

Operational Blind Spot

Your queue is costing more than you think.

**Crowded waiting areas.
Frustrated customers & visitors.
Overloaded staff.**

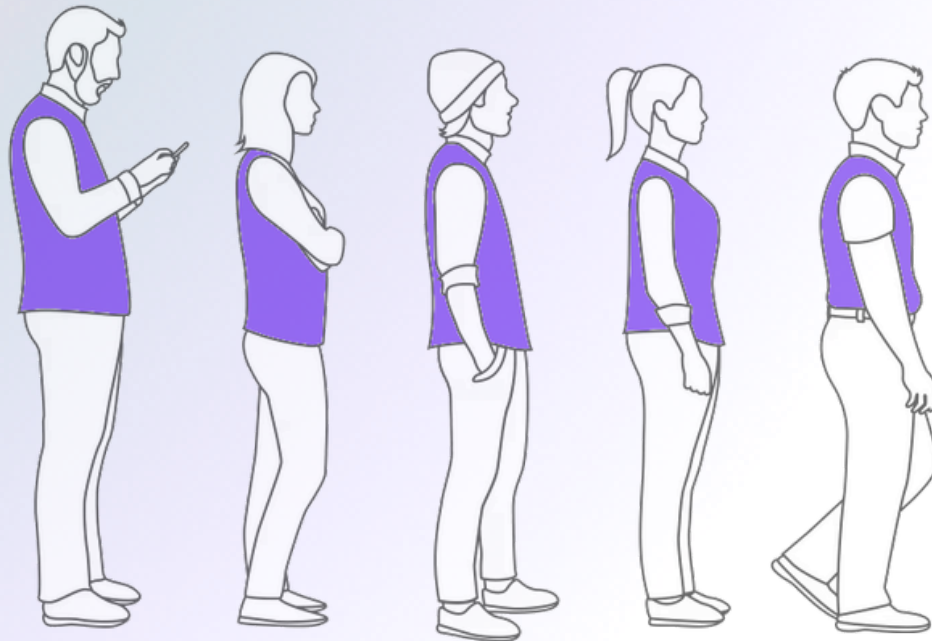


Real-time Queue Intelligence



THE REAL PROBLEM

You Track Revenue. But do you **track waiting?**



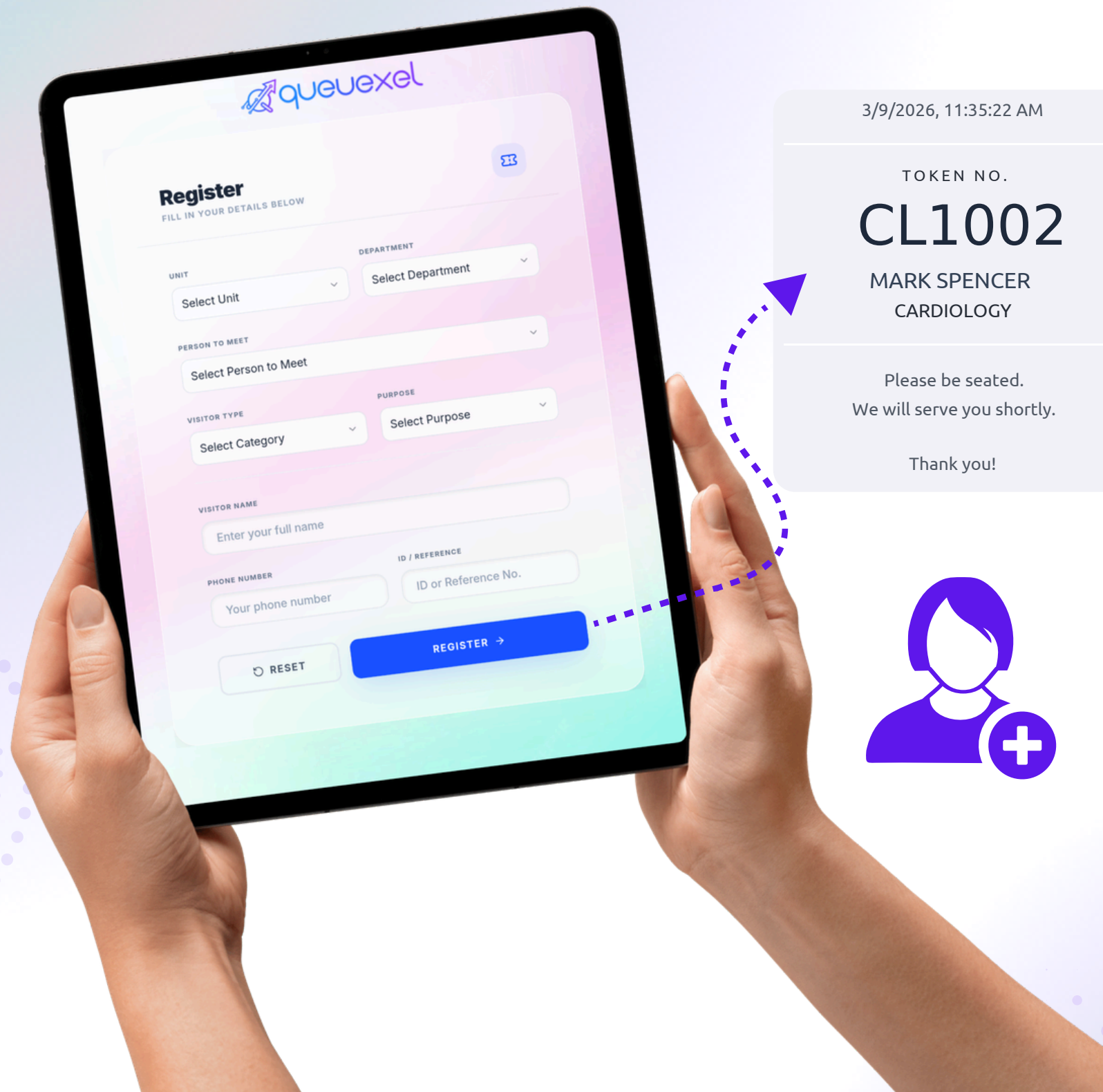
- Customers/Visitor leave before their turn
- Some counters overload while others sit idle
- Peak hours turn into chaos

**You can't optimize what you
don't measure.**



THE SMART SOLUTION

Queuexel solves the problem. And how? Join the **queue** in seconds.



Self Registration
OR
Reception Assisted Check-in



Staff manage queues in real time. Call, transfer, and monitor instantly.

Live Monitor Search visitor or token...

TOKEN	VISITOR	DEPARTMENT	PERSON TO MEET	VISITOR TYPE	PURPOSE	ROOM	WAIT TIME	STATUS	MANAGEMENT
ON1001	MARTIN G <small>NO EXTERNAL ID</small>	ONCOLOGY	Dr. Harry	OUTPATIENT	CONSULTATION	-	-	SERVING	
XR1002	MARK SPENCER <small>NO EXTERNAL ID</small>	X-RAY	raxit	OUTPATIENT	CONSULTATION	1	-	SERVING	
CL1003	REBBECA T <small>NO EXTERNAL ID</small>	CARDIOLOGY	Dr Oliver	OUTPATIENT	CONSULTATION	1	-	SERVING	
NEP1001	GRANT OLIVER <small>NO EXTERNAL ID</small>	NEPHROLOGY	Dr. Arthur	OUTPATIENT	CONSULTATION	-	0 mins	WAITING	



Manage Queue Dashboard Masters Manage Queue Archive Reports Settings

Real-time control and monitoring of visitor flow.

Next Token Generate Token

WAIT LIST: **3** 🕒 | ACTIVE SESSION: **0** 🔄 | STATIONARY: **0** 📄

Live Monitor Search visitor or token...

VISITOR	DEPARTMENT	PERSON TO MEET	VISITOR TYPE	PURPOSE	ROOM	WAIT TIME	STATUS	MANAGEMENT
JOHN SMITH <small>NO EXTERNAL ID</small>	CARDIOLOGY	Dr Oliver	OUT PATIENT	CONSULTATION	-	27 mins	WAITING	
MARK SPENCER <small>NO EXTERNAL ID</small>	CARDIOLOGY	Dr Oliver	OUT PATIENT	CONSULTATION	-	25 mins	WAITING	✎ 📞 🗑️
REBBECA T <small>NO EXTERNAL ID</small>	CARDIOLOGY	Dr Oliver	OUT PATIENT	CONSULTATION	-	17 mins	WAITING	

Intelligent Redirection
Transfer visitor to another department or return to previous.

TRANSFER TARGET

TARGET UNIT: MAIN BUILDING | TARGET DEPARTMENT: BILLING

ASSIGN TO PERSON TO MEET (OPTIONAL): Auto-assign

Authorize Redirection

VISITOR TIMELINE

- CL1003 CARDIOLOGY SERVED
Return to this step
- XR1003 X-RAY SERVED
Return to this step
- CL1003 CARDIOLOGY ACTIVE

Close Monitor

Monitor Queue | Call Next Customer | Transfer to Department



Customers always know their turn. Real-time waiting lists and counter displays.

VISITOR MONITOR
LIVE BROADCAST

02:32 PM
REAL-TIME FEED

TOKEN	VISITOR	DEPARTMENT	PERSON TO MEET	VISITOR TYPE	PURPOSE	ROOM	PHASE
ON1001	MARTIN G	ONCOLOGY	DR. HARRY	OUT PATIENT	CONSULTATION	-	ACTIVE
XR1002	MARK SPENCER	X-RAY	RAXIT	OUT PATIENT	CONSULTATION	1	ACTIVE
CL1003	REBBECA T	CARDIOLOGY	DR OLIVER	OUT PATIENT	CONSULTATION	1	ACTIVE
NEP1001	GRANT OLIVER	NEPHROLOGY	DR. ARTHUR	OUT PATIENT	CONSULTATION	-	WAIT LIST



COUNTER DISPLAY
LIVE

02:37 PM

OTHER ROOM

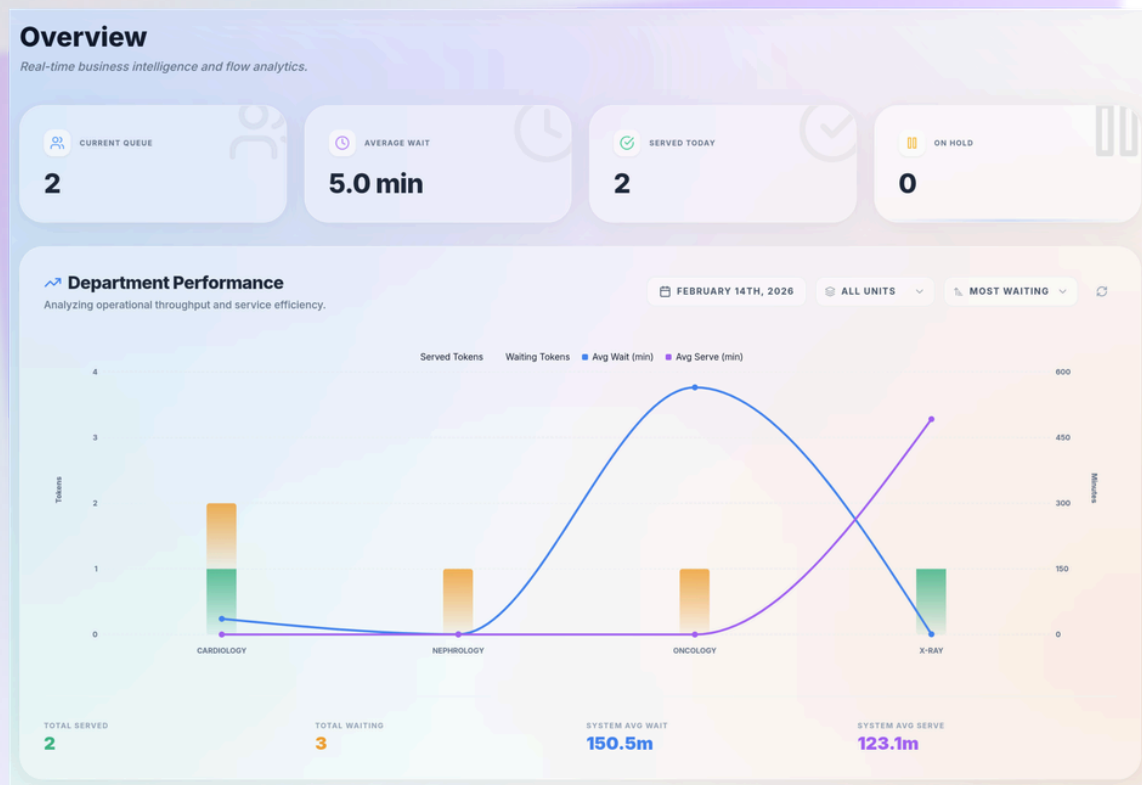
ROOM 2	TOKEN ON1001
ROOM 3	TOKEN CL1003

1
NOW SERVING
XR1002
PLEASE PROCEED

Live Waiting List | Counter Serving List



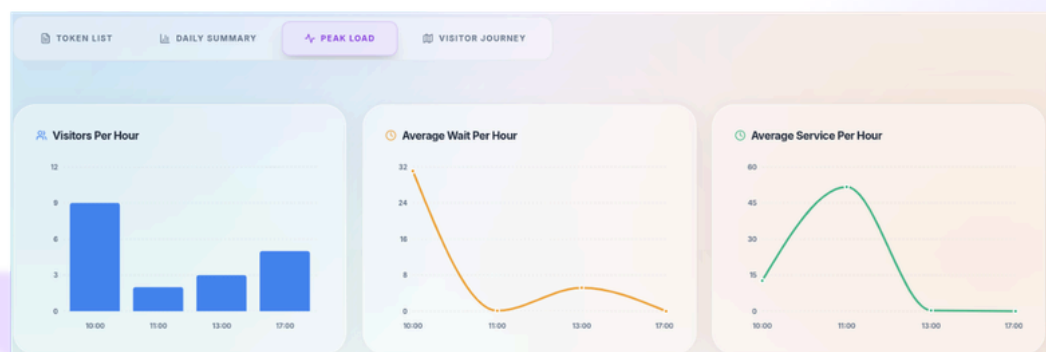
Turn queue data into operational insight.



Operational Dashboard



Department Bottlenecks



Daily Demand Patterns

Journey Patterns | Common Journey Workflow & Much More



Turn Data into Performance.

Reduce Wait Uncertainty



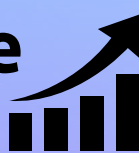
Visitors know exactly when they will be served.

Improve Staff Utilization



Balance workload across counters.

Increase Service Throughput



Serve more visitors without extra staff.

Real-Time Visibility



Monitor performance as it happens.

**Serve more visitors.
Without increasing staff.**



Built for Real Service Environments.



Healthcare

Hospitals & clinics



Banking

Branches & service desks



Government

Public service offices



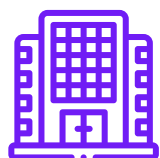
Retail

Customer service counters



Service Centers

Repair & support desks



Corporate Offices

Visitor management

One platform. Multiple service environments.



**Stop Managing Lines.
Start Managing Flow.**

Upgrade from manual queues
to Visitor Flow Intelligence Platform

REQUEST A DEMO

Start a free trial at [queuexel.com](https://www.queuexel.com)



www.queuexel.com

