A Better Way To Wait

QLESS™

www.qless.com
+1 800-4-0-LINES

DMV

You are about to get in line for the Springfield DMV. Please text the service you'd like to be seen for: ID, License Renewal, Parking Permit, Tags, Title

Parking Permit
Delivered

Thank you. You are now in line for Parking Permits. There are 10 people ahead of you. Your wait time is estimated 1hr 40min. Text L to leave or H for help.

Update: there are 6 people ahead of you. Estimated time 58min.

QLESS™ A BETTER WAY TO WAIT

QLess™ eliminates physical lines and crowded waiting rooms by using a patent-pending, hosted, mobile-enabled service that creates a virtual line. Retail customers, urgent care or hospital patients, college or university students, or taxpayers in government offices enter virtual queues from a web browser, mobile device, or on-site kiosk, and then receive text messages and/or voice calls when they reach the front of the virtual line. QLess™ eliminates anxiety and uncertainty, empowering customers by providing on-demand status updates in response to telephone or text queries of the system. By eliminating the inconvenience of waiting in a physical line, QLess™ substantially improves customer service.

QLess™ also handles appointments with its powerful Flex Appointments solution, which provides fair and orderly queuing. Configuration is extremely flexible. The merchant organization may configure a single queue for all customers, or configure multiple queues for different services. Customers may also wait in one or more queues at the same time. Speakers of a foreign language, or those with special needs (e.g. wheelchair access),

may be directed to specific attendants or access points. Customers who have to step out of a queue can be put back at the front of the virtual line when they return.

QLess™ will not only improve your customer service, but will gather information that will surely lead to transformational insights. QLess™ tracks and records every transaction run through the system. The reporting and analytics suite includes, but is not limited to, average wait time, number of transactions by employee, outlet, or location, guest geography, average queue length, and more.

Crowned Best Business Services Company of the Year at the 2010 American Business Awards, QLess™ boasts over 95% customer retention after more than a million served in DMVs, city governments, colleges and universities, and Fortune 500 companies on five continents. QLess has saved over 700 cumulative years for people who would otherwise have been trapped in physical lines.

Upgrade to the QLess™ Experience today!

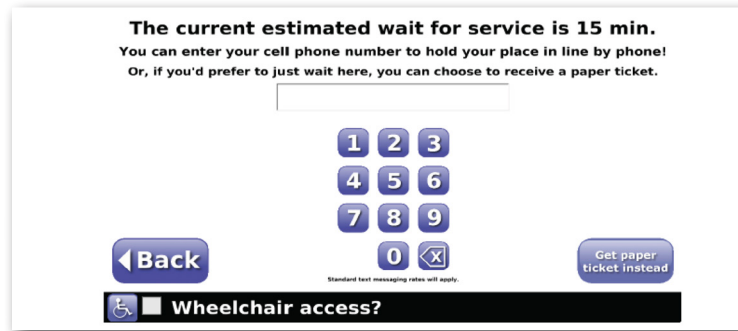# ENTERING THE VIRTUAL QUEUE

Via Mobile Device

- Customer calls or texts to enter the queue
- Customer receives information regarding queue length and forecasted wait time
- Customer is given the option to enter line with the touch of a button, whereby QLess™ captures customer's phone number for further communication, data collection, and as a "ticket" number.
- Customer receives confirmation text or voice message (customer's option) which is fully customizable to merchant specifications
- As the customer approaches the front of the virtual queue, he or she automatically receives updates and can request additional updates on demand, which inform the customer of his or her progress and the time when he or she is expected to proceed to the check-in counter
- When the customer reaches the front of the queue, he or she is summoned to provide a ticket number, which is the last 4-digits of customer's phone number, to the merchant's clerk
- Customer can request more time or exit the virtual queue with one key text message or phone call. This pushes the customer backward in the virtual queue seamlessly, allowing the next customer to be summoned in place of the customer requesting more time.

All transactions occur automatically by the QLess™ mobile queuing solution, and require no employee intervention until check-in, allowing employees to focus on other tasks that require their attention.
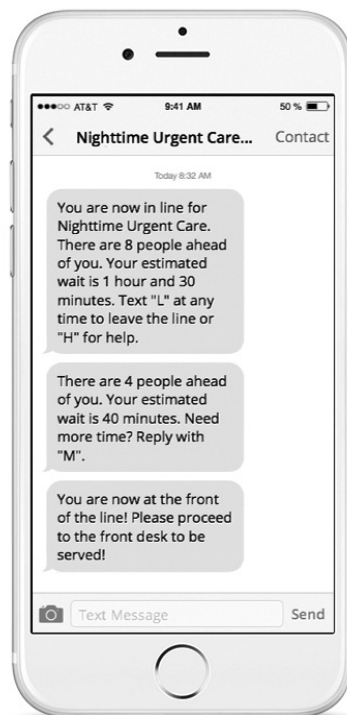
Via Kiosk

QLess offers optional touch-screen kiosk stations where customers can enter virtual queues. Customers enter a desired queue using either a cell phone number or first name and last initial. Upon entering the queue, each customer is given a forecasted wait time.
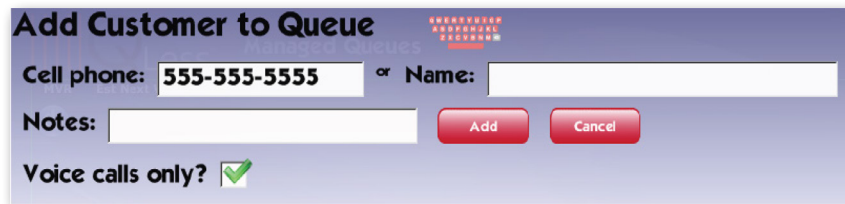

- Once a customer's phone number is entered into QLess™, the virtual queuing process becomes similar to that described above for call-in customers. Customers managing their places in line via mobile device can wait anywhere. Customers who enter the system by name and do not provide a mobile number can rely on information provided on the merchant's premises to ascertain their wait times and estimated times for service.
- If a customer has no cell phone, he or she will receive a paper receipt that will be automatically printed by a printer attached to the Consumer Kiosk. The receipt will include the customer's numbered spot in line and current forecasted wait.
- For visitors entering phone numbers into QLess™, the queuing process is similar to that shown above for customers entering the virtual queue via mobile device. Customers who enter the system by name and do not provide a mobile number can rely on information provided on the merchant's premises to ascertain their wait times and estimated times for service.
- All features and functionality noted for the Attendant registration process (see right) are available using the Consumer Kiosk.
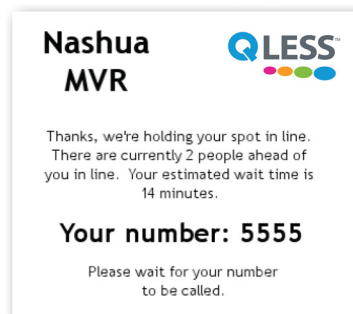
Via Assistance From On-Premises Attendant

- Customer requests that on-site attendant enter him or her in the virtual queue
- The Attendant uses QLess™ Queue Manager to enter customer into a virtual line by entering customer's cell phone number in the system.

- After the attendant has entered a customer into the queue, the customer is free to wait on the premises. Customers who provided mobile numbers are able to wait anywhere and to receive updates and interact with the queuing solution as described above.

Via Web Browser

- Visitors to a merchant's website will be able to use the embedded QLess™ web widget to access the system, entering themselves in the virtual queue, viewing the length of the queue, and determining their estimated wait times.
- Visitors enter their telephone numbers as they would at the Consumer Kiosk or via an attendant. The mobile queuing and wait management process works as described above for other queue entry methods.


Follow this link, http://treasurer.jocogov.org, and click "Get in Line at DMV," to see how this works in real-time.

NOTE: This is an active QLess™ customer.

MANAGING QUEUES FROM THE MERCHANT PREMISES

Merchants use the QLess™ Queue Manager to service customers.

- When the service provider is ready for the next customer, he or she presses the "Summon Customer" button and QLess™ summons the next customer in the queue.
- The list of summoned customers displays the last 4 or 5 digits of each customer's phone number. Omitting the first digits of customer phone numbers protects customers' privacy. QLess also displays 1 more digit to the service provider than the Monitor displays; this helps to prevent line jumping.
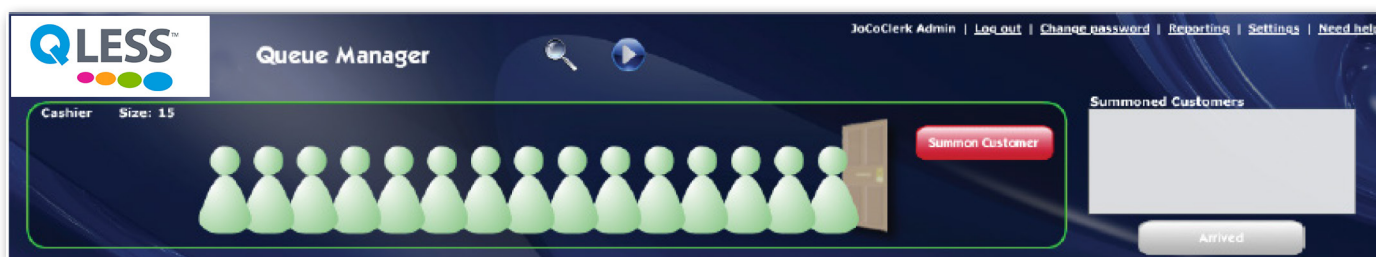

- Once a patron reaches the service provider's window, the provider verifies his or her phone number and/or name and checks the patron off of the list of those in the queue by hitting the "Arrived" button.
- If an attendant has entered any notes about a customer while placing him or her in the virtual queue, the service provider will see these notes on the Queue Manager screen when that customer is selected.
- As customers continue through the virtual queuing process and are being serviced, QLess™ communicates at pre-determined and adjustable intervals with all others in the queue regarding their statuses...all without any need for employee oversight. This allows for the continual, smooth flow of service to customers, who never need wonder when their turns for service are coming.

REPORTING

QLess™ Reports is a hosted web application that allows merchants' staff to analyze key business metrics that include, but are not limited to:

- Average service wait time
- Average queue length
- Number of transactions by queue
- Number of transactions by each employee
- Average service transaction time by queue
- Average service transaction for each employee
- Customer outcomes (served vs. tired of waiting and left)
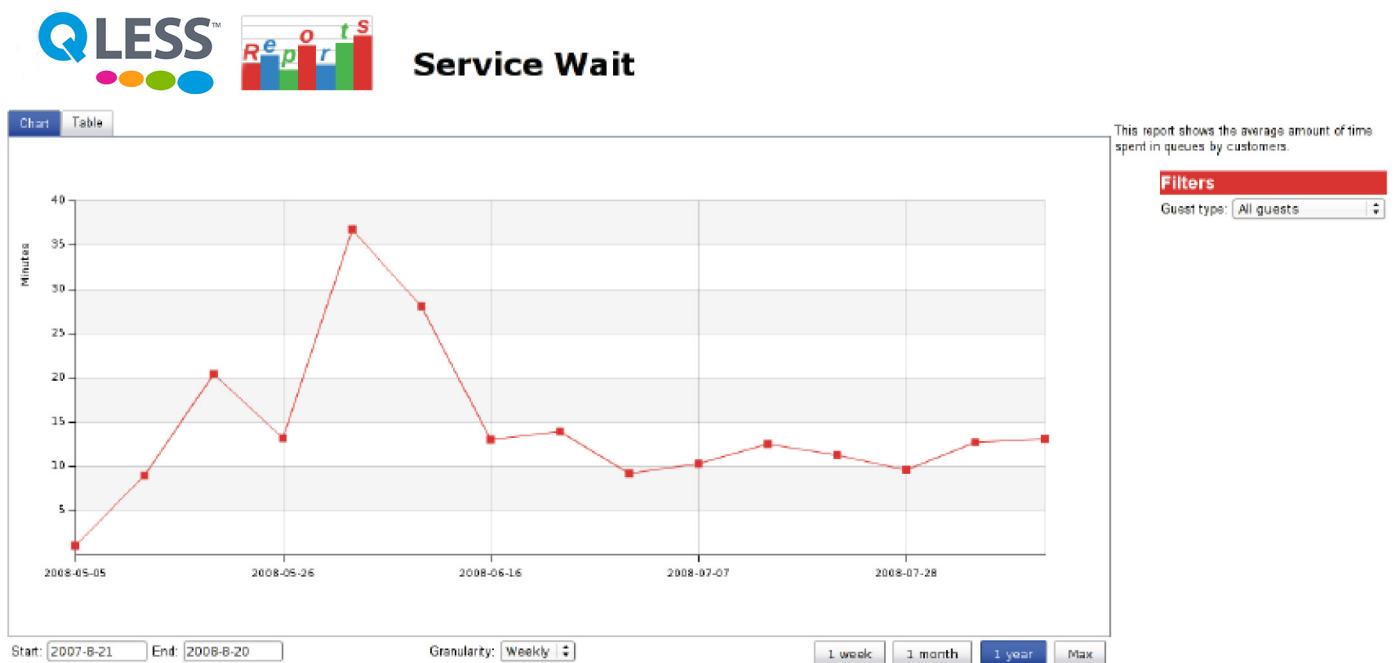
EQUIPMENT REQUIREMENTS

The QLess™ solution runs on non-proprietary, off-the-shelf, commodity hardware, allowing for easy maintenance, inexpensive and fast repairs, replacements, or upgrades. Any number of monitors, computers,kiosks, and ticket printers can be recommended and sourced by a QLess™ representative.

WHY QLESS™?

- Increased customer satisfaction. More than 90% of surveyed customers prefer a QLess™ establishment. QLess™ eliminates the line around any service, allowing customers the freedom to wait where they want to wait, and eliminating crowded, stressful lobbies and waiting rooms.
- Increased customer loyalty. Because QLess liberates customers from the pain and indignity of waiting in line, QLess turns customers into evangelists who drive more business for our clients via referrals.
- In a retail setting, increased sales. QLess allows customers to move around, and to shop, rather than stand in line.
- Mobile CRM and analytics. QLess™ is a CRM system that keeps track of every customer interaction, with a unique analytics suite that provides powerful, actionable insights about employee performance, patron demographics, patron return rates, wait and fulfillment times, and much more.
- Personalization. QLess™ allows businesses to further personalize every interaction with each patron, keeping track of previous visits, special needs, and preferred language, to name a few.
- QLess™ is a web-based solution that records every client interaction, allowing us to implement upgrades and enhancements quickly. We update and improve the QLess solution several times each month, and provide the changes automatically to all of our clients. This includes changes like optimizing wait times and customizing time intervals between messaging.
- No hardware or software costs. QLess™ is a web-based service that requires no special-purpose hardware or software installation. Our clients pay a simple monthly subscription for use of the solution.
- Flexibility. QLess™ supports patron interaction via touchtone voice menus, text messaging, web widget, receptionist, touch screen kiosks, or monitors that show customers how many people are in each line and what each person's expected wait time is.
- Receptionist relief. QLess™ automates many of the most tedious receptionist tasks, allowing them to concentrate on providing a better efficiency of service, which yields enhanced customer experience to guests.

AWARDS

QLess was crowned Best Business Services Company of the Year in the American Business Awards in 2010, 2013, and 2014. QLess™ was also awarded the Best Business Innovation Finalist Certificate by the 2009 American Business Awards, named a winner of the 2009 JuicePitcher awards to the "ten most promising new technology companies". and named one of the Most Innovative Companies in L.A. Our parent company, ab|inventio, was named Most Innovative Company in North America Distinguished Honoree by the 2010 International Business Awards.
Our customers have also received several awards. Johnson County's DMV QLess™ program, for example, has won the e-Government and Technology prize at the 2010 Awards for Excellence in Government Finance, the 2010 NaCo Achievement Award, and the 2009-2010 Significant Achievement by the Public Technology Institute Technology Solutions Awards.

PRESS

QLess™ has been featured on Fox News, Government Technology, The Wall Street Journal, Tech-Crunch, The New York Times, CNET, Mashable, Mobile Marketer & Chain Store Age, among others.

SELECTED CASE STUDIES & TESTIMONIALS

*   http://www.kccommunitynews.com/johnson-county-sun-news/27597473/detail.html
*   http://milford.patch.com/articles/pz-approves-purchase-of-oronoque-road-property
*   http://www.kansascity.com/news/politics/story/1515789.html
*   http://www.govtech.com/gt/articles/757145?elq=d2c932b57ad54b0b89927615cc180bf7
*   http://www.refocusingtechnology.com/2010/07/27/dmv-tech/

Additional press stories and a TV special on QLess™ are available at http://QLess.com/press.

WHERE CAN I SEE QLESS™ MOBILE WAIT MANAGEMENT?

QLess™ has saved 2 million customers from more than forty years of waiting at DMVs in Kansas, Missouri and New Hampshire, in the cities of Denver, Austin, and Milford, from luxury stores on Madison Avenue in New York City to a non-profit serving low-income Puerto Ricans in New Jersey, from California to Newfoundland, from Vienna to Barcelona, from Australia to Peru.

ADDITIONAL CUSTOMER TESTIMONALS

"I think overall it's a very good system. **Customers really like it.** The day we had a really long wait, **everything was perfect.** On a 1 to 10 scale, **I'd give it a 9.** Educating people [about their wait] helps tremendously. **It's perfect, it really is.**"

- Patricia Rogers, Citizen Services Director, Office of the Mayor, Nashua, NH
Email: RogersP@nashuanh.gov, Tel: 603-589-3262

"Sherry had some **very complimentary things to say about QLess™ and it's staff as well... Any simpler and it would do it itself!** We would like you to **consider us a strong reference for your firm.**"

- John Barker, IT Director, MVR, City of Nashua

"I'm loving this! I feel like a kid in a candy store! I love that I can just call you any time to get help, and not have to worry about automated menus or voice mail."

- Danielle Wrabec, Manager, Independence License Office, Missouri DMV
Tel. 816-699-4064

"I am very excited to use all the features of this system and am so relieved to see customers using it with ease. If we could get all the major offices in the state to use the system, we could completely change the public's perception of the DMV."

- Cyril Wrabec, VP, Paul J. Wrabec Co., Independence License Office, Missouri DMV
Tel. 816-213-5903

"I have found the Qless™ organization to be very helpful and very responsive. No complaints there. If anything, they have bent over backward to help us with issues that were arguably as much our problem as any other...I predict that Qless™ will knock your socks off with their support and desire to assist you.
I can also add that at the time I did my due diligence prior to contracting with Qless™, there was no other product that offered the ease of deployment and use, and benefit to cost ratio."

- John Barker, IT Director, Motor Vehicle Registration, City of Nashua

"The Johnson County Kansas Treasurer's Division of Motor Vehicles is pleased to have partnered with QLess™ on our new line management or queuing system. **The response and customer feedback about the system has been overwhelmingly positive.** It has giving our customers a sense of freedom from the motor vehicle process. They can provide their cell phone number and receive text message updates allowing them to continue with their daily activities while waiting for service. By improving the line management system, Johnson County is looking to provide a more positive customer experience at the DMV. This partnership has allowed us to continue improving services and changing the way we do business.

Below are several of our most memorable customer comments...

One customer mentioned that it was nice that the new system will text you on your cell as your turn in line approaches. They said that it was as good as car registration may get and it was much better than going to the dentist.

Another customer commented to a motor vehicle specialist that he had gone into the office and decided to leave until his number was called. He received a text message letting him know that he had fifteen minutes until he reached the front of the line, but was stuck in traffic at the time. He was able to request more time by replying by text and was able to be served when he got to the office, not losing his place in line.

Johnson County DMV has a third phase to the new line management QLess™ system. This will be to launch the ability for customers to enter the line via our internet site. We are excited and looking forward to implementing and educating our customer on this option. The internet option has the added bonus of allowing our customer to place themselves in line at home or work. We anticipate that internet usage will grow as our citizens become more educated about this service.

The flexibility and willingness that QLess™ has shown in understanding our business operations, constraints and needs has been outstanding. This partnership has been very exciting for Johnson County and we look forward to our continued success. "

"The hosted service is simple for users and requires minimal training for front line staff."

-Amy Meeker Berg, Chief Deputy Treasurer, Johnson County Kansas
Tel. 913-715-2601, Email: amy.meeker@jocogov.org

ADDITIONAL CUSTOMER TESTIMONALS

*"So far I am **ecstatic with the app and even more happy with the support** I get."*

- Bill Dehaan, Director of IT, Mesa Community College
Email: RogersP@nashuanh.gov, Tel: 603-589-3262

"QLess™? It's quick, it's convenient. Quick and easy tool. Quick to navigate through. It's very easy for me. I don't have any complaints."

- Chloe Crims-Merritts, Receptionist, Admissions and Advisement, Mesa Community College

END-USER TESTIMONIALS CAPTURED VIA TEXT MESSAGES

"This is pretty cool, since it allows you time to shop at the local stores...and not worry about missing your name called out."

"perfect. What a great service. Thanks!"

"That's cool wish everybody would do this!"

" thx.love the new system."

"I am thru...what a wonderful way to do this..thanks"

"This is a great system. Thanks!"

"Absolutely love, love, love, love the system!! I had a 90 minute wait with 108 people ahead of me. So I left to do shopping, contacted my insurance company and had the insurance emailed to me home, dropped off the groceries, got updated wait times, came in with the insurance and was called to the window for service. Pam was fantastic, polite, efficient and courteous – a real delight! Whoever came up with the system is a genius! Everyone should be calling in to praise the system and the staff that are responsible for selecting and implementing it!! Awesome experience."

- Chloe Crims-Merritts, Receptionist, Admissions and Advisement, Mesa Community College

END-USER TESTIMONIALS CAPTURED VIA TEXT MESSAGES

"Love this method, very updated & convenient!"- JoCo DMV customer

"What should i send if i want to be first in line?" - JoCo DMV customer

"Thank u great service by cell. It help take care of some personal bussiness [sic] and still hold my place in line."- JoCo DMV customer

"Wow im shock with this great sys"

"This setup is awsome thanks so much" - Wrabec DMV customer

"You are welcome. Your system is awesome:)" - JoCo DMV customer

"K. Thanks again, awsome service!!" - JoCo DMV customer

"Thanks. I am here waiting. Nice system." - Wrabec DMV customer

"Waiting……we ran to Chipotle….you can check ur wait time.thru texts. We should be up in 15-20. I'm good. How r u?" - JoCo DMV customer

"Thank you..This is great!!" - JoCo DMV customer

WAIT TIMES, WAIT TIMES, WAIT TIMES…

The most common complaint from customers visiting the DMV, and the most common metric by which DMVs are judged. QLess™ brings DMVs into the 21st century, by forever eliminating the need to sit in a crowded lobby waiting for service at the DMV. QLess™ mobile queueing **reduces actual wait times by increasing customer responsiveness**, but even more importantly, it reduces their perceived wait times, by letting them wait how and where they want. QLess™ just-in-time customer delivery lets your customers arrive at the DMV as soon as you're ready to serve them!

UNPARALLELED CONVENIENCE

QLess™ is:
* Interactive: Customers can request status updates on demand from their cell phones at any time while they wait (31% of QLess™ DMV customers do), and get an up-to-the-second accurate estimate of how much longer their wait will be. They can also push themselves back in line if they need more time, leave the line, rejoin the line, and more!
* Persistent: QLess™ alternates between voice calls and SMS to get your customers' attention, and get them to you 15% fasterFlexible: QLess™ can be configured to match your workflow, it can speak your customers' languages, and communicate with them in the method that they choose, whether it's SMS, voice, or instant messaging
* Engaging: QLess™ can keep your customers informed throughout their wait with text messages and voice calls, and messaging displayed on QLess™ Kiosk and QLess™ Monitor. These can be messages from the DMV, or from third-party advertisers.
* Insightful: QLess™ Analytics provides you with a wealth of analytics data that provides invaluable insights into your business. With dynamic graphing capabilities, sortable tables, and exports to Excel and Access, you can gain access to previously-unavailable metrics with ease.

"The culture around going to the DMV has changed dramatically as far as 'I can put my phone number in', or 'I can do this from home and get in line.' It didn't take that long to undo the mindset of 'Gosh we've got to go down to the DMV, take a ticket, and wait.' People have caught on very quickly on how to use [QLess™] to their advantage… People are very receptive to this."

- Katherine Loeffler, Technology Coordinator, Olathe Department of Motor Vehicles

REDUCED STAFF WORKLOAD

Customers can enter your virtual queue using QLess self-serve touch-screen Kiosks, through your web site using QLess™ Widget, or through their cell phones using SMS or voice calls. There's no need for your staff to "process" an incoming customer to get them into line. QLess™ will instruct your customers what to do and where to go.

"Our lines have been pretty much eliminated… People are very pleased with it… QLess resulted in a more professional atmosphere and appearance."
- Katherine Loeffler, Technology Coordinator, Olathe Department of Motor Vehicles

DON'T JUST TAKE OUR WORD FOR IT...

Check out some of the press and awards from our QLess™ DMV installations.

THANK YOU

Thank you for considering QLess™ for your virtual queuing, mobile CRM and business analytics solution. We are confident that QLess™ will meet, if not exceed, all of your wants and needs. We will not rest until we have exceeded your expectations. References, a letter of recommendation from a government customer and a video showing QLess™ at work, are available upon request. If you think that QLess™ can help your place of business, or if you would like to learn more about QLess™, don't hesitate to give us a call or send us an email.

Alex Bäcker, Ph.D., CEO

1-800-4-0-LINES (800-405-4637) | alex@qless.com
QLess™ - Mobile Wait Management
The Wait Is Over.

QLESS™

The World's First and Only
Mobile Queuing System.