

# Say Goodbye to Lines and Crowds.



Solution Spotlight: Colleges & Universities

Say Hello to **QtracVR**<sup>®</sup>  
Queue Management Software

The long lines and unruly crowds during registration can be a drag on your students' (and your staff's) experience. But with Qtrac VR queue management software, students can wait for service almost anywhere, like the student union, the library, even their dorm room. When their spot opens up, they're notified via text. It's a simple scenario that enhances the student experience, reducing perceived wait times, staffing and costs while increasing personalization, productivity and efficiency. And because it's cloud-based, investment is minimal and implementation is easy, maximizing ROI. **Call us today for a free demo.**

- Browser-based software works on existing PC's, tablets and mobile devices.
- Cloud-based software enables each department to customize for specific needs.
- Appointment/Scheduler module enhances services such as Counseling or the Health Clinic.
- Real-time and historical reporting helps both front-line staff and administrative planning.
- Transfer students to other services or prioritize individuals based on collected info.
- Text-based hailing disperses crowds and eliminates lines.



Products for People and the Places they go<sup>®</sup>

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# How it Works:

## 1 Registration

Students register for service via a self-service kiosk or through QtracVR's web-enabled interface which gives students access to service queues through their PC's and mobile devices. By entering their cell phone number, students can be notified via text when their spot is available. They'll even receive an approximate wait time.



## 2 Appointments

Students can register in advance by making a scheduled appointment. They'll receive a text or email confirmation and an appointment reminder.



## 3 Waiting

Students can wait for service almost anywhere, freeing up their time and the physical space usually required for waiting. They'll receive a text alert when their turn is near and again when staff is ready to serve them.

## 4 Hailing

Staff can call students by simply pressing the next button on their screen. Additionally, they can prioritize, re-queue, or transfer a student to another service.

Students can view digital signage or web updates to check their place in the queue, and are informed by text when it's their turn.



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# Why it Works:



## For Students:

### Reduces perceived wait time

Occupied time feels shorter than unoccupied time. So as students spend their waiting-time doing other activities, they perceive their wait to be much shorter than it actually is.

### Easy access, web-enabled

Students can join a queue from anywhere and can even schedule appointments for the future.

### Provides omni-channel touchpoints

Reach students in a more personal and engaging way – online, mobile, texting, email, kiosk, digital signage, and in-person.

### Decreases frustration

Unknown waits seem longer than known waits. By publishing wait times, students feel more in control.

### Enhances Time-Management

Knowing current wait times for various services enables students to better organize their schedules. Appointment scheduling further enhances planning.

## For Staff:

### Increases Efficiency

The software keeps track of everything. Wait times. Number of students. Student info. And allows you to group students, sort them, even transfer them along a process flow, tracking them every step of the way.

### Eliminates Crowd Management

Staff can focus on serving and processing students rather than managing crowds and lines.

### Improves Productivity

Add notes to student files, transfer students to other queues, receive alerts when scheduled appointments arrive. QtracVR keeps everything and everyone connected – and it's all at your fingertips.

### Provides actionable, real-time information

Qtrac VR is always on, watching and reporting. Have a sudden rush of students? Wait times too long? Get real-time, actionable alerts based on pre-set thresholds.

## For Administrators:

### Improves efficiency

With information at their fingertips, employees work more efficiently. And with real-time updates and alerts they head-off problems before they arise.

### Increases ROI

Qtrac VR's flexibility keeps hardware costs down. And ROI up. It runs on almost any existing internet-enabled hardware – from PC's to mobile.

### Reduces Costs

An SaaS, cloud-based platform eliminates the need for an expensive server-based infrastructure, and the labor and maintenance costs associated with it.

### Enhances planning

An historical reporting suite helps visualize trends such as student traffic, average wait times, even service times over a specific date range.