Product Presentation

QEASY CLOUD BASED ELECTRONIC QUEUE MANAGEMENT SYSTEM

QEASY OVERVIEW

QEASY is a Cloud based electronic queuing system.

QEASY helps organisations manage the customer queues better at offices, customer service centers, doctors waiting areas, student admission processes etc.

QEASY

HOW ARE QUEUES MANAGED TRADITIONALLY

No System:

People simply come and stand in queues

Take a manul token:

A person assign a token to people and then calls them accordingly

Take a seven segment display token:

Tokens are generated using a sequential numbering system and a seven segment display is used to show token processing

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QEASY

PROBLEMS

IN TRADITIONAL QUEUING SYSTEMS

Wastage of time

Customers waste a good deal of time standing in queues

Linear Systems

It is a linear system and is unable to handle complex customer requirements

Lack of Technology

These are static systems without much scope of technology enhancements

QEASY

11-13mins

Average time wasted by people globally standing in queues

IMAGING YOU ARE IN A HOSPITAL WAITING FOR A CLINICAL TEST... ALL YOU CAN DO IS WAIT IN A QUEUE AND LOOK AT THE BACK OF THE HEAD OF THE PERSON STANDING IN FRONT OF YOU

The problems multiply if the person standing in a queue is an old age person or a person with special needs

HOW DOES QEASY HELP ?

Ease to customer

Customer just needs to take a token from the Customer Entry Token Unit, then relax in waiting are, be informed in real time about the status of his/her token

Ease to employee

Using QEASY the employees don't need to worry about how to manage the queues, QEASY takes care of that, they can concentrate of their actual task: helping customers
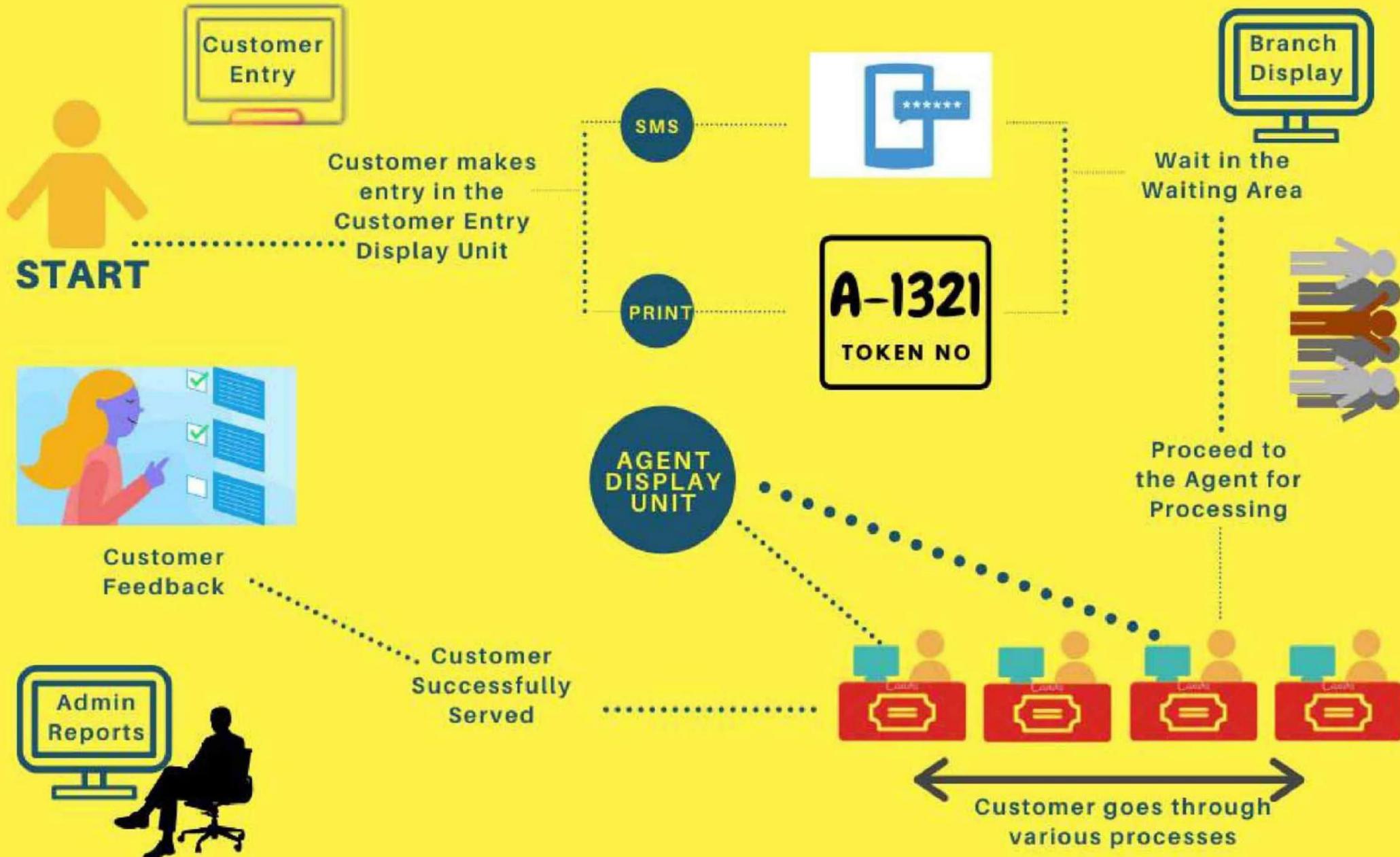
Ease to managers

Managers get the real time statistics, they can take better informed decisions

Ease of cloud

Since QEASY works in cloud, it captures & stores all the information, the reporting is much more exhaustive and available anytime + anywhere

QEASY - Process

Typical Customer Flow:

Customer Entry

Customer makes entry in the Customer Entry Display Unit

START

SMS

PRINT

A-1321 TOKEN NO

Wait in the Waiting Area

Branch Display

Proceed to the Agent for Processing

Customer Feedback

AGENT DISPLAY UNIT

Customer Successfully Served

Admin Reports

Customer goes through various processes

01

Power of Cloud

Being on sustained cloud ensures that QEASY is available anywhere, anytime and on any platform

02

Multiple Options

You can create multiple campaigns, processes & workflows... at a click of a button

03

Intelligent Displays

It is not just about placing a big TV in the hall, it is much more. Its how we display the workflow

Know more

04

Real time Dashboards

The administrator of QEASY has got real time Dashboards to check how the queues are shaping up

05

Live Alerts

With live alerts using SMS or Push notification in the web app, the customer is kept in loop about the timelines

06

Transparent Pricing

QEASY pricing is simple, there are no hidden costs

Check QEASY plans

07

Power of Digital Signage

How about running short ads while the customer is waiting, QEASY has an inbuilt support for that

08

Pre-Registration

QEASY supports add on modules in which the customer can pre-register their visits to your location

09

Feeds your back

Using the add on modules you can get real time customer feedbacks through agent display units or through the mobile app

Check Service agent displays

QEASY

QEASY
HARDWARE

QEASY is available with ready to use sophisticated and already integrated hardware items for faster roll-out.

CUSTOMER ENTRY TOKEN UNIT

Customer Entry Display Unit is used for initial entry of the customer information and selection of the services required. It can be single or multiple units placed at the entrance of the area.
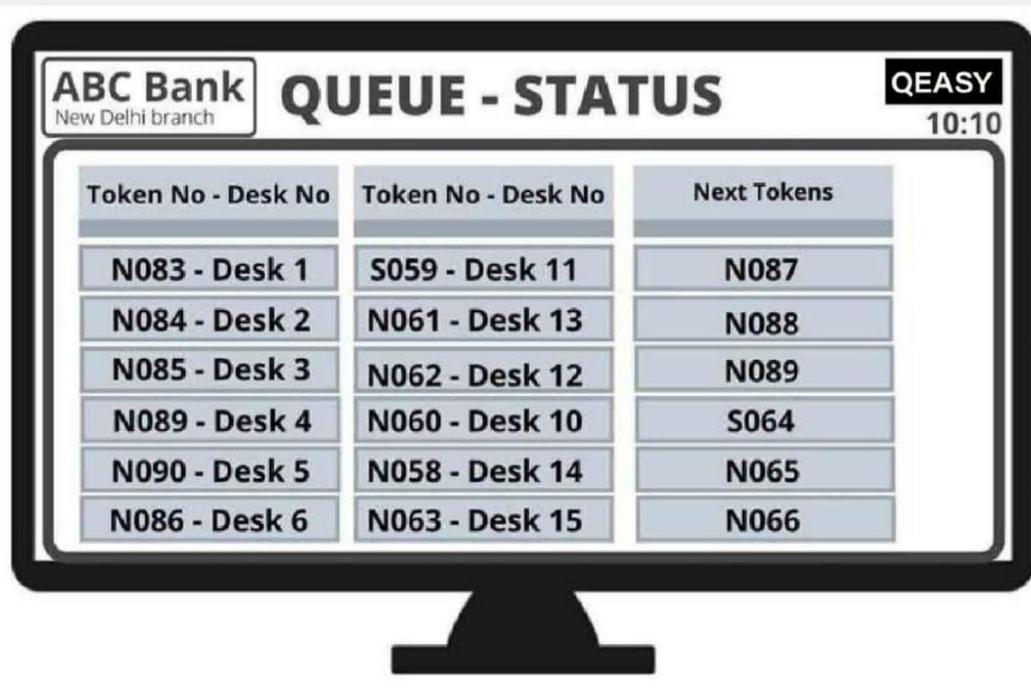
android based

This mode is the most frequently used. It consists of an android based tablet and a QEASY Customer Entry app.

iOS based

This system is used at high end areas for Customer Entry application.

ABC Bank
New Delhi branch

QUEUE - STATUS

QEASY
10:10

Token No - Desk No	Token No - Desk No	Next Tokens
N083 - Desk 1	S059 - Desk 11	N087
N084 - Desk 2	N061 - Desk 13	N088
N085 - Desk 3	N062 - Desk 12	N089
N089 - Desk 4	N060 - Desk 10	S064
N090 - Desk 5	N058 - Desk 14	N065
N086 - Desk 6	N063 - Desk 15	N066

CUSTOMER QUEUE DISPLAY UNIT

Main Customer Queue Entry Display Unit is used showing the live ticket queue status in a bigger display unit. It can be single or multiple units placed at the strategic locations or waiting areas. QEASY supports two versions of Customer Entry Display Unit.

android based

QEASY supports android based big display devices through its convergence system.

Thin Client based

QEASY has a thin client based module which can turn any big display into a QEASY display unit as long as it supports a HDMI port.

AGENT DISPLAY UNIT

QEASY supports an optional Agent Display Unit which can be placed at agents desk to showcase the customer information and also solicit feedback from the customer. QEASY supports two versions of Customer Entry Display Unit.

android based

It consists of an android based tablet and a QEASY Agents display app

iOS based

This system is used at high end areas for Customer feedbacks.

QEASY OBJECTIVES

Make offices less crowded

Managing customer flow helps in lesser crowds in service areas

Make queues smaller

Modular nature of the system helps to deploy more resources when needed so making queues smaller

Bring down the wait time

Using predictability helps in bringing down the wait time

Ease the customer experience

Since customers don't need to keep waiting at a queues, it helps in better customer experience

HOW IS QEASY DIFFERENT

Easy to manage

QEASY is easy to manage & configure from web, mobile or tablet

Centralised Dashboard

Manage the work load using a centralised Dashboard and take informed decisions

Visibility & Transparency

Give your customers a better visibility and showcase your transparency

Configurations

The system helps can be configured for single queuing system or complex processes

![ATRONIC — SOLUTION RE IMAGINED]

END

QEASY

CLOUD BASED ELECTRONIC QUEUE MANAGEMENT SYSTEM

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