



Smart Digital Queuing

*SELF-SERVICE QUEUE MANAGEMENT
WITH TRACKABLE PUCKS*

A smart alternative to ticketing solutions

It's great if your stores see a lot of traffic. However, excessive waiting times and long queues are a common downside in that case. They discourage customers from walking in and cause stress for your customer representatives.

This kiosk provides customers with a convenient option to add themselves to the queue and receive a notification when their turn is up. Either via text message or using the dispensed puck.



Automated sign up and identification

Provide a smooth sign up process for booths at events or within retail stores



Offer quick and effective service

Optimize perceived waiting times by notifying customers at the right time



Deliver a compelling customer experience

Allow your sales reps to easily identify customers in no time



Provide a choice of notification options

Your customers will receive an alert in the exact way they want

This is how it works:

- Customers sign up at the kiosk and can view information like the current waiting time
- A buzzing notification token ("puck") is distributed to the customer
- Store associates can localize customers within the store and send out notifications

The hardware: polytouch® 32 passport by Pyramid Computer

polytouch® 32 passport is a space-efficient kiosk solution, which is specifically designed to meet the requirements of retailers. With its minimal use of space and a wide variety of placement options, it provides a great degree of flexibility and comes with a highly ergonomic design.

www.pyramid-computer.com/welcome-manager



NTS commerce platform – the base layer for your retail vision

The kiosk uses a web-based software front end built upon our open API-based platform. It allows retailers and telcos to tailor their retail processes according to their specific needs. Providing a maximum degree of flexibility and scalability, it's perfect for operators with extensive retail networks.

www.ntsretail.com/commerce-platform

NTS Retail

KEY FACTS

NTS Retail is a specialist provider of retail solutions with a clear focus on the telecoms industry. Building on a strong expertise from more than 350 retail projects over a span of more than 20 years, we design our solutions around the specific requirements of leading telcos.

www.ntsretail.com

Pyramid Computer

KEY FACTS

Pyramid Computer is a German company with more than 30 years experience of designing and manufacturing kiosks for the retail, hospitality and transportation sectors. The company manufactures all kiosks in Germany, which ensures maintaining the highest quality with very good lead times.

www.pyramid-computer.com