

ELIMINATE PHYSICAL LINES & IMPROVE OPERATIONS

1

REMOTE JOIN

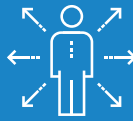
CITIZENS JOIN A LINE FROM ANYWHERE.



2

ELIMINATE THE WAIT

CITIZENS WAIT WHEREVER THEY WANT.



3

INTERACTIVE COMMUNICATION

CITIZENS RECEIVE WAIT TIME UPDATES.



• REMOTE JOIN

Empower citizens to join a line from anywhere via text-to-join, mobile app, website, QR code, on-site kiosk, or API.

• VIRTUAL QUEUES

Allow citizens to wait for, and access, essential services in a virtual environment.

• MOBILE APPLICATIONS

Citizens can access your office with ease directly from their smartphone. Available for free through the App Store and Google Play.

• MANAGE APPOINTMENTS & WALK-INS

Integrate your scheduled appointments with walk-ins. Automatically prioritize citizens with appointments and serve walk-ins as scheduling openings occur.

• INTERACTIVE COMMUNICATION

Provide timely updates on estimated wait times and their place in line. Enable citizens to notify your staff if they need more time or have left the line.

• TRACKING & REPORTING

Gain real-time visibility into your citizen engagement workflows. Improve resource management and maximize every citizen interaction.

• CALL-BACK & VIDEO CONFERENCE QUEUES

Instead of an in-person appointment, provide citizens with a phone number to call or a video conference link to access when it's their turn.

• SURVEYS

Collect citizen feedback in real-time. Use citizen experience insights to pinpoint what works well and what doesn't within your operations.

WHY QLESS?

- Reduce lobby congestion up to **90%**
- Reduce on-site wait times up to **97%**
- Boost staff productivity up to **90%**
- Improve citizen satisfaction up to **100%**

WHAT OUR CUSTOMERS SAY

"Since we implemented the QLess solution, we have 35 percent fewer people waiting in-line for service at any time."

Jim Cochrane,
Chief Information Officer
Orange County Tax Collector