

# 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.



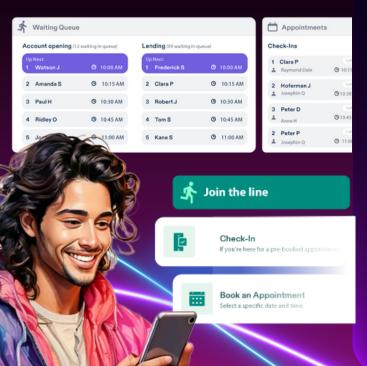
#### **Next-in-line Alert**

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.



### 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

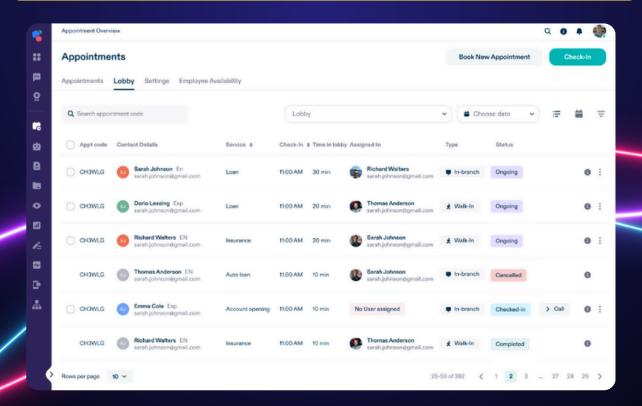
Enhance service quality through streamlined branch traffic management, improved communication, quick issue resolution and personalized interactions.



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.



Get Started Today

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