

Customer Experience is a high stakes game.



Solution Spotlight: Casino Gaming

Win it with **QtracVR**[®] Queue Management Software

Waiting for a table game can be a drag on your customers' experience. But with Qtrac VR, customers can wait for an open table almost anywhere, like the casino, bar, or restaurant. When their spot opens up, they're notified via text or digital signage. It's a win-win scenario with maximum payouts, reducing perceived wait times for customers and increasing profits for business. And because it's cloud-based software, investment is minimal and implementation is easy, maximizing ROI. **Call us today for a free demo.**

- Browser-based software works on your existing PC's, tablets and mobile devices.
- Supports both self-service and assisted table registration processes.
- Appointment/Scheduler module available.
- Receive alerts such as registered VIP's or wait time limits.
- Prioritize customers based on registration information.
- Text-based alerts and hailing.



Products for People and the Places they go[®]

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How it Works:

1 Registration

Guests register to play via a lobby self-service kiosk or with the assistance of a hostess or concierge. By entering their cell phone number, guests can be notified via text when their spot is available. Upon registering, guests can request specific tables, limits, or first available, and then receive an approximate wait time.



2 Waiting

While waiting, guests can enjoy other services such as the bar or restaurant.

3 Player Selection

As positions open at the gaming tables, the Pit Boss or Floor Manager selects the next player, adds the table number to the file, and transfers them to the hostess. This can trigger an automatic text alerting the player that their turn is next.

4 Hailing

The Hostess can now alert the player to his available table position. From the Hostess Screen, players can be called, re-called or re-queued, or "No Shows" can be transferred back to the Pit Boss for deletion.

Players can view digital signage displays to check their place in the queue, and are informed by text and/or digital signage displays when their table is available.



Why it Works:



For Customers:

Reduces perceived wait time

Occupied time feels shorter than unoccupied time. So as guests spend their waiting-time doing other activities, they perceive their wait to be much shorter than it actually is.

Frees-up wait time

Customers don't have to wait in line or in a specific area. And as they spend their waiting time in other areas of the business they inevitably spend more.



Provides omni-channel touchpoints

Reach customers in a more personal way – online, mobile, texting, email, kiosk, digital signage, and in-person.

Decreases frustration

Unknown waits seem longer than known waits. By publishing wait times and lists, guests feel more in control.

For Employees:

Organizes wait list and table management

The software keeps track of everything. Waiting guests. Priority seating. Special requests. Assigned tables. All available at your fingertips.

Enhances guest personalization

Collected registration information is visible on the Queue Management screen, allowing employees instant access to guest information.

Improves employee communication

There's no easier way for employees to communicate about open table positions, guest requests, and waiting lists. Qtrac VR keeps everyone connected.

Provides actionable, real-time information

Qtrac VR is always on, watching and reporting. Have a sudden rush of customers? Wait times too long? Get real-time, actionable alerts based on pre-set conditions.



For Management:

Improves efficiency

With information at their fingertips employees work more efficiently. And with real-time updates and alerts they head-off problems before they arise.

Increases ROI

Qtrac VR's flexibility keeps hardware costs down. And ROI up. It runs on almost any existing internet-enabled hardware – from PC's to mobile.

Reduces Costs

An SaaS, cloud-based platform eliminates the need for an expensive server-based infrastructure, and the labor and maintenance costs associated with it.

Enhances planning

An historical reporting suite helps visualize trends such as guest traffic or average wait times over a date range such as month or season.