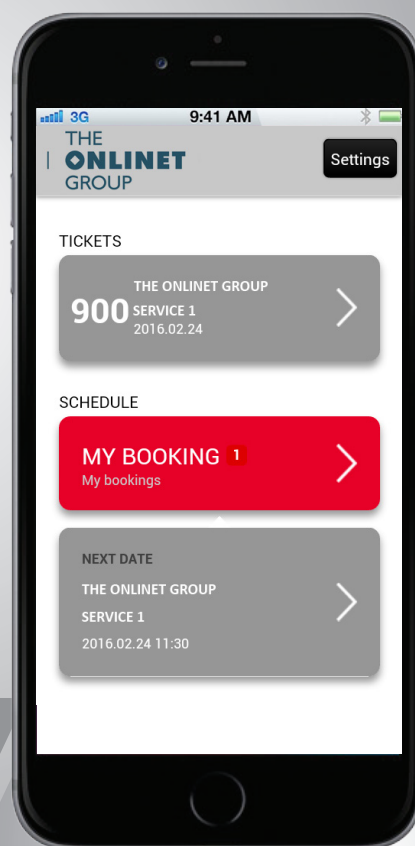


The future of Queue Management

A successful business is able to reach its customers wherever they are. Mobile technology and smartphones has become part of everyday life and the platform for doing business faster and easier. Queue Management System has changed once and for all the way we think about waiting, queuing or customer service. The use of smartphones will bring again the revolution of efficiency and productivity in serving customers.



iBOOKING
BOOK-B

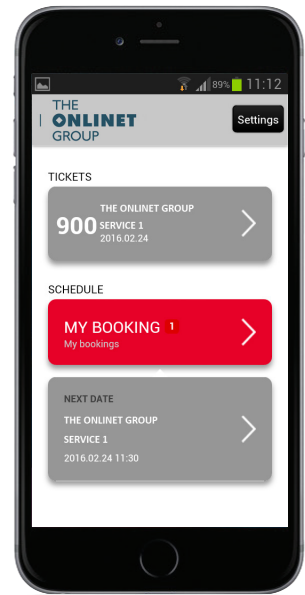
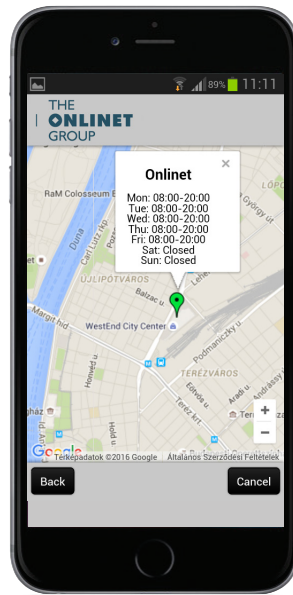
QUEUE MANAGEMENT SYSTEMS

➔ SOFTWARE

- ➔ iBOOKING IS A SMARTPHONE APPLICATION THAT WILL ALLOW THE USER TO FIND THE NEAREST BRANCH, TO BOOK AN APPOINTMENT AND LEAVE A FEEDBACK ABOUT THE SERVICE LEVEL ON THE GO.

THE
ONLINET
GROUP

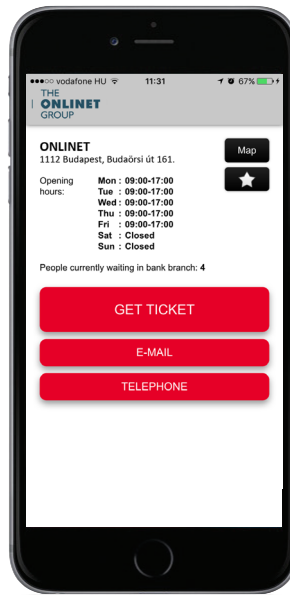
Features and benefits



FIND iBooking allows the user to find the nearest branch or office using the smartphone's GPS. The result will be displayed on a map, showing the fastest route to the nearest location. The app will provide information about the branch such as opening hours, exact address, phone number or email address. Calling the branch or sending an email will be only a click away.

BOOK After selecting a specific branch and choosing a service from the list of services provided, the user will be able to book an appointment for a specific date and time. A calendar will show the available dates and times. The chosen date and time can be saved as a reminder in the phone's own calendar, the branch selected can be saved as a favourite and the confirmation number of the booking will be also stored. At the arrival to the branch, the user will simply type in his booking code on the ticket dispenser terminal's screen to be called for his booked appointment.

SHARE iBooking allows the user to leave a feedback about his experience at the branch. Besides customizing the full design of the app to meet the company's standards, the feedback you request from your customers can be also customized. Besides asking questions about satisfaction, customers can be also surveyed on new products or services.



→ CHARACTERISTICS

- Buy or rent options available
- Available for iOS, Android and WindowsPhone
- Custom design including company logo, colours, branch locations and service lists
- Easy to install and use
- Easily expandable to include new locations and branches
- Booking recorded in the Onlinet CDS Mainframe software
- Bookings and feedback become essential parts of the statistics and management reports

→ RECOMMENDATIONS

- Banking, Insurance and Financial
- Retail
- Public utility
- Telecommunication
- Local and national government
- Education
- Hospitality
- Transport

→ BENEFITS

- Reaching clients on a new platform
- Reaching clients while on the go
- Increased efficiency by service planning through booking
- Planned workload and human resources
- Faster and more efficient service
- Increased number of clients served in a day
- Reliable image of strengths and weaknesses through client feedback
- Better product and service development
- Increase in sales efficiency
- Increase in staff performance

