

SmartQ™

SmartQ™ is a customer service optimization and flow solutions targeted for the service industry to help achieve customer delight. It can revolutionize the way customers are served at Service centres & Branch offices of customer flow optimization, guided tour of various service options and rendering the desired service with effectiveness. The entire customer delivery process is simplified by bringing together a complete visibility for customer queuing, workforce optimization, flow tracking and management.

How does it work?

As the customers arrive at a service centre or a branch office, they are either directed to a self served kiosk or are greeted by an attendant. They are instructed to choose a type of service and then issued a token/ticket & advised to relax. As soon as the service agent is ready to service she presses the next button on a workstation terminal or on an on-screen queuing device which automatically synchronises with the display panels, monitors and other announcement system.

“It further simplifies the customer flow process with easy to understand directional information. Instead of worrying about their position in a queue, customers can check their token status, get an idea about their serving time and relax.”



Optimisation and Managing the flow

SmartQ™ has inbuilt analytical capabilities that can generate real time MIS reports for measuring quality for services being delivered and parameter based customer analysis. It empowers the supervisors to study every individual aspect of a branch's customer activities and receive rapid, easy comprehensible reports on the current service level per branch office, region or for the entire location. SmartQ can generate reports, which explains waiting times, transaction times, customer flow patterns and trends for each service category.

Reports can be automatically generated to give you the essential data necessary to make decisions that will increase efficiency, improve the effectiveness of the organisation and increase customer satisfaction by improving the level of service. E.g., It gives online information concerning activities at the workstations; number of customers waiting times, number of windows open for each service category and historical data etc. This information can be monitored in the network centrally or workstation personnel can directly communicate directly with the supervisors and vice versa.

Customers Benefits

- User-friendly service registration - Touch Screen Kiosk option of WEB, SMS and IVRS also available
- Automated queuing based on service registration / optional waiting time
- Automated token generation and dispensing of printed tokens / transport operations
- Real time display of token status / Predictability of Serving time.
- Multiple services through single token
- Priority services for privileged customers
- On the spot feedback
- Multilingual support

Enterprise/Business Benefits

- 360 view of customer, agents & services
- Location or service based token generation & reports
- Mean Waiting Time analysis
- Mean Service Time analysis
- Analysis of idle time of service agent per counter
- Service wise, agent wise performance analysis
- Multi level service setups/Instant feedback capture
- Forecasting & planning resources deployment across service counters per location
- Activity dashboard for location Vs agent performance status
- Training needs assessment
- Customer feedback reports parameter wise and entirely configurable
- Full integrated solution - Self service kiosk with token dispenser, token call display panel with sound
- Highly available and scalable
- Easy deployable out-of- the- box setup
- Customizable look and feel parameters
- Low TCO



SmartQ application can inform the customers via the SMS about actual waiting times and the number of people waiting in the various branch offices, in different service categories or sections. This information can be used to schedule the meeting as they move along various centres and get serviced.

SmartQ™ is a web-based application developed in Java environment and has centralized deployment architecture. Following are the specifications:

Operating System Linux/Windows	Database Oracle 10g Database Standard Edition One
Application Server Oracle Application Server 10g Java Edition (recommended) Deployable on any J2EE compliant application server (Tomcat or Apache) for startup deployment	Hardware Problem Intel/AMD

About Path Infotech Ltd.

Path Infotech Limited is an ISO 9001:2000 certified Information Solutions & Services company with over 15 years experience in providing services to customers in US, Asia-Pacific and India covering the industry domains like Financial Services, Insurance, Manufacturing, BPO/ITES and Utilities across government and private sectors.

Path offers a complete spectrum of IT services spanning from Consulting to Enterprise Solutions & IT Management and from System Integration to Training. Path has designed and developed specialized products for service industry. These are customizable solutions that can be integrated with other critical business systems of an organization. Path also offers specialized services in implementation of High Availability, Security, Disaster Recovery, ERP, Application Support and Database Performance Tuning.

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