

**QtracVR**  
INTELLIGENT QUEUING

# Keep Your Business Open Without the Lines.

Customers check-in, then wait for their turn virtually anywhere. No app. No system integration. No hardware. Just great service.

## Disperses customer crowds

- Limits the number of people entering a location by digitally managing access
- Provides contact-free engagement through online and text communication
- Keeps customers a safe distance from one another while they wait

## Increases customer satisfaction

- Lets customers wait for service safely outside or in the comfort of their car
- Allows customers to track their wait and receive updates on their place in line
- Decreases wait times by managing pre-scheduled appointments

## Improves service

- Maintains order, promotes fairness, and increases customer throughput
- Improves customer communication with two-way text messaging
- Optimizes productivity by matching qualified staff with customer needs



### Disperse Crowds

Enable social distancing by letting customers wait for service outside or in their cars.



### Contact-free Engagement

Customers add themselves to a queue using their smartphone, then track their place in line.



### Appointments

Optional pre-scheduled appointments help flatten traffic patterns.



### SMS Messaging

Two-way texting improves customer communication.

# How it works:

## 1. Customers add themselves to a virtual queue



or >



or >



### Using a QR Code

Customers scan a QR code using their smartphone camera. This directs them to a webpage for self-check-in.

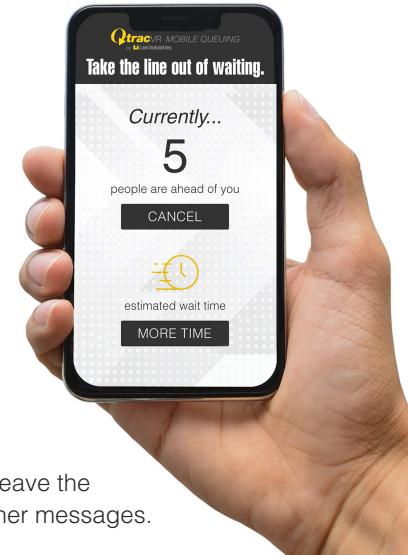
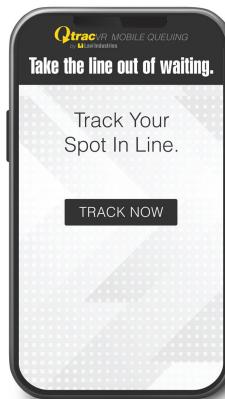
### Using SMS messaging

Using their smartphone, customers send a text, then receive a message with a link to the self-check-in webpage.

### Using a Staff Greeter

An employee greets the customer and enters their name and phone number into a tablet.

## 2. Customers wait safely outside or in the comfort of their car



### Customers can track their wait

The mobile wait screen shows customers' real-time place in line, as well as options to leave the queue or request more time. It's also a perfect opportunity to display marketing and other messages.

## 3. Customers are called to service

The customer receives text message notifications when they are fifth in line, next in line, and when called for service, giving them time to prepare for service. Messaging can be tailored to create a sense of urgency to return to the service location.



Service agent screen