

Virtual Queuing For Utility Customer Service

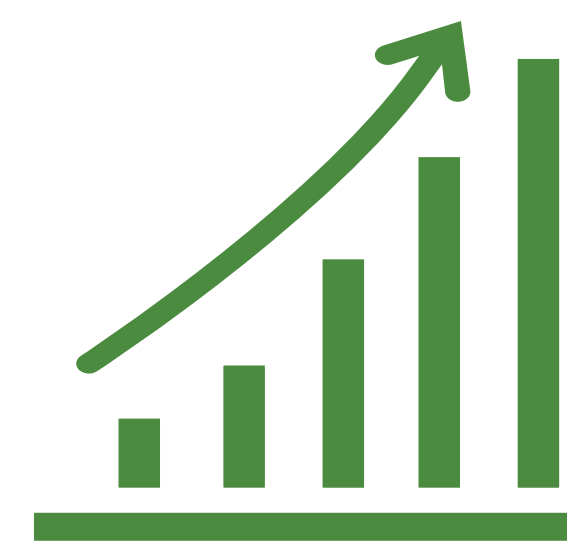
GOALS



Create an environment for customers to queue for service without having to wait in line

BENEFITS

Creates a relaxed pleasing environment helping to increase customer satisfaction



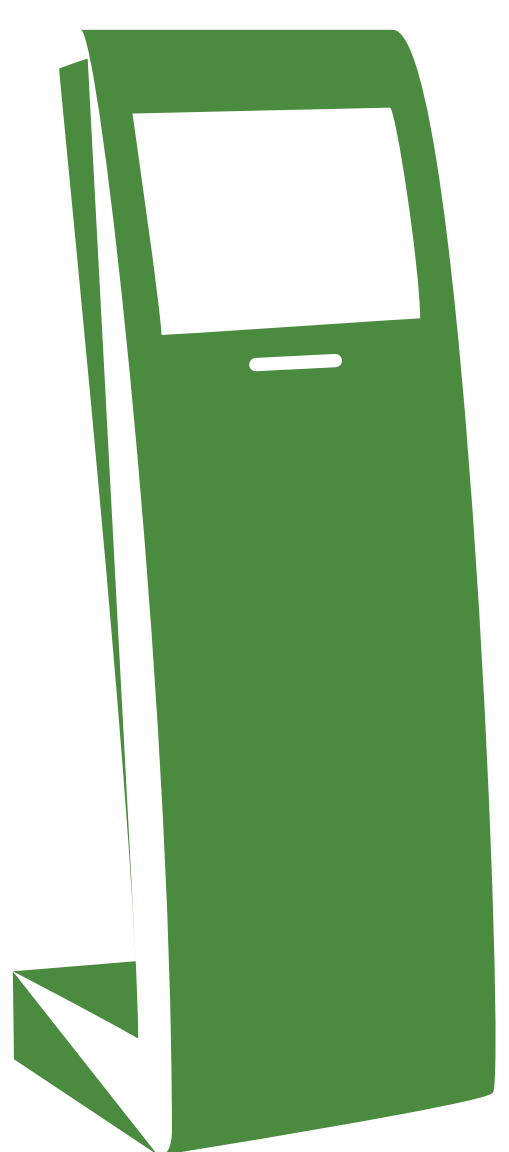
Maximizes customer flow and city staff efficiency

Reduces perceived wait time by providing online appointments or text message notification



Leverages wait time by integrating promotion or advertising to a captive audience

HOW DOES IT WORK



- Touch the screen
- Choose English or Spanish
- Receive a ticket with an approximate wait time

ADDITIONAL OPTIONS



- Text messaging
- Online reservations
- Statistical data collection
- Options for future expansion of technology to other city departments