

# SMARTQUEUE®

## Integrated Multimedia Queue Management System



## Streamline Queues, Leverage Customer Service & Optimise Service Performance

At Business Smart Solutions (BSS) we have developed and designed SMARTQUEUE®, a breakthrough in multimedia queue management system.

The innovation of our technology does more than solve customer queuing problems. SMARTQUEUE® streamlines all queues, improves the quality of customer service, better controls queue management efficiently and tracks productivity across the environment.

### » SET NEW STANDARDS OF CUSTOMER SERVICE WITH SMARTQUEUE®

#### Optimised Customer Service

Smartqueue enhances the overall customer experience by offering a concierge, ticketing or combination system. By considering varying customer needs and preferences, better and more enjoyable customer service is created. Customers will be served by staff that have diverse skill sets and are experienced, enhancing the overall service experience.

##### ■ Concierge system

Customers who enjoy a personalised approach to service, can easily be served on-the-spot by concierge staff with wireless devices/tablets. This is especially useful for checking-in new clients, complex enquiries or customers who require additional assistance.

##### ■ Ticketing system

For an efficient approach, customers can also select services on the ticketing kiosk and print a ticket; eliminating unnecessary queues for simple or routine enquiries.

##### ■ Combination approach

The above approaches can be combined, catering for all customer needs and preferences, both concierge and kiosk. Smartqueue can also be used as a mobile kiosk, especially useful when there is high customer volume in peak times.

#### Real-Time Queue Measurement

All the tickets taken go into SMARTQUEUE® application and are integrated to the back office and displayed real-time for management to control and survey. SMARTQUEUE® provides a wealth of statistics for service analysis and evaluation including waiting times, service times, peak flows, KPIs, etc.

#### Statistics include:

- Staff & service performance
- Number & % of customers served within SLA
- Average wait time and serve time
- Customers volume in total and per transaction
- Trend analysis for further business improvement
- Staff utilisation and peak times for staff rostering
- And much more

#### SUITABLE FOR

- Banks & financial institutions
- Councils & government agencies
- Immigrations & embassies
- Universities
- Hospitals, clinics & medical centres
- Insurance providers
- Service providers
- Any customer focused environment

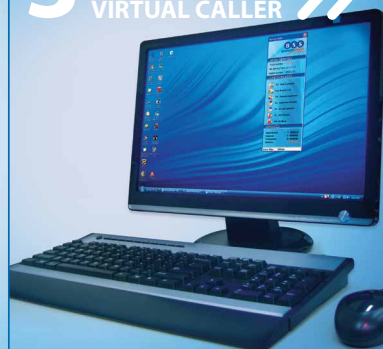
### 1 CUSTOMER GREETER



### 2 DYNAMIC MULTIMEDIA DISPLAY



### 3 LOGICAL & USER FRIENDLY VIRTUAL CALLER



### 4 COMPREHENSIVE KPI METRICS





## HOW SMARTQUEUE® WORKS



### Virtual Caller

Logical, intuitive, and easy to use software that manages customer flow. Call, transfer, hold and other related functions, including queue status and waiting time functions are all available.

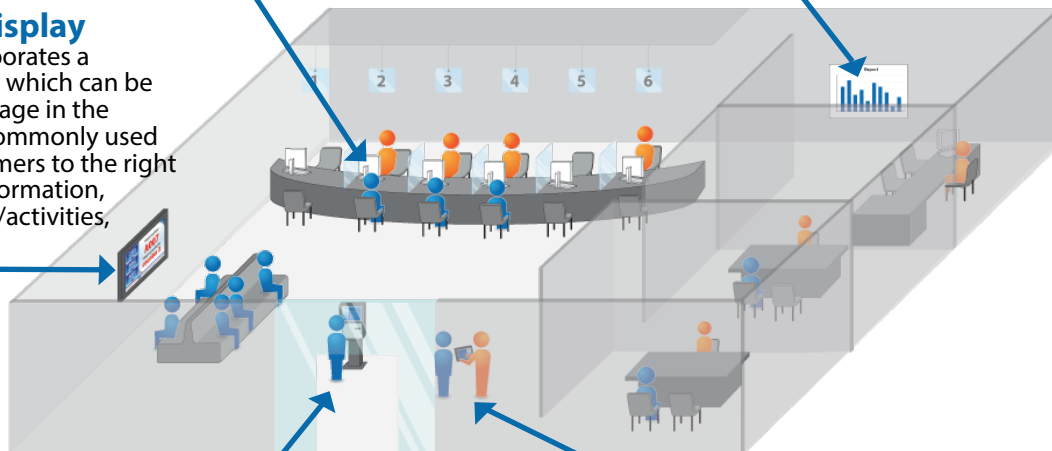


### Dashboard Monitoring & Reporting Function

A powerful analytical tool to monitor branch, staff, and service performance. eg. trend analysis, KPI, SLA, resource optimisation and benchmark analysis.

### Multimedia Display

Smartqueue incorporates a multimedia display which can be used as digital signage in the waiting area. It is commonly used for directing customers to the right counter, service information, advertising, events/activities, announcements.



### CUSTOMER GREETER TICKETING KIOSK

A well-designed, user friendly system identifying and processing customers effectively, streamlining customer flow.

### CUSTOMER GREETER CONCIERGE SYSTEM

A personalised approach allowing on-the-spot service, complementing or substituting the implementation of a kiosk based system.



## RELIABLE, FLEXIBLE AND COST-EFFECTIVE SOLUTION

### Non-Proprietary Hardware and Software

SMARTQUEUE® software enables you to leverage third party, non-proprietary, off the shelf hardware components. These components may include kiosk, printers, multimedia displays, LED displays, PCs etc. This makes any installation faster, easier for support and is readily available from multiple sources.

### Easy Configuration

Smartqueue is user configurable, allowing users the flexibility to easily configure based on business needs. This includes based on skill-set, service priority, reporting etc.

### Consumables

No expensive tie-in contracts, consumables are available off-the-shelf. We provide cost-effective, high quality thermal rolls to minimise paper jams.

### Fully Developed & Designed In-House

Developed and designed in-house, SMARTQUEUE® is not a distribution company nor is it dependent on other parties. This means if you have specific requirements, we can accommodate them much faster and more cost effectively.

### Scalable solution

SMARTQUEUE is applicable on all business scales, from small to large businesses, in a variety of sectors. The solution is available as standalone, LAN and WAN (centralised solution).

### Total Manageability of Queues

Track customers from the moment they arrive until they leave, even when they are transferred to another counter, their data is tracked and maintained.



## AN OVERVIEW OF BENEFITS FOR:

### Customer

- Reduced waiting time
- Better time management
- Peace of mind
- Enhanced customer experience
- Personalised customer service
- Increased flexibility to be served by concierge staff or use ticketing kiosk

### Employee

- Recognise individual performance
- Improved staff productivity
- Less stress for staff
- Able to view and manage queues
- Ability to serve customers better
- Greater accessibility to customers

### Management

- Efficient organisation of HR
- Real time metrics gives more effective customer management
- Total manageability of queues
- Effective reporting
- Establish SLA and KPI
- Flexibility to combine concierge and kiosk system in peak times
- Cater for all customer types including those who enjoy personalised service

### Company

- Improve corporate image
- Improved customer service
- Advanced KPI reports to optimise business performance
- Drill down reporting system
- Compare branch-to-branch performance with centralised reporting
- Monitor performance across branches with centralised dashboard
- Holistic approach to customer service