

# Choosing Your Perfect Queuing System



## Select A Web-based Host

### On-premise

either physical machine or a virtual machine

### Cloud

service is hosted on a server accessible via internet access.



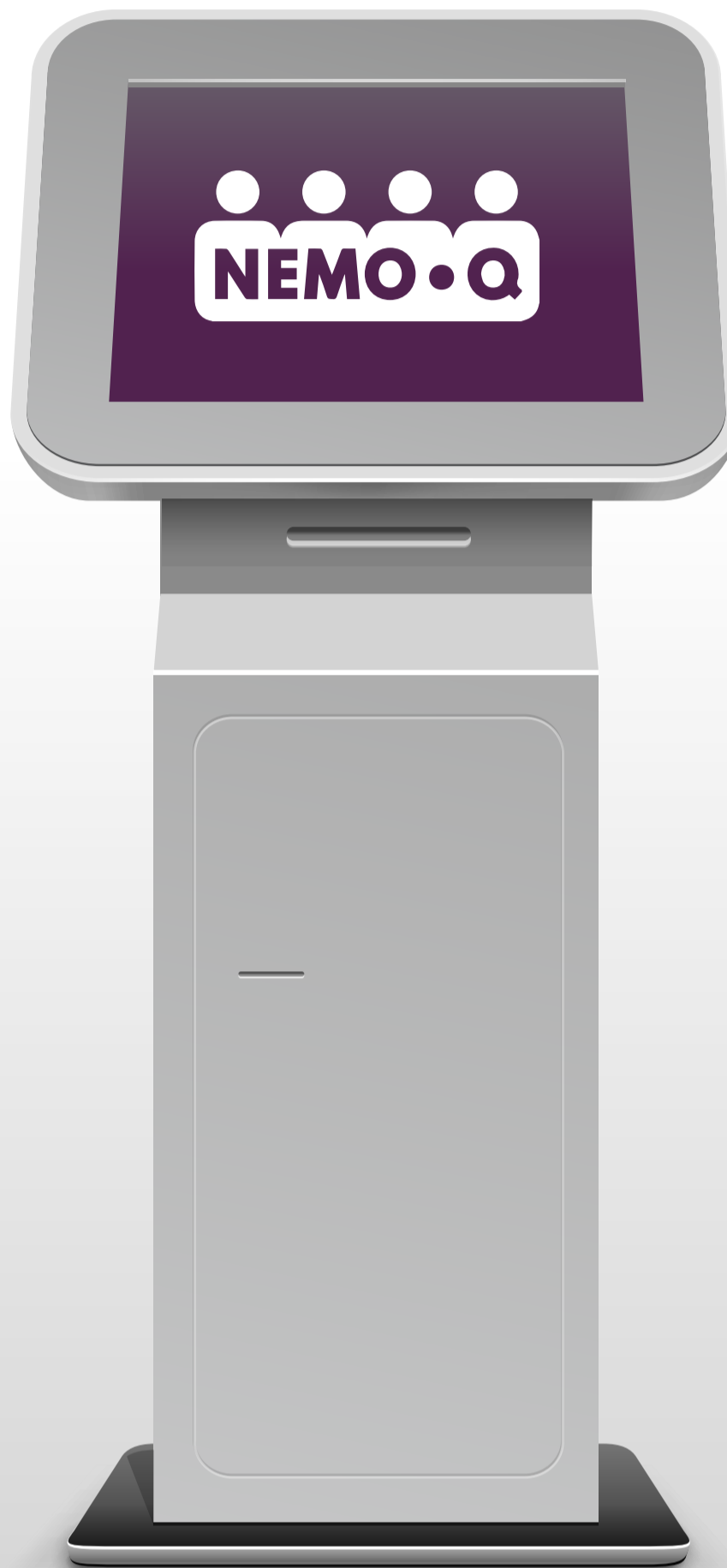
## Select Queue Type

### Queue by Name

- ▾ Paperless
- ▾ Personal Touch

### Queue by Number

- ▾ Continuous sense of progress in the lobby
- ▾ Privacy for the customer
- ▾ Option to print estimated wait times on ticket



## Choose the customer experience

### Self-service

Touchscreens: customer chooses department or service they need

### Receptionist

Not customer-facing; condense multiple slides into one screen with dropdown menus and blank fields for receptionist

## Select Notification Type

### TV

Notify an individual of their turn via a television. 1/3 of the screen will show the customer's name, while the remainder displays other content

### VOICE

The system will notify your customers audibly by announcing their ticket number and the corresponding workstation they will be served at.

### SMS

Notify an individual of their turn via SMS. This provides 4 points of contact to the customer.

## Appointment Options

Display wait times online for each service offered

Offer customers various choices based on wait times

Allow customers to reserve a place in line for the same day OR schedule a future appointment

Notify customers of appointments via SMS or email with confirmation

Prompt customers upon on-site arrival to approach a touchscreen, select "I have an appointment", and enter their confirmation number

Offer the option for customers to sit and wait for number to be called

With NEMO-Q, getting in line is easier than ever before and elevates the customer experience.