



# Free your customers to shop while they wait for service.

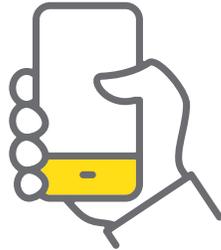
Are long waits impacting your customers' experience and costing your business money? Leverage technology to manage service queues, optimize staff efficiency, and increase cart size, all while improving the customer experience.

- **Increase revenue** by freeing customers to shop while they wait.
- **Disperse waiting crowds** and focus staff on serving customers instead of managing crowds.
- **Reduce walk-aways**, customer frustration, and anxiety by creating a more pleasing environment.
- Receive alerts when VIP's enter a queue, then **prioritize** their service, capitalizing on **your best customers**.
- **Optimize service** efficiency, decreasing wait times and increasing transactions per time period.
- **Improve labor allocation** with the help of real-time dashboards and historical reports.
- **Increase ROI** — Qtrac VR runs on almost any existing internet-enabled hardware, from PC's to mobile, making deployments quick and easy.

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 **QtracVR**<sup>®</sup>  
Virtual Waiting Line

## How does QtracVR® virtual waiting line work?



### Register

Customers add themselves to a queue by texting their name to a specific phone number. It's that simple! Additionally, customers can self-register via a touchscreen, or have an Associate assist them.



### Communicate

Customers are texted a link to their Personalized Queue page, where they track their progress. Customers without web-enabled devices can monitor their position through in-store Digital Signage.



### Manage

Behind the scenes, Associates and managers view and manage waiting customers via PC's, tablets, or mobile devices. Customers can be managed, grouped, sorted, re-queued, or prioritized. Alerts and notes instantly notify Associates of customers with long waits or VIP status. And live dashboards help managers see what's happening on the floor right now.



### Hail

Customers are hailed for service via their Personalized Queue page or with a text notification. Customers without cellular access can be hailed through in-store Digital Signage, the PA system, or by a simple verbal announcement from an Associate. If needed, customers can even request more time if they're busy and not quite ready for service.



### Optimize

Qtrac VR is always collecting data such as wait time and service time. Gathering all this data into useful reports is at the heart of the VR system. Real-time alerts allow you to react before problems escalate and historical reports reveal trends and opportunities to help increase service productivity, optimize efficiency, and ultimately improve the customer experience.

# Key Features

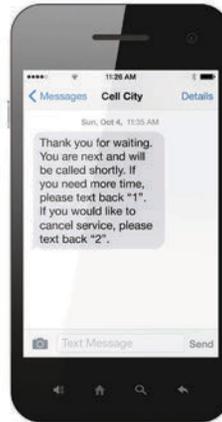


## Mobile Enabled



### Personalized Queue Display

Customers can enter a service queue from virtually anywhere using a quick text message, then keep track of their progress using their queue webpage.



### Two-way Text Messaging

Texting allows customers to wait for service almost anywhere, and provides a convenient way to register for service, track their wait, and request more time.



### Mobile Service Agent App

Even service employees can be freed from a desk or counter. Using Qtrac VR's mobile app, service agents can call and help customers from virtually anywhere.

## Multiple Customer Touchpoints

### Mobile

Qtrac VR's Personalized Queue webpage and texting options provide instant, two-way communication with your customer.



### Digital Signage

Qtrac VR In-Store Queue Displays are the perfect platform to reach less tech-savvy customers with important information or marketing programs.

### Web

On your website, Qtrac VR extends your customers' experience to include current wait times. It can even be integrated with in-store pick-up.



### In-Store Kiosk

Kiosk-based touchscreens and/or printed tickets provide valuable queue and service information and can be used to personalize messages and marketing.



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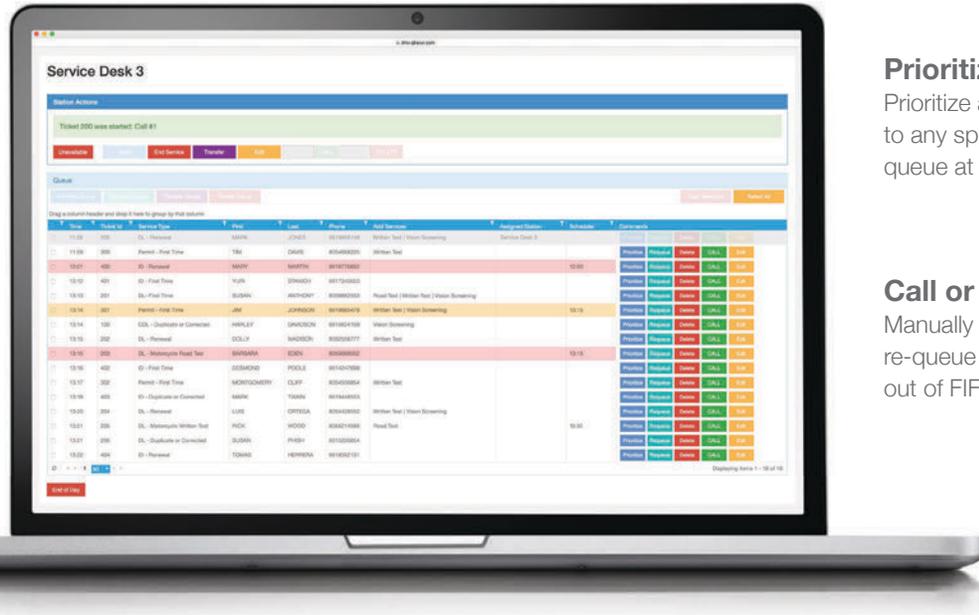
## Powerful Service Interface

### Flexible Access

Associates can view waiting customers from a PC, tablet, or mobile device.

### Conditional Alerts

Any data point can be used as a condition for a visual alert on the service screen.



### Prioritize

Prioritize a customer to any spot in the queue at any time.

### Call or Re-queue

Manually call or re-queue a customer out of FIFO order.

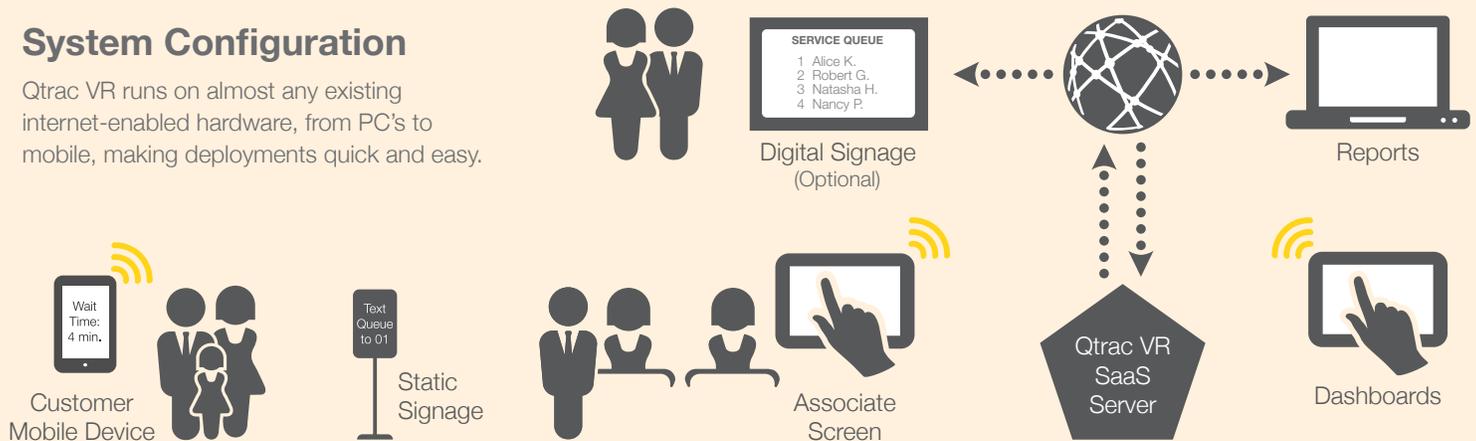


## Management and Reporting

Real-time dashboards and historical reports help manage and optimize service delivery, day to day and into the future. And a powerful Report Query tool enables managers to create reports on the fly using any of Qtrac VR's data points.

## System Configuration

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