



Customer Experience Management System

Customer satisfaction is key in service-centric businesses. Our "Customer Experience Management" system enhances productivity, monitoring, decision-making, and organizational visibility.

Industry

- Regional Transport offices
- Courts
- Immigration department
- Hospitals
- Banks
- Airline offices and many more...

Geography

- Singapore
- India

Challenges

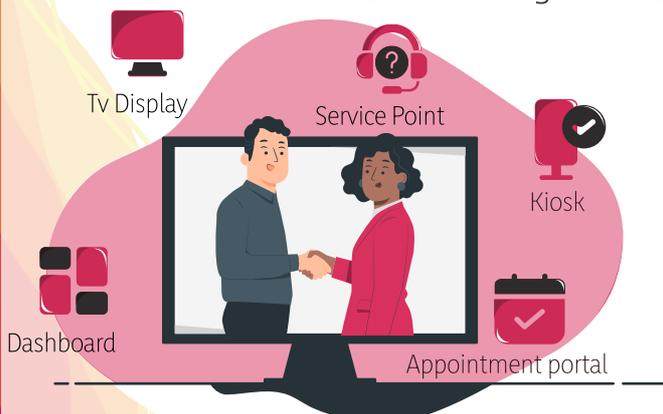
Often these kind of systems are developed to manage the needs of a particular institute and fall short to serve the other, primarily because of,

- People are clueless sometimes on where to go for availing their respective service
- Hard to manage crowd
- Unable to manage staff efficiently
- Lack of flexibility to extend or customize the features
- On-premises instead of Cloud native solution that increases the cost of maintenance



Solution

The "Customer Experience Management" system features various user-specific modules to ease the operations and attain utmost customer satisfaction with streamlining the customer service operations. These modules are:



- **Appointment Portal:** Book, search, or cancel appointments.
- **Kiosk:** Self-registration for Q tickets, for appointments and walk-ins.
- **Service Point:** Manage Q numbers—call, miss, stand down, end, or transfer customers.
- **TV Display:** Show called Q numbers and counter assignments.
- **Dashboard:** Monitor staff performance and workload with auto-balancing and manual overrides