

SAFE
ENABLING PHYSICAL DISTANCING



aequilibrium

WAVETEC

Virtual Queuing Solutions for The New Normal



Welcome **Mr. John**
Your Ticket# is **201**



Welcome **Miss. Laura**
Your Ticket# is **210**

Set **Occupancy Limits** and
Enable **Social Distancing**,
while delivering **Great Customer
Experience**

aequilibrium.com/wavetec

Virtual Queuing Solutions for **Social Distancing**

Safe-Q Virtual Queuing Solutions are part of technological initiatives to enable physical distancing, manage uncertain long waits and crowded areas.

Many businesses around the world have to comply with government guidelines and restrictions on the number of visitors to places in pharmacies, supermarkets, hospitals, banks and other essential public services.



Benefits



Social Distancing



Touch-Less



Staff Optimization



Customer Experience

Features

- Web Appointment
- QR enabled
- Web Ticketing
- Whatsapp Ticketing
- Web Calling by Tellers
- Whatsapp & SMS Queue Status Notifications
- Dashboards & Reports
- Machine Learning Queue Simulators
- Fast Roll Outs - 2 Days
- Cloud Solution - Monthly Subscription

Design Your Own **Customer Journey**

Accomplish more by creating unique customer journeys that suit to your business needs. Safe-Q solutions are a set of modules designed keeping in consideration the changing customer needs of businesses.

All SafeQ modules are hosted on secure Wavetec cloud servers and do not require hardware components, meaning easy and fast deployment. The Solution has been designed to meet the growing requirements of social distancing, capacity control and customers' privacy imposed by several governments.

The Modules of **Safe-Q** are:



Web Appointment



Web QR Enabled
Ticketing & Appointment



Queuing Engine



Lobby Leader
Ticketing



Lobby Leader
Appointment
Check-in



Dashboards &
Reports



Whatsapp &
SMS Ticketing



Feedback
System

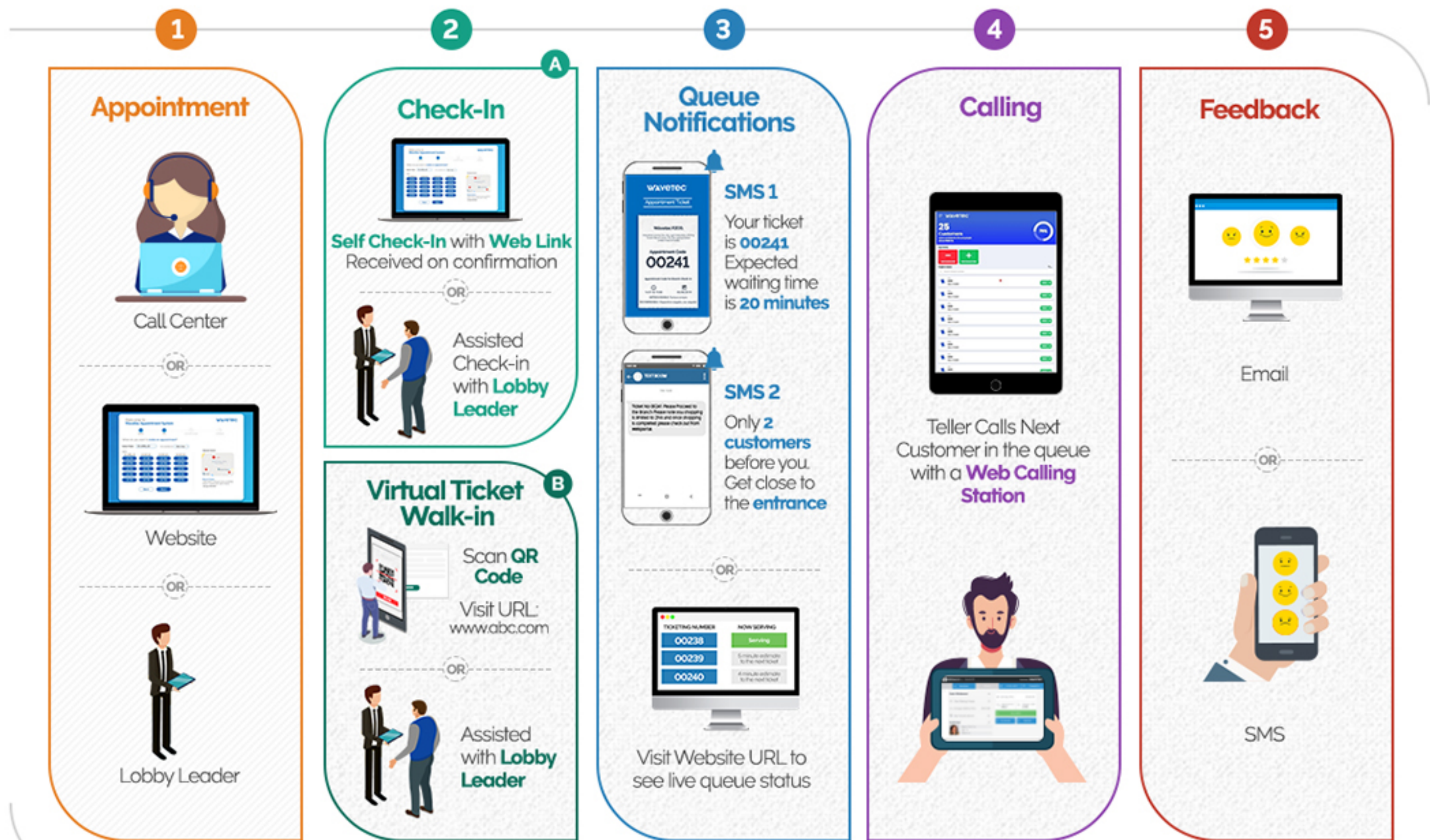


Web Status
of the Queue



Simulator &
Optimizer
Portal

1. Virtual Queuing with Appointments

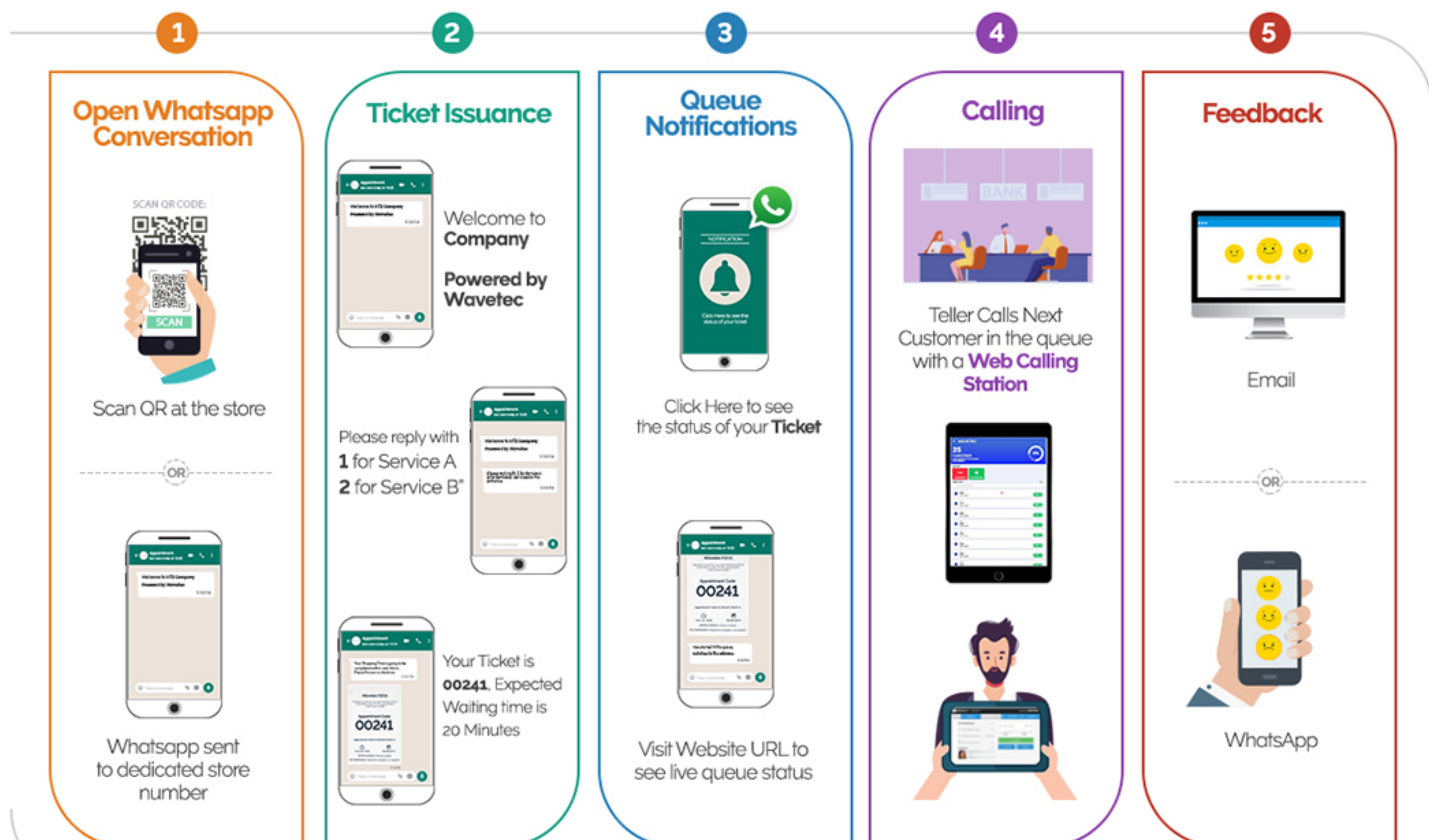


 **SafeQ Appointment**

 **SafeQ Virtual Queuing**

Virtual Queuing & Appointment Flow

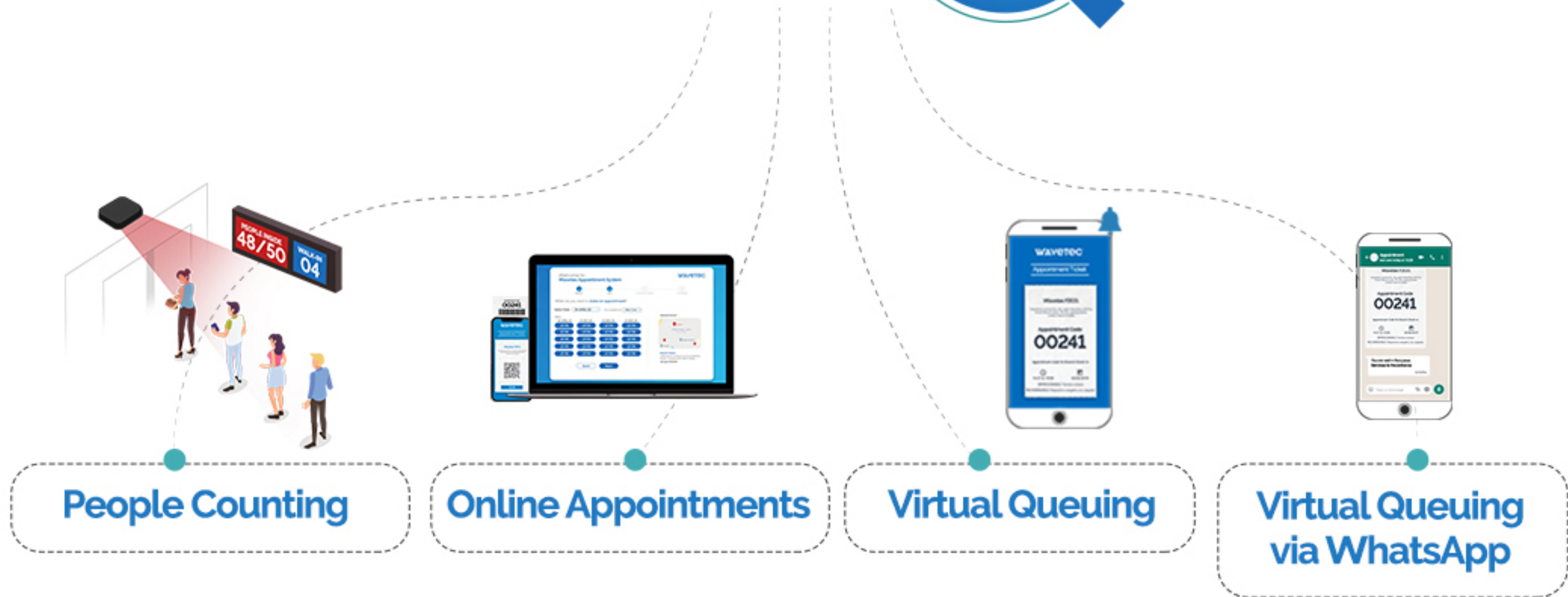
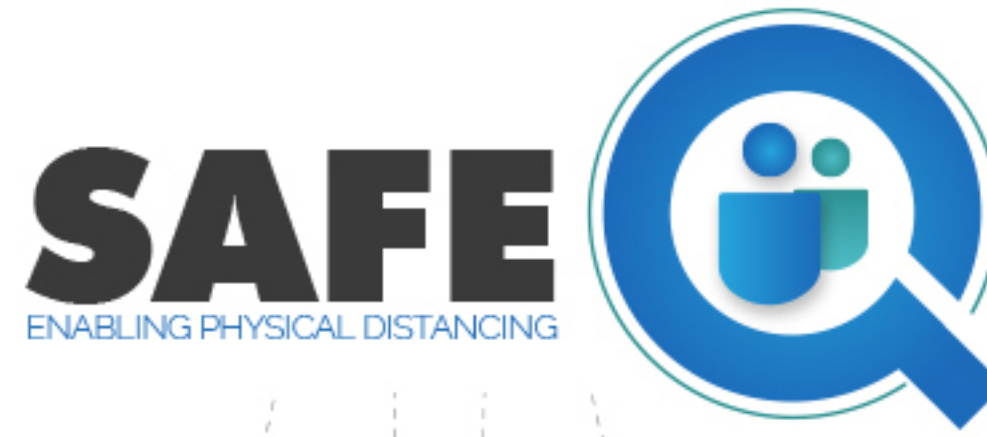
2. Virtual Queue Whatsapp Ticketing



Whatsapp Queuing Flow

Specification and Features:

	Web Appointment	Lobby Leader Check-in	Web Teller for Counters	Web Status of the Queue	Whatsapp Ticketing	Feedback System	Spectra Dashboard
Description / Purpose	To schedule appointments from a website	To check-in / validate customers with help of a lobby leader	Calling Next Transfer On-hold	Website which shows the status of the queue	To generate tickets from whatsapp or chatbot	To retrieve feedback from Email, SMS, Whatsapp or Website	To control capacity limits, allocate and optimize staff, measure performance, etc.
Features	Select Store (by map or drop down list)	Check-in Customers arriving with an Appointment	Record Back office activities	Website link sent by email, SMS or whatsapp.	Generate Ticket from a QR scan or dedicated branch whatsapp number	NPS and Customer Satisfaction	Real-time monitoring dashboards
	Select Service	Generate Appointment for a Walk-In Customer	Able to handle multiple profiles and calling logics	Shows tickets being served and waiting tickets along with waiting time	Notifications of the queue progress	Feedback Comments	Service quality reports
	Select Day & Time Slot	Generate a ticket for a walk-in customer	Waiting list of customers		Notification when being called next	Reports and Dashboards	Employee performance reports
	Enter Customer Details	Ticket # is sent by Email or SMS	Ability to add custom comments for each customer				Branch & region Performance reports
	Dashboard of no show, on-time / late,		Ability to add custom comments for each customer				Central configuration & management
	Notifications by Email and SMS		Ability to put customers in wait and recall after sometime				Drill down reports
	QR enabled						KPI management
							Create custom dashboards
							Drag & drop functionality
Multilingual	Yes						
Logo Customization	Yes	Yes	Yes	No	No	Yes	Yes
Flow Customization	Yes						
APIs	Yes						
GDPR compliance	Yes						
Monthly Subscription	Yes						
Enterprise Dedicated Server (Azure, Google and AWS)	Optional						
Number of Visitors	Unlimited						
Global Online Support 24/7	Yes						



Simple, scalable, & trusted by brands

A solution that scales to your needs, from a single location to hundreds of employees and stores.

Email us on: sales@wavetec.com

Barcelona

Perelló 74
Barcelona - 08005
Spain
Tel : +34 665354764

Sales
Leandro Blank
leandro.blank@wavetec.com
+34 665 35 47 64

Dubai

Wavetec FZCO, Industrial
License No. 175, Light
Industrial Unit # 9,
Dubai Silicon Oasis,
P.O. Box 341133
Dubai, United Arab Emirates

Tel. +971 (4) 326 31 93

Sales
Jawad Iqbal
jawad.iqbal@wavetec.com
+971 50 5486362

Karachi

245-N, block 6, PECHS,
Karachi, 75400, Pakistan
+92-21-111-111-133

Sales
Ayaz Faiz
ayaz.faiz@wavetec.com
+92 333 2379809

Syed Amir Ali
amir@wavetec.com
+92 333 2379813

Mexico

Paseo de la Reforma 250 Piso 9,
Juárez, 06600
Ciudad de México, CDMX
+52 (55) 3600 - 7268

Sales
German Martinez
german.martinez@wavetec.com
+52 55 8421 5829

Nairobi

Office Suite 2&3, 7th Floor,
FORTIS Suites, Hospital Road,
Upper hill, Nairobi,
Kenya.

Sales
Veronica Tindi
veronica.tindi@wavetec.com
+254 700 034555

Sadiq Hassan
Sadiq.Hassan@wavetec.com
+254 703 877303 +254 20 2710535
+254 703 877303

Wavetec North America Inc

Pearl Cohen 1500 Broadway
12th FL New York,
NY 10036s

Sales
Salman Agha
salman.gha@wavetec.com
+1 (323) 284-5084

Riyadh

P.O. Box: 50213
Zip Code: 11523 Suite #A13,
Musaed Al-Angari St.- Off
Arouba Road, Sulaymaniah
Riyadh, Kingdom of Saudi Arabia
+966569269187

Sales
Mohammed Shahin
mohammed.shahin@wavetec.com.sa
+966 55 370 1744

Lima Peru

Wavetec Perú SAC.
(RUC 20554201734)
Calle Las Dalias NRO 161
INT A - MIRAFLORES - LIMA
+51 958 492 148

Sales:
Bilal Akhtar
bilal.akhtar@wavetec.com
+51 958 392 148

Santiago

Los Militares 4611 10th
Floor, Las Condes,
Santiago de Chile,
Región Metropolitana
+56 2 3328 2696

Sales
German Martinez
german.martinez@wavetec.com
+56 9 78871613

Our current network of offices
and distributors enables us to be
present in over **70 countries**
around the world.