

IN-Ø-UT

**QUEUE
MANAGEMENT
SYSTEM**

INOUT, QUEUE MANAGEMENT SYSTEM:
KEY TO YOUR CUSTOMER LOYALTY.
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On average a person spends dozens of hours waiting in queues, all of that is wasted time.

InOut Queue Management System allows to both decrease the waiting time to the bare minimum and allows the clients to make better use of their time waiting, by providing ahead of time notifications.



Many enterprises want to integrate a queue management system, but are not doing so for various reasons, namely large one-time investments in expensive hardware, building complex infrastructure, high maintenance costs of QMS, etc.

InOut minimizes these problems and more.

InOut is an innovative, modern and agile queue management system. The user interface of the system is intuitive and simple, which makes personnel training possible within minutes.

InOut allows the end users to take a ticket using several methods: traditional paper ticket dispenser, via a smartphone application, SMS and other. Clients also receive information about approximate time they would be served, as well as how many people are there in the queue in front of them.



UNIVERSAL SYSTEM

Fits for queue management in a small bureau with one operator or as a multifunctional solution for huge companies with specific demands and special adaptations.

SCALING

Easy and fast system performance improvement thanks to modular construction.

EASY OPERATION

Intuitive management will allow you to significantly increase the speed of service from the first day of use of the system.

APPEARANCE

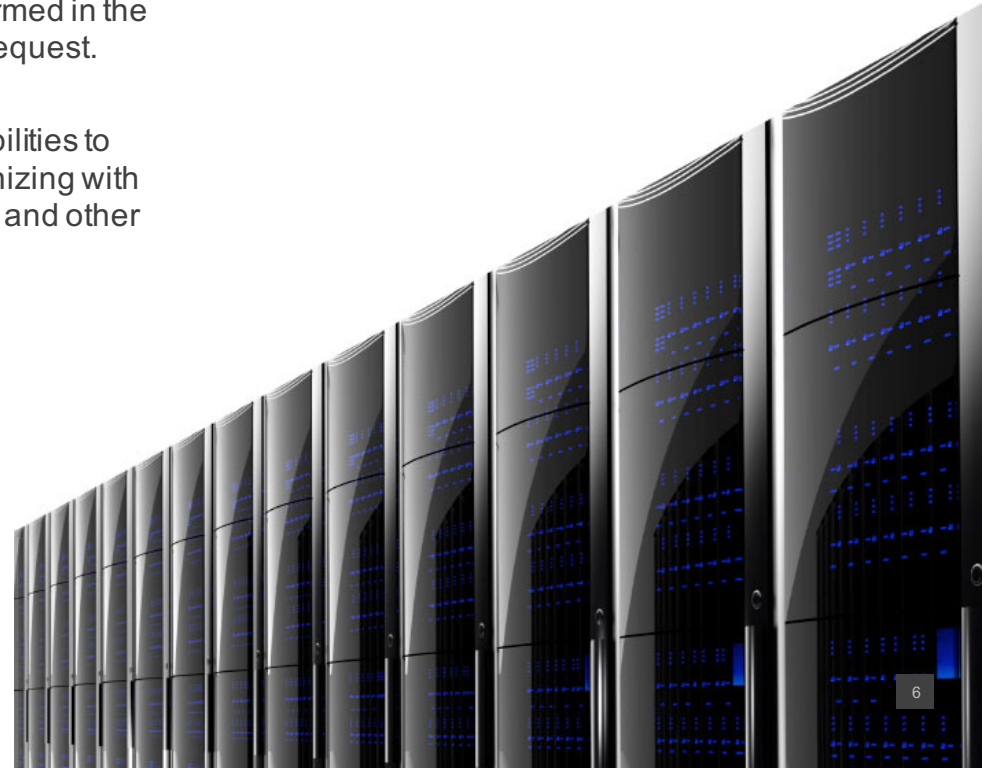
Both the user-facing and operator interfaces of the system interface are fully configured.

STATISTICS

Customer service quality evaluation and optimization based on the accumulated statistics.

All calculations, statistics and monitoring is performed in the cloud. Local cloud set up is also available upon request.

The system has a wide array of integration capabilities to allow connecting to corporate networks, synchronizing with DBs, full integration with CRM systems, websites and other specialized software.





STEP 1

Service configuration,
additional system settings



STEP 2

Hardware
installation



STEP 3

Pairing with
the cloud



Total time of system
installation is 30-60 minutes.

TICKET DISPENSER

IN-OUT

In addition to providing an ability to get a ticket for a live queue, the ticket dispenser allows to book a ticket for specific time in future, regardless of whether it's in an hour or in a week's time.

To make the ticket call more convenient, the client can put in a mobile phone number in the ticket dispenser and receive an SMS when the time of call is nearing or the call has been made.

CUSTOMER CARD

Special NFC, magnetic stripe and barcode cards, depending on the requirements of the business, allow customers can be prioritized in the queue, e.g. for people with special needs.

MOBILITY

The system has a solution for mobile operator with wearable ticket printer, which can be useful for helping people with special needs or on hours with high load.





In addition to the main information (number and service), the ticket can have additional data, for example navigation to the operator desk, which is important in large branches. The ticket can also contain entertainment information, e.g. sudoku, crossword puzzles and other paper-based games, which can be useful when the wait time is long.

VOICE NAVIGATION

If a person with special needs takes a ticket, the system allows enabling voice notifications of ticket and window information.

In addition to a list of called tickets, information display can show additional data on services or advertisements.

Counter displays show the counter number and the number of ticket that is currently being called or served. The window also shows operator status, for example “processing documents” or “on break”.



*counter
display, status
information*



full-size information display



*showing the called ticket number
as an overlay of the promo*

*information display showing a promo video,
weather forecast and latest called ticket numbers*

InOut QMS has digital signage: ability to show additional information on screens, for example promo videos, weather forecast etc.

The system also allows additional solutions upon request, e.g. showing the called ticket number as an overlay of the video.

MOBILE APPLICATION

IN-OUT

Mobile application functionality allows to see current queue status as well as take a number remotely or book a time in advanced and come in exactly at the right time to be served.

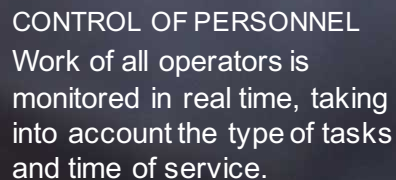
The system controls time and in case of cancelation or rescheduling makes necessary corrections of the schedule and notifies other customers of the changes using push, SMS or email notifications. This minimizes waiting time both when using remote queue as well as live queues in branches.





Operator panel can not only be used to call tickets, but also change queue states, redirect tickets to other operators or put tickets on hold, if the customer needs some time to prepare.

operator interface on tablet and desktop PC



Real time statistics gathering and display, reports generation allow you to quickly increase the performance and quality of customer service. Various CRM system integration.

WEB ACCESS

Monitoring and statistics are available from anywhere in the world.

EXPORT

Export system statistics in Excel file.





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