QLESS®

MODERNIZE THE STUDENT EXPERIENCE WITH VIRTUAL QUEUEING

1 REMOTE JOIN
STUDENTS CAN JOIN A LINE FROM ANYWHERE.

2 ELIMINATE THE WAIT
STUDENTS WAIT WHEREVER THEY WANT.

3 INTERACTIVE COMMUNICATION
STUDENTS RECEIVE WAIT TIME UPDATES.

• **REMOTE JOIN**

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

• **VIRTUAL QUEUES**

Allow students to wait in line for campus services in a virtual environment.

• **MOBILE APPLICATION**

The QLess app makes it easy to join lines across campus on a single platform. Available for free through Apple and Google app stores.

• **MANAGE APPOINTMENTS & WALK-INS**

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

• **INTERACTIVE COMMUNICATION**

Provide students timely updates on estimated wait times and their place in line. Enables students to ask for more time time or leave the line using text commands.

• **TRACKING & REPORTING**

Real-time visibility into your student engagement workflows. See a drill-down of your queue's, including number of interactions, service times, and more.

• **CALL-BACK & VIDEO CONFERENCE QUEUES**

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

• **SURVEYS**

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

BY THE NUMBERS

• Reduce lobby congestion up to **90%**

• Reduce on-site wait times up to **97%**

• Boost staff productivity up to **90%**

• Improve student satisfaction up to **100%**

WHY QLESS?

"Since deploying QLess, student complaints have decreased by 30%."

Julian Vickers
Operations Manager for Financial Aid
Valdosta State University