

Queue Pro – Enterprise Queue Management System

Customers are the most key component for organization. Specially, for the service oriented organization including Government, customers visit their service centers for different reasons. Managing the customer flow process by one-stop service centers is critical to keep the service quality. Effective customer flow depends on the customers, who should have clear options and convenient, timely access to services that lead to positive results and high customer satisfaction.

Device based queue management system has been introduced few decades ago to improve from barrier based queue system by several companies. With the advancement in IT, lots of companies have come forward to overcome the shortage of data analytical demand from a queue management system. The improvement of network connectivity with lower cost, the organizations are exploring for deployment of centralized computerized queue management system suitable as enterprise grade solution. Computerized queue management system is becoming a part of IT projects within organizations for taking initiative to use their existing hardware and database to reduce the cost of investment, taking leverage of using internal network connectivity within the branches for central system management and reporting on the customer flow data.

Queue Pro is an effective & systematic enterprise queue management system designed to ensure disciplined & guided customer experience. It provides options to the organization for promoting information among the waiting customers. The system enables the center manager with statistics on waiting customers and with advanced administrator module and online reports, Queue Pro provide an opportunity to improve branch operation/services to the next level.

Queue Pro has parameter based configuration on web platform where it can be managed based on individual branches. The service desks access the token using browser- based soft keypad instead of device. Features like service pledge management, promotion management, appointment management including by call center operation, branch management console, customer segmentation management, priority management, language management, customer interface menu management, SMS management allows organizations dynamism to improve their queue system with other corporate strategies by different department. Companies can use the data in their existing BI tool for KPI analysis on customer flow.

Queue Pro is giving the following advantages apart from features:

- It can be integrated with open standard hardware platform enabling organizations to use their preferred hardware instead of proprietary hardware from the vendors.
- The customer can use their existing hardware to reduce the investment.
- The server based system enables the system administrator for configuring and managing the operation of the system.
- The system allows the system administrator to customize the menu according to their business plan. The menu flexibility provides data on the final service lines for analyzing.
- The system is scalable. It can be used as standalone or centrally. The customer interface language or the promotional text can be set branch wise. Organization operating in the diversified geographical area can leverage their customer interface with this multi-language feature.

The system is currently being used at several banks, telecom, Government office and hospitals in different countries.