



queuelive

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**CENTRALISED  
QUEUE  
MANAGEMENT  
SYSTEM**

**MANAGE ALL YOUR OUTLETS BY USING ONE SMART  
TECHNOLOGY & SAVE TIME**

POWERED BY

**pinnacle**  
works

**#AlwaysEvolving**

# About the Company

## A BRIEF OVERVIEW

**Name:**

PinnacleWorks Infotech Pvt. Ltd

**Founded:**

2012

**Location:**

Gurgaon, India




**Website:**

www.pinnacle.works

PinnacleWorks is a global provider of IT Consultancy and Digital Marketing Services to several businesses in India and abroad. Founded in 2012, the company has been delivering innovative, custom and packaged solutions designed for unique business requirements. The company has a fully integrated offering to support digital transformation of organizations through innovative process, Smart Systems, Motivated team and advanced Data analysis.

PinnacleWorks has a wide array of product suite to cater to its clients ever changing business needs. Our main motto is to provide best in class, custom products to our clients to match their budget and complex business requirements. We have always believed in delivering quality results while meeting our deadlines. Whether it's building a custom product for our clients, implementing one of our already built products, running digital campaigns, the team, and the company are always dedicated towards giving their best.

PinnacleWorks has adopted the highest standards of service quality and operational excellence enabling the enterprises to maximize productivity, improve speed and getting higher ROI.

 <p><b>2X</b> Yearly Growth</p>	 <p><b>5</b> Industry Domains</p>
 <p><b>20+</b> Years Of Exp.</p>	 <p><b>300+</b> Projects</p>

## SOME AWESOME FACTS ABOUT OUR COMPANY:



### PEOPLE

The Efficient Team of PinnacleWorks, carries high ethical values with ever learning attitude to deliver the best possible results, resulting in quality results for the projects handled.



### PRODUCTIVITY

PinnacleWorks believes in optimal use of resources for delivering higher productivity in lower cost and lesser time, resulting into better ROI for the clients and higher client retention rate for the company



### ENVIRONMENT

A flat hierarchy is maintained between the employers & employees to keep a stress free environment for the people to work in.



### ACCURACY AND PRECISION

The company believes in delivering quality results and therefore all its campaigns and strategies are driven by data analytics and results driven from them. This adaptation of the same allows the company to maintain higher client retention rate.





# QUEUELIVE

**Integrate Appointments & Walk-In Customers to Automatically Manage the Dynamic Waiting Lines**

## WHAT IS QUEUELIVE?

QUEUELIVE is a Queue Management System which is used to effectively manage queues at any customer facing outlet, be it retail stores, banks, hospitals, educational Institutes, etc. In the eyes of your customers and your staff, automation of queue management creates a win-win situation by improved delivery time and benefits to both parties.

It is a Smart Centralised System which allows the managers to connect all their outlets/organisation with one centralised system and servers and thence allows them manage all the reporting, queues, delivery time of all from one central point. The key component of the system is a token issuing system, which generates tokens for customers based on the nature of interaction they wish to have. The staff calls on the next person in queue on push of a button and the token is flashed on a big screen.

The queue traffic, customer numbers and peak periods in the branch can be precisely analyzed and evaluated with the help of business analyzers and reporting tools.

In situations like where one outlet is over crowded or have an issue operating then with the help of the system the people's queue could be transferred to other nearby outlets.

***“INCREASED  
SERVICE  
QUALITY  
THROUGH  
SHORTER  
QUEUES & HIGH  
CUSTOMER  
RETENTION  
RATE”***

**Sarvagya Mishra**  
Co-Founder, PinnacleWorks

# WHY QUEUELIVE?

The ROI and success of any business depends upon the customer satisfaction and higher retention rate. Few of the major elements which plays an important role in assuring the same are Quality of the Service Provided, Customer Satisfaction, Quick or Less Delivery Time, etc. Queuelive helps the organisation in addressing few of the aforementioned leading to higher ROI and productivity contributing to the growth of the organization.



## // 01

### KNOW HOW LONG YOUR CUSTOMERS HAVE BEEN WAITING

The ability to see the length of your customers' wait time allows you to take a proactive, empathetic approach. As well as welcoming them warmly, you can make them feel appreciated by acknowledging how long they've been queuing for.



## // 02

### RESPOND QUICKLY TO DEMAND FROM YOUR VISITORS

Queuelive enables one to see which branches are receiving high demand from visitors. Then one will be able to distribute your staff to the branches that need them most and ensure that you maximise the number of customers that one can serve during the day.

# ADVANTAGES OFFERED

#### CUSTOMER SATISFACTION

Customer Satisfaction is achieved through minimization of queues which apparently results in gaining Customer Retention and Loyalty contributing to the growth of the Business.

#### COST & TIME EFFECTIVE

The system helps in reducing Cost involved in manually handling the queues as well as reduces the time of the staffs, invested in processing and sorting the orders, leading to reduced wait time of the customers.

#### INCREASED PRODUCTIVITY

Increase in Staff Productivity as a result of detailed information on branches in real time and the ability of staff to deal quickly and efficiently with each customer situation.

#### INCREASED ROI

The less delivery time and increased retention of the customers leads to increased sales and turnover, while Greater Efficiency leads to reduced transaction costs.



# FEATURES OFFERED



## CALL/ RECALL TOKEN FUNCTIONALITY

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Customers are able to see their status in the queue on the display screen & as a staff is free, the next no. is called while the screen is updated & the customer is directed to the appropriate counter.



## MULTI PREMISE MANAGEMENT

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The system can support multiple premises/locations. The customers can choose to visit the premise nearest to him or where the waiting time is minimum.



## CENTRALIZED MANAGEMENT & REPORTING

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Queue Traffic, Customer Numbers and Peak Periods in any outlet can be precisely analyzed & evaluated with the help of business analyzers and reporting tools. A target analysis enables staff deployment optimization & queues reduction during peak




## MULTI - LINGUAL SUPPORT

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The system allows the managers to choose their preferred language for the back-end reporting and monitoring tools.

# TECHNICAL SPECIFICATIONS



Can be deployed both in cloud and on premise



Made with Open Source Technologies




Scalable to a Million Users



Supports Flexible Hardware Specifications



Mobile App Available



Highly Customizable with Deep Linking

# INTEGRATED SYSTEM TO IMPROVE CUSTOMER SATISFACTION



## Token/ Ticket Issuing System

There are two types of Token Issuing System :-

- 1) **Kiosk Based** - Customers can visit the outlet and generate a token on a POS terminal, print the ticket and wait for their turn.
- 2) **App Based** - Customers can select the outlet which they are visiting and generate a token for themselves. They will get an approximate waiting time (regularly updated). Once they visit the branch, they can show their token number to the personnel and walk directly to the counter they are assigned.



## Reporting/ Monitoring Tools

There are three types of reporting and monitoring tools available which includes :-

- 1) **Staff Engagement** which gives the list of customers engaged by a staff on a certain date.
- 2) **Customer Engagement** where history of customer engagements between two dates. is maintained. The lists can be filtered by department.
- 3) **Statistics** - The Reports of Average Wait Time, Minimum Wait Time, Maximum Wait Time and Total Count will be available in a day-wise format and filtered by Staff, Department or Counter.



## Feedback Collection

The ability to monitor feedback from customers as it comes in allows the staffs to respond immediately. This reduces the danger of your customer damaging the reputation of your company by posting negative comments on social media or informing their friends about an unsatisfactory experience. With instant feedback collection, the managers will be able to see which customers are satisfied or unsatisfied and take action to ensure that they are all as happy as possible.

### STEP 1



Customer generates token from the KIOSK

### STEP 2



Visit the counter when his token number is called

### STEP 3



Staff Serves the Customer & Collects Feedback

### STEP 4



Feedback can be monitored via reports

# MORE ABOUT US

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## OUR SERVICES

DIGITAL  
& CLOUD  
CONSULTING

MOBILE  
APPLICATION  
DEVELOPMENT

BRAND &  
REPUTATION  
MANAGEMENT

WEB  
DESIGNING &  
DEVELOPMENT

SOCIAL  
MEDIA  
MANAGEMENT

ONLINE  
ADVERTISING

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## OTHER SOLUTIONS

campus**enrol**  
(CUSTOMER  
RELATIONSHIP  
MANAGEMENT)

**DIGICAMPUS**  
(INSTITUTE  
MANAGEMENT  
SYSTEM)

easy**DOC**  
(DOCUMENT  
MANAGEMENT  
SYSTEM)

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## OUR PROUD PARTNERS





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# THANK YOU



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