



IntelliQueue

Name:

- New Line of Service (NS) Account Maintenance (AM)
 Accessory Sale (AS) Billing Inquiry (BI)
 Equipment Problem (EQ) Handset Upgrade (HU)

Serve Next

Clear Board

IntelliQueue™

Delivers frontline customer service and
bottom-line store profits

IntelliQueue is a customer queuing and reservation system that enhances the quality of service by **significantly cutting customers' wait time, anticipates their needs, solves problems before they start and delivers great service.**

Better, faster and more personalized service

Better sales and profits

Better value-driven communication

Better customer loyalty

IntelliQueue™

At a time when retail businesses are losing money due to poor customer service, there is a universal emphasis on knowing what it takes to meet customer expectations — and keep them coming back.

Now, more than ever, retailers understand the inextricable link between satisfied customers and the bottom-line. With the emergence of new competitive pressures, and the escalation of customers' expectations for service — just giving customers what they want isn't enough. You also have to anticipate needs and provide service that wows!

Stores need to take charge and become their own customer service experts. They know that today's customers expect better solutions for long lines at stores and for a more personalized approach to service.

For retailers who are putting customers first, it is a serious pursuit. Those who are determined to do personalization really well understand that the customer experience is the core of the competitive battleground. It's where business is going to be won or lost.

IntelliQueue Puts Customers First

This knowledge-management software application can help empower employees to create a more customer-focused culture that breeds long-term loyalty.

IntelliQueue ends the hurry-up-and-wait cycle. Behind-the-scenes, this unique customer queuing system helps traffic-based businesses identify who your customers are, why they are in your store and how long it is taking to serve them.

Here's what it does:

- Waiting in line is serious business, not only for those doomed to do so, but also for businesses whose fortunes depend on bringing customers into stores. IntelliQueue helps convert wait-time into sales opportunities by creating a virtual wait line. Customers are free to utilize their time for shopping. IntelliQueue tracks their order in line and lets customers know when they will be served.
- IntelliQueue's system, which is customized to the retailer, organizes customers by type of transaction and schedules them in the queue, delivering them to the appropriate sales person. Names are posted on a display screens. The queue can be displayed on most any type of monitor including Plasma, LCD and LED.
- IntelliQueue also features a reservation system that eliminates the need for reservation customers to stand in line at all. Customers can call in or go online and request a reservation time.

- Behind-the-scenes, IntelliQueue helps store managers analyze the queue in real-time providing a valuable tool for assessing staffing requirements and monitoring customer service team members.

- This simple interface quickly generates statistics to reflect wait and transaction time data. Store managers and corporate decision makers can then use this data to make informed decisions concerning staff, branch performance, or simply critique the customer flow.

How it Works

When customers check in, they are keyed in by employees into IntelliQueue's system. The IntelliQueue software system then time stamps the customer and delivers relevant information about their needs and identity to customer service reps that then seek them out based on this description.

IntelliQueue lets store managers not only monitor the entire customer service situation, but also give sales reps the information they need to handle inquiries more quickly and increase resolution rates.

By incorporating IntelliQueue into your stores, your customer service team can better anticipate the needs of your customers and exceed their expectations.

IntelliQueue creates a more personalized environment for your customers and enhances overall customer experience.

IntelliQueue helps maximize your customer's time in-store, rescuing lost sales opportunities.

IntelliQueue is an easy-to-use, value-driven and Web-based solution that can be tailored to meet your specific retail customer service needs.

To learn more about IntelliQueue, contact us at IdeaNet Inc.



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