

EXECUTIVE'S SUMMARY

Queue Management System

What is this?

First of all a solution, with which the efficiency, the quality and sales productivity of a Customer Service can be increased. Secondly is an IT system with hardware and software components, which consists of the following elements:

- Ticket dispenser terminal
- Central display
- Counter display and staff terminal
- ONLINET CDS software

How does it work?

The customer who enters the Customer Service will select a service on the ticket dispenser terminal, then with the printed ticket will sit down in the customer waiting area. During the waiting, the customer can follow the calling of the ticket numbers on a central display, which in the same time, can play even commercials. The administration can be easier if the customer made a pre-registration or identified himself at the ticket dispenser terminal. The management, using the up-to-date statistics in the system, can react immediately in a specific case and is able to design more precisely a long-term strategy.

What benefits will bring to you?

- Reduced waiting times
- Reduced administration times
- Increased number of daily transactions
- Increased staff efficiency
- Increased customer satisfaction
- Reduced stress level and number of conflicts
- Increased sales and cross-sales
- Increased staff motivation
- Increased customer loyalty
- Increased revenue and cost effectiveness

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.

