QULINE
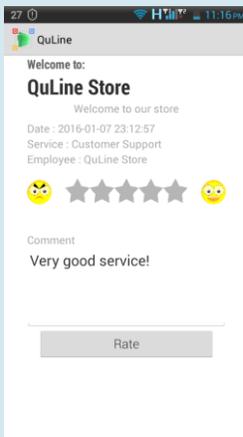
USER FEEDBACK

In our latest QuLine mobile app version we have added the customer rating bar and feedback option.

After getting the service our customers are now empowered with a new tool to provide a service rating and feedback.

While feedback is optional, rating is a mandatory option to help our connected merchants to know their staff and agents performance.

Mobile app rating screen

QUEUE AS A SERVICE

Starting new business is not an easy task, especially if you are delivering a service to your customers directly. In today's though competition customer loyalty is hard to gain, and customer service is always a challenge and it costs a lot to retain your customers.

If your business or service is running through queues, then the below might be some of your running thoughts;

- Cost of queue systems, screens and printed queue notes.
- Customers are getting frustrated when their waiting time stretched.
- Your office might get crowded if the average handling time increased.
- Not getting accurate reports about the queue time.
- Not having a detailed history about your daily service.

We know we can help:

QuLine is a cloud based queue system with easy, elegant and light mobile app that connects you with your customer in a new and unique experience, QuLine does not require any hardware and of course no need for printing unless you insist!

Q: How may I start using QuLine?
A: Visit our website www.quline.com and create your merchant account, define your service and get your QR code to show it to your customers for reservations.

Q: Is it mandatory to force my customers to download the app?
A: No! Non app customers can go with the normal traditional way and get a queue number from your gate keeper – or printed – however using the app will help you to have better reports to enhance your service.

Q: How may I allow my customers to reserve turn online?
A: You may share your QR code on your website, social media accounts and customers will be able to scan it from home if you wish.

A 1992 study (Romsey) found that a majority of customers would change to another retailer just to experience shorter checkout queues. And research by Harris Interactive found 68 percent of customers leave because they think you don't care about them.

CASE STUDY

Service and repair centers are always busy, the customers always complain about the delay and time they waste waiting for their turn to be served.

A store manager in customer care and service center decided to use QuLine systems solution to manage the queue, the most important was the ability to reserve a turn online and avoid coming to the center earlier than their planned turn.

With simple and easy registration and setup steps, the store manager print the QuLine reservation code and hanged it to his service center. And a quick call to his website admin he managed to integrate to QuLine system form, and he was ready to welcome his first customer in an easy and pleasant experience.

Adding value

To add more value to his customers, the service center manager added the service option to his own QuLine account, the customer now is able to select his service prior to his visit. This enable the agents in the service center to be ready to serve the customer, prepare the right advice and even plan to order spare parts if needed. The service center is now serving his customers ahead.

Now the store manager has online access to reports, he know very well...

- What is the customer target
- How many sales and repair visits he receives
- What is the average visit time for sales and for repair service
- His customer immediate feedback and his employee ratings
- Number of spare parts he needs to plan for ordering
- And many more...