

END PHYSICAL LINES FOR CUSTOMERS

1

REMOTE JOIN

CUSTOMERS JOIN A LINE FROM ANYWHERE.



2

ELIMINATE THE WAIT

CUSTOMERS WAIT WHEREVER THEY WANT.



3

INTERACTIVE COMMUNICATION

CUSTOMERS RECEIVE WAIT TIME UPDATES.



• REMOTE JOIN

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

• VIRTUAL QUEUES

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

• MOBILE APPLICATIONS

Customers 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 customers 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 customers to notify your staff if they need more time or have left the line.

• TRACKING & REPORTING

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

• CALL-BACK & VIDEO CONFERENCE QUEUES

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

• SURVEYS

Collect customer feedback in real-time. Use customer 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 customer satisfaction up to **100%**

WHY QLESS?

"We've seen a 10% increase in year-over-year returns in terms of dollars per invoice since deploying QLess."

Jake Bishop
Store Manager
Johnstone Supply Company