

The QLess Solution

Attending to your customers in a timely and efficient manner is an everyday challenge for busy businesses. Cloud-based software from QLess dramatically streamlines the customer experience with “virtual queues” – reducing the number of walk aways that impact revenue. With QLess, customers can either reserve a spot upon arrival or join the line remotely through your website, text message, mobile app, or an on-site kiosk.

The QLess system shares the expected wait time with status notifications that control expectations and reduce frustration.

Retailers we serve include: Restaurants, Hotels/Hospitality, Wireless/TeleCom, Automotive, Home Improvement, Utilities, Attractions, Business Services, and more!

Key Benefits



Eliminate Long Lines

QLess technology provides an effortless way for customers 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 customers to less busy times of the day. The result: employees that are better equipped to deliver optimal service.



Reduce Customer Complaints

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



Gain Valuable Insights with Reports

Equip your department with key data to improve 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 Customer Engagement

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

Eliminate Lines and Improve The Customer Experience



Eliminate Campus Lines and Improve Operations



Provide Patients with Rapid Access to Care



Eliminate Citizen Lines and Improve Operations



How QLess Works For Your Customers

JOIN A LINE

1



Customers join a line from anywhere

MOVE FREELY

2



Customers wait wherever they want

GET UPDATES

3



Customers receive wait time updates

BE SERVED

4



Customers are notified when it's their turn

CONSULTING, SALES & SOLUTIONS

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

Interactive Communication

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

Apps

- » Multi-platform availability
- » Patients 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 patients
- » 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 patients on busy days
- » Collect valuable data such as patient 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 healthcare 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%**

