

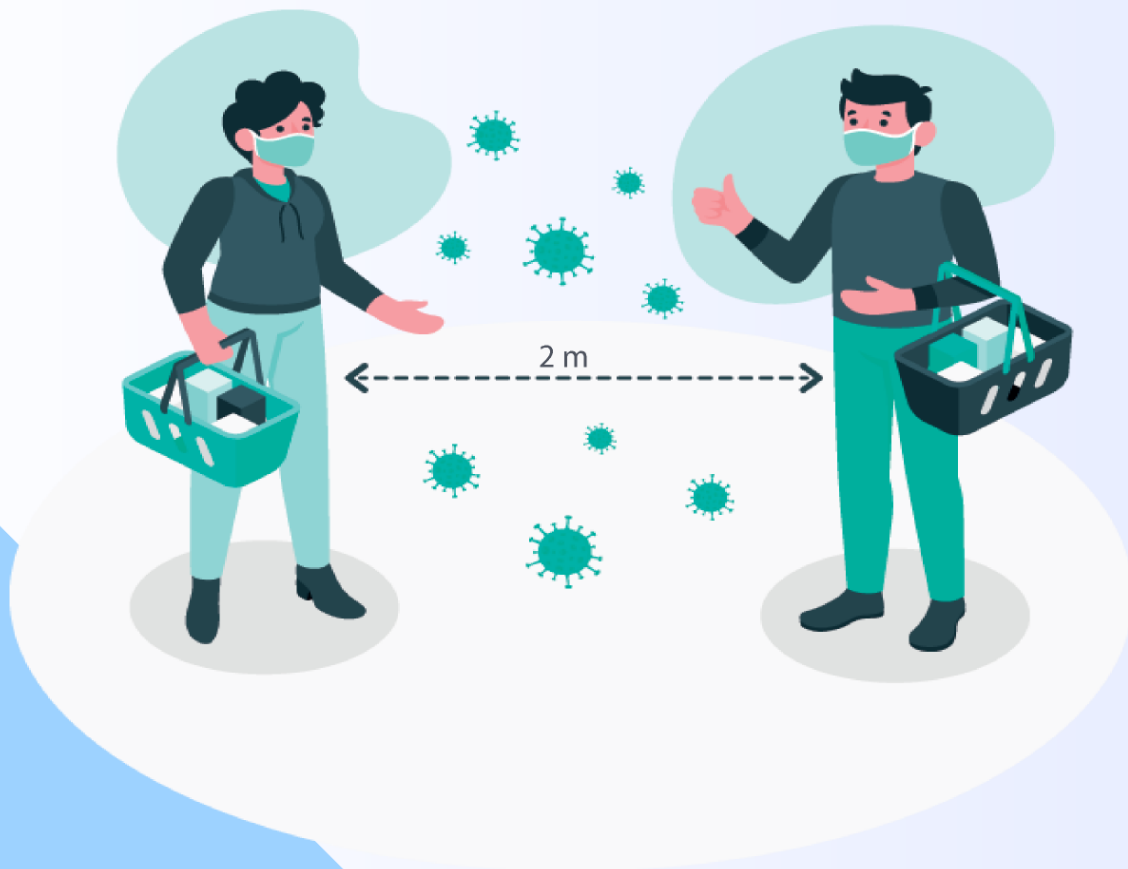
Q-edis Queue Management

A platform for secure customer flow management in retail stores.



Rebooting the retail trade

The resumption of retail trade after the advent of the current global pandemic can only be effectively achieved if it becomes safer for both business staff and consumers. Physical distance is a prerequisite for rebooting economy and restoring consumer confidence.



Retail companies, targeting the successful resumption of their operation, are required to resolve three key issues related to physical distance:

01

The number of consumers inside the store

The number of consumers side the physical store must be monitored and controlled systematically, as it is limited and calculated based on the store's square meters.

02

Queuing at the entrance

Reducing the number of consumers in the physical store may create huge queues at the entrance, increasing the risk of spreading the virus and significantly reducing the customer service experience.

03

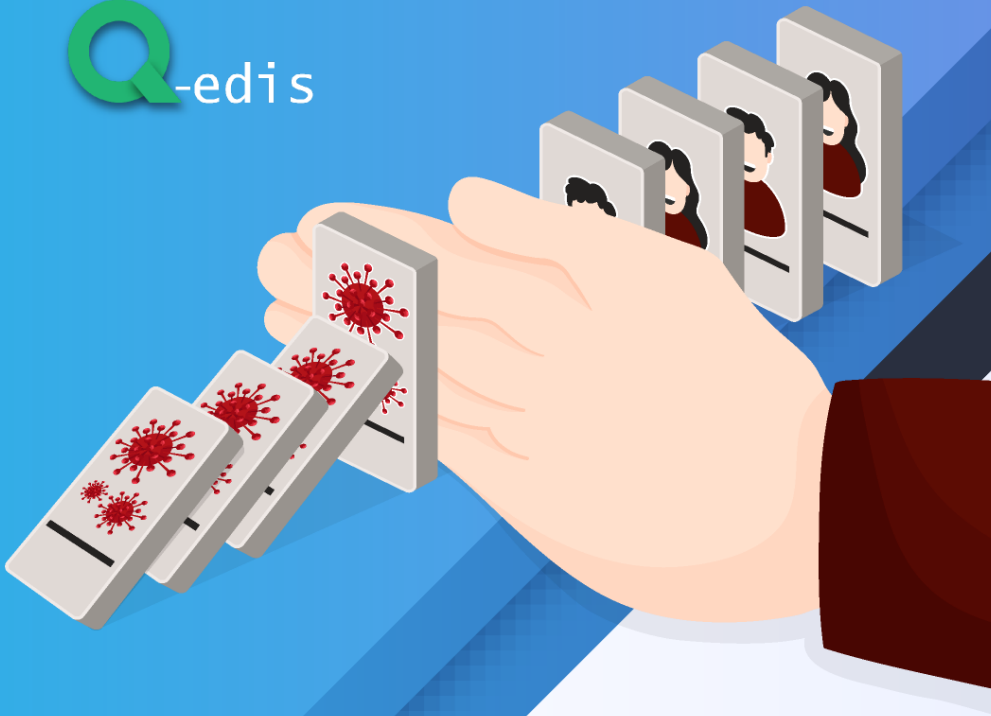
Redirecting consumers to other sales channels

To an online store, a call center or another nearby store . Retail businesses due to workload and ease of service need to redirect a numberof consumers to online solutions or other channels in order to reduce as much as possible the physical contact in the store.

Q-edis

The Q-edis platform provides a complete and easily applicable solution.





Expected Results

Current data provided by the scientific community show that, through optimal queue management, the possibilities of spreading Covid-19 can be significantly reduced due to limited physical contact time and a limited number of people inside the store. Retail businesses can maintain their revenue streams through secure crowd flow management. Customer experience is improved as customers themselves can remotely register in the queue in an easy way and be notified of their arrival time, improving both health safety as a whole and operating waiting time.

In addition, after the end of the pandemic period, our lives and our consumer habits will not be the same. Consumer health safety will be more important than ever. Redirecting channels as a solution is expected to lead consumers to increasingly use digital channels. The digital queue for some services in the store (such as ordering, customer service, sales consulting and other internal services) will help businesses ensure the safest solution for their customers.



The Q-edis platform provides the following solutions:

Crowd control management in the store.

For each store a digital queue with a maximum number of consumers is defined and it is not allowed to be exceeded. The staff of the store records the number of customers entering and leaving the store through a mobile application.

Queue management at the entrance

Consumers can register on the digital queue on the spot or remotely and will be notified when their turn comes (e.g. via SMS or e-mail).

Redirecting to other channels

The digital queue platform can be used to offer consumers alternative electronic channels (online store, call center, mobile app, etc.)

