

Queue Smarter, Serve Better.

Eliminate long wait times and resolve staffing issues. Effortlessly manage branch traffic by streamlining scheduled and walk-in appointments. Offer self-service options for easy check-ins, on-the-spot bookings, and queue tracking.

Dealing with crowded lobbies and overburdened staff can make a trip to your branch frustrating. Long queues and wait times test the patience of consumers and stretch your staff thin, impacting both service quality and efficiency.

With Eltropy Lobby Management, visitors can easily check-in for appointments, book new ones, and track their queue status in real time. Simultaneously, lobby managers can gain immediate insights into traffic flow, staff workloads, and service engagements.



Virtual Queuing

Provide visitors with the convenience of pre-scheduling meetings with staff from wherever they want, avoiding long queues.



Interactive Kiosks

Allow visitors to check in, book appointments, and view real-time queue status at branches.



Position in Queue Visibility

Show queue positions on digital kiosks, in the lobby, and online, giving clients the choice to wait or book a later appointment.



Convert Queues into Future Meetings

Allow visitors to easily convert wait times to future appointments or opt for callbacks during peak times.



Next-in-line Alert

Automatic text alerts to notify visitors when it's their turn in the queue, allowing them to step away without losing their spot.



Branch Traffic Insights

Equip Lobby Managers with tools to track branch traffic, check-ins, and appointments for better decision-making.

Waiting Queue		Appointments	
Account opening (12 waiting in queue) Up Next: 1 Watson J 10:00 AM 2 Amanda S 10:15 AM 3 Paul H 10:30 AM 4 Ridley O 10:45 AM 5 Jo 11:00 AM		Lending (99 waiting in queue) Up Next: 1 Frederick S 10:00 AM 2 Clara P 10:15 AM 3 Robert J 10:30 AM 4 Tom S 10:45 AM 5 Kane S 11:00 AM	
		Check-Ins 1 Clara P 10:15 AM 2 Hoferman J 10:30 AM 3 Peter D 10:45 AM 2 Peter P 11:00 AM	



Join the line



Check-In

If you're here for a pre-booked appointment



Book an Appointment

Select a specific date and time.



Benefits



Reduced Staff Workload

Automating the queuing and appointment scheduling relieves your staff from administrative tasks, enabling them to deliver high-quality service and engage more effectively with consumers.



Time & Cost Savings

By facilitating self-service check-in, appointment scheduling, and queue tracking, saving time, and resources for both visitors and branch, leading to shorter wait times, reduced staffing requirements, and cost savings.



Improved Service Quality

Enhance service quality through streamlined branch traffic management, improved communication, quick issue resolution and personalized interactions.



Enable consumer to join the lobby queue without providing personal details, creating a more inclusive and privacy-respecting check-in experience.



Maintain service continuity and reduce consumer frustration by releasing ongoing check-ins back to the queue when agents become unavailable, eliminating unnecessary cancellations.

Appointment Overview

Appointments

Book New Appointment

Check-In

Appointments

Lobby

Settings

Employee Availability

Search appointment code

Lobby

Choose date

Appt code	Contact Details	Service	Check-in	Time in lobby	Assigned to	Type	Status
CH3W/LG	 Sarah Johnson EN sarah.johnson@gmail.com	Loan	11:00 AM	30 min	 Richard Walters sarah.johnson@gmail.com	In-branch	Ongoing
CH3W/LG	 Dario Lessing Esp sarah.johnson@gmail.com	Loan	11:00 AM	20 min	 Thomas Anderson sarah.johnson@gmail.com	Walk-In	Ongoing
CH3W/LG	 Richard Walters EN sarah.johnson@gmail.com	Insurance	11:00 AM	20 min	 Sarah Johnson sarah.johnson@gmail.com	Walk-In	Ongoing
CH3W/LG	 Thomas Anderson EN sarah.johnson@gmail.com	Auto loan	11:00 AM	10 min	 Sarah Johnson sarah.johnson@gmail.com	In-branch	Cancelled
CH3W/LG	 Emma Cole Esp sarah.johnson@gmail.com	Account opening	11:00 AM	10 min	No User assigned	In-branch	Checked-in > Call
CH3W/LG	 Richard Walters EN sarah.johnson@gmail.com	Insurance	11:00 AM	10 min	 Thomas Anderson sarah.johnson@gmail.com	Walk-In	Completed

Rows per page 10

25-50 of 392 < 1 2 3 ... 27 28 29 >

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