

Empower your customers to wait at their convenience

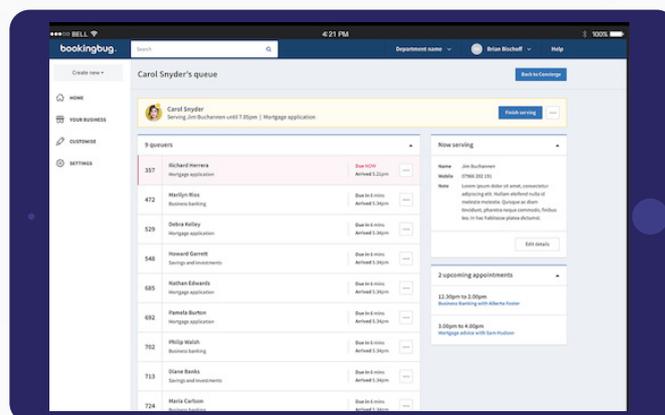
Introducing Queuing



Make long lines a thing of the past with Queuing from JRNI. The application optimizes the customer waiting experience by offering the ability to join or manage queues from any device, including tablets, and receiving updates via preferred channels. Our application helps to manage your daily customer flow efficiently, reduce

customer walkaways, improve staff productivity and convert more business. We offer effective, convenient and self-serve queue management capabilities that reduce wait times and improve the overall customer experience. The ultimate result? Optimized workflow and service delivery.

Here are some of the ways our Queuing application can help your business:



Streamline operations and increase revenue

Queue management is an effective, convenient application enabling stores to manage lines by scheduling a convenient time for the customer and associate. Businesses can deliver superior customer experience, lower costs, reduce walkaways and increase revenue.



Give your customers an exceptional experience

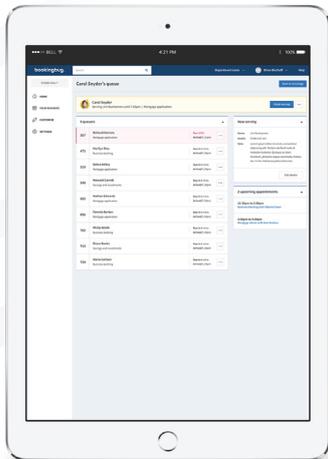
Give your customers a personal wait time that's convenient for them. Timely updates and SMS notifications alert customers as they move to the front of the queue. Accurate wait times keep them in the loop, so they're free to tend to other business instead of waiting in line or in a crowded lobby.



Eliminate long lines

Offering customers the ability to add themselves to a queue reduces long lines in-store and provides better wait time estimation. Staff are prepared for who's next via a real-time dashboard and better equipped to handle their workload and focus on what matters: addressing customer needs.

Key Capabilities



IMPROVED OPERATIONS

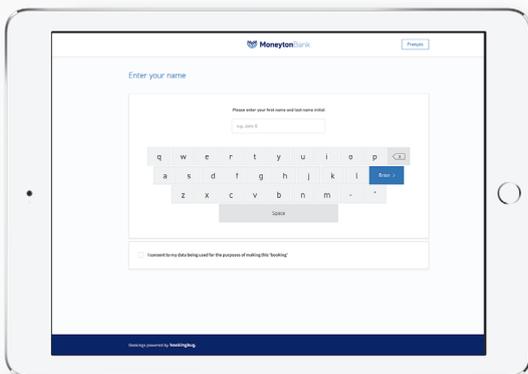
Boost Staff Productivity

By equipping your staff to deliver optimal service, manage lines, and even steer customers to less busy times of the day, your organization will experience significant improvements in staff productivity.

OPERATIONAL EFFECTIVENESS

Eliminate Long Lines and Reduce Walkways

Provide an effortless way for your customers to quickly access the services they need without standing in line. With JRNI's Queuing application, you will shorten on-site wait times and business revenues will soar while reducing walkways.



PERSONALIZED EXPERIENCE

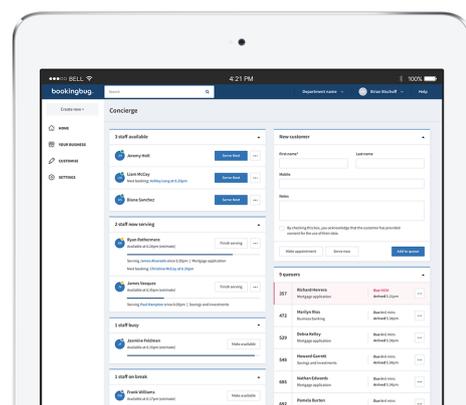
Empower customers to do more

Fast and efficient queue management empowers your customer putting them in control of their time. Organizations track a significant improvement in customer satisfaction upon implementing JRNI's Queuing application.

CUSTOMER EXPERIENCE

Enhance Customer Engagement

Appointment outcomes collect real-time feedback from the customer appointment providing valuable insight to identify ROI and drive improvement to overall customer services.



Key Features



CUSTOMER QUEUE MANAGEMENT EXPERIENCE

Customer Self-service	A queuing journey is available for customers to add themselves to the queue, move their position or leave the queue. This service is available on tablets or kiosks.
Predicted Wait Times	Accurate waiting times are calculated using JRNI's advanced algorithm which takes into account historical data times, appointments, available staff, number of people in the queue and the length of the services requested.
Integrated Booking Journey	Integrated booking journeys offer queue information, the option to join the queue or make a later appointment.
Service Selection	JRNI's Queuing application supports the services being delivered to your locations. Customers can select their required service during the booking journey and add themselves to the queue.
Customer Position Management	Customers can manage their queue position via a personalized, unique queuing link. A customer can leave the queue or push back their position from that page.
SMS Notifications	Timely SMS notifications alert customers as they move to the front of the queue.
Display Boards	In-store display boards show critical information including customers currently being served, staff availability, who is next and multiple queues. Display boards are available via a secure URL enabling queue management information to be presented in-store.
White Labeling	Booking Journeys and Display Boards support white labeling to match your company's brand colors and logo.

Key Features



STAFF QUEUE MANAGEMENT EXPERIENCE

Centralized Queue Management Dashboard	The concierge interface offers a single view of all live queuing information including number of queuers, services available and staff availability, who is serving, who is busy, who is on break and who is unavailable.
Staff Availability	When staff serve a customer from the queue, this marks the staff member as unavailable until they declare they are finished with their customer and can then go on to the next one. Staff can be manually marked as busy or on a break which also renders them temporarily unavailable.
Automated Customer Assignment	JRNI's AI-powered scheduling engine enables fully automated customer assignment based on staff availability, service capability and upcoming bookings.
Manual Customer Assignment	JRNI's Queuing application enables staff to manually assign customers to staff members available to serve next.
Integrated Staff Appointments	If a queuing staff member has an appointment coming up within the next hour, this will be visible within their view. If they attempt to serve a queue customer, they will be presented with a warning where they can choose to serve anyway or cancel.
Record Outcomes	Capture the outcome at the end of an appointment for improved business insights. Entirely configurable to your business, outcomes help demonstrate ROI.
Staff Actions	A staff member (or concierge on behalf of the staff member) can perform a number of actions including serve the next customer, mark the customer as absent, finish serving, take a break including choosing the length of time, mark as busy and end shift.
Traffic Light Staff Coloring	The interface is optimized to give a clear indication of performance using a traffic light color coding system including available staff (green), staff serving and within service length (orange) and staff serving over service length (red).
Multiple Queues	Multiple queues support more complex venue setups, including different departments and specialist staff.

Key Features



TRACK & OPTIMIZE

Reporting

Predefined queuing reports enable staff to access, analyze and predict key data trends within a store/branch and across multiple locations.

Talk to an expert today:

Find out how our Queuing application optimizes staff productivity and improves customer service by talking to a solutions expert today.



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