

# artech

art of technology

## Customer Flow and Queue Management Software

# What is the Artech.Queueing?

Artech. Queueing is a centralized server solution that provides all your branches with basic functionality such as routing, interaction management, advanced customer greeting and queuing, plus optional appointment scheduling and staff management applications.

## Benefits:

- **Optimal Customer Experience:** The system provides a solution to control sales/service level targets, cost savings, and process streamlining across all your centres. It guarantees the best customer experience.
- **Real-Time Control:** Real-time audits, reports, and online alerts allow managers at all levels to monitor performance indicators instantly.
- **Flexible Solutions:** Flexible solutions with the ability to meet all business requirements and different types of customer services (retail, healthcare, government and others).

This solution offers powerful tools to optimize your business' customer flow and queue management. Whatever your industry, Artech. Queueing helps you both increase customer satisfaction and maximize your operational efficiency.



# Why Artech.Queueing?

## ✔ **Reduces Customer Waiting and Service Times:**

The system minimizes customer waiting times with innovative queue management and appointment planning and provides fast and efficient service.

## ✔ **Increases Customer Satisfaction:**

Organized and efficient queue management provides customers with a seamless experience without surprises, which increases customer satisfaction.

## ✔ **Eliminates Disorganized and Haphazard Queues:**

Advanced queue management eliminates disorganized and chaotic queues, creating a more organized environment for customers and staff.

## ✔ **Provides a Seamless Customer Journey and Experience:**

It guides the customer at every stage, providing a seamless customer journey and experience with interactive digital guidance.

## ✔ **Optimizes Staff Performance and Efficiency:**

Staff planning tools monitor staff performance, increase productivity and help you manage the workforce more effectively.

✔ **Centrally Available and Easy to Use:**

Managed through a central server, Artech. Queuing offers a consolidated solution in all branches with its easy-to-use interface.

✔ **Seamlessly Integrates All Components of Your QMS:**

It integrates all your business processes in line with the Enterprise Resource Planning System (ERP) and protects data integrity.

✔ **Measures KPIs and Increases Operational Efficiency:**

Measures key performance indicators (KPIs) with real-time audits and reports, allowing you to increase operational efficiency

✔ **Health and Safety:**

It prevents the spread of infectious diseases, protects customer and employee health, and provides a sustainable business environment by increasing the reliability of your business.

**Artech. Queuing provides a powerful tool to maximize customer experience and business performance while moving your business into the future.**



# Usage Areas



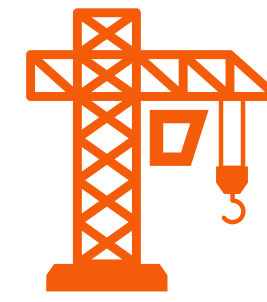
Airports



Transportation



Retail



Construction and  
Manufacturing



Health & Safety



Facilities  
Management



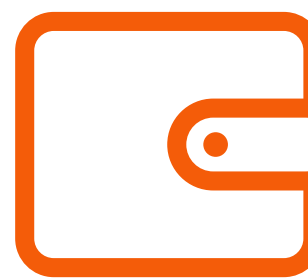
Tourism



Sport



Events



Finance



Education



Health Services

# What Can You Do with Artech.Queueing?

## ✔ Scalable Central Server:

The central server can scale from a single service point to countless branches, allowing you to adapt to your business's growth and provide comprehensive geographical coverage.

## ✔ Flexible Queue Structures:

You can create different queue structures for multiple processes. You can make processes more efficient with tailor-made queue arrangements.

## ✔ Customer Prioritization:

You can prioritize according to customer segment or transaction and maximize customer satisfaction by offering a unique experience.

## ✔ Appointment Scheduling:

With the appointment scheduling application, you can allow customers to create appointments from your website and make your business processes more predictable.

## ✔ Instant Notifications with Mobile Application

With the mobile application, you can provide a more interactive experience to customers by sending arrival, queuing, and call notifications to their mobile phones.

## ✔ Artech.Sign Integration:

By working integrated with Artech.Sign, you can provide visual and auditory guidance and quickly convey information to customers.

## ✔ Increasing Customer Interaction:

Digital ads can boost your business' sales by increasing customer satisfaction and strengthening awareness. This strategy also allows you to build a loyal customer base by increasing customer engagement.

# Artech.Queueing: Smart Solutions to Protect Customer and Employee Health

## ✔ **Remote Appointment Convenience:**

The "Mobile Appointment Scheduling Application" integrates with your website and allows customers to make an appointment remotely before coming to your business.

## ✔ **Remote Queuing Facility:**

Customers can queue and schedule their visit remotely via the Appointment Scheduling App, which complies with social distancing measures.

## ✔ **Social Distancing Regulations:**

The system ensures a safe flow of customers by helping to provide a socially distanced number of customers within your business.

## ✔ **Prevents the Spread of Diseases:**

Artech. Queueing prevents the spread of infectious diseases, protects customer and employee health, increases business reliability, and ensures a sustainable operating environment.

## ✔ **Contactless Queuing:**

Using the mobile app's QR code and smart ID card reader, customers can queue and report arrival contactless by scanning their ID without touching the device.

## ✔ **Risk Reducing Mobile Application:**

The mobile app prevents unhealthy queues inside or outside your business, reducing the spread of infectious diseases and increasing customer confidence.

# Artech. Queuing System Features

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Artech. Queuing's various features enable you to manage your business's customer service and operations effectively.

- ✔ **Various Reception Options:**  
Supports reception operations with self-service (Windows/iPad kiosk) and personal (greeter/receptionist) modes.
- ✔ **Flexible Queue Control Functions:**  
This includes options such as opening and closing the counter, inviting the next customer, inviting a specific customer, transferring to another queue, silent calls, and more.
- ✔ **Uninterested Customer Management:**  
Reports uninterested and abandoned customers, supports re-invitation, and automatically identifies uninterested customers.
- ✔ **Scheduled Appointment Functions:**  
Enables invitation by appointment time and reporting of no-show customers.
- ✔ **Smart Routing Functions:**  
Identifies the customer upon arrival, sets business rules for priorities and routes to dedicated agents, provides acceptance and evacuation functions, and enables roaming time and load balance between agent groups.
- ✔ **Workforce Management:**  
Reports back-office work, breaks and reasons for logouts, facilitating workforce management.



### ✔ Service Documentation Functions:

Service documentation functions describe transactions using free text or predefined transaction codes, making your business processes more transparent and understandable.

### ✔ Various Survey Opportunities:

It provides the opportunity to collect feedback and evaluate service quality by conducting customer satisfaction surveys online, via mobile application or kiosk.

### ✔ Online and Historical Reporting:

Online reporting enables instant monitoring of critical data such as agent activity, waiting time, real-time service level, customer satisfaction and performance. You can also review detailed statistics with historical reporting.

### ✔ Smart Alerts:

It helps you manage operations effectively by sending rule-based alerts such as long waiting times, insufficient staffing levels or VIP customer arrival as online messages.

### ✔ Flexible Ticket Format:

Strengthens customer interaction with a flexible ticket format that includes information such as customer name, greeting, service, promotional message, and arrival time.



✔ **Various Customer Instructions:**

It provides the possibility to give instructions to customers through screens, LED signs, automated voice, mobile apps, and text messages (SMS).

✔ **Screen Display Instructions:**

It shows waiting customers, queue length, waiting time, and other important information, and it is complete with a digital signage function.

✔ **Scalability:**

Scalable for branches, departments, queues and agents, quickly adapting to growth and changing business needs.

✔ **Parametric Configuration and Web-based User Interface:**

All configuration settings are parametric, require no programming and are easy to use with web-based user interfaces. It also includes links to online contextual help pages.



# Artech. Queuing Customer Workflow

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Artech. Queuing Customer Workflow provides customers with an optimized, fast, and reliable service experience, including appointment, calling, and routing.

## ① Queuing

- ✓ **Customer Makes an Appointment:** The customer can make an appointment via the mobile application or website according to their transactions. This way, the customer gets a fast and effective service experience by queuing before coming to the business.
- ✓ **Arrival Notification:** The customer who arrives at the business at the appointment makes an arrival notification (check-in) via the kiosk. The call number assigned to the customer is sent to their mobile app, which minimizes waiting time.
- ✓ **Customer without Appointment:** Customers who do not have an appointment receive a call number appropriate to their transaction on the kiosk and queue up.

## ② Making a Call

- ✓ **Customer Next Transaction:** The operator calls the next customer from the transaction queue assigned to their counter. This step organizes the transaction queue and provides faster and more efficient customer service.

## ③ Routing

- ✓ **Smart Routing:** The customer's call number is broadcast on the smartphone application, on the information screen in the business, or on the LED display of the relevant counter, directing the customer directly to the targeted service area and minimizing waiting times.

# Artech.Queueing Software Modules

- ✔ Web Based Appointment Scheduling Module
- ✔ Customer Mobile Application Module
- ✔ Self Service and Kiosk Module
- ✔ Counter Greeting and Call Module
- ✔ Branch Management Module
- ✔ Customer Satisfaction Module
- ✔ Reporting Module
- ✔ Central Management and Configuration Module

# Artech.Queuing Kiosk Application

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Artech. Queuing Kiosk App is a smart ticket dispenser application designed to satisfy every customer. This app allows a range of parameters such as flexible descriptions, persistent service, presentation of promotional content and reading of customer cards to a wide range of users, including customers with physical disabilities.

The kiosk application is designed to help eliminate long queues and manage resources more efficiently. Thus, it is always ready and available for the most demanding queue management tasks.

In addition, the kiosk app allows customers to queue and check-in without touching the screen, allowing them to start receiving services safely and securely.



Possibility to read various types of cards, including citizen cards.



SMS alerts to customers via SMS



Possibility to request asset declaration, check-in and schedule appointments, make payments, etc., on their own



Surveys organized to measure customer satisfaction



Flexibility and customization in defining services.



Queue management for different types of transactions.



Use of descriptive visual content to make transactions more understandable.



Providing promotional or educational content about the business to customers.

# Artech.Queueing Mobile App

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Artech. Queuing Mobile App allows users to buy queue tickets or create service appointments on iOS and Android platforms. This allows customers to manage their service procurement processes more effectively by being informed directly from their mobile devices.

In addition to increasing customer satisfaction, the app helps customers use their time more efficiently by minimizing waits. It is also designed to optimize queues and better manage internal resources.

This solution offers strategic value for your business, providing clear economic benefits and resource management. Artech. Queuing Mobile App is a powerful tool to enhance customer experience and make your business processes more efficient.



Customers can get their queue tickets quickly and easily through the mobile app.



The app provides customers instant information about the queue status, helping them optimize waiting times.



Customers receive call signals through the mobile app, indicating their queue number is approaching.



The system quickly issues a queue ticket to a new customer, making transactions faster and more organized.



The mobile app sends customers notifications when their appointments are available, helping them to plan their time effectively.



The app directs customers to self-service areas where they can make payments independently.



The app optimizes customer experience by helping customers schedule appointments and queue situations efficiently.

# Artech. Queuing Counter Application

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Artech. Queuing Counter Application enables counter employees to manage their transactions more effectively. With this application, counter employees can select transactions, call a queue, direct customers to another counter, and have instant access to important data such as the number of waiting customers and average waiting time.

The application also has features that strengthen internal communication and coordination among counter employees. Through app transactions, employees can exchange messages, transfer information, and communicate more effectively.



They can quickly find and call specific ticket numbers or priority customers.



The app allows counter staff to customize services and which counter offers which service.



They can route and forward tickets between different service points, thus increasing customer satisfaction and transaction speed.



The app provides counter staff with real-time information on expected (total) and average service times, allowing them to assess service quality.



The app promotes effective communication between counter staff and provides a communication system for messaging and information sharing.

# Artech. Queuing

## Branch Management Application

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Artech. Queuing Branch Management Application is an administrator application that performs a series of management operations from determining the queue structures within the branch to numbering, from call priority to customization of services and services to be run, and enables tracking performance reports.

Through this application, administrators can determine the queue structure of the branch, manage the numbering system, set call priorities and customize the services and services to be operated.

They can also monitor the branch's overall performance through performance reports, evaluate efficiency and make adjustments as needed.

Artech. Queuing Branch Management App helps to enhance customer experience and optimize business processes by streamlining branch management.



Tellers can quickly find and call specific ticket numbers or priority customers.



The app allows counter staff to customize services and which counter offers which service.



They can route and forward tickets between different service points, thus increasing customer satisfaction and transaction speed.



The app provides counter staff with real-time information on expected (total) and average service times, allowing them to assess service quality.



The app promotes effective communication between counter staff and provides a communication system for messaging and information sharing.



# Artech.Queueing Routing Application

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Artech. Queuing Routing Application sends audible and visual alerts to customers when the time is right and directs them to the relevant counter via LCD screens, LED indicators, and mobile applications in the branch. It also integrates with Artech.Sign, enabling advanced content management from the screens inside the branch and corporate TV broadcasts. In this way, it increases customer interaction and helps you provide a high-level customer experience by increasing digital advertising and customer satisfaction.



The queue is called remarkably by sending calls supported with beeps and animations to customers.



The routing process is made transparent by informing the called customers about the content of the incoming call and which department or service point they will be directed to.



You can increase customer interaction and information sharing by making promotions through digital content in calls made through the application.



The application's graphics and content arrangements are designed and updated according to the company's internal policies.



Through the application, users are provided with information such as the location and working hours of pharmacies on duty, providing convenience to customers.



The application provides a wide range of services by offering customers a variety of information through global directory services.

# Security in Customer Flow and Queue Management System

- **Determination of User Authorizations:**  
User authorizations are meticulously determined within the application, and only users with the specified authorizations can perform certain operations.
- **Interruption of External Interaction to the Central Server:**  
The application minimizes security vulnerabilities by strictly controlling external access to the central server.
- **Restricting Server and Client Access to the Internet:**  
Servers and clients access the Internet only when necessary and over secure connections.
- **Protecting Servers and Clients with Antivirus Applications:**  
Both servers and clients are protected with up-to-date antivirus applications to prevent malware.
- **Completion of Operating System and Server Updates:**  
Operating system and server updates are completed regularly, and known security vulnerabilities are closed.
- **Blocking All Ports Except Related Ports on Firewall:**  
Only the necessary ports can be accessed to minimize external threats to the system, and other ports are blocked on the firewall.



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