

## EXECUTIVE'S SUMMARY

# Consulting **services**

### What is this?

It is a service that provides, through measurements and data analysis, a comprehensive recommendation package with which the efficiency of a Customer Service can be radically increased. During the consulting process, we analyze data supplied by the ONLINET Queue Management System software. The data taken from this system is unique and cannot be reproduced in an objective way using any other method.

The Queue Management System can be hardware based with ticket dispenser and other elements or purely a software based solution.

### How does it work?

Our colleagues get every bit of information necessary for the analysis, from the Queue Management System software. The analysis could cover any time period (monthly, quarterly, yearly, etc.) and could cover single or multiple locations. Our specialists using a special method will analyze the data, from which a study including graphics and charts is made. Part of the study is a conclusion which contains a recommendation package and an action plan. Discussions about the action plan will follow. ONLINET could also help to implement the recommendations following step by step the action plan.

### What benefits will bring to you?

- Customer waiting times can be measured and analyzed
- Customer service times can be measured and analyzed
- Staff efficiency can be measured and analyzed
- Product/service success can be measured and analyzed
- Customer habits can be analyzed and profiled
- Objective workforce optimization becomes possible
- Processes maybe never measured before can be analyzed
- According to the analysis a recommendation package is prepared
- Higher efficiency can be reached with the same capacity and resources

### ONLINET Group in a nutshell

ONLINET Group is a European leader in developing, manufacturing Queue & Customer Management Systems and Digital Signage solutions. With branches in 7 countries and resellers on 3 continents we provide solutions in the Financial, Telecommunication, Retail, Healthcare, Education, Transport and Public sectors.

ONLINET through it's systems manages around 500,000 customers daily, in more than 1,200 Customer Services around the world.

