

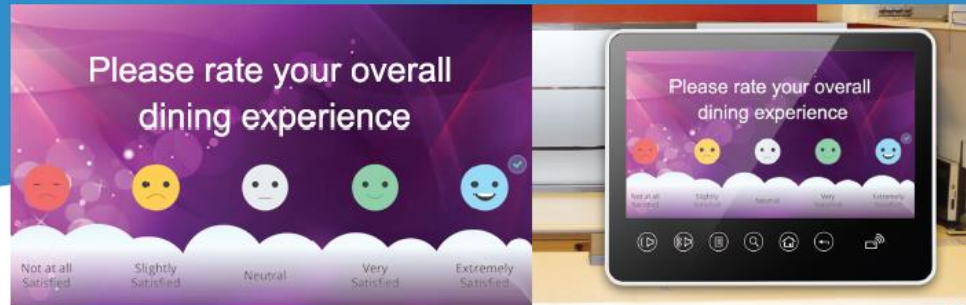
**UTC Series Application Note**

Simple, Intuitive Customer Survey System for Real-Time Feedback in Transportation Hubs and Public Service Spaces

Introduction

To ensure a high standard of services and facilities at transportation hubs and public service spaces, gathering feedback from passengers and service users provides an important tool for monitoring and improving performance levels. Designed especially for transportation hubs and public service spaces, Advantech's intuitive customer survey system provides a easier way to collect passenger feedback regarding the service quality, check-in processes, and other relevant aspects, with the collected data available for immediate review.

Solutions



I. Customer Satisfaction Rating System

Advantech's UTC all-in-one computers work as customer survey terminals and can be installed at key service locations, such as the information desk, check-in counters, washrooms, restaurants, and retail shops. Using the intuitive touchscreens, passengers can indicate their level of satisfaction regarding the check-in process, dining experience, and washroom cleanliness based on a 5-point scale.



II. Restroom Management System

The restroom management system enables patrons to submit a service request and cleaners to record completed services. Using the intuitive touchscreens in washroom, patrons can not only send service requests to the cleaning supervisor, but can also specify the problems. After a request is submitted, the system transmits an email/ SMS alert to the smartphone of the cleaning supervisor, who then initiates the necessary corrective action.

The system also request cleaners to log-in with the unique ID card in order to track scheduled visits, response time to the requests, and completed services.

Solutions

III. Remote Management System

Advantech's SUSIAccess software enables management team to remotely monitor all customer survey terminals from their PC. With the user-friendly interface, staff can easily monitor every device installed throughout the large-scale transportation hubs. SUSIAccess also actively monitors device temperatures, fan speeds, voltages, and hard disk/hardware states to ensure device stability.



IV. Data Analysis

The ultimate purpose of collecting customer feedback is to improve service performance and customer satisfaction levels. Authorized staff can have access to all recorded information on the website. With millions of feedback submissions per month, Advantech's customer survey system provides the management team with substantial data for analysis and additional findings for implementing further actions.

Key Benefits

Feedback data transmitted in real-time

Various screen sizes and mount options suitable for indoor and outdoor installation

Antimicrobial touchscreen provides a hygienic and durable surface

Feedback software and reports customizable according to requirements

SUSIAccess remote management

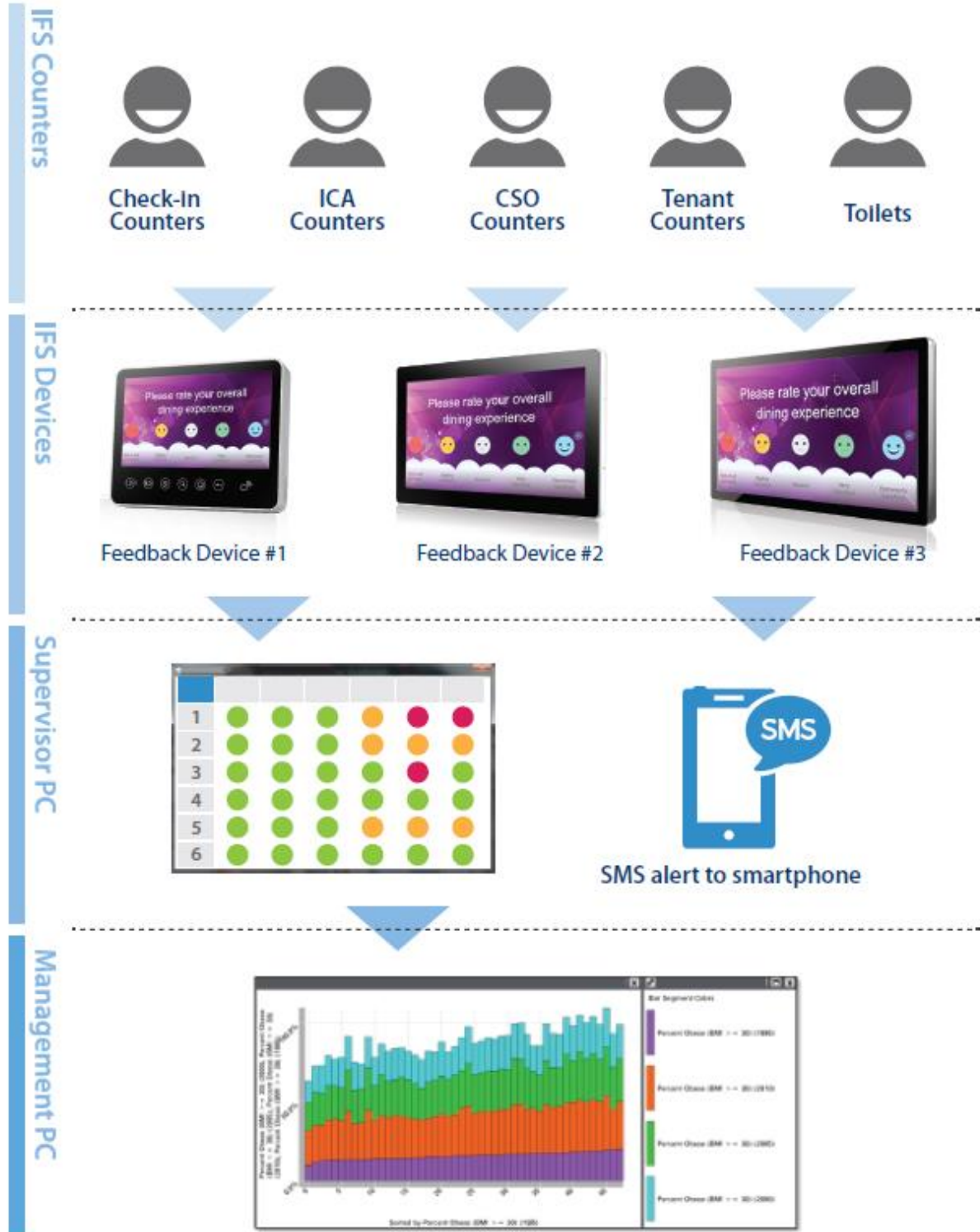
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Customer Survey System Platform



UTC Series for Customer Survey System

**UTC-W101BF**Screen Size: **10.1"**Windows Embedded Standard 7
Linux Ubuntu 12.04Touchscreen
Analog 5-wire resistive**UTC-315**Screen Size: **15.6"**Windows Embedded Standard 7
Windows Embedded Standard 8
Embedded Linux 3.0Touchscreen
5-wire resistive (flat glass)
Projected capacitive (flat glass)**UTC-515D**Screen Size: **15.6"**Windows Embedded 7
Windows Embedded 8
Linux Ubuntu 14.04Touchscreen
5-wire resistive (flat glass)
Projected capacitive (flat glass)
Glass panel (no touch function)

UTC Peripherals



Smart Card Reader



RFID Reader



Barcode Reader

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