

TELEFÓNICA

A telecommunications company based on a comprehensive range of services and on the quality of connectivity provided by the best fixed, mobile and broadband networks. It offers a different experience in line with the company's own values and the protection of customer interests.

www.iot.telefonica.com/es/



Collaborating member of the Smart Destinations Network



SHIFT MANAGER

A comprehensive solution that manages appointments and services in establishments, and provides full control over customer service.

The time slot appointment manager allows customers to **make an appointment for the services on offer via a website or mobile app**. This service can be used without the need for any additional hardware. The customer will arrive at the office with the appointment on their mobile device, and customer service agents will be able to manage it using a mobile device, laptop or desktop computer.

If clients wish, a ticket machine can be included, which can either interact with mobile devices and print appointment tickets, or function in a more traditional way, letting users choose options on the machine when they arrive and receive their ticket.

Time slot manager functions include full control over flows, working out wait times and service times, freezing time slots, sending customers to other customer service points, etc.

Scope of smart destination application

Technology
Covid-19

Solutions for destinations in the following areas



Type of solution

