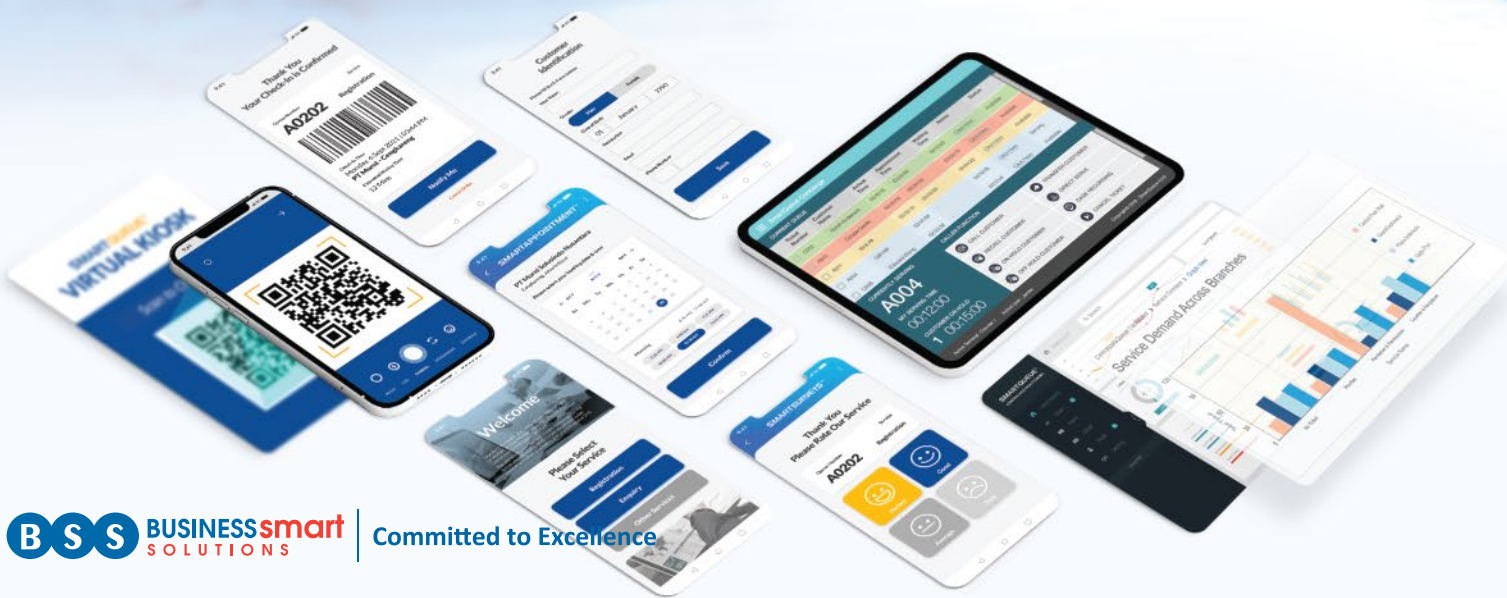# SMARTQUEUE®

End-to-End Customer Experience Solution

Beyond an ordinary queue management system, our solution not only prioritises customer care but also encourages continuous business growth and improvement with a complete insight of customer experience and service performance across locations.
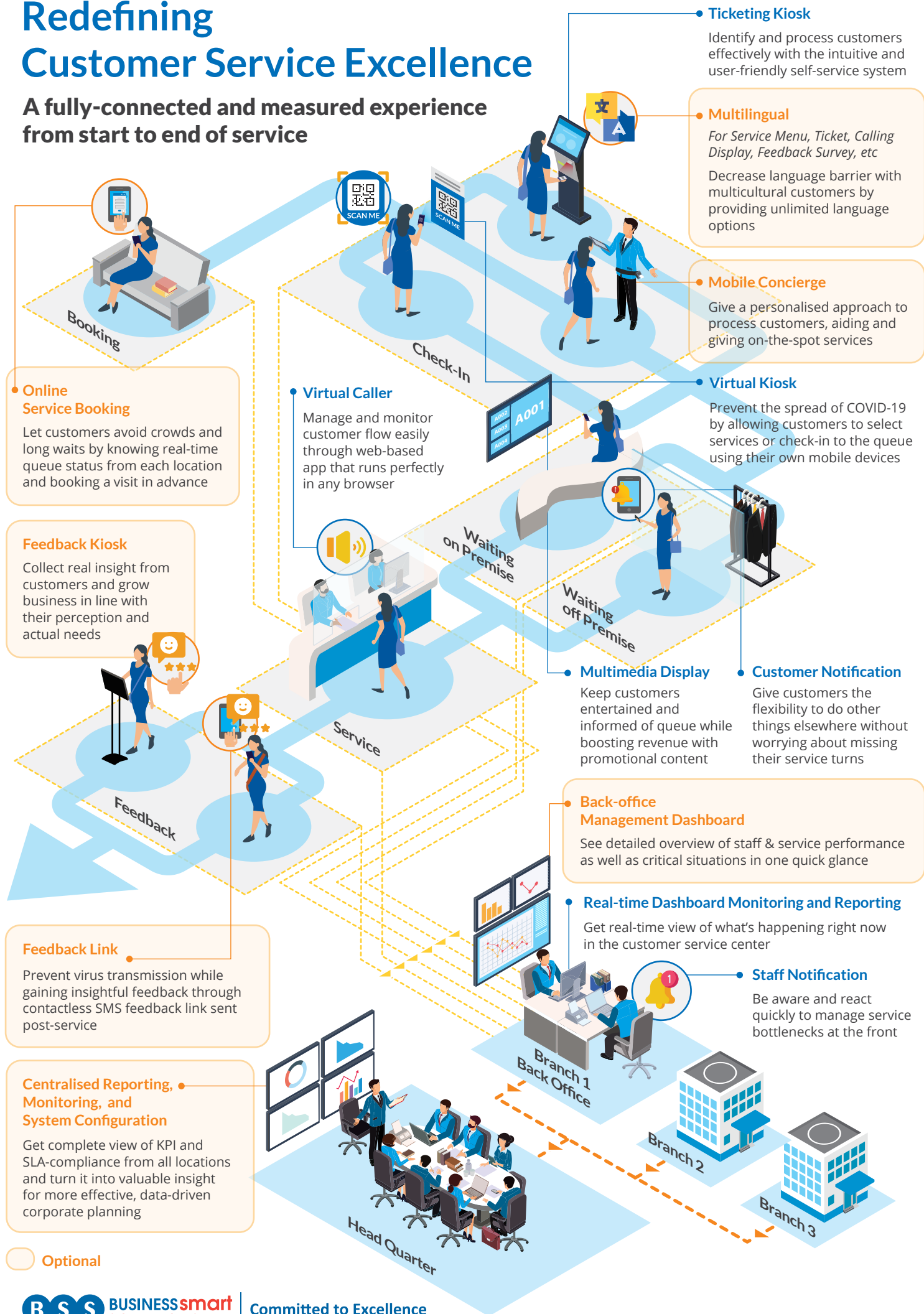
GROWTH

REVENUE & PROFITABILITY

CUSTOMER ACQUISITION

CUSTOMER RETENTION

Redefining Customer Service Excellence

A fully-connected and measured experience from start to end of service

Booking

Check-In

Ticketing Kiosk
Identify and process customers effectively with the intuitive and user-friendly self-service system

Multilingual
For Service Menu, Ticket, Calling Display, Feedback Survey, etc
Decrease language barrier with multicultural customers by providing unlimited language options

Mobile Concierge
Give a personalised approach to process customers, aiding and giving on-the-spot services

Online Service Booking
Let customers avoid crowds and long waits by knowing real-time queue status from each location and booking a visit in advance

Virtual Caller
Manage and monitor customer flow easily through web-based app that runs perfectly in any browser

Virtual Kiosk
Prevent the spread of COVID-19 by allowing customers to select services or check-in to the queue using their own mobile devices

Waiting on Premise

Waiting off Premise

Feedback Kiosk
Collect real insight from customers and grow business in line with their perception and actual needs

Service

Multimedia Display
Keep customers entertained and informed of queue while boosting revenue with promotional content

Customer Notification
Give customers the flexibility to do other things elsewhere without worrying about missing their service turns

Back-office Management Dashboard
See detailed overview of staff & service performance as well as critical situations in one quick glance

Real-time Dashboard Monitoring and Reporting
Get real-time view of what's happening right now in the customer service center

Feedback

Feedback Link
Prevent virus transmission while gaining insightful feedback through contactless SMS feedback link sent post-service

Staff Notification
Be aware and react quickly to manage service bottlenecks at the front

Branch 1 Back Office

Centralised Reporting, Monitoring, and System Configuration
Get complete view of KPI and SLA-compliance from all locations and turn it into valuable insight for more effective, data-driven corporate planning

Branch 2

Branch 3

Head Quarter

Optional

BSS BUSINESS smart SOLUTIONS | Committed to Excellence

Benefits of SMARTQUEUE®

The foundation for continuous improvement

Omni-Channel Service Delivery

- Flexible options of service channels
- Fully-connected and measured customer journey

Measurement

KPI of staff and service performance per location, regional, and nationwide level

Continuous Cycle of Customer Experience Improvement

Improvement

Identify areas of improvement and make strategic planning based on evaluation

Evaluation

Data mining & business analytics with in-depth KPI and customer experience monitoring & reporting

What makes SMARTQUEUE® different?

Innovation in Every Aspect

- Service allocation based on staff skill-sets
- Automatic report email scheduler
- Complete customer identification technology
- Prioritise customers based on their profile

Flexibility & Scalability Maximised

- Omni-channel service delivery; self-service, assisted, or combined
- Hardware independent
- Unlimited language options
- Web-based application that runs in any SOE
- Support physical and mobile check-in – including e-Ticket
- Site-licensed with unlimited concurrent User
- Available as a standalone, LAN, or centralised solution

Visibility & Manageability Optimised

- Track customers from the moment they arrive until they leave
- Real-time dashboard monitoring
- Alert notification for both staff and customers
- Wealth of statistics for service control, analysis, and evaluation

Our Success Story

Trusted & Proven Solution for 20+ Years

Global Presence

- Australia
- Korea
- Japan
- Papua New Guinea
- Fiji
- Indonesia

Proven track record in multiple sectors

Healthcare

Providing excellent care for every patient while improving the overall productivity of medical center

Government

Making the tedious administrative process more delightful for both staff and customers

Consulate

Increasing innovation in consular service delivery and customer care by providing a hassle-free and premium experience

Council

Allowing smooth, seamless and time-efficient interaction between local government and the general public

Education

Creating the perfect balance from the combination of happy students and satisfied staff

Other Sectors

- Courts
- One Stop Services
- Public Services
- Immigration

- Banks
- Communications
- Insurance Company
- Transportation

- Public Transportation
- Logistics
- Prisons

Business Smart Solutions Pty. Ltd.

Committed to Excellence

www.bss.com.au
info@bss.com.au