qube
by Q-Better

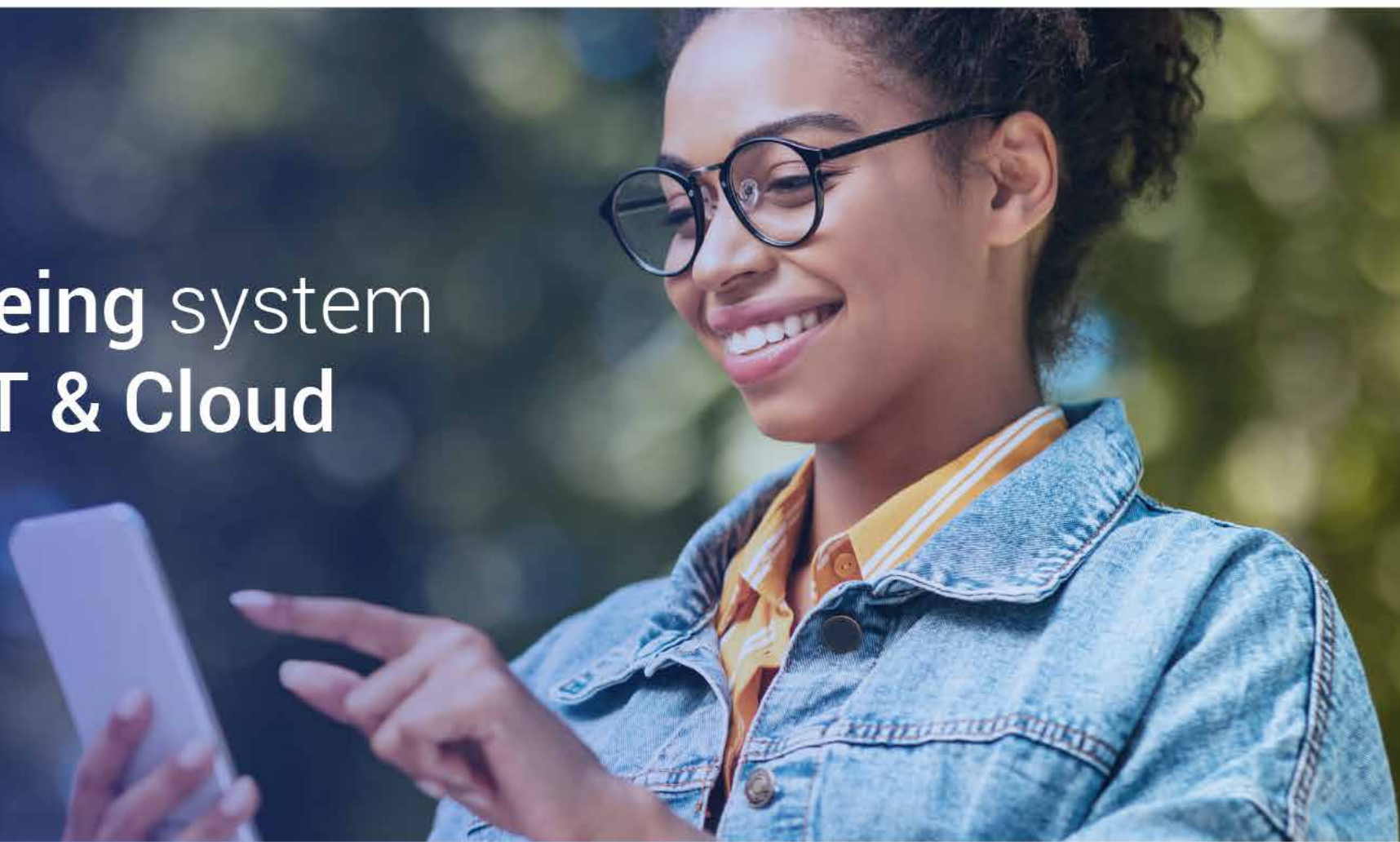# Smart queueing system based on **IoT & Cloud**

New solution for
a **better performance**

Aiming to change the way organizations manage their relationships with customers, Q-Better idealized a new powerful tool that will lead to a continuous cycle of improvement, a **smart queueing** system based on **IoT & Cloud technologies**.

Always looking to new technologies and its applicability in each market - in a wider range of companies (from small business to large organizations) - our goal will not only address the customer experience, but also provide essential means to:

- Aquire new customers
- Improve efficiency
- Increase sales
- Reduce operational costs

We develop performance focused on new technologies with enhanced usability to improve the experience of everyone involved in the service journey.

1. CONNECT
2. MANAGE
3. MEASURE
4. EVALUATE
5. IMPROVE

Innovating Customer Service through **new technologies**

Contactless, digital ticket, IoT and cloud-based solutions are the future of queue and flow management. Hence, our focus is to create intuitive and powerful systems that help a wider range of businesses, from small to worldwide companies, to improve their customers' experience mostly in the fields of queue management and business intelligence.

We believe that **well organised services**, **well-notified customers**, and **access to important business statistics** are essential to offer an ever-improving level of service and therefore reach a higher customer satisfaction level.

Service Efficiency matters

In the digital age providing visitors with a **customer service of excellency** has become one of the highest priorities for most businesses.

Reliable, receptive, and timely responses are the most important characteristics that come to mind when thinking about what is important to the customer regarding service.

Organisations must adapt themselves to this reality to follow the path of our social transformation, shaping their entire operation to deliver efficient, personal, and seamless experiences, building long-lasting relationships.

Deliver **valuable experiences**

The visitors' experience is strongly influenced by waiting time, since it affects their general satisfaction level, impacting the service journey from start to end.

An effective management of their experience requires **integrated solutions** to design and enhance every detail, empowering the frontline as well as the visitors' experience themselves.

IoT & Cloud based Smart queueing

Qube is a smart queue management system that swiftly **organizes services' waiting lines**. Remarkably adaptable to services where time is priceless and must have a **quick and efficient response**.

A breakthrough solution developed using the newest technologies, market trends and population important needs.
Its usability improves service efficiency while its design seamlessly blends into the room aesthetics.
A smart solution to elevate the service experience to a whole new level.
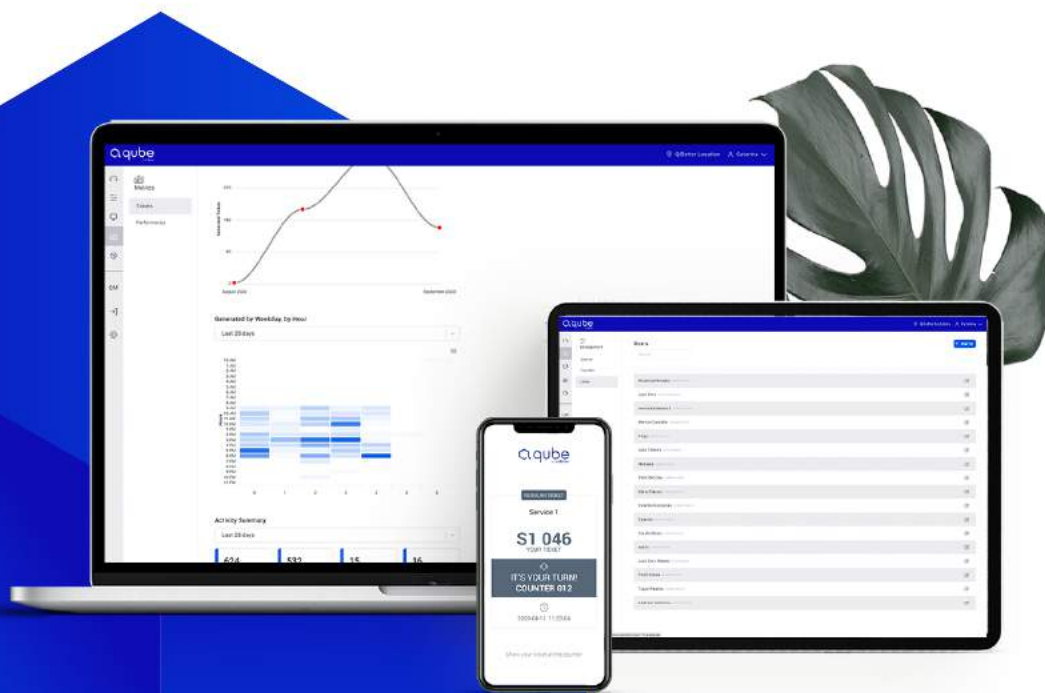
How Qube upgrades
service performance

✔ Queue management system with or without hardware devices. You choose!

✔ Offers contactless solutions

✔ Empowers the frontline employees with user-friendly tools and useful information

✔ Promotes a better waiting experience by encouraging virtual queues

✔ Refines every service by improving the overall visitor journey

✔ It is scalable and flexible, able to evolve together with the organisation

✔ Amplifies the organisation's knowledge, allowing managers to apply a sophisticated measurement model and make data-driven decisions

Advantages

Paperless ticket
Contactless and Green solution.

Ticket kiosk in your pocket
Track your ticket status everywhere

Cloud based & Solid technologies
Access everything with just an URL. Scalable and real-time, based on REST and MQTT protocols
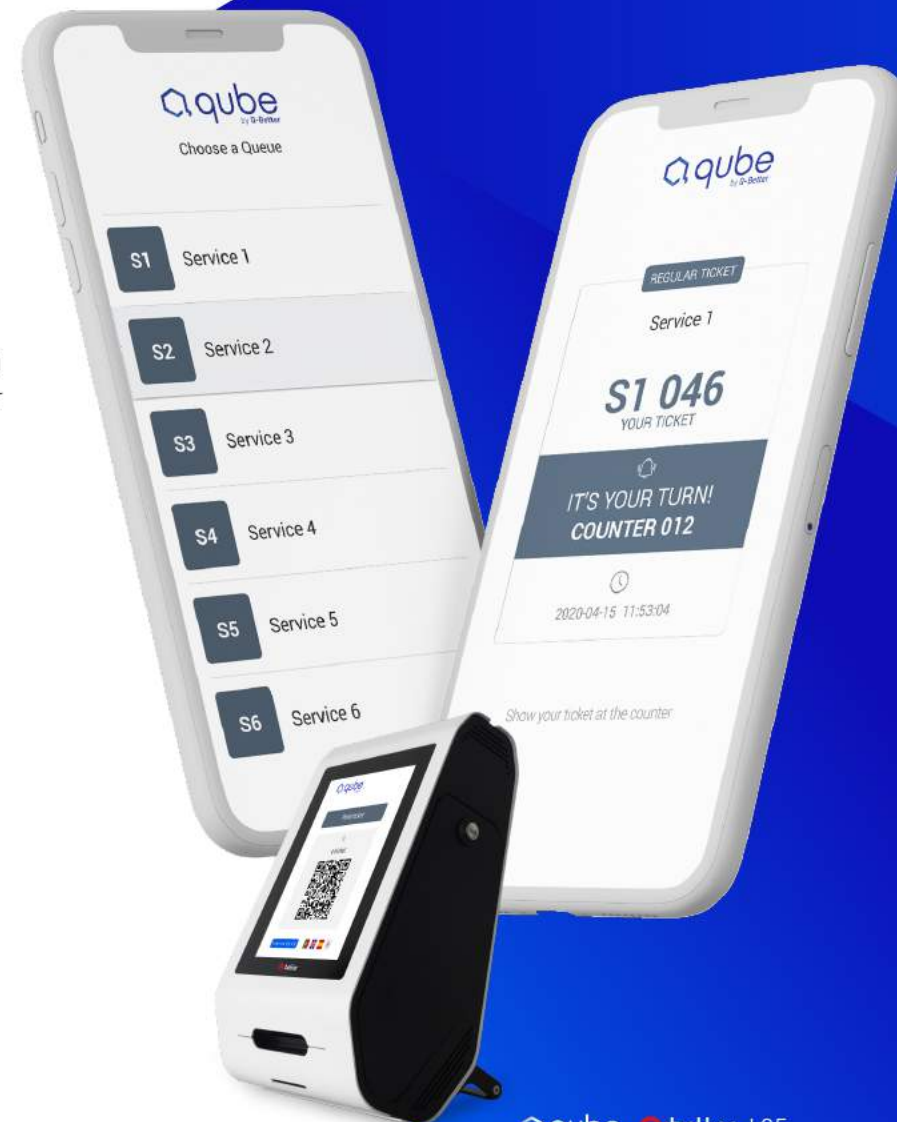
Easy Device registration & Configuration
You can register a device with QR code or just enter the key in the Admin app. Configure and manage everything in the Admin web-application

Relevant statistics
Relevant data helps you make better decisions

Open to integrations
Integrate other services or 3rd party applications with our platform

Service flow

Qube can be assembled and connected in many ways to **guarantee the best fit for your service flow**.
Offers a better registration process, improves the waiting time and promotes the interaction with visitors beyond the service time.

MANAGEMENT

SaaS

TICKET   WAITING   SERVICE

E-TICKET   WAITING   SERVICE
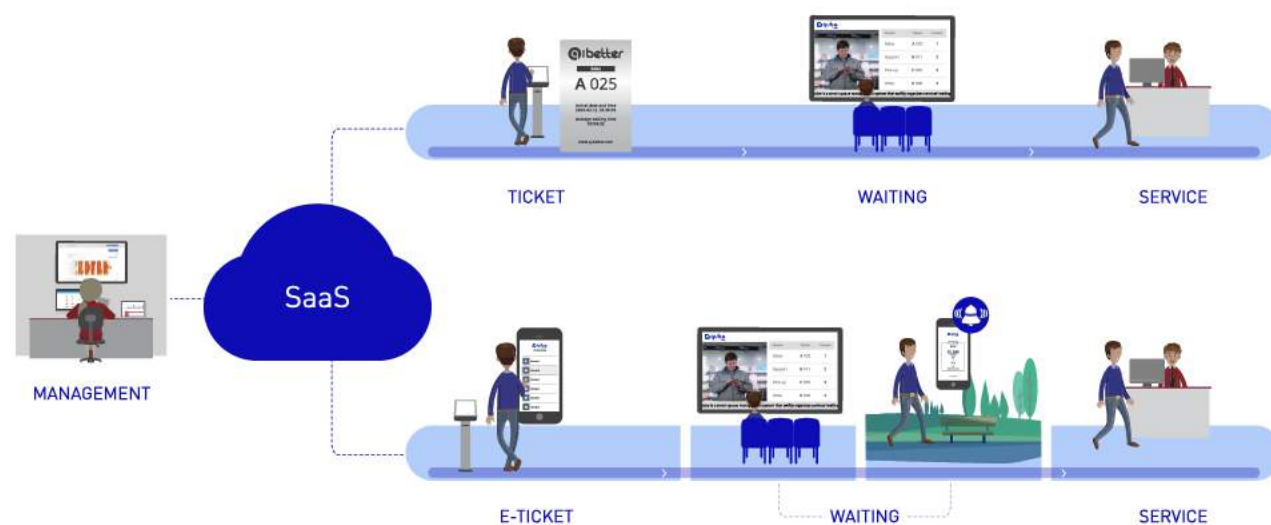
AS A **CONTACTLESS** SERVICE IT RAISES:

- ✔ **customer satisfaction** by offering a swifter, more convenient and efficient service.

- ✔ **safety and comfort** of visitors as they can wait for their turn where they feel more comfortable, monitor the flow in their smartphone and be notified when their turn is coming.

E-TICKET EMPOWERS THE CONVENTIONAL FLOW:

- ✔ All the traditional features are still present

- ✔ Customers generate a ticket with their own smartphones

- ✔ Track the flow status remotely

- ✔ Notification when their turn is approaching

- ✔ Called and served by a staff member

Software as a Service (SaaS)

SaaS is a method of software delivery that allows data to be accessed from any device with an internet connection and a web browser.

SaaS

Accessible everywhere, at anytime

Always up to date, with no need of intervention

Minor initial and maintenance costs

No server management required

Qube SaaS
Queue Management Solution

✓ Single application serving several customers (multi-tenant)

✓ Open to wide range of 3rd party integrations (API & WebHooks)

✓ IoT-based Devices

✓ Easy to install & configure

✓ Prepared for public and private clouds

✓ Cross-Platform applications

System architecture

- Cloud based
- RESTful Services
- Real-time communication with MQTT
- UI applications consume APIs
- Third-party systems can use public APIs & WebHooks
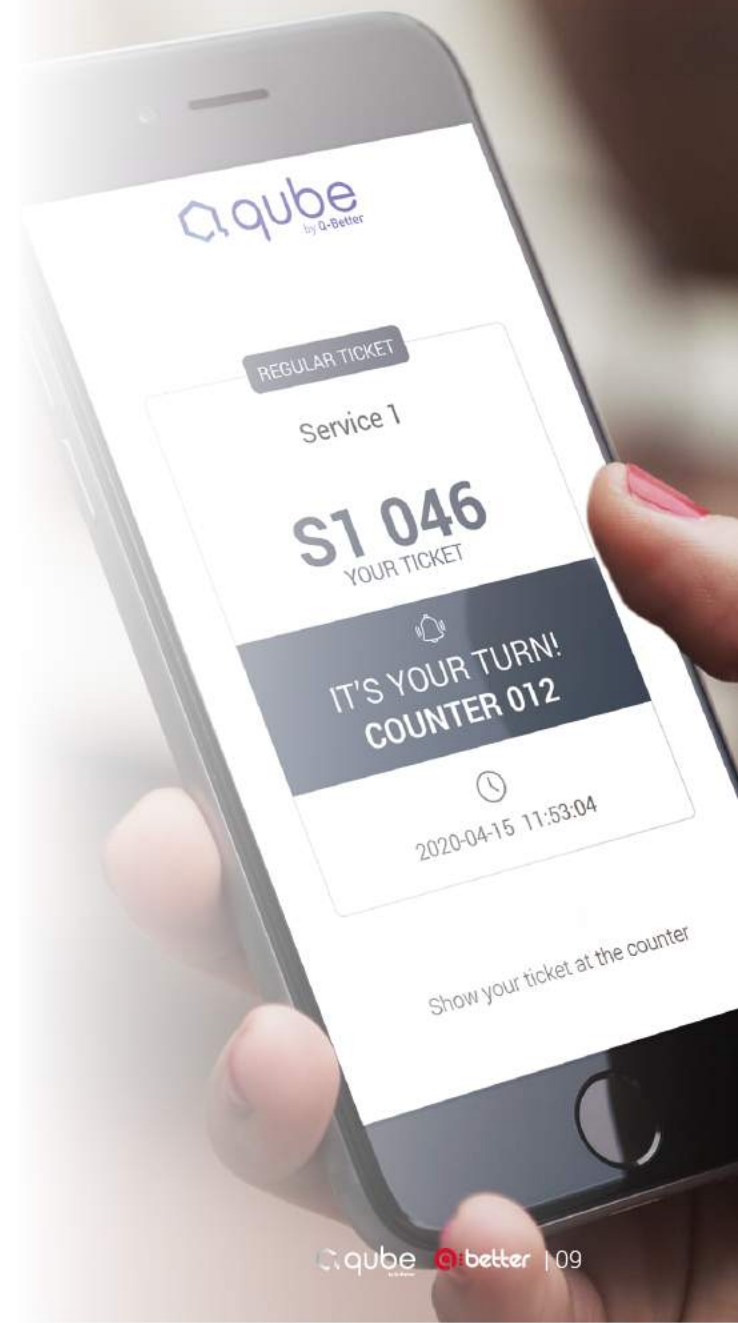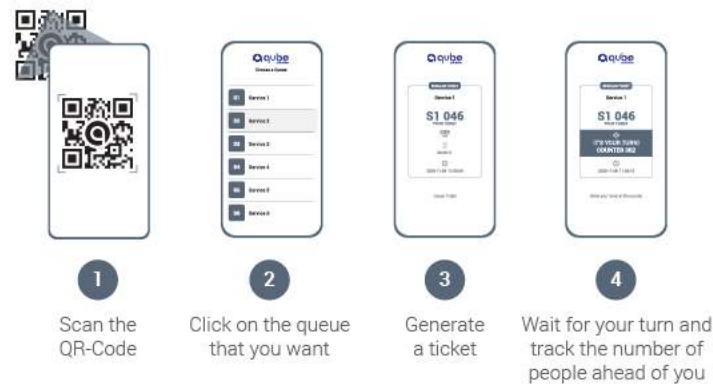- Devices support remote updates
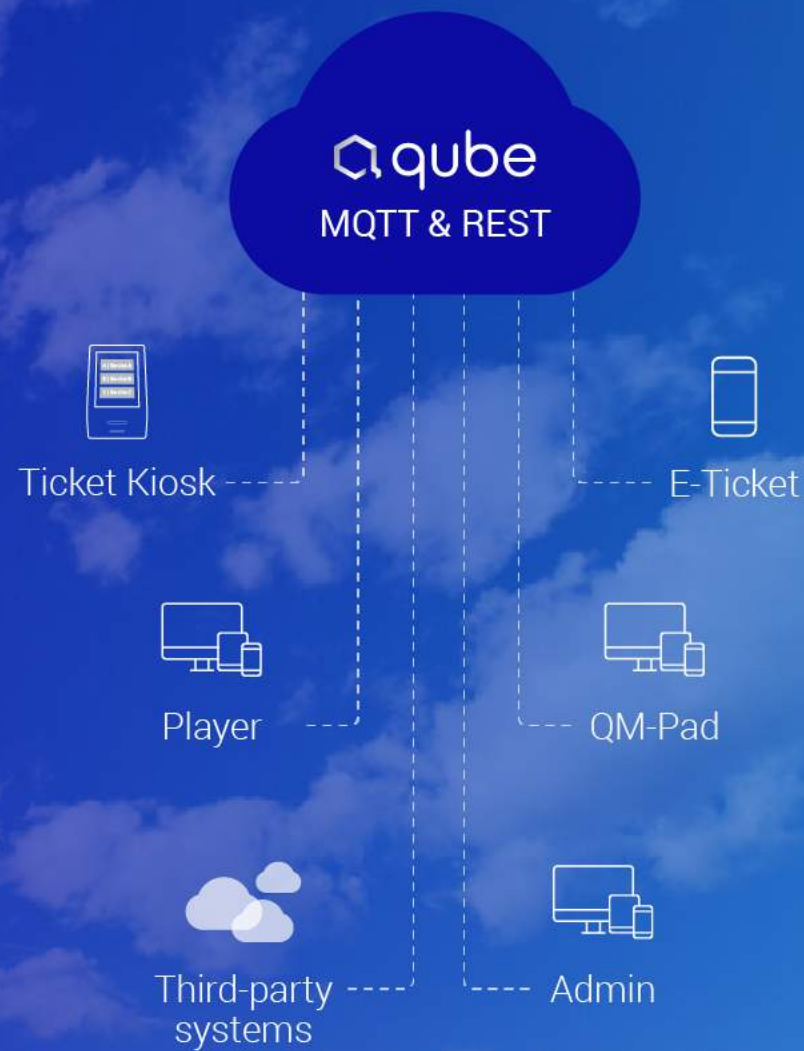
Modules and Devices

Qube **Ticket Kiosk**

- **Tickets** generate and print: regular and priority
- **E-Ticket** presents the QR code to scan
- **IoT** install with a click; update and monitor remotely
- **Translations** customizes interface language
- **QM Metrics** average waiting time and no. of waiting tickets
- **Device Info** consult hardware metrics
- **Branding** assets to customize the layout

E-Ticket

- **Ecologic** paperless solution for tickets
- **Safer and comfortable** way of wating for all visitors
- **Remote** track queueing status anywhere
- **Secure** methods to prevent bad-natured tickets
- **PWA** no app installation required
- **No Hardware**, less or no ticket kiosks required
- **Notifications** background, native alerts when turn is coming

1 Scan the QR-Code

2 Click on the queue that you want

3 Generate a ticket

4 Wait for your turn and track the number of people ahead of you

REGULAR TICKET

Service 1

S1 046
YOUR TICKET

IT'S YOUR TURN!
COUNTER 012

2020-04-15 11:53:04

Show your ticket at the counter

Modules and Devices

Qube **Player**

- **Queue Management** status and ticket calls
- **IoT** install with a click; update and monitor remotely
- **Media** play to promote your services through videos and images
- **Branding** assets to customize the layout
- **Feeds** with relevant information
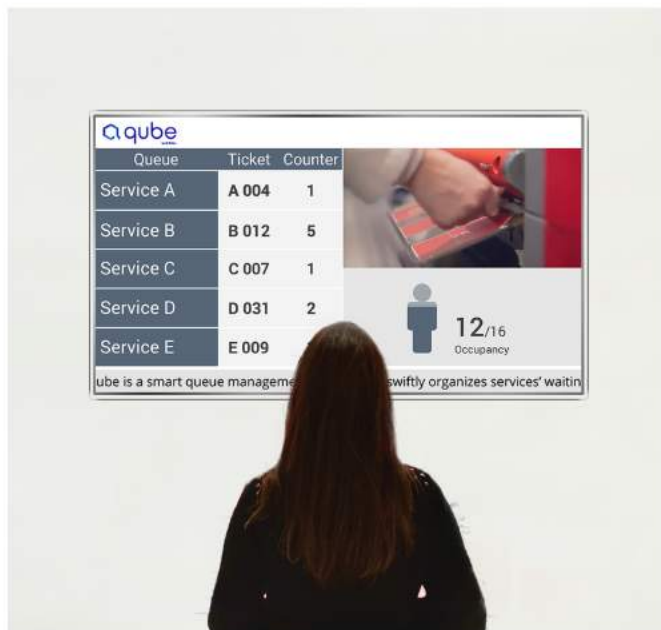
Qube **QM-PAD**

- Tickets are called, paused, cancelled, and transferred
- Transfer tickets to users, counters, or queues
- Notes can be added when transferring tickets
- Generate tickets for your customers
- Priority can be set on transfers
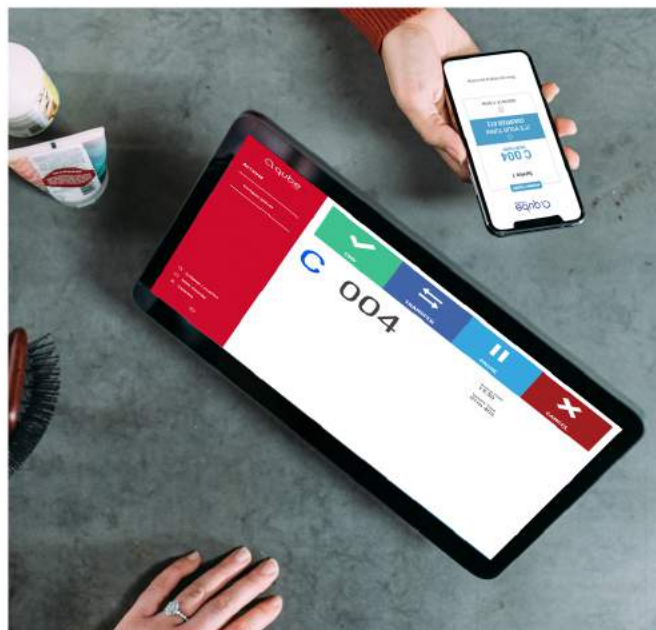
Qube **Admin**

- Dashboard
- Counters and queues
- Devices: install and monitor
- Users management and permissions
- Statistics
- Preferences
- Multimedia
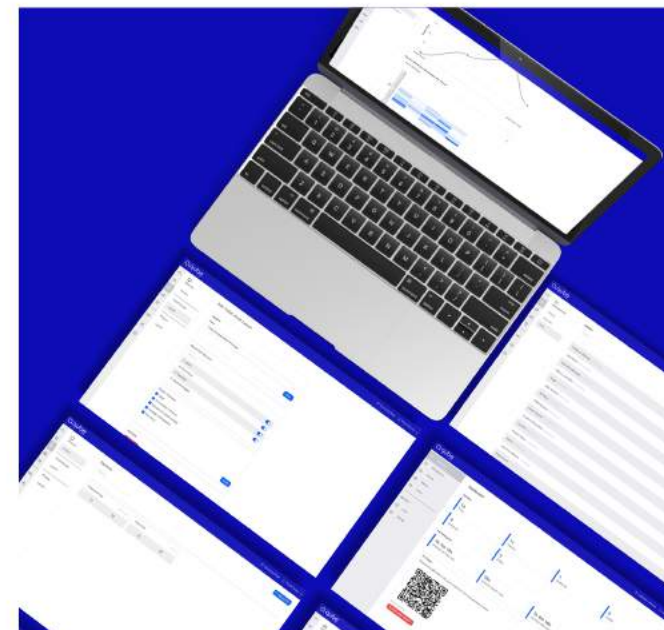
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More information at **www.q-better.com/qube**

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See how Q-Better is helping hundreds of organizations reducing wait times, promoting virtual queues, improving staff productivity, and rising customer satisfaction.