

# QOMATIC MOBILE TICKET

Let your customers wait virtually, anywhere.

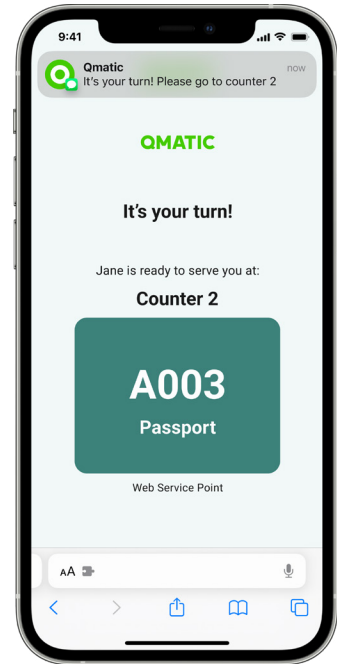
Today's customers are increasingly connected and tech-driven. They demand a seamless customer journey and access to services on their own terms – quickly and conveniently.

To rise to the occasion, organizations need to offer different ways for customers to get in line and access services, both on- and off-premises, empowering them to choose whichever option they prefer at any given time. And deliver frictionless experiences that differentiate them from their competition.

Mobile Ticket enables businesses and organizations to create a virtual waiting room and effectively eliminate the pain of waiting. Customers can join a virtual queue and wait wherever they like while staying informed with real-time updates on their mobile phones. Not only can they choose to wait somewhere more comfortable - or run an errand while waiting – a virtual queue will also minimize wait times and reduce crowds in the waiting area. Helping organizations to unlock a great customer experience where customers can wait how, where, and when they want.

## More than a virtual queuing solution

Built with safety and flexibility in mind, Mobile Ticket works seamlessly with our appointment and feedback solutions to create your ideal solution, bringing additional features to boost the customer experience with text message queuing, virtual meetings, automated feedback forms, and appointment check-in. Anyone with a mobile device can access the Mobile Ticket, and the best part, no app is required! This makes it easy customers to get in line for different services via SMS, QR Code, or URL. Customers can even choose to join a virtual queue before arriving at the branch.



## Mobile Ticket Features:

- **Seamless Entry:** Join the virtual queue via link, SMS or QR code
- **Automated notifications:** Get updates via SMS on queue status
- **Queue Progress Monitoring:** Track queue progress in real-time
- **Multiple Branches:** Find and enter virtual queues in nearby branches
- **Service Availability:** See available services and waiting customers
- **Pre-entry:** Join the virtual queue before arriving at the branch
- **Delay Visit:** Put the queue progress on hold with added extra time
- **Customer Feedback:** Receive automated feedback forms after the service is completed
- **Appointment Check-in:** Check-in and get in line for scheduled appointments
- **Multiple Language Support:** Available in multiple languages and RTL (Right to left)
- **Custom Design:** Match brand with custom colors, text and logo
- **Security:** Authentication with one-time password, geofencing to limit the area where customers can join the virtual queue, and other security features
- **Virtual Meetings:** Integrate with video conferencing tools such as Microsoft Teams for virtual meetings

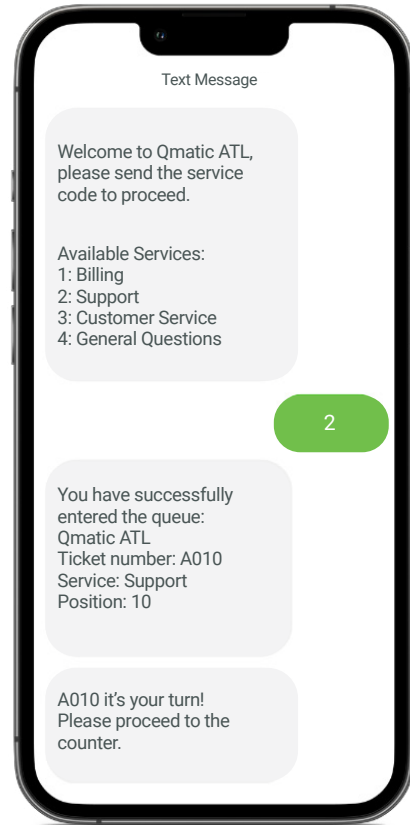
## Versatile and innovative

One of the notable benefits of Mobile Ticket's versatility is its ability to serve many use cases before, during, and after the service delivery. Customers can schedule an appointment online and check in via Mobile Ticket to enter the virtual queue and follow their queuing progress until notified. Customers can, at any time, add 5 to 30 minutes of extra time to go about their day while their queuing progress moves forward until they're ready to be served. Virtual meetings can also be scheduled online and delivered via Mobile Ticket enabling organizations to provide services digitally using, for example, Microsoft Teams. And by adding Customer Feedback to the customer journey, a feedback survey can be sent via Mobile Ticket after the visit is complete. The different use cases make Mobile Ticket more than a digital, ticketless solution for virtual queuing.

### Mobile Ticket by Text

For organizations wanting to set up a virtual queue that can be accessed via text message, then Mobile Ticket by Text\* is the answer. Here, customers can text a designated number to enter the queue, choose their desired service, and wait until notified. Simple, easy, and convenient. Mobile Ticket by Text is powered by Qmatic's Messaging Services to ensure optimized delivery rates and performance. So there's no need to worry about if the text message reaches the customer or ends up as spam.

\*Mobile Ticket by Text is currently only available in certain regions.



“The use of mobile devices has increased where more and more services are mobile compatible, and for Karolinska University Laboratory it is vital that we can offer our patients this type of technology that provides a safer patient and staff experience.”

BIOMEDICAL ANALYST AND SYSTEM ADMINISTRATOR AT KAROLINSKA UNIVERSITY LABORATORY

# With Mobile Ticket you can:

## Create a virtual waiting room

Eliminating the need for customers to wait in a traditional waiting area and allow them to move freely and wait wherever they want.

## Minimize wait times and crowds

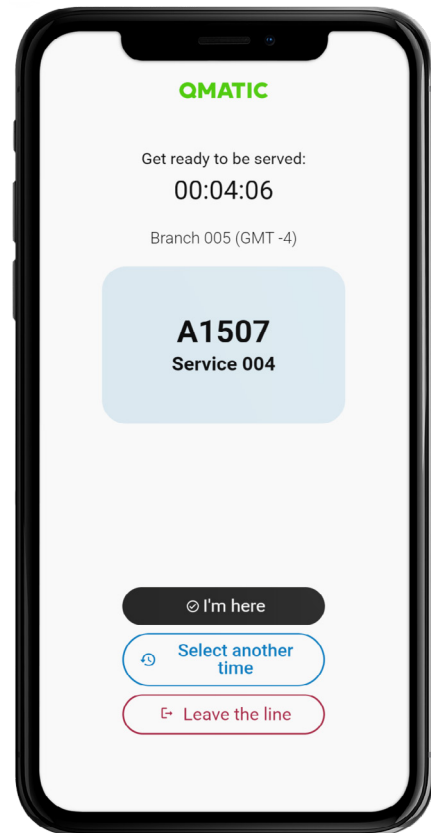
Reduce wait times and crowds and eliminate lines inside your service environment. And create a relaxed and enjoyable waiting experience.

## Build better customer relationships

Strengthen relationships and facilitate the customer journey with virtual queuing. Meeting customers' needs today and tomorrow – and on their own terms.

## Manage customer flow and improve efficiency

Manage customer flow and minimize walkaways, keeping customers informed with status updates and notifications.




# QMATIC

Contact us [info@qmatic.com](mailto:info@qmatic.com)  
See [qmatic.com](https://qmatic.com) for more details  
and a sales representative near you

Qmatic is a global leader in reshaping connections between people and services for truly excellent customer experiences. Working seamlessly with partners all over the world, we provide over 2 billion customer journeys every year, on more than 65,000 systems, in over 120 countries and across several sectors such as finance, healthcare, retail and public services. Creating a world where everyone can access the services they need.

Corporate headquarters are situated in Mölndal, Sweden with Qmatic sales and service offices in Atlanta, Bocholt, Dubai, Paris, Milton Keynes, Katwijk, Madrid, Rome and Zaventem. Through smart and future-forward technology, we help our clients create truly excellent customer and employee experiences as well as smoother, more efficient operations – every day and all around the world.

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