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 effectively and tracks productivity across the environment.

SET NEW STANDARDS OF CUSTOMER SERVICE WITH SMARTQUEUE®

Optimised Customer Service

SMARTQUEUE® attends to customer needs by making waiting more comfortable, entertaining and relaxed. SMARTQUEUE® allows customers to browse the surroundings, and gives them a peace of mind knowing that there won't be any queue jumpers. SMARTQUEUE® ensures each customer is served in a well ordered way and served by experienced staff with multi-lingual capabilities it required and much more.

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.

Real-Time Queue Measurement

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

Leverage Corporate Image

Increase corporate visibility with SMARTQUEUE®'s dynamic multimedia display. The multimedia display extends beyond customer directional information for advertising, informational and promotional campaigns.

Statistics include:

- Number of tickets customers take
- Actual waiting times by service category
- Staff performance
- Serving times with waiting time profiles
- Average and maximum service/wait times
- Peak times for staff allocation
- Daily, weekly, monthly or user-defined formats
- And much more

SUITABLE FOR

- Banks & financial institutions
- Councils & government agencies
- Immigrations & embassies
- Universities

- Hospitals, clinics & medical institutions
- Insurance agencies
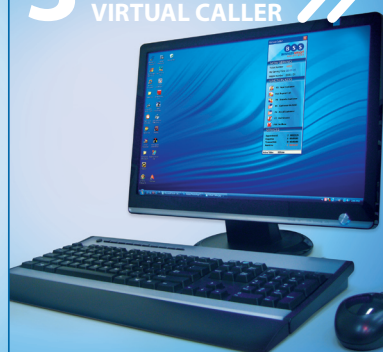- Service providers
- Any customer focused environment

1. DYNAMIC INTUITIVE GREETER
2. DYNAMIC MULTIMEDIA DISPLAY
3. LOGICAL & USER FRIENDY VIRTUAL CALLER
4. COMPREHENSIVE KPI METRICS

>> **With state-of-the-art technologies and intelligent software, SMARTQUEUE®️ becomes the benchmark for efficiency and positively affecting customer and staff satisfaction.**

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.
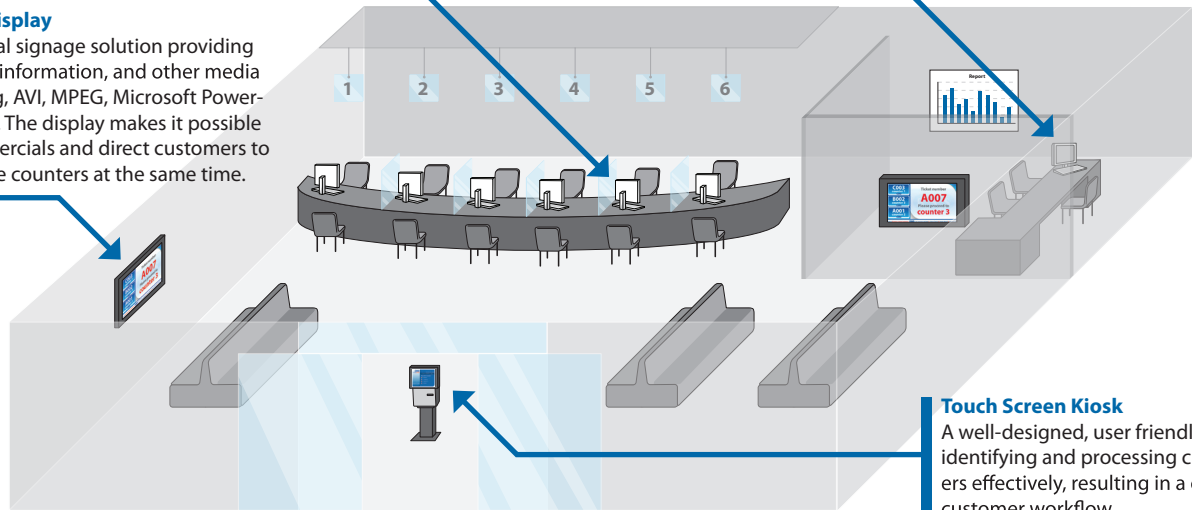
Reporting Function
A very powerful tool to perform various- in-depth analysis eg. Trend, performance (KPI, SLA), resource optimisation, ad-hoc reporting and benchmark analysis.

Multimedia Display
All in one digital signage solution providing customer flow information, and other media types including, AVI, MPEG, Microsoft Power-Point and DVD. The display makes it possible to show commercials and direct customers to the appropriate counters at the same time.

Touch Screen Kiosk
A well-designed, user friendly system identifying and processing custom-ers effectively, resulting in a quicker customer workflow.

>> ## 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 Maintenance and Configurations

SMARTQUEUE®️ is so easy to maintain and optimise, users can add, subtract or change functionality themselves reducing downtime. BSS strives to provide the highest level of customer service.

Made and Developed In-House

SMARTQUEUE®️ is fully developed by Business Smart Solutions. Our in-house IT department provides a complete range of consultancy services. We can customise and personalise SMARTQUEUE®️ to provide individual customers with an optimum statistical queue management capability and meet your standard operating environment (SOE).

Consumables

No expensive tie-in contracts for all your consumables. Our consumables are available off-the-shelf, and as long as they are compatible with the kiosk printer, they are guaranteed to work. We also provide cost-effective quality paper rolls if you prefer to purchase from us.

>> ## AN OVERVIEW OF BENEFITS FOR:

Customer

- Reduced waiting time
- Better time management
- Peace of mind
- Enhanced customer experience

Employee

- Recognise individual performance
- Improved staff productivity
- Less stress for staff
- Able to view and manage queues

Management

- Efficient organisation of HR
- Real time metrics gives more effective customer management
- Total manageability of queues
- Effective reporting
- Establish SLA and KPI

Company

- Improve corporate image
- Improved customer service
- Advanced KPI reports to optimise business performance
- Drill down reporting system

BSS
BUSINESSsmart
SOLUTIONS

Committed to Excellence