The objective is to provide the best possible experience for visiting customers, from unmanaged disorderly waiting to customized reception with active waiting time information.

In common with other processes, the reception area must be controlled, managed and monitored to achieve set objectives, efficiencies and cost savings.

# Benefits
for Customers / Visitors

- To be able to make appointments and manage their time table

- To be able to state the required service and be received by the appropriate person

- To be sure of their place in the queue and informed of likely waiting time

- To be free to move around and to be kept continuously informed of progress

Benefits
for Staff / Advisors / Agents

- Absence of pressure from people clamoring the desk and interruption

- To know beforehand the reason for the visit and the customer/visitor profile

- Better use of skills and time

- To have planned and prompted tasks to suit workflow with onward and re-direction options

ARM
Advanced Reception Management (ARM)
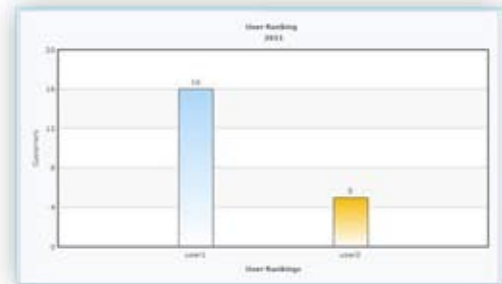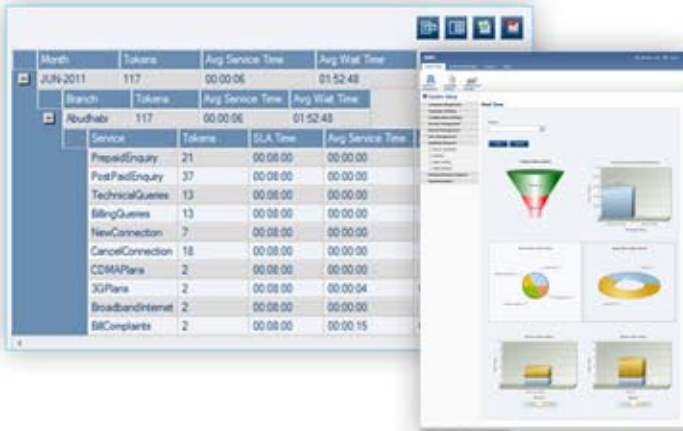
Functions & Features

- Information of waiting conditions in real time – on panel screens.

- Purpose of visit – can be ascertained in advance and the visitor directed to appropriate counter.

- A workflow can also be set up when customer has to visit more than one counter.

- Identification of the customer – acknowledge premier status, prioritize and bring up customer data on screen beforehand to further refine the experience.

- Token dispensing – fully informative token printing with optional waiting time, number in queue and sales message. Different token set for different services.

For the Organization

- The efficient and automated management of reception

- Delivery of a standard and consistent experience to customers/visitors across the organization

- Appropriate resource allocation

- Use waiting time for New Sales Opportunity, Customer Feedback and Product Demonstrations

- Statistical analysis, forecasting and scheduling

- Improved efficiency

- Multi-service, multi-counter load balancing with common waiting area

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ARM
Advanced Reception Management (ARM)

ARM Modules, Addon's and Services

ARM Enterprise

Multi Service, Multi Counter Desktop Token Generator

Integrated Printer and Large Screen Display Output

Administration Software for 5 Counters with Real Time

Information Update, Sound Alert and Standard Reports

ARM Services

Implementation and training

Integration with other Software

ARM Addon's

Floor Standing Trolley

Additional Counter Licenses

Multi lingual

Voice Announcements

Performance Improvement Reports

Business Intelligence/Graphical Charts

HO / Multi-Site Configuration

Digital Signage

Health Monitoring

SMS Enabler

Web Enabler

Internal Chat Facility

Customer Feedback System

Agent Display Unit

Contact Us

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