Eliminate Campus Lines and Improve Operations
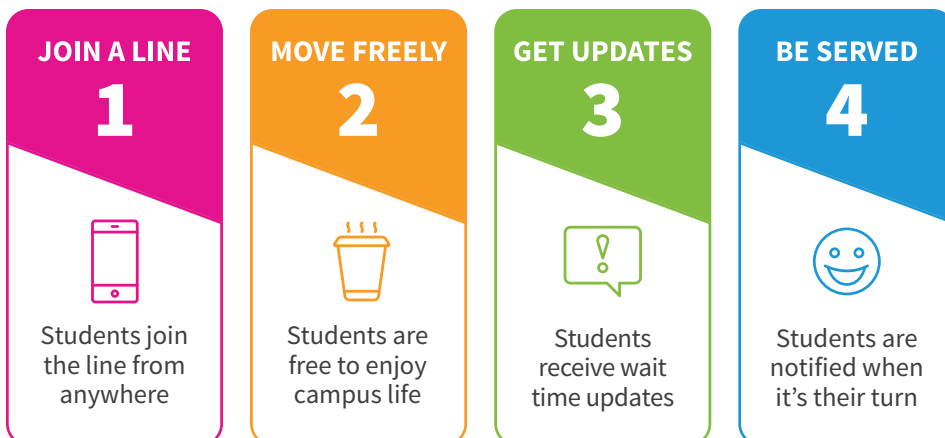
The QLess Solution

For colleges and universities of all sizes, delivering vital services to students in a timely and efficient manner is a major challenge. Cloud-based software from QLess dramatically advances the delivery of campus services by eliminating lines with "virtual queues" – empowering colleges to provide an efficient approach and improved experience for both students and administrative staff.

With QLess on campus, students are able to join a line using the campus website, phone call, text, mobile app, or an on-site kiosk. Students choose the type of service they want and the system shares the expected wait time. Status notifications help control expectations and reduce frustration, putting your staff in control.

"QLess technology provides an effortless way for students to quickly access the services they need without standing in long lines."

— Doug Willis, Dean of Student Development, Collin College

Key Benefits

Eliminate Long Lines

QLess technology provides an effortless way for students to quickly access the services they need without standing in long lines.

Boost Staff Productivity and Operational Efficiencies

Our interactive platform allows your staff to schedule appointments, manage lines, and even steer students to less busy times of the day. The result: employees that are better equipped to deliver optimal service.

Reduce Student Complaints

Timely updates and notifications alert students as they move to the front of the queue. Fast and efficient appointment scheduling enables students to feel empowered and in control of their time.

Gain Valuable Insights with Reports

Equip your department with key data to improve campus services. QLess Reports provide real-time reporting and analytics for critical decision-making, such as anticipating peak periods to optimize staff productivity.

Enhance Communications and Student Engagement

Our system offers bi-directional communication between your staff and students. Likewise, our automated survey feature collects real-time feedback – providing valuable insight to identify procedural enhancements and drive improvement to campus services.

How QLess Works For Your Students

JOIN A LINE
1
Students join the line from anywhere

MOVE FREELY
2
Students are free to enjoy campus life

GET UPDATES
3
Students receive wait time updates

BE SERVED
4
Students are notified when it's their turn

Cloud Technology

- » 100% web-based and supported by all standard browsers
- » No proprietary hardware or downloads required, no local servers needed
- » Seamless software updates occur with zero impact on your staff
- » Substantial savings of IT costs and time
- » With a suite of over 180 APIs, we offer seamless integration with any software solution

Mobile Queues

- » Omni-channel queue entry
- » Students join a virtual queue via your campus website, their mobile phone, or at an on-site kiosk
- » Timely updates and notifications alert students as they move to the front of the queue
- » Instead of waiting in your lobby, students can wait where they want

Interactive Communication

- » Bi-directional communication connects your staff with students waiting in line
- » Students are updated throughout their wait, controlling expectations and reducing frustration
- » Students can ask for more time, request status updates, or leave the line

Apps

- » Multi-platform availability
- » Students can download the QLess iOS or Android app with real-time information
- » Kiosk software for easy self-serve check-in

Command Center

- » Easily configure your account
- » Manage your queues per location
- » Manage employee accounts
- » Customize voice and SMS messages by department and transaction type

Dashboard

- » A real-time dashboard displaying each queue and location
- » Improve staff productivity and efficiency with live data and relevant metrics to optimize work flow
- » At-a-glance views of what is currently happening at your locations

Calendar

- » View appointments with day, week, and monthly-based views
- » View appointments for multiple locations simultaneously
- » Schedule appointments on behalf of students
- » Filter appointments by location, queue, and scheduled resource
- » Resource availability management
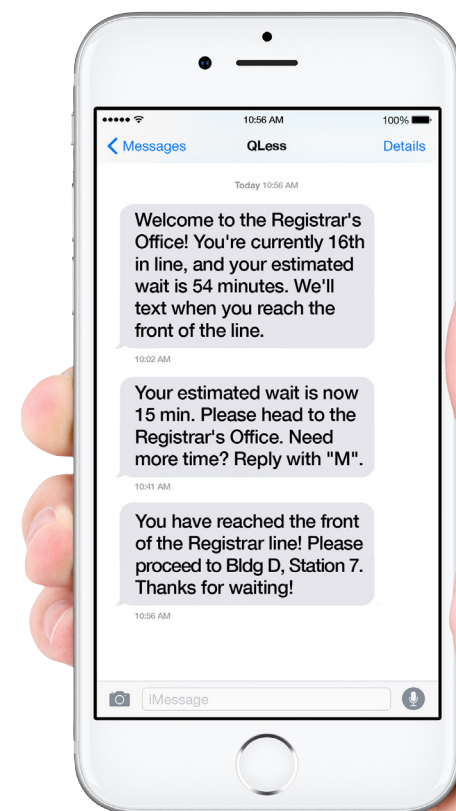
Flex Appointments

- » Flex Appointments seamlessly integrates walk-ins with your scheduled appointments, preventing long gaps between students on busy days
- » Collect valuable data such as student name, ID #, and service need

Tracking and Reporting

- » Access real-time data for each department and location
- » Download data to Microsoft Excel, Access or CSV
- » Reports include no-show rates, return rates, outcome, transaction type, service duration, and delay times
- » View data by hourly, daily, weekly, monthly, yearly
- » Compare locations and track service throughout

Surveys

- » Collect real-time feedback to know exactly what's working and what improvements need to be made
- » Gather valuable insights to optimize staffing, identify procedural enhancements, and drive improvement to campus services

IMPROVE CUSTOMER SATISFACTION — up to **100%**

REDUCE WALK-AWAYS — up to **75%**

BOOST STAFF PRODUCTIVITY — up to **90%**

REDUCE ON-SITE WAIT TIMES — up to **97%**

Messages QLess Details

Today 10:56 AM

Welcome to the Registrar's Office! You're currently 16th in line, and your estimated wait is 54 minutes. We'll text when you reach the front of the line.

10:02 AM

Your estimated wait is now 15 min. Please head to the Registrar's Office. Need more time? Reply with "M".

10:41 AM

You have reached the front of the Registrar line! Please proceed to Bldg D, Station 7. Thanks for waiting!

10:56 AM