



MANAGING THE **full cycle** OF SERVICE IN CUSTOMER RECEPTION CENTERS

Q-Flow® optimizes your customer flow, eliminates bottlenecks and measures in real-time the flow of customers throughout your entire enterprise.

CUSTOMER FLOW SOLUTIONS FOR SMALL, MEDIUM AND LARGE ENTERPRISES

Q-Flow® is a real-time, web-enabled customer flow tool for directing, organizing and optimizing the throughput of customers in any-sized organization. Comprised from software and hardware elements, Q-Flow® handles appointments, reception, registration, customer routing and queuing, service documentation, monitoring, analysis and reports.

CENTRALIZED, EFFICIENT AND COST-EFFECTIVE

Because Q-Flow® is web-based, upgrades, version control, fixes and system configuration changes (example: adding a new service type or changing ticket text) can be executed from any remote computer to the central server. Database backups can be performed from a single source requiring no remote computers for backup.

Q-Flow® utilizes concurrent licenses, which allows you to deploy system functionality to any branch within your organization without requiring the need to purchase, update and maintain a license for each localized branch.

NON-PROPRIETARY PRODUCTS - The open SQL database of Q-Flow® enables you to leverage third party, non-proprietary, off-the-shelf hardware componentry. These components may include standard Point-of-Sale (POS) printers, LED boards and TV screens. They are also faster to install, easier to support and readily available from multiple sources.

CLIENT-LESS SOFTWARE - Q-Flow® offers your IT Department an easy-to-implement, easy-to-maintain system that does not have to be physically installed on the various desktop computers within the enterprise. Access through a standard MS browser is all that you need to begin utilizing system functionality. Additionally, cross platform applications such as wireless Palms, Pocket PC's and CE devices can all be utilized with minimal integration.

MARKETING BENEFIT - Q-Flow® can utilize your guidance and directional devices to advertise information about the organization as well as leverage marketing and promotions across the entire enterprise.

You can easily print advertising on the tickets issued to each customer, distribute audio messages and deploy video marketing campaigns in each of the lobby areas across your entire organization.

Each of these options can be managed from a central location, providing a single-source application for strong, consistent and timely advertising, public relations and promotions.

THIRD PARTY REPORT GENERATORS - Through the consolidation of data sources within the various field offices into one centralized database, Q-Flow® optimizes the reporting performance and interaction with third party report generators. For example, Q-Flow® system data can be exported to Crystal™ Reports enabling your data analysis team to optimize system functionality within industry standard applications.

Service Name	Avg. Waiting Time	Max. Waiting Time	Waiting Avg. Service Time	Max. Service Time	In Service	Completed Today	Status
Lab	00:14:31	00:23:48	3	00:15:32	00:25:00	2	9
Alone	00:09:34	00:13:53	5	00:13:12	00:16:36	3	20
2/Day and Night	00:27:55	00:27:55	1	00:34:11	00:34:11	1	6
Average	00:13:16			00:16:00			
Sum					6	40	
Maximum	00:27:55			00:34:11			

Service Name	Avg. Waiting Time	Max. Waiting Time	Waiting Avg. Service Time	Max. Service Time	In Service	Completed Today	Status
Lab	00:09:40	00:09:40	1	00:13:14	00:20:03	3	15
Plastic Surgery	00:21:06	00:21:06	1	00:49:68	00:49:68	1	6
Average	00:15:27			00:25:29			
Sum			2		3	20	
Maximum	00:21:06			00:49:68			

Avg. Waiting Time	Max. Waiting Time	Waiting Avg. Service Time	Max. Service Time	In Service	Completed Today	Status	
Average	00:13:59		00:19:30		8	63	
Sum		11			01:49:56		
Maximum	00:27:55			01:49:56			

Report Generated by Q-Flow™ Management Info Center: 5/14/2004 6:12:22 PM

Q-FLOW® MANAGEMENT INFO CENTER - Q-Flow® offers you an easy-to-use access point for viewing real-time information and statistics, providing an unparalleled insight into the productivity, cost of service, service levels and customer flow patterns of your organization.

Enter your customers into virtual queues, segment their services, allow them to relax instead of standing in line, call them forward, transfer to different areas, manage wait and transaction metrics and track the productivity of your staff.

“ I NEED **to streamline** THE THROUGHPUT OF MY CUSTOMERS ”

Q-FLOW MAXIMIZES YOUR

SALES by providing dynamic, customer-focused promotional or informative messages for arriving and waiting customers.

PRODUCTIVITY by providing customer service agents with time-saving tools and giving managers better control and planning tools.

CUSTOMER SATISFACTION by keeping order in the waiting areas, providing waiting customers with clear guidance information, servicing them fairly (FIFO) and enabling better service.

AND MINIMIZES YOUR

WAITING TIME by combining streamlined workflow with unique queue management applications.

CUSTOMER CHURN by combining improved customer experience and enhanced knowledge base to build customer loyalty.

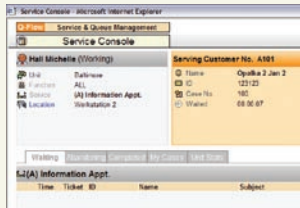
TOTAL COST OF SERVICE by combining rapid system implementation, low maintenance costs and streamlined operations.

UNIQUE BUSINESS VALUE - The integration capabilities of Q-Flow® allows you to get the most power and knowledge out of the system by maximizing the efficiency and quality of service. Together with its Management Info Center portal, decision making at all levels is made more efficient by providing as much up-to-date information as possible ensuring optimal planning of processes and resources.

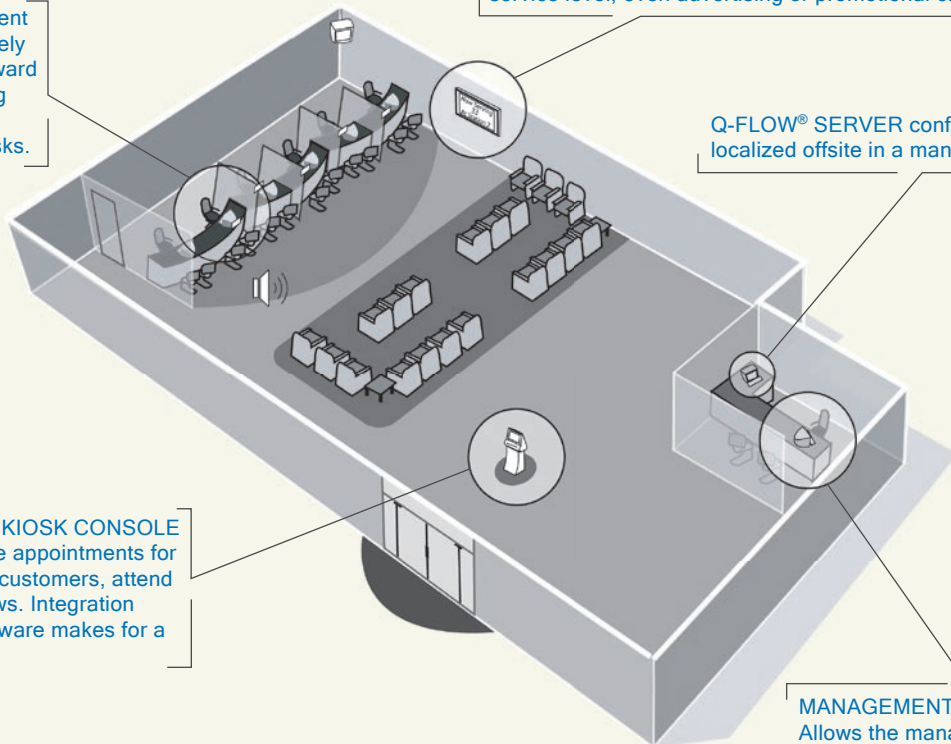
All these aspects combined make Q-Flow® the best investment you will ever make in your customer reception centers. Giving you faster, better results at lower costs than any other Queuing Management System, Q-Flow® is a cutting edge productivity tool, that is also a great value for the money.

GUIDANCE AND INFORMATION - LCD TV's, LED displays and voice annunciators are optional features that provide customers with clear directional information, queue status, service level, even advertising or promotional campaigns.

SERVICE CONSOLE allows the agent to manage customers more effectively by observing the queue, calling forward customers to be served, transferring customers to other queues and performing other service-related tasks.



Q-FLOW® SERVER configuration can be localized offsite in a managed data center.



RECEPTIONIST/SELF-SERVE KIOSK CONSOLE enables receptionist to schedule appointments for staff members, identify arriving customers, attend to walk-ins and monitor no-shows. Integration with any 3rd party calendar software makes for a seamless solution.

MANAGEMENT INFO CENTER Allows the manager to examine online customer flow and service level parameters, as well as run in-depth historical analysis reports.

Crystal™ Reports is a registered trademark of Business Objects
Q-Flow® is a registered trademark of Qnomy, Inc.



phone: 800.704.6592

www.acftechnologies.com