

# Electronic Queuing Solutions | BUYER'S GUIDE



The following matrix is designed to help you assess your options when it comes to electronic queuing systems. The table features an overview of key features and accessories for single-line and multiple-line call forward queuing systems and virtual queuing systems. Find your queuing configuration in the first column, identify your goals in the second column, and then familiarize yourself with the features required to meet your needs. Have this in front of you as you speak to a salesperson or evaluate options online.

QUEUE CONFIGURATION	YOUR NEEDS/GOALS	RECOMMENDED FEATURES	OPTIONS TO CONSIDER
<b>Single Line Call Forward System</b>	Decrease average wait times	<ul style="list-style-type: none"> <li>• Push button wireless remotes to streamline the way agents/cashiers hail the next customer</li> <li>• Audible and visual cues to efficiently guide customers to open positions</li> </ul>	<ul style="list-style-type: none"> <li>• Integrated flashing station lights to further enhance service efficiency</li> <li>• Ability to work/integrate with existing station lights</li> </ul>
	Decrease perceived wait times	<ul style="list-style-type: none"> <li>• Built-in media capabilities to keep customers distracted</li> </ul>	
	Increase customer satisfaction	<ul style="list-style-type: none"> <li>• Audible and visual cues to efficiently guide customers to open positions</li> <li>• Built-in media capabilities to keep customers engaged</li> </ul>	<ul style="list-style-type: none"> <li>• Integrated flashing station lights to further enhance service efficiency</li> <li>• Ability for lights to keep flashing even while another customer is being called (Independent control of station lights)</li> </ul>
	Increase impulse purchases	<ul style="list-style-type: none"> <li>• Between queue messaging/media capabilities</li> <li>• Multiple interrupt modes that allow media to play full-screen, split screen, or picture in picture</li> <li>• Ability to quickly and easily change media messaging</li> </ul>	<ul style="list-style-type: none"> <li>• Centralized media manager to coordinate media distribution to one display or hundreds across an entire network</li> </ul>

QUEUE CONFIGURATION	YOUR NEEDS/GOALS	RECOMMENDED FEATURES	OPTIONS TO CONSIDER
<b>Single Line Call Forward System (Cont.)</b>	Eliminate agent "down time" and increase efficiency	<ul style="list-style-type: none"> <li>• Push button wireless remotes enabling agents/cashiers to instantly alert next customer and guide her to open service position</li> <li>• Audible and visual cues to efficiently guide customers to open service position</li> <li>• Ability to control more than one queue from a single service position, allowing an individual agent/cashier to pull customers from adjacent/multiple lines</li> </ul>	<ul style="list-style-type: none"> <li>• Integrated flashing station lights to add a stronger clue in guiding customers to available service points</li> <li>• Ability for lights to keep flashing even while another customer is being called (Independent control of station lights)</li> <li>• Ability to work/integrate with existing station lights</li> </ul>
	Hassle-free, plug-and-play installation	<ul style="list-style-type: none"> <li>• Wireless communication – no cabling required</li> <li>• Comes with LCD display or easily connects to your own monitor</li> <li>• Built-in sound system/speakers with no cabling required</li> <li>• Pre-installed alerts, voices, and directional images and the ability to use custom ones.</li> <li>• Ability to preview configured set-up in real time before going live</li> <li>• Ability to easily add or change station remotes</li> <li>• Wireless control of peripheral devices such as station lights or security doors</li> </ul>	<ul style="list-style-type: none"> <li>• A simple, local way to change out media, such as plugging in a USB thumb drive to instantly change media</li> <li>• Ability to work/integrate with existing station lights</li> </ul>

QUEUE CONFIGURATION	YOUR NEEDS/GOALS	RECOMMENDED FEATURES	OPTIONS TO CONSIDER
<p><b>Single Line Call Forward System (Cont.)</b></p>	<p>System must work independently from other networks</p>	<ul style="list-style-type: none"> <li>• Self-contained network that keeps proprietary information separate, safe and secure</li> </ul>	
	<p>Large area coverage</p>	<ul style="list-style-type: none"> <li>• A wireless mesh network that can expand hundreds of feet as you add more stations</li> </ul>	<ul style="list-style-type: none"> <li>• Independent control of station lights, allowing those that are farther away to flash for a longer period of time</li> </ul>
	<p>Multi-lingual customers</p>	<ul style="list-style-type: none"> <li>• Multiple language capabilities, including the option of customizing voice files</li> <li>• Dual voice option</li> </ul>	<ul style="list-style-type: none"> <li>• The ability to use actual voice recordings instead of computer generated voices</li> </ul>
	<p>Security</p>	<ul style="list-style-type: none"> <li>• Live picture in picture security camera feed</li> </ul>	
<p><b>Multi-Line Call Forward System</b></p>	<p>Decrease average wait times</p>	<ul style="list-style-type: none"> <li>• Push button wireless remotes to streamline the way agents/cashiers hail the next customer</li> <li>• Audible and visual cues to efficiently guide customers to open positions</li> </ul>	<ul style="list-style-type: none"> <li>• Integrated flashing station lights to further enhance service efficiency</li> <li>• Ability to work/integrate with existing station lights</li> </ul>
	<p>Decrease perceived wait times</p>	<ul style="list-style-type: none"> <li>• Built-in media capabilities to keep customers distracted</li> </ul>	
	<p>Increase customer satisfaction</p>	<ul style="list-style-type: none"> <li>• Pull customers in a fair and distributed manner by automatically rotating through each line, in turn, maintaining first come, first served</li> </ul>	<ul style="list-style-type: none"> <li>• Integrated flashing station lights to further enhance service efficiency</li> <li>• Ability for lights to keep flashing even while another customer is being called (Independent control of station lights)</li> </ul>

QUEUE CONFIGURATION	YOUR NEEDS/GOALS	RECOMMENDED FEATURES	OPTIONS TO CONSIDER
<p><b>Multi-Line Call Forward System (Cont.)</b></p>		<ul style="list-style-type: none"> <li>• Display multiple open positions at any given time to dramatically reduce customer confusion and frustration</li> <li>• Audible and visual cues to efficiently guide customers to open positions</li> <li>• Built-in media capabilities to keep customers engaged</li> </ul>	
	<p>Increase impulse purchases</p>	<ul style="list-style-type: none"> <li>• Messaging/media capabilities</li> <li>• Ability to quickly and easily change media messaging</li> </ul>	<ul style="list-style-type: none"> <li>• Centralized media manager to coordinate media distribution to one display or hundreds across an entire network</li> </ul>
	<p>Eliminate agent "down time" and increase efficiency</p>	<ul style="list-style-type: none"> <li>• Push button wireless remotes enabling agents/cashiers to instantly alert next customer and guide her to open service position</li> <li>• Audible and visual cues to efficiently guide customers to open service position</li> <li>• Pull customers in a fair and distributed manner by automatically rotating through each line, in turn, maintaining first come, first served</li> </ul>	<ul style="list-style-type: none"> <li>• Integrated flashing station lights to add a stronger clue in guiding customers to available service points</li> <li>• Ability for lights to keep flashing even while another customer is being called (Independent control of station lights)</li> <li>• Ability to work/integrate with existing station lights</li> </ul>

QUEUE CONFIGURATION	YOUR NEEDS/GOALS	RECOMMENDED FEATURES	OPTIONS TO CONSIDER
<p><b>Single Line Call Forward System (Cont.)</b></p>	<p>Hassle-free, plug-and-play installation</p>	<ul style="list-style-type: none"> <li>• Wireless communication – no cabling required</li> <li>• Comes with LCD display or easily connects to your own monitor</li> <li>• Built-in sound system/speakers with no cabling required</li> <li>• Pre-installed alerts, voices, and directional images and the ability to use custom ones.</li> <li>• Ability to easily add or change station remotes</li> <li>• Wireless, plug-and-play control of peripheral devices such as station lights or security doors</li> </ul>	<ul style="list-style-type: none"> <li>• A simple, local way to change out media, such as plugging in a USB thumb drive to instantly change media</li> <li>• Ability to work/integrate with existing station lights</li> </ul>
	<p>System must work independently from other networks</p>	<ul style="list-style-type: none"> <li>• Self-contained network that keeps proprietary information separate, safe and secure</li> </ul>	
	<p>Large area coverage</p>	<ul style="list-style-type: none"> <li>• A wireless mesh network that can expand hundreds of feet as you add more stations</li> </ul>	<ul style="list-style-type: none"> <li>• Independent control of station lights, allowing those that are farther away to flash for a longer period of time</li> </ul>
	<p>Multi-lingual customers</p>	<ul style="list-style-type: none"> <li>• Multiple language capabilities, including the option of customizing voice files</li> <li>• Dual voice option</li> </ul>	<ul style="list-style-type: none"> <li>• The ability to use actual voice recordings instead of computer generated voices</li> </ul>

QUEUE CONFIGURATION	YOUR NEEDS/GOALS	RECOMMENDED FEATURES	OPTIONS TO CONSIDER
<b>Virtual Queuing System</b>	Decrease average wait times	<ul style="list-style-type: none"> <li>• Audible, visual, and text-based message cues to ensure customers move efficiently to available service areas</li> <li>• Real time wait-time alerts and dashboards</li> <li>• Historical reporting features</li> </ul>	
	Decrease perceived wait times	<ul style="list-style-type: none"> <li>• Text-based communication to allow customers to be away from location as they wait</li> <li>• Built-in media capabilities to keep customers distracted</li> <li>• Audible, visual, and text-based message cues to allow customers to browse or shop while they wait</li> </ul>	<ul style="list-style-type: none"> <li>• Web-based registration and scheduling</li> </ul>
	Increase customer satisfaction	<ul style="list-style-type: none"> <li>• Easily identifiable self registration options such as touch screen kiosk or computer</li> <li>• Customizable registration screens to facilitate check-in process and collect necessary information</li> <li>• Ability to provide wait times</li> <li>• Ability to show where a customer is within a queue</li> <li>• Built-in media capabilities to keep customers engaged</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to use mobile devices or internet to register for service</li> <li>• Option for user-assisted registration (Concierge)</li> <li>• Hailing by text message to allow customers to do other things as they wait</li> <li>• Integrated flashing station lights to add a stronger clue in guiding customers to available service points</li> <li>• Signage to easily identify check-in area</li> </ul>

QUEUE CONFIGURATION	YOUR NEEDS/GOALS	RECOMMENDED FEATURES	OPTIONS TO CONSIDER
<b>Virtual Queuing System (Cont.)</b>	Increase impulse purchases	<ul style="list-style-type: none"> <li>• Monitors that can be placed in and around the waiting area to display promotional videos or advertising</li> <li>• Ability to easily change and schedule messaging</li> </ul>	<ul style="list-style-type: none"> <li>• Centralized media manager to coordinate media distribution to one display or hundreds across an entire network</li> </ul>
	Increase service efficiency	<ul style="list-style-type: none"> <li>• Browser-based system accessed directly through existing PC's</li> <li>• Ability to see all queues and waiting customers</li> <li>• Ability to see only queues and customers within your service area</li> <li>• Ability to prioritize and requeue customers</li> <li>• Real time alerts for wait time thresholds and other customer data</li> <li>• Real time Manager dashboards and alerts</li> <li>• Historical monitoring and reporting</li> </ul>	<ul style="list-style-type: none"> <li>• Wireless station/service screen access via touch-pads or mobile devices</li> </ul>
	System must work independently from other networks	<ul style="list-style-type: none"> <li>• Available as a stand-alone system</li> </ul>	<ul style="list-style-type: none"> <li>• Wireless capability</li> </ul>
	System must work within existing server/network infrastructure	<ul style="list-style-type: none"> <li>• Ability to install and run as part of existing Company server/network structure</li> </ul>	
	No network requirements	<ul style="list-style-type: none"> <li>• Software as a service configuration installed on manufacturer's secure network</li> </ul>	
	Ability to use my own hardware	<ul style="list-style-type: none"> <li>• Hardware agnostic system</li> </ul>	