



THE FREEDOM TO WAIT WITHOUT WAITING IN LINE

QtracVR®
VIRTUAL ELECTRONIC QUEUING

 Lavi
Industries
www.Lavi.com



YOUR CUSTOMERS **DON'T LIKE TO WAIT**



“Waiting is frustrating, demoralizing, agonizing, aggravating, annoying, time consuming and incredibly expensive.”

-Fed Ex Advertisement



QtracVR Virtual Electronic Queuing

from Lavi Industries reduces the pain of waiting, allowing customers to queue for services without actually waiting in line.



BENEFITS

Qtrac VR benefits customers, service staff, and businesses alike.



Dramatically reduce perceived wait times

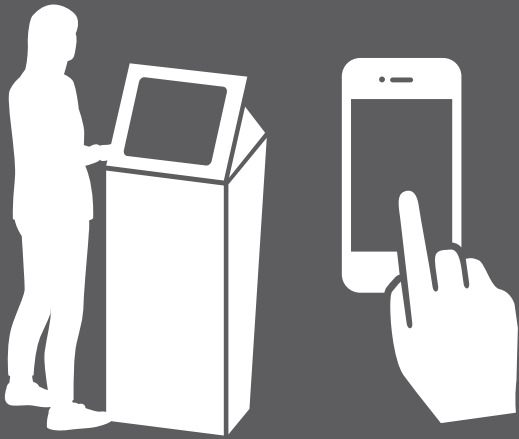


Increase service efficiency



Boost impulse sales

HERE'S HOW IT WORKS:



1. Register



2. Relax

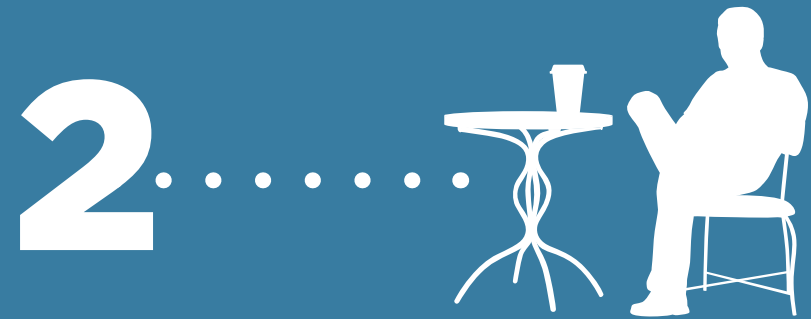


3. Hail



CUSTOMERS **REGISTER**

Registration can take place at a kiosk or any internet-enabled device.



CUSTOMERS **RELAX**

As customers wait, they are free to browse, shop, or relax.



3.....

Calling
Customer #14

CUSTOMERS **ARE HAILED**

When an Agent is ready,
the next customer is
automatically called to
a service position.



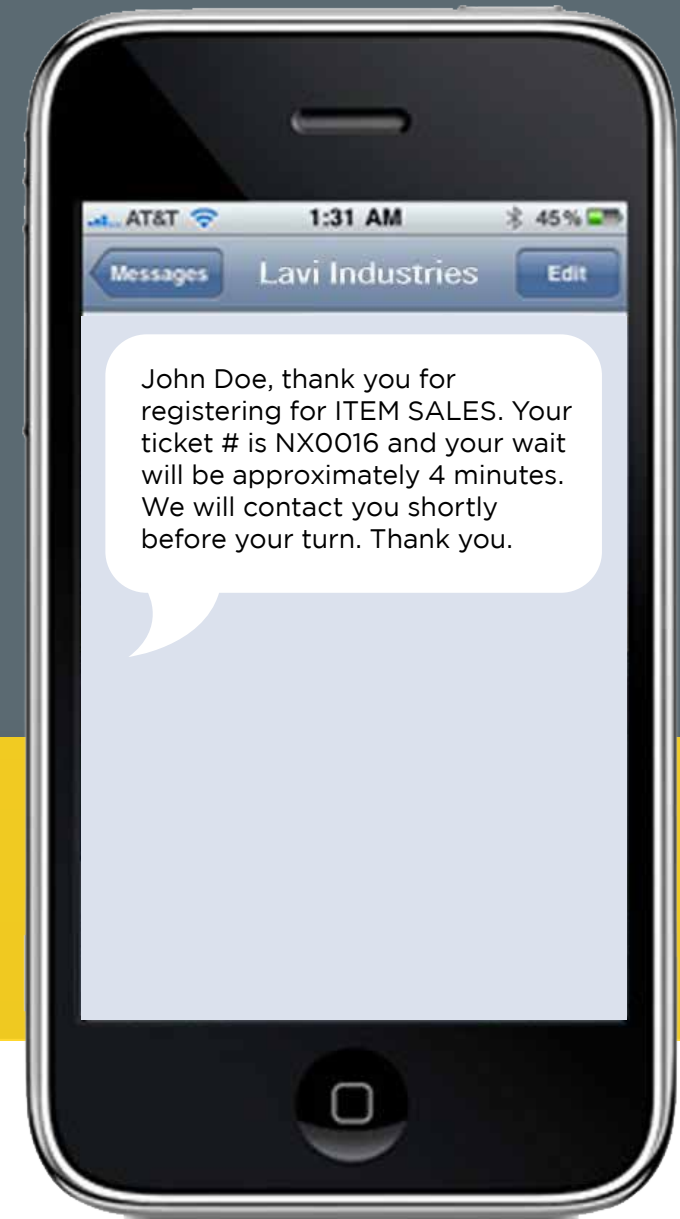


FLEXIBLE REGISTRATION

Customers register for service at a kiosk or any internet-enabled device, such as a mobile phone, touchpad, or laptop.

REGISTRATION IS **CONFIRMED**

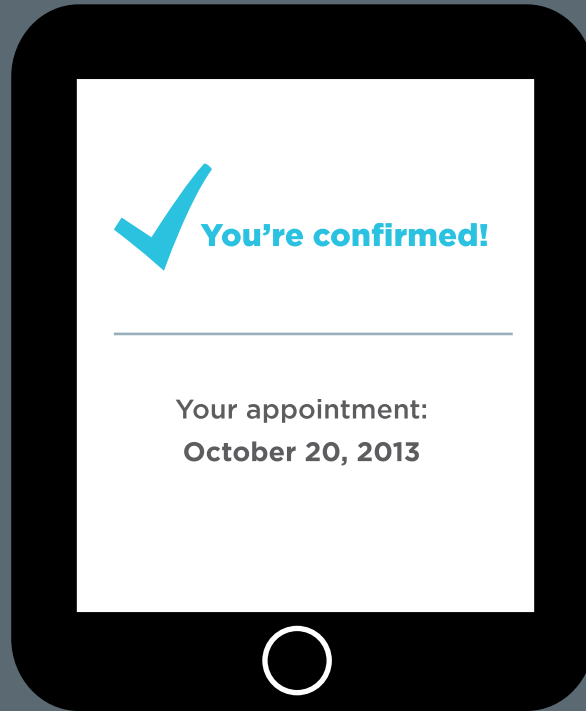
The customer is provided a unique call number, approximate wait time for service, and other customized messages.





CONVENIENT SCHEDULING

With Qtrac Scheduler, customers can even make appointments from the comfort of home, locating nearby stores offering the exact services they desire and selecting a convenient date and time.



SCHEDULE IS **CONFIRMED**

Confirmation is delivered and reminders can be sent via text or email alerts.

Time	Order Id	Service Type	Name	Phone	Order Number/Receipt	Order Date	Assigned Station
3:54	102	Store Pick-Up	Niles McAllister	661-758-2658	G65892	5/24/13	
3:55	103	Store Pick-Up	Casey Howdes	661-574-6289	H58269	5/22/13	
3:56	104	Store Pick-Up	Dorothy Fisher	805-475-3625	D45786	5/23/13	
3:55	302	Returns	Melissa Burns	(818)-541-8955	Yes		



SERVICE AGENT MONITORING

- ✓ Through browser-based Agent screens, customers are called to service with a simple push of the **NEXT** button.
- ✓ Waiting customers can easily be prioritized or re-queued.
- ✓ And agents can be alerted if certain thresholds are met.



EASY-TO-USE AGENT INTERFACE

Service agents can update customer information on screen, add comments, or transfer customers to a new service quickly and easily.

QUEUE MANAGEMENT MOBILE APP

Agents can also access QtracVR using the mobile app, with the same functionality of the PC version, allowing Service Agents to remain mobile.



Customer Service
012
013
014
015
016



Now serving ticket #12

HAILING THE **CUSTOMER**

QtracVR's LCD screens, placed throughout the waiting area, provide audio & visual hailing and serve as digital signage.



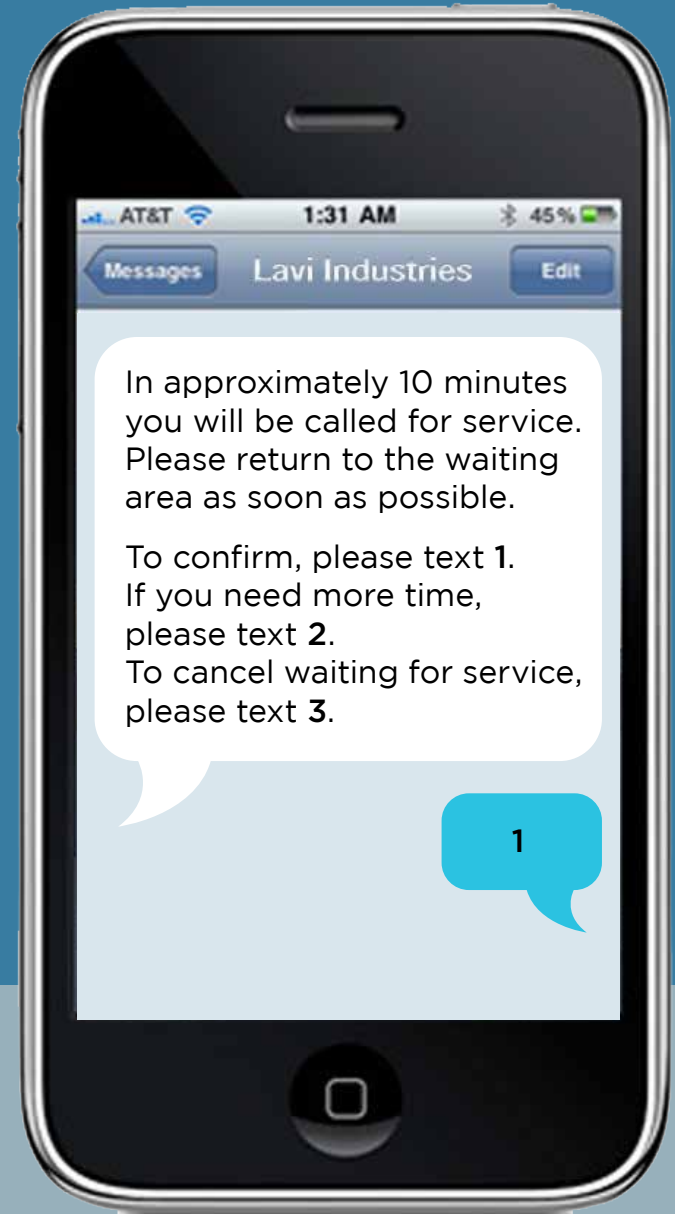


TEXT-BASED CUSTOMER HAILING

- ✓ Customers can also be hailed via text messaging, freeing the customer to browse or shop in a much larger area.
- ✓ Reminder texts can be sent prior to service to allow customers time to return to the service area.

TWO-WAY TEXT COMMUNICATION

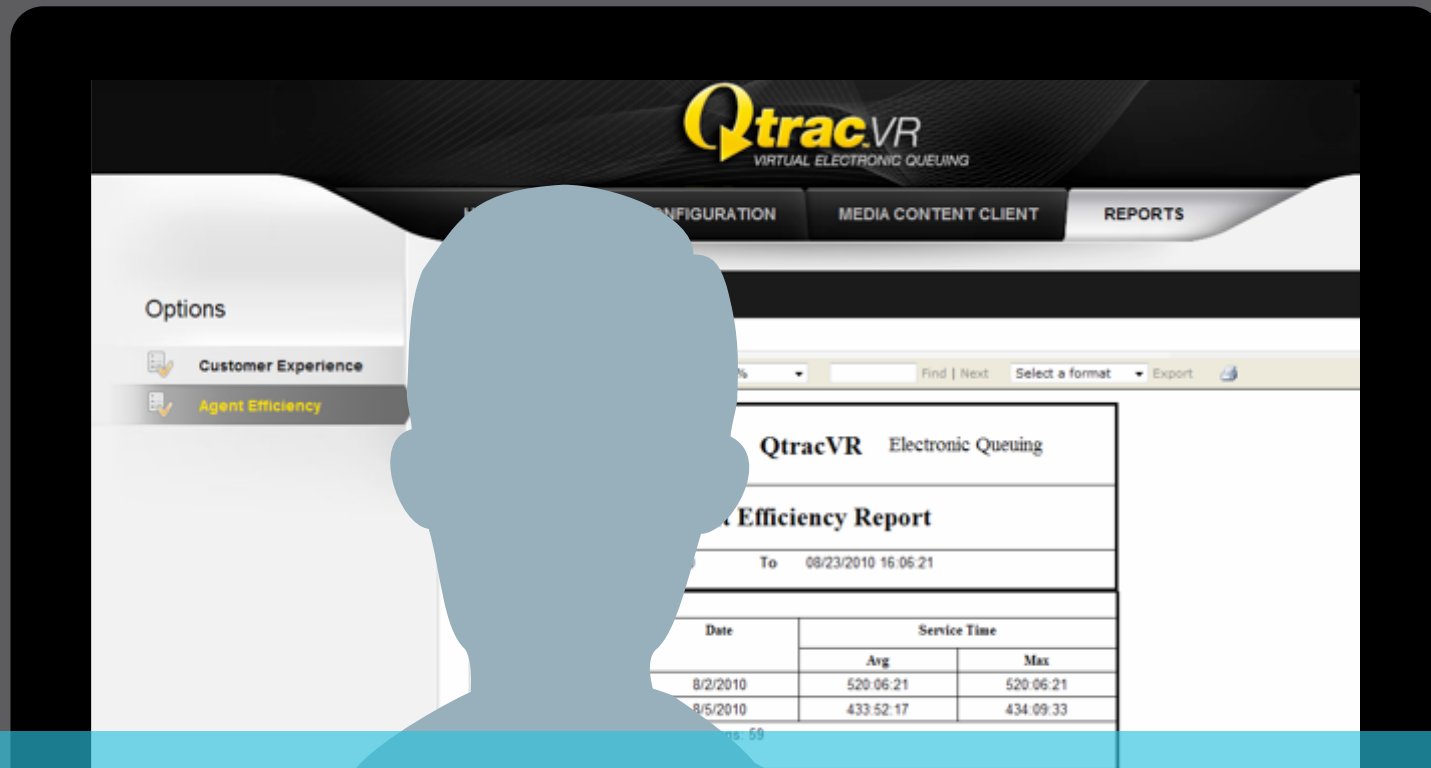
Two-way texting allows the customer to respond back requesting more time or confirming their arrival at the service area.





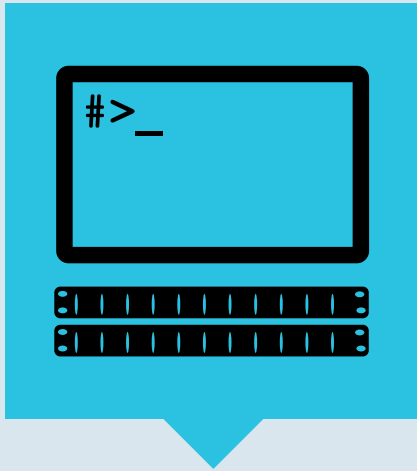
REPORTING

QtracVR's real-time data allows managers to analyze what's happening right now in the service queues.

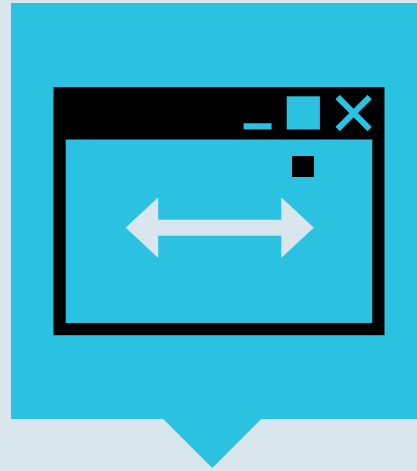


MONITOR YOUR KPIs

And historical reports provide management insight into service and customer activity metrics for comparison to key performance indicators.



Hosting
Flexible



Browser
Flexible

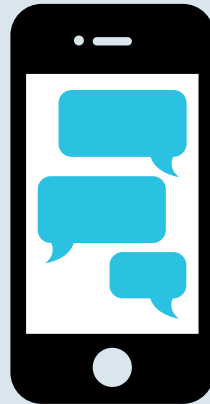


Hardware
Agnostic

- ✓ QtracVR is flexible, network-based software that reflects your unique brand and culture.
- ✓ A simple web browser is all that is required to connect to the application software which can be hosted as Software-as-a-Service.

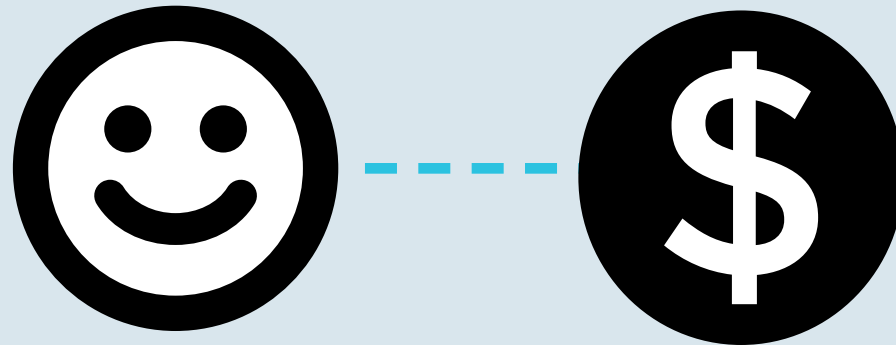
WITH QTRACVR YOU WILL...

Enhance the customer experience with a robust feature set, including expected wait times, SMS hailing, and online scheduling.



WITH QTRACVR YOU WILL...

Reduce perceived wait times and boost impulse purchases by freeing customers to shop while they wait for service.



WITH QTRACVR YOU WILL...

Maximize customer flow with the ability to prioritize, requeue, and transfer a customer.



WITH QTRACVR YOU WILL...

Increase service efficiency with a robust real-time and historical reporting suite.



WITH QTRACVR YOU WILL...

Increase customer engagement through multiple touch-points, such as the internet, printed tickets, text, and in-store digital signage.





THE FREEDOM TO WAIT WITHOUT WAITING IN LINE

Let's Plan Your Approach.

Call **(888) 285-8605**
or Visit **www.lavi.com**

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