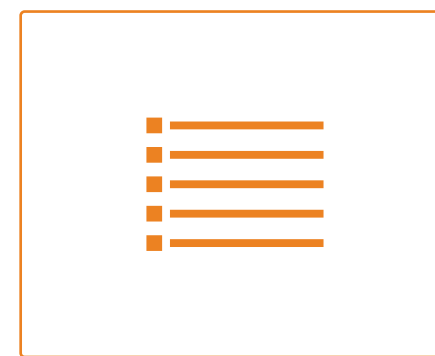
Bloom Tablet Kiosk is a simple and paperless solution for tickets generation. It is an interactive and adaptable Android application that conveniently suits the organisation's needs.



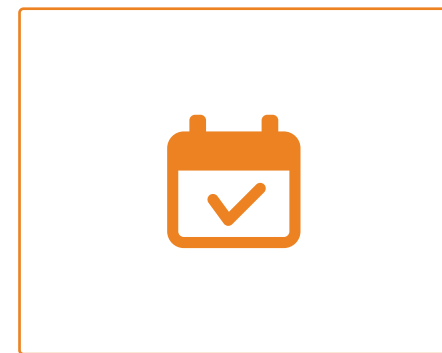
Multi-language content display



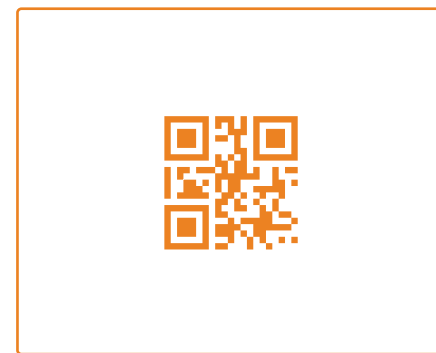
Ticket details sent by SMS or email



Forms to gather visitor information



Appointment check-in

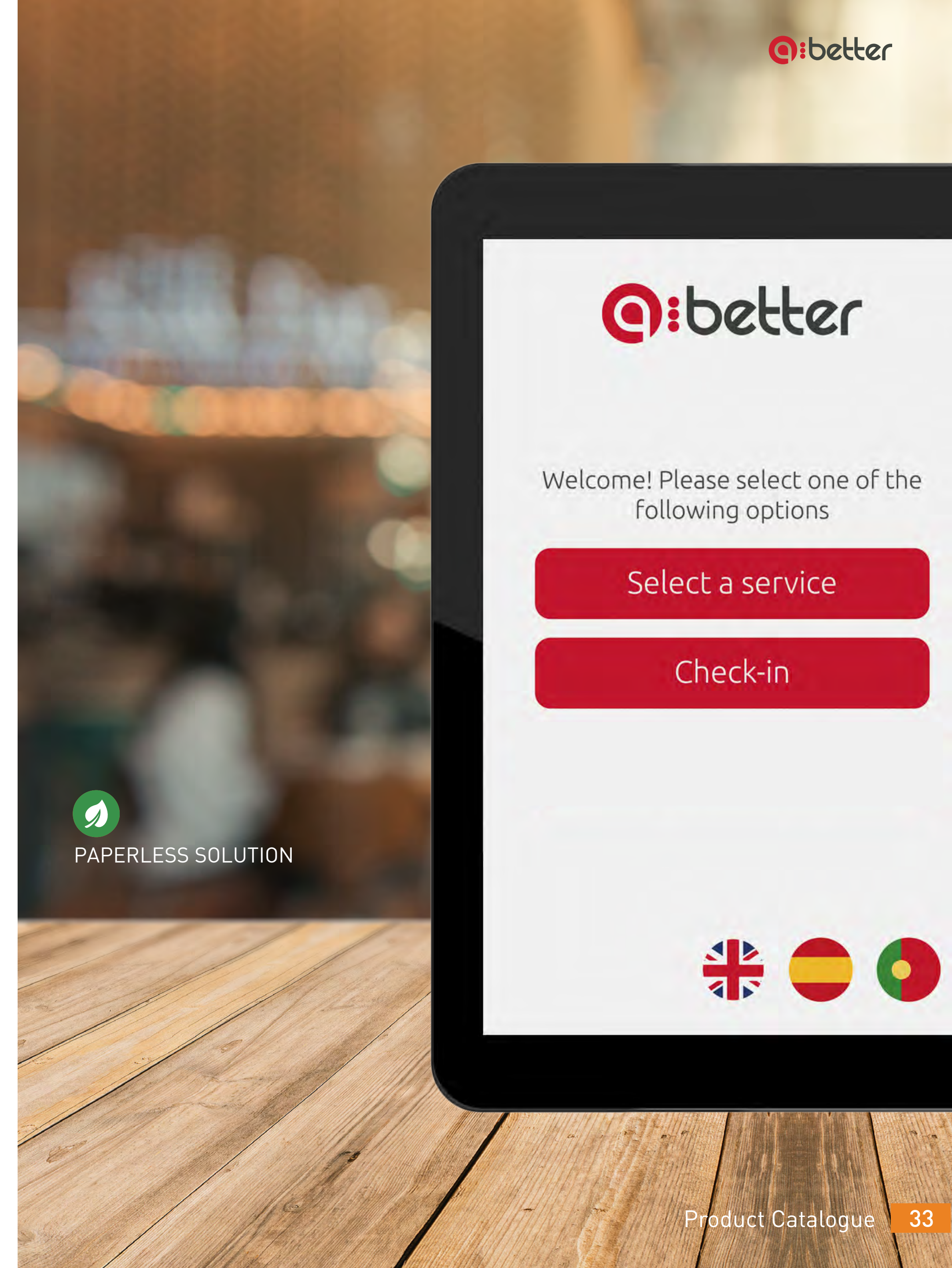


Scan e-ticket QR code

REF: **Q-BETKTOUCH**



- Software solution (no tablet included)
- Compatible with Android v4.4.4 or above



PAPERLESS SOLUTION



Bloom Player

To manage the contents of the displays, it is required a Bloom Player for each display.

Given its customization settings, the player can be used for waiting area displays or counter displays.



Intel NUC

REF: **Q-HPITLDS**

- CPU: i3 | RAM: 4GB | SSD: 120GB
- Better suited when large or Full HD multimedia items will be displayed



Compact Box

REF: **Q-HPCBDS**

- CPU: X5-Z8300 | RAM: 2GB | eMMC: 32GB
- Not recommended if large or Full HD multimedia items will be displayed

Ticket		Guichet
	A025	1
Service 2	B014	2
Service 3	C018	3
Service 4	D032	4

COUNTER 1

A 025

- logo + date and time
- main queueing module
- +
- multimedia module
- or
- QR code
- or
- secondary queueing module
- text and/or RSS feeds

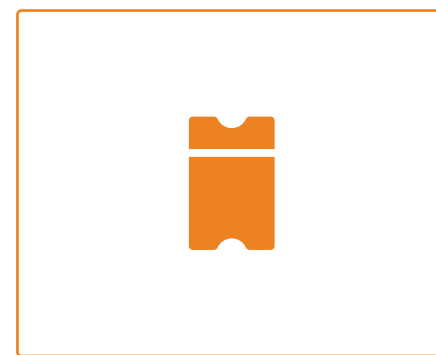
Ticket dispensers

Ticket dispensers are a simple self-service solution for visitors to enter the queueing process. There are several models available to suit different industries and organisation sizes.

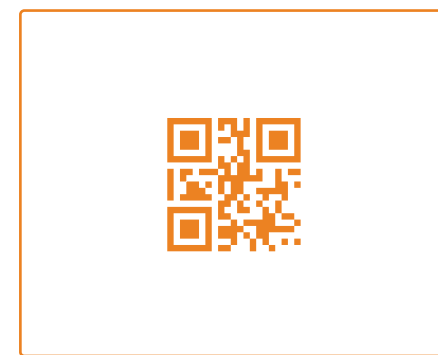
All ticket dispensers are compatible with any thermal paper roll with a width of 57 mm, a diameter of 80 mm maximum, and a core of 11 mm.



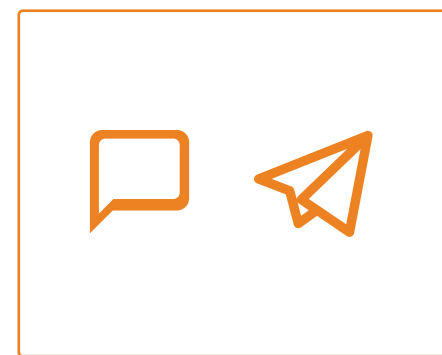
Multi-language content display



Paper with ticket details



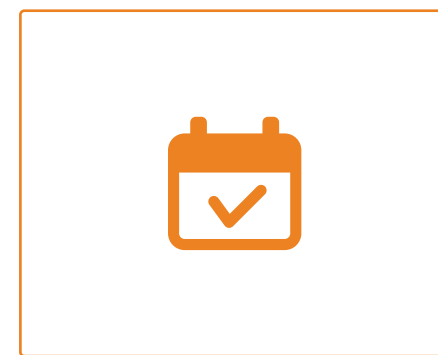
Scan e-ticket QR code



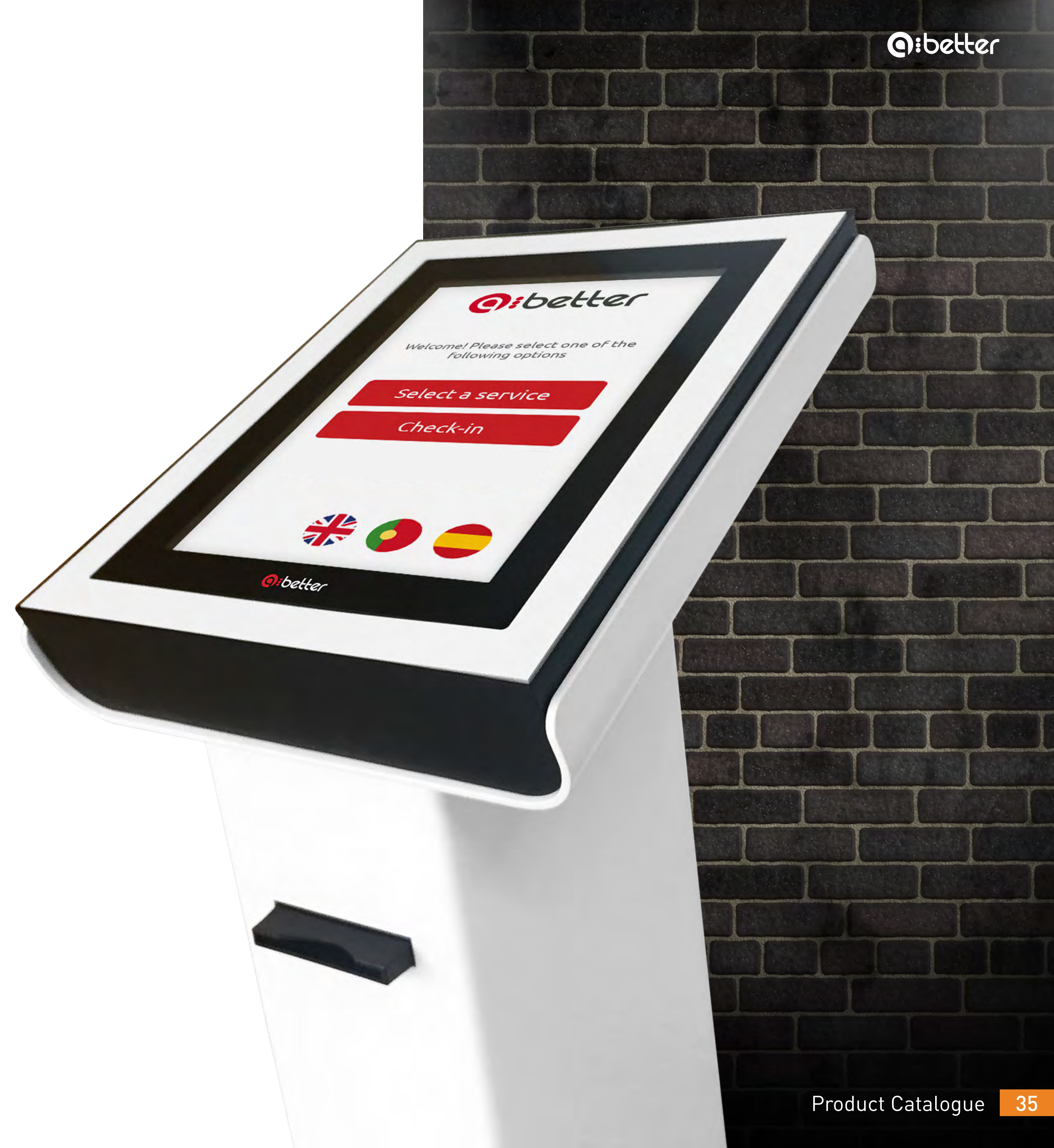
Ticket details sent by SMS or email



Forms to gather visitor information



Appointment check-in



Ticket dispensers

10" or 15" classic

REF: **Q-DTT10W/B**

REF: **Q-DTT15W/B**



10" compact

REF: **Q-DTC10W**



Supports:

- Desk stand (included)
- Wall mount

REF: **Q-DTC10WM**

- Floor stand

REF: **Q-DTC10FSW**

15" wallmount

REF: **Q-DTP15W/B**



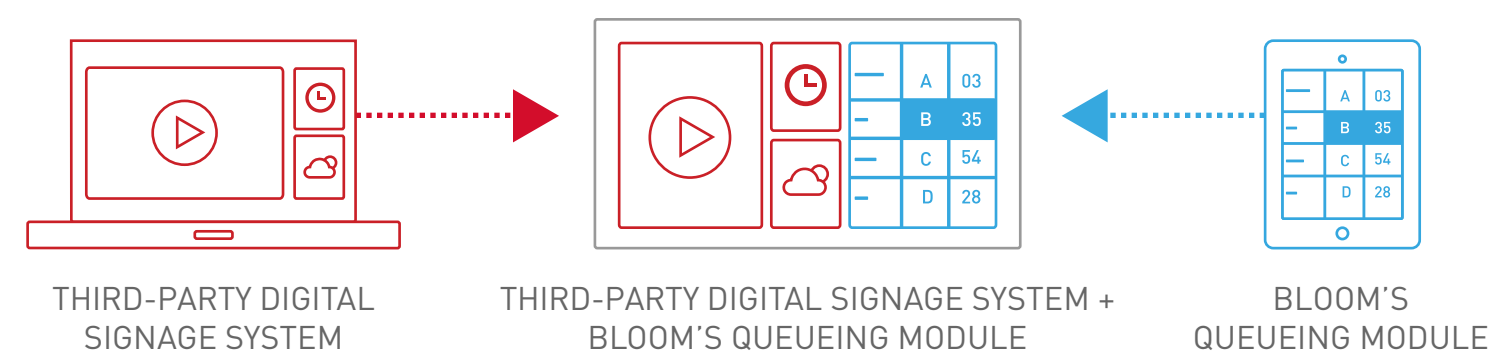
This model has a longer delivery time. Please consult our sales team about the availability of this product.

Integrations

Bloom Enterprise includes useful integrations to allow organisations to explore its full potential.

DIGITAL SIGNAGE INTEGRATION

Easy integration of the queueing module with third-party digital signage systems compatible with HTML5.



| When using this integration, calling sounds will not be available.

| The HTML renderer needs to support WebSockets and Canvas2D (HTML5).

If a different and more flexible layout of the queuing information is required, it is also possible to integrate via REST API that supports XML and JSON. Integration via Websockets is also possible and strongly recommended, since REST API requests will require higher server requirements.

COMMUNICATION

To send notifications by email, Bloom Enterprise can be integrated with the email provider of the organisation.

To send notifications by SMS, it includes the following worldwide SMS providers: MessageBird and Sinch. Bloom Enterprise is also integrated with Kannel, allowing you to build a middleware that will connect the system to a SMS provider of your choice.

OTHER INTEGRATIONS

Includes integration for authentication process with Active Directory / LDAP server.

Daily export to a FTP/SFTP or SSH directory with a report of the tickets of previous day in CSV format.

| For further integrations, please consult our sales team. According to the case, either we provide the REST API documentation for you to build the integration or we presentation a quotation, if technical feasibility is confirmed.



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