

Department of Motor Vehicles

Customer Flow Management improves the customer experience while optimizing staff productivity



OVERVIEW

Every State DMV has the same concern: the need to overcome the negative public perception of long lines and long waits. People have long dreaded visiting the DMV in anticipation of the frustration of confusing lines, multiple transfers between counters and stressed employees.

THE CHALLENGE

The DMV is a bustling place that provides a vast number of services from receiving or renewing a basic driver's license to vehicle registration and titling. The challenge of serving DMV customers is a complex one that requires attention be paid to the environment and how it affects both customers and the staff members that serve them. They require a system that can create a fair and orderly process so as to provide the highest level of customer service possible.

THE SOLUTION

Qmatic's Customer Flow Management (CFM) System is the ideal solution for DMVs of all sizes. Qmatic offers complete solutions that are geared towards creating a streamlined, easy to understand environment that customers can easily navigate from entrance to exit. Employees benefit from a user-friendly system that evenly distributes the workload and organizes what has traditionally been a chaotic experience. Administrators have

the power to measure every aspect of their organization, at every counter and in every office under their control. Every aspect of CFM, from online scheduling and self-serve checkin processes to matching up the right staff member for the service requested, can be addressed to better improve processes in the future.

Why Qmatic CFM Works

- **Positive Impression**
Service delivery is organized and fair
- **Customers Assured**
Customers are confident of their queue position
- **Reduce Wait Times**
Categorized customers are prioritized for efficient service
- **Improved Waiting**
Real-time CFM situation information displayed
- **Matched to Staff**
Workload dispersed based on skill set
- **Productive Staff**
Improved service quality and better staff scheduling
- **Performance Tracking**
Managers can track & monitor staff and trends
- **Informed Management**
Real-time views and statistics on entire organization

How CFM Works in DMVs

► Set Appointment Online

Customers can set up appointments via the Internet 24 hours a day and automatically receive an email/text confirmation for each appointment made. They can also access the online calendar to view wait times and plan visits when waits are the shortest.

► Arrive and Register Customers

Upon arrival, customers approach a self-service touch-screen kiosk or ticket printers to verify their appointment time, or if without an appointment, select a type of service. They then receive a numbered ticket and are directed to a waiting area. The system automatically adds them to the queue and notifies the staff of their presence.

► Keep Customers Informed While Waiting

Digital signage placed in the lobby waiting areas can inform and entertain the customers while they wait. CFM information like called ticket numbers keep customers informed of their position for service while other types of media informs and entertains them.

► Provide Notice and Direction

When a staff member becomes available, the system alerts the next customer in the queue. The customer's ticket number flashes on the LED displays and monitors and an audio unit announces it to further ensure that the customer's attention has been captured.

► Transfer Customers Between Services

Staff easily transfers customers between service departments while Qmatic continues to track CFM information throughout the entire process.

► Collect Statistical Data for Improvements

Qmatic system gathers statistical information at each step of the CFM process. The statistical data provides vital information to appropriately schedule staff during busy traffic times, review employee productivity, and improve overall customer flow.



A Portal to Overall DMV Customer Activity

Qmatic CFM Solutions record essential milestone data for every transaction performed within the system. Qmatic's customer activity portal is a web-based solution that transforms this data and presents it in a way that is easy to understand, providing a true 360° view of customer-facing activities. DMV administrators have access to all of the information within all of the branches in their organization right at their fingertips.

► Reporting

Reporting module focuses on automatic executive overview and other standard reporting. Select from a set of standard reports or create new report templates. Copy and save report settings for use again in the future. You can work with several reports simultaneously and schedule for automatic reporting.

► Analysis

Analysis module has been developed to focus on interactively working with your CFM data using OLAP technology. View statistics by selecting, drilling down, sorting, and moving the data to view trends, performance, resource optimization, ad-hoc reporting, and benchmark analysis.

► Dashboard

Dashboard module shows live information from multiple branches and provides the option of viewing individual branch details. Sort the information on any parameter.

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