



Queue  ssist™



An automated queue management system to eliminate queues and improve customer service levels

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monitors customer activity



monitors transactional throughput and queues

Queue Assist™



Queue Assist™ system

Customer service and floor space must be made more accountable and more productive.

An unplanned influx of customers entering a store will lead to poor service, customer congestion or queues. Most of the time, it is impossible to predict and it is usually too late to do anything about it when it happens. Queues that form take a long time to disperse and this leads to customer frustration.

Poor customer service is proven to result in lower customer satisfaction, smaller basket sizes, poor brand image and walk-offs. This generally leads to longer term customer loyalty issues. Alternatively, overstaffing can lead to reduced productivity, staff boredom and ultimately affect profitability.

The Queue Assist™ system is designed to specifically solve these retail issues. The system allows customer service managers to keep their finger on the "customer service" pulse, keeping staffing at their optimum level, customers at their happiest and costs at or better than budgeted levels.

Queue Assist™ is the first system of its kind in the World and it has been built on decades of retail management experience.

Queue Assist™ Benefits

The Queue Assist™ system is part of Beonic's next generation in-store Media system to drive sales conversion at the point of purchase. The system will measure, monitor and automate customer service, and perform the following:

- Actively monitor customer service activity by comparing the live situation with the current and future staff roster.
- Determine service level performance by comparing item throughput against average benchmarks.
- Easy management control to increase or decrease customer service levels with prescribed boundaries.
- Increase spontaneous purchases by communicating customer service levels to the customer.
- Delivers measurable response to customer action.
- Improve rosters by accurately identifying the optimal level of staffing required to service customer demand, based on foot traffic throughout the store.
- Advanced warning of queues by alerting managers when customers will arrive at checkouts.
- Improved service consistency across stores by providing customer service managers with a tool that takes the risk out of operational decisions.
- Instant and dynamic management of the service department signage.



effectively control the front end



advanced end-of-day reporting

Queue Assist™ Modules



Queue Early Warning™

Queue Early Warning™ - Helps to ensure optimum service levels at a store front end. QEW notifies the checkout service manager of the impending demand on the store's checkouts. The system alerts the customer service manager of the need to add more checkouts or potentially close open registers because of a change in customer traffic or a change in checkout efficiency.

Queue Early Warning™ system is designed to predict customer service levels in advance. Information about the checkout opening and closing activity and transactional throughput is recorded in the database for further analysis.

The system is designed to take the operational risk out of the manager's decisions and ensures a consistent level of service from all managers within the organisation.

Queue Early Warning Benefits

- Reduces queue length and customer wait
- Improves customers perception of good service
- Improves efficiency of check-outs
- Improves the consistency of customer service
- Improves the skill level of customer service managers



Queue Management Console™

Queue Management Console™ - A central command centre which allows customer service managers to effectively control the opening and closing of checkouts and communicate to the store's customers.

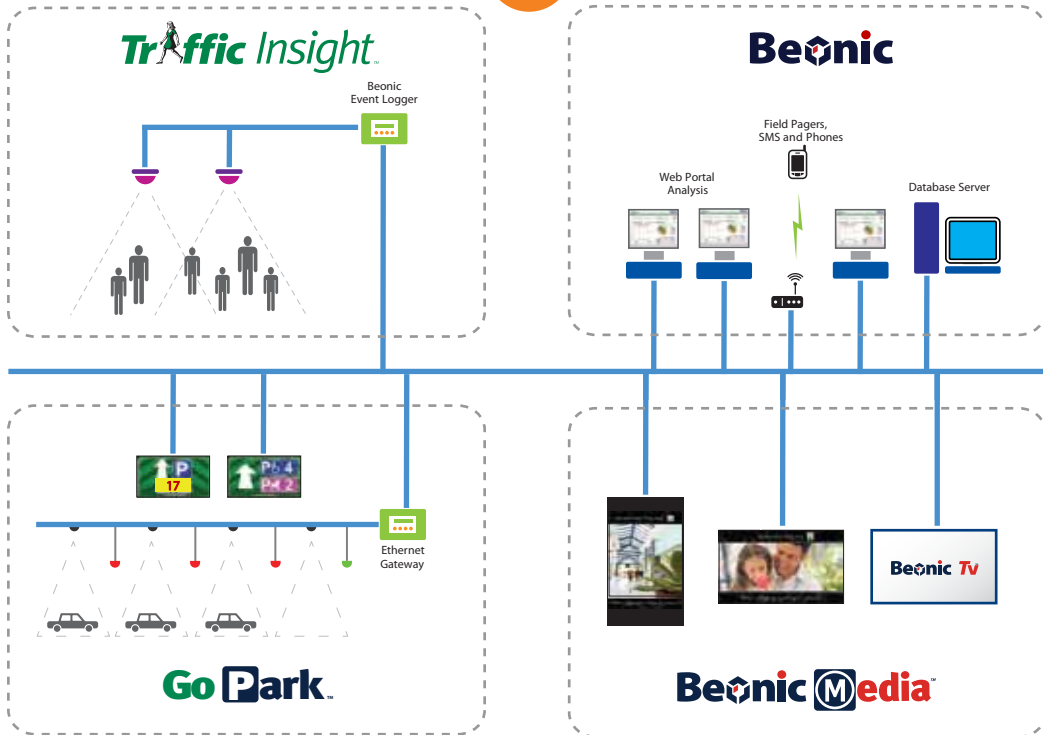
The system drives digital media and messages to LCD panels above each checkout (replacing the lane numbering). The status of the checkout lane, the team members name and tendering style provides customers with instant knowledge about what's going on at the checkouts in the store.

The Queue Management Console™ operates via a graphical touch screen interface that allows store managers to view the current status of open and closed cash registers and it has the ability to change the status of the cash register at any time.

Queue Management Console Benefits

- Reduces front end congestion
- Improved skill level of customer service managers
- Introduce measurable "Customer Service" KPIs
- Improved communication to customers
- Marketing, promotion and advertising opportunities
- Improved consistency of customer service

Beonic Solutions Suite



Queue Assist System Features

Interactive touch screen	<input checked="" type="checkbox"/>
Customer messaging	<input checked="" type="checkbox"/>
Dynamic lane numbering	<input checked="" type="checkbox"/>
Digital media distribution	<input checked="" type="checkbox"/>
SMS or pager alerts	<input checked="" type="checkbox"/>
Performance issue alerts	<input checked="" type="checkbox"/>
Queue warning alerts	<input checked="" type="checkbox"/>
Web interface	<input checked="" type="checkbox"/>
Automated report distribution	<input checked="" type="checkbox"/>
Comparison reporting	<input checked="" type="checkbox"/>
Real time data analysis	<input checked="" type="checkbox"/>
Trend analysis	<input checked="" type="checkbox"/>
Queue length analysis	<input checked="" type="checkbox"/>
Queue wait analysis	<input checked="" type="checkbox"/>
Checkout performance analysis	<input checked="" type="checkbox"/>
Idle time analysis	<input checked="" type="checkbox"/>
Scan rate analysis	<input checked="" type="checkbox"/>
Roster analysis	<input checked="" type="checkbox"/>
Export to universal file formats	<input checked="" type="checkbox"/>
Traffic mapping	<input checked="" type="checkbox"/>
Personal preference setting	<input checked="" type="checkbox"/>



Our Partners

Beonic has a large National and International partner and reseller program. These include specialists in retail technology, process and change management, project management, system integration, installation, staff training and service maintenance. If you are interested in getting in touch with a Beonic Reseller, please contact us.

Support and Warranty

Hardware is warranted for 12 months, 60 Day Software Support included in your purchase. Extended Support contracts available after 60 days from Beonic.

Contact Beonic

Please contact us to find out more information about our systems and how we can help you.

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