

SMARTQUEUE®

ENTERPRISE CUSTOMER EXPERIENCE SOLUTION

STREAMLINE QUEUES, LEVERAGE CUSTOMER SERVICE & IMPROVE SERVICE PERFORMANCE

VIRTUAL CALLER

Logical and easy to use software to manage customer flow. Call, transfer, hold and other related functions, including queue status and waiting time functions are all available.

DASHBOARD MONITORING & REPORTING FUNCTION

A powerful analytical tool to monitor branch, staff, and service performance. eg. trend analysis, KPI, SLA, resource optimisation and benchmark analysis.

MULTIMEDIA DISPLAY

Display in the waiting area commonly used for directing customers to the right counter, service information, advertising, events/activities, announcements.

CUSTOMER GREETER

Ticketing Kiosk

Intuitive and user-friendly self-service system to identify and process customers effectively, streamlining customer flow.

CUSTOMER GREETER

Concierge

Personalised approach to process customers, and provide assistance and on-the-spot services.

Optimised Customer Service

Cater to your customers' varying needs with SMARTQUEUE®'s multi-channel service delivery:

Concierge solution for personalised services, useful for checking-in new clients, complex enquiries or customers who require additional assistance.

Ticketing solution for an efficient, self-service approach that maximise staff utilisation, suitable for tech-savvy or regular customers.

Hybrid solution for a combination approach to cater to all customer needs and preferences.

Real-Time Queue Measurement

SMARTQUEUE® provides management with real-time information of queue situation and a wealth of statistics for service control, analysis and evaluation.

Statistics include:

- Staff and service performance;
- Number and % of customers served within SLA;
- Average wait and serve time;
- Customer volume in total and per transaction;
- Trend analysis for further business improvement;
- Staff utilisation and peak time for staff rostering;
- And many more.

WHY SMARTQUEUE®?



Non-Proprietary Hardware

Leverage third party hardware components, such as LCDs, PCs, etc. This allows you to use existing hardware, or source them from your preferred vendors.



Easy Configuration

SMARTQUEUE® allows users the flexibility to easily configure based on business needs. This includes staff skill-set, service priority, reporting etc.



Cost-Effective Consumables

No expensive tie-in contracts, consumables are available off-the-shelf. BSS provides cost-effective, high quality thermal rolls to minimise paper jams.



In-House Developed

Fully owning SMARTQUEUE®, BSS is not requirements can be accommodated much more quickly and cost-effectively.



Scalability

SMARTQUEUE® is applicable on all business scales in a variety of sectors. The solution is available as a standalone, LAN or WAN (centralised) solution.



Total Queue Manageability

Track customers from the moment they arrive until they leave. Even when they are transferred to another counter, their data is tracked and maintained.

THE MANY BENEFITS OF SMARTQUEUE®



CUSTOMER

- Reduced actual and perceived waiting time;
- Personalised customer service;
- Increased flexibility with multi-channels of service delivery;
- Tidier queues resulting in peace of mind;
- Served by the right staff the first time, every time;
- Enhanced customer experience.



EMPLOYEE

- Recognised individual performance;
- User-friendly system which assist in improving staff productivity;
- More effective capacity planning results in reduced stress and queue pressure;
- Greater accessibility to customers;
- Ability to view and manage queues.



MANAGEMENT

- Total manageability of queues;
- Establishment of SLA and KPI;
- Real-time metrics for a more effective customer management;
- Comprehensive reporting for analysis and identifying areas of improvements;
- Effective capacity planning and resource allocation.



COMPANY

- Improved customer service resulting in enhanced corporate image;
- Advance KPI reports, which can be drilled-down, to optimise business performance;
- Monitor and compare performance across branches with centralised dashboard and reporting;
- Holistic approach to customer service.

SUITABLE FOR

- Banks & financial institutions
- Councils & government agencies
- Immigrations & embassies
- Universities
- Hospitals, clinics & medical centres
- Insurance providers
- Service providers
- Any customer focused environment

Trusted by Numerous Major Companies across Sectors



OVER 30 YEARS
OF EXPERIENCES AS AN
IT SOLUTIONS PROVIDER



PROVEN EXPERTISE IN
CUSTOMER EXPERIENCE &
BRANCH TRANSFORMATION
SOLUTIONS



IN-HOUSE SOFTWARE DEVELOPMENT
WHICH ENSURES FAST SUPPORT
FOR ANY CHANGES
OR ENHANCEMENTS



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