

RAPID-Q

Queue Management system

Rapid-Q Queue Management System is designed to help you create a service delivery environment where customers can enjoy a memorable experience resulting into the highest level of customer satisfaction.





Smooth Queuing System

- Experiencing an organized customer service environment fair serving chance
- Saves customer time spent in waiting
- Generates tokens which contain date, time, branch, token number, selected services etc.,
- Can wait in a more relaxed environment
- Improves efficiency of the Management
- Better customer orientation
- Streamlined Communication
- Utilize customer data



Information Kiosk

Electronic Solution for “Queuing”

Rapid-Q Queue Management System provide customers standard satisfaction and high-tech queuing solution to cater queuing problems faced by customers. Rapid-Q Software has the ability to accommodate customization to any extent and mold itself to adapt to the needs of the business belong to the different sectors and industries

Don't make your customers wait

Rapid-Q ensure customers “wait times”. Keep your waiting areas clear and customers happy by reducing wait times. Get to know your customers with forms & feedback. Excessive queuing and waiting area are among the leading causes of dissatisfaction in banks, retails, stores, hospitals and government institution.

Advantages for Customers



IDEAL SOLUTION FOR QUEUEING

Rapid-Q Queue Management System is ideal for Banks, Telecom Service Centres, Government Institutions, Hospitals, Retail, Airlines, Embassies, Schools or any other organization which encounters heavy flow of customers. Rapid-Q Queue Management System is an ideal solution where service demands require flexibility and real time management

BENEFITS

- Keep queues organized
- Evaluate and improve conversion rates
- Optimize store layouts
- Organize in house staff more efficiently
- Remote track queueing status anywhere
- Understand customers behavior and trends
- Centralized Administration
- Advance Reporting engine
- Live monitoring status
- Integration with third party (Rapid-Q is capable of integrating with any external application)



Completely Touchless Experience !

- Rapid-Q provides a QR code for token which will give a completely touchless experience
- Provide user friendly service
- Minimize direct interaction with Mobile Appointment Booking
- Serves quickly
- Provide a comfortable atmosphere to the visitors
- Helps to maintain social distancing

FEATURES

Live Status

Make your customer well informed about their waiting time with Mobile notifications.

Time Saving

Set up your business in less than 10min using Rapid-Q System

Calling by Name

Calling by name allows customization and localization of service.

Customer Feedback

Will provide performance level and gives customer feedback

Digital Signage

Engaging customer experience with every device

Virtual Calling Unit

Is web desktop-based interface for re-counter agents to be installed.

Effective Management

Provide your growing business with successful and effectively managing queues

Mobile & Web Application

Get customers served with mobileapp or website

Display Screens

Screens with multiple displays to show different waiting lines. Custom designs with tickets and promotional information can be provided with the queue management system.

Ticket Dispenser

Our ticket dispensing machine smoothen the process of visitor registration and entry through proper ticketing. It will also helps you to manage visitors at the point of arrival.

Paperless Ticket

Rapid-Q provides tickets through mobile phones which will help the visitor to access easily offers contactless solution and promotes a better waiting experience by encouraging virtual queues





Queue Management System to Maintain Social Distancing

Calling Unit



Customer Service Agents can call customers through the calling unit which works on PCs, tablets, and phones.

Rapid-Q Applications



Banks



HR Departments



Government Departments



Hospitals & Healthcare



Educational Institutes



Mass Transit & Immigration



Restaurants & Food Sector



Retail Industry



Customer Support Centers



Vehicle Terminals