

TaqtOne



## Assistance monitoring, incident management and customer satisfaction

### Features and characteristics



#### Customizable buttons

1 to 5 customizable buttons, or up to 3 no-touch.



#### Badge

A nominative or anonymous (NFC or magnet) tag.



#### Long battery life

2 to 8 years battery life with 6 AA batteries.



#### Safe and hygienic

Anti-bacterial film on the device for safety and comfort.



#### Customizable front panel

Customizable front panel according to your needs.



#### Connectivity

LTE-M, NB-IoT and GSM. Device works without a WiFi connection.



#### Fota

Remote firmware updates.



#### Notifications & alerts

Program alerts, reminders and schedule interventions.

### Customizable front panel per type of operation:

#### Enhance traceability

Simplified tracking of services provided by your team.

#### Schedule reminders

Notifications are sent to selected people in the event of omission or absence of cleaning.

#### Inform and reassure

Occupants are able to see the last 6 cleaning operations on the screen.



### Planning creation and tracking :



**Import your team schedules** into the online platform.



**Track your cleaning requests** easily.



**Create alerts and reminders** to track cleaning operations.

#### COLOR LEGENDS

#### Operations monitoring



Solved



Solved  
but outside scheduled time range



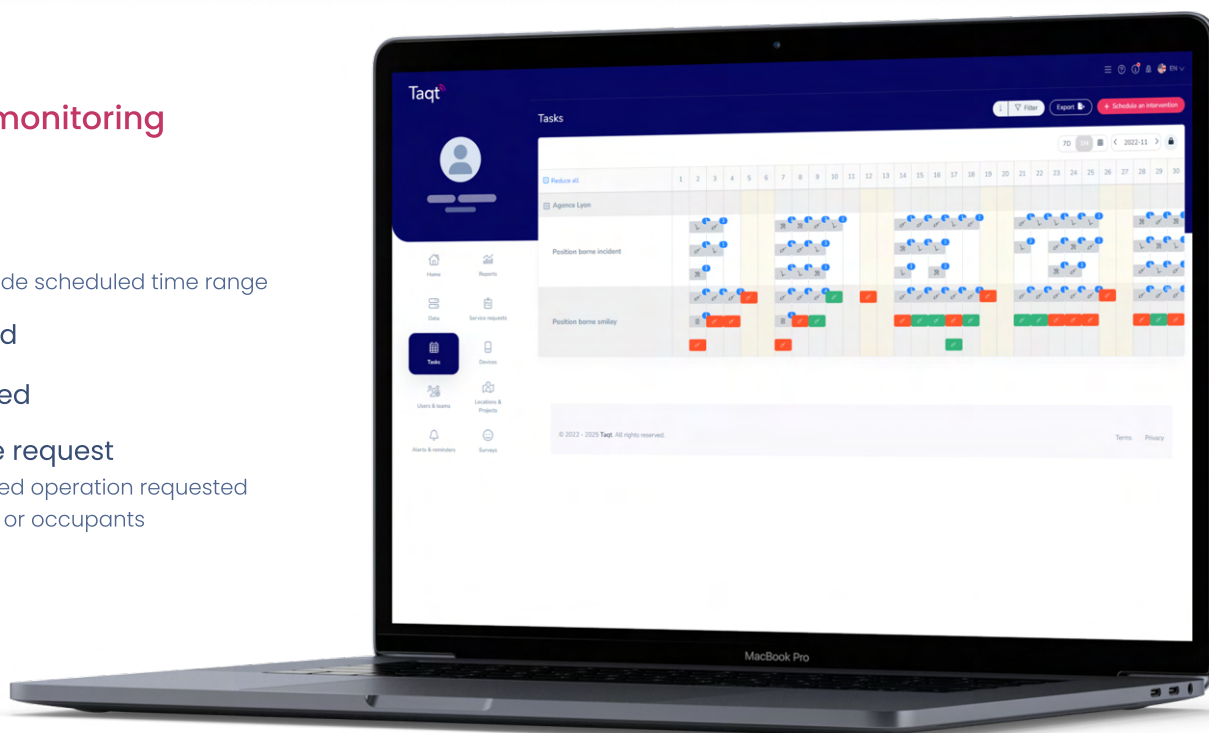
Planned



Unsolved



**Service request**  
Unplanned operation requested  
by client or occupants



### Customizable front panel per type of operation:

#### Dissatisfaction detection

Occupants assess their level of satisfaction easily.

#### On-demand request

A notification is sent when a button is pushed.

#### Monitor incidents remotely

All requests are available 24/7 on the platform.



### Solve requests quickly and easily:



Receive an email or an SMS as soon as an occupant requests an intervention.



A 'pending' ticket is opened, requesting the intervention of an agent and the solving of the request.



The agent swipes their badge, the ticket closes, and you receive a notification by email to inform you.

#### COLOR LEGENDS

#### Operation monitoring



#### Pending :

New unsolved request(s)



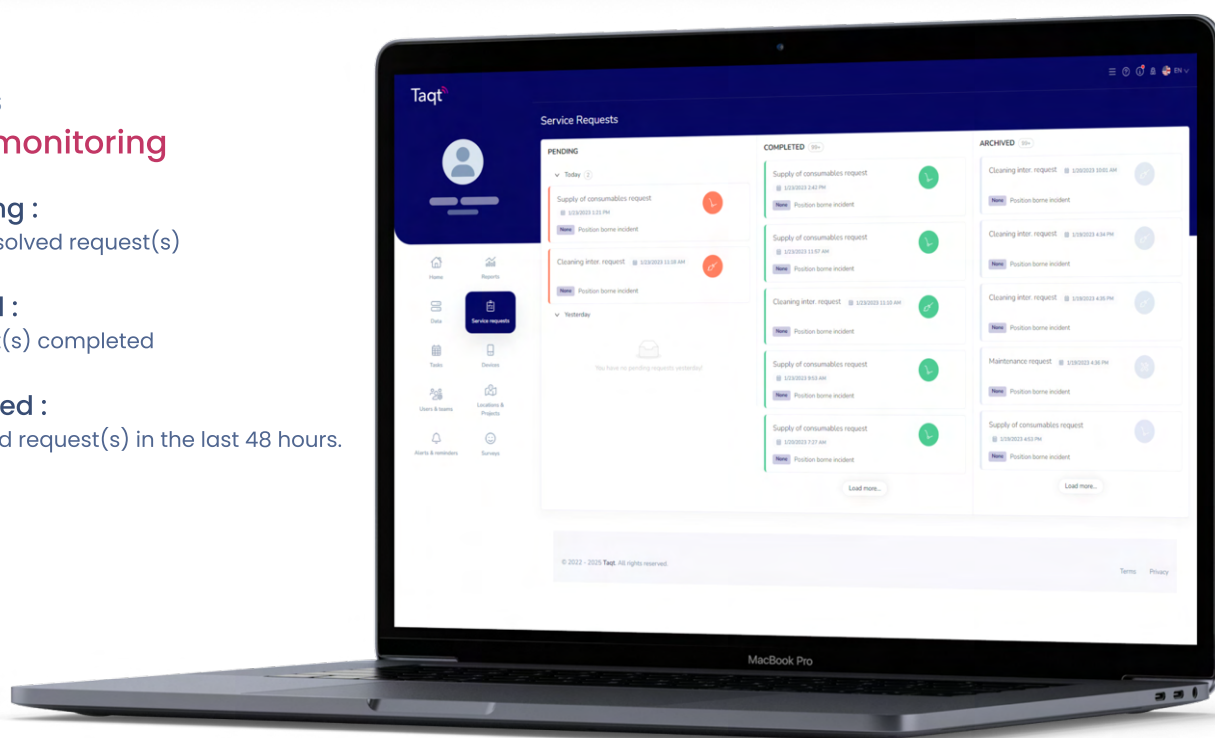
#### Solved :

Request(s) completed



#### Archived :

Unsolved request(s) in the last 48 hours.



### Customizable front panel per type of operation:

#### Measure satisfaction

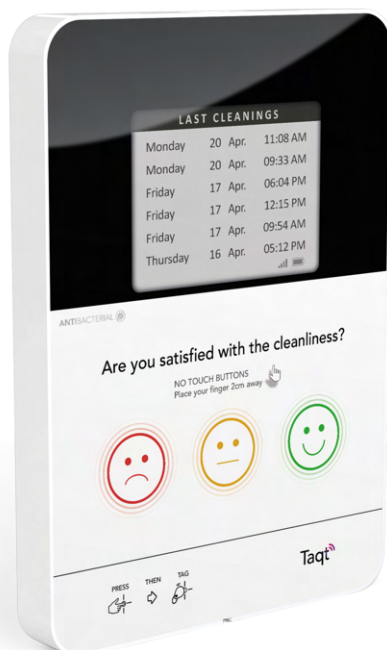
Occupants can easily assess their level of satisfaction.

#### Improve the quality of services

The system identifies key moments for intervention to reinforce quality of service.

#### Track client satisfaction from anywhere

Real-time updates on the platform are available 24/7.



### Receive an alert in the event of dissatisfaction:



Define alert triggers: consecutive red pushes, dissatisfaction % ...



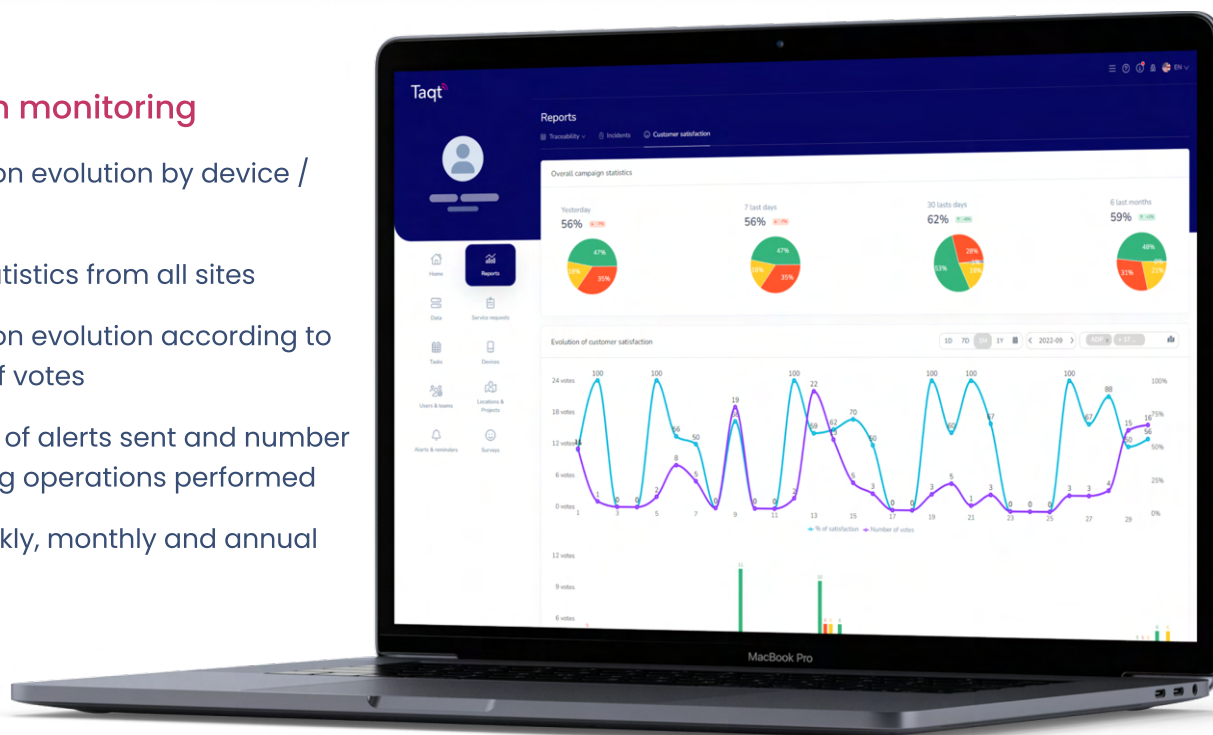
Analyze agents' responsiveness, their impact on satisfaction levels and the duration of the operations.



Agent badges in, ticket closes, and you receive an e-mail notification to inform you that the operation has been completed.

### Satisfaction monitoring

- ✓ Satisfaction evolution by device / position
- ✓ Global statistics from all sites
- ✓ Satisfaction evolution according to number of votes
- ✓ Summary of alerts sent and number of cleaning operations performed
- ✓ Daily, weekly, monthly and annual filters



Model and Warranty	Model TAQT ONE – 1 year warranty
Installation	Easy wall installation with double-sided tape (included). Instructions (included). Screw fixing.
Batteries	Works with 6 AA LR6 batteries. 18 months to 8 years battery life depending on use and activated features (6 AA LR6 lithium recommended).
Screen	Very low power customizable E-ink technology screen. Display up to 6 lines.
Communication	LTE-M / NB-IOT / 2G connectivity – Choice of connectivity according to installation site network coverage.
Customizable device	Customizable front panel according to choice of device's settings.
Capacitive buttons	0, 1, 2, 3, 4 or 5 customizable buttons. Activated remotely according to the chosen front panel.
Contactless buttons	No-touch buttons can be triggered at a 2cm range. Included option available on up to 3 customizable No Touch buttons.
Remote updates (FOTA)	Firmware upgrade Over the Air (Update, configuration change).
Badging	Badging non nominatif par badge aimanté ou Badging nominatif par technologie NFC. Horodatage à la seconde près.
Platform	Results available on online platform <a href="http://app.taqt.com">app.taqt.com</a> . Login access provided to customer after subscription.
Antimicrobial and antiviral film	ANTIMICROBIAL FILM HEXIS PURE ZONE® PURZON060B – Bacterial reduction > 99.99% & Antiviral activity, on human coronavirus HCoV-229E strain (according to ISO 21702 standard) : -94.99 % after 15 min of contact -99.87 % after 60 min of contact.
Origin	Device designed and produced in France.
Weight and dimensions	Approx. 0.4 Kg. Minimum size 15.2 x 21.5 x 2.4 cm.
Waterproofing and mechanical resistance	IP6X waterproofing – (indoor usage only) – Tropicalisation and waterproofing options (not included). IK07 protection (usual shocks).
Certification	CE Certification.



### **Taqt France :**

[contact@taqt.com](mailto:contact@taqt.com)

+33(0)1 80 91 98 67

### **Taqt UK & Ireland :**

[duncan.mclaren@taqt.com](mailto:duncan.mclaren@taqt.com)

+44 (0)1909 303 778

### **Taqt D|A|CH & Nordics :**

[ilkka.manner@taqt.com](mailto:ilkka.manner@taqt.com)

+49 (0)174 497 3409

### **Taqt Iberia :**

[simon.mazoua@taqt.com](mailto:simon.mazoua@taqt.com)

+34 692 499 822

### **Taqt Americas :**

[jason.hish@taqt.com](mailto:jason.hish@taqt.com)

(888) 985-5179

### **Taqt UAE :**

[salah.berkane@taqt.com](mailto:salah.berkane@taqt.com)

+971 50 57 10 321

