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# Virtual Queuing Covid-19 Services

# Queuing Solutions

**Ensure the correct social distancing measures are being met and replace physical queues, congested stores and busy waiting rooms with virtual queues.**

Qudini's Queue Management Software allows customers to wait remotely when wanting to enter a store, receive in-person services or pickup an item they've purchased online.

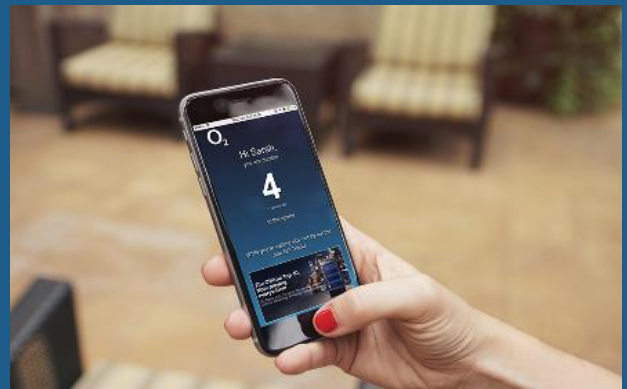
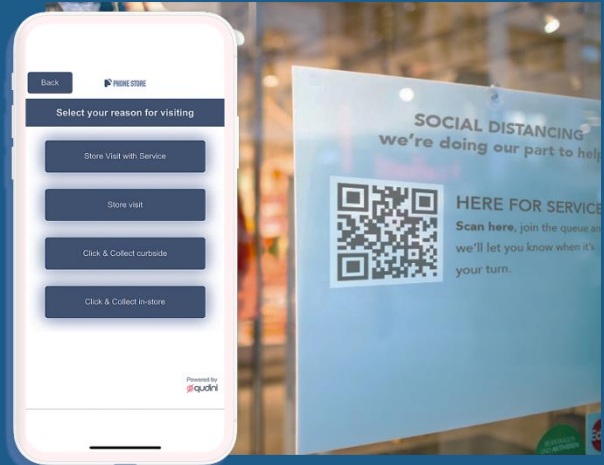
- Customers join a virtual queue through a host with a tablet, a self-service kiosk or from phones (app, QR code or SMS).
- They are then provided with a queue position number and a personalised wait time, and are kept updated by SMS, weblink countdown and TV displays.
- Customers receive an SMS alert when it's time to enter the store.

## Appointment booking software

Qudini's Appointment Booking Software allows customers to pre-book a time-slot to enter a store, receive personalised service in-person or virtually, or pickup an item they've purchased online.

Customers select a fixed time-slot to visit or to receive a service. Once the booking is confirmed, customers receive confirmation and reminder messages via email and SMS.

## Qudini's Queue Management



- Control the number of customers in store
- Professionally greet customers by already having their details and knowing what they are looking for
- Schedule customers and manage waiting lists and avoid walk outs
- Loyalty recognition for returning customers
- Minimise human interaction
- Gain customer insights

# Case study

O2's entire store estate is using Qudini's virtual queuing system to eliminate physical queues by enabling customers requiring service in their stores to be added to a virtual queue by a host with a tablet.

This enables customers to wait outside of store until called by the host or even in the neighbouring area until they receive an SMS when it is almost their turn.

This enables O2 to offer customers a safe yet premium queuing experience that ensures social distancing and keeps them informed throughout their experience.

# Case study

## **NHS: Burrell Street and Guy's and St Thomas' Hospital – Virtual queuing for doctors appointments**

A number of NHS clinics use Qudini's virtual queuing system to manage patients requiring the support of a doctor.

Burrell Street sexual health clinic previously had a wait time of up to three hours, but with Qudini, all patients are able to join the virtual queue and wait outside of the clinic, in their cars, in the neighbouring area or even back at home.

They can follow their place in the queue from a live countdown weblink and via SMS.



## Contact

### LONDON

10 York Road,  
London  
SE1 7ND

T +44 (0) 2392 825925

### PORTSMOUTH

New Hampshire Court  
St Pauls Road  
Portsmouth  
PO5 4AQ

T +44 (0) 2392 825925

### SINGAPORE

Bell Group Asia Pte Ltd  
109 North Bridge Road  
05-21 Singapore  
179097

T +44 (0) 2392 825925

### WOKINGHAM

Saxon House,  
Oaklands Business Centre,  
Oaklands Park,  
Wokingham  
RG41 2FD

T +44 (0) 2392 825925

### PORTSMOUTH

Unit 8 Discovery Voyager Park  
Portfield Road  
Portsmouth  
PO3 5FN

T +44 (0) 2392 825925

### KRAKOW

Bell Integration sp. z o.o.  
Kurniki 9,  
31-156 Kraków  
Poland

T +44 (0) 2392 825925

### GLASGOW

Suite 11, Sky Hub  
Skypark management Suite  
Skypark 1, 8 Elliot Place  
Glasgow, Lanarkshire  
G3 8EP

T +44 (0) 2392 825925

### HYDERABAD

Bell Integration T/A  
Choose Portal Pvt Ltd  
1st Floor, Krishe Sapphire  
Madhapur Hyderabad,  
Telangana, 500081

T +44 (0) 2392 825925

See how Bell integration can help your business succeed.  
Please contact us on [marketing@bell-integration.com](mailto:marketing@bell-integration.com) or  
visit [www.bell-integration.com](http://www.bell-integration.com)

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