ESII Reception Technology

Powered by Innovation

eGestat™

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

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

Welcome with simplicity ...

eGestat™,

allows you to manage your reception simply

Increase loyalty

Organize your reception

Properly direct your clients

Split up queues

Fluidify waiting

Communicate

Optimize

Web supervision

Complete statistics

Resource management

Welcoming & Identifying

Our self-service automatic queue allocation machines (Touchscreen dispensers or interactive kiosks) or in front line reception, allow your clients from their arrival on your site, to select the desired service.

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

Informing & Communicating

With our display machines (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.

Opening of the new swimming pool

204	Desk	A
203	Desk	C
202	Desk	B

Number **203** please go to **desk C**

Calling & Receiving

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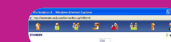
Determine your welcoming strategy depending on your site and your requirements, and eGestat™ will automatically direct your clients to the most suitable reception station.
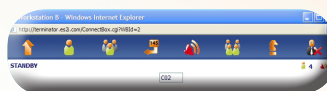
Touchscreen dispensers and interactive kiosks

Thermique Gamme DISEO™
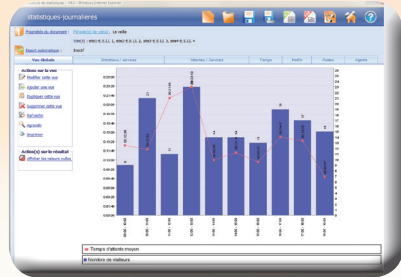
TWANA™

CAMEO™

Call and reception devices

BAPOR06

CON06

Web reception software

PAD06

PAD08
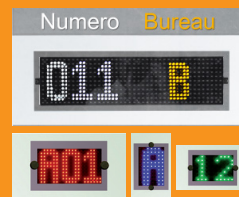
Measuring & Using data

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).

Anticipating & Reacting

eGestat™, fitted with a simulation process, informs 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.
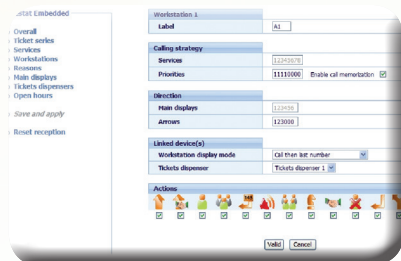
Deploying & Administering

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.

For more than **27 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 10,000 installed sites.

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

To go further,
ESII proposes the eSirius™ solution.

eGestat™ 4.5 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 and staff
- Barrier rope, simple or virtual queue reception
- Graphic, customizable variable-size tickets
- Queue allocation and/or information ticket

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

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

Functionnalities
- Number of services : 8
- Maximum number of buttons or dispenser : 8
- Number of reception stations : 24
- Number of ticket dispenser : 4
- Supervision modules : 4
- Visit purposes : 20
- Number of staff managed : 999

Languages
- French
- English
- Dutch
- Spanish
- Portuguese

www.esii.com - info@esii.com

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