ACF | TECHNOLOGIES

QUEUE MANAGEMENT AT THE AIRPORT: HOW TO BEST MANAGE QUEUES AND CROWDS

SUCCESSFULLY MANAGE QUEUES AND CROWDS AT THE AIRPORT WITH A **QUEUE MANAGEMENT SYSTEM**

Air travel can be a stressful experience for passengers, and long queues at the airport only add to that stress. From check-in to boarding, passengers face long lines and wait times, negatively impacting their overall travel experience.

Airports are infamous for their long queues, and people frequently leave their homes hours before their flights to avoid them. Many others have ceased traveling via specific airports due to the constant congestion. However, some airports have recently begun to use queue management technology to minimize wait times, improve the customer experience, and generate income.

You don't want to be left behind when technologies like these are used in a competitive market like travel. Here are some examples of how queue management tools can boost airport efficiency

STREAMLINE PASSENGER FLOW

One of the most significant benefits of a queue management system in airports is efficient passenger flow management. By providing real-time information on wait times, delays, and gate changes, airports can direct passengers to the appropriate areas, reducing congestion and improving traffic flow.

REDUCING CONGESTION AND IMPROVING TRAFFIC FLOW.

A **Queue Management System** (QMS) helps manage queues by allowing passengers to join virtual queues or directing them to open check-in desks, security checkpoints, and boarding gates, resulting in faster processing times and less time spent waiting in queues.

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IMPROVED CUSTOMER EXPERIENCE

A smart and automated system significantly enhances the customer experience by reducing wait times and providing a more efficient and streamlined check-in process. Passengers are more likely to have a positive experience at the airport if they are not stuck waiting in long queues. By using a QMS, airports can improve the overall experience for passengers, leading to increased customer satisfaction and loyalty.

At the same time, with a solution like **Customer Feedback**, passengers can share their experience at the airport. This insight can help airports and airlines get to know what passengers are concerned about, their pain points, what matters are urgent, as well as what is working and what they should continue to practice.

Gathering real-time opinions with a smart feedback system can enhance the way airports present to passengers and improve their experience since they'll feel heard and taken care of.

PASSENGERS ARE MORE LIKELY TO HAVE A POSITIVE EXPERIENCE AT THE AIRPORT IF THEY ARE **NOT STUCK WAITING IN LONG QUEUES.**

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COST SAVINGS

Manual management of queues can be expensive, especially during peak travel times when airports require additional staffing to manage queues. However, a QMS enables airports to handle large volumes of passengers with minimal staffing, resulting in cost savings.

This automated system can also help reduce staffing costs by ensuring staff members are deployed to the right areas at the right time, improving the overall efficiency of airport operations.

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DATA COLLECTION AND ANALYSIS

A Queue Management System also helps airports collect data on passenger traffic patterns, wait times, and queue lengths. This information can be used to optimize airport operations, improve resource allocation, and identify areas for improvement. By analyzing this data, airports can make data-driven decisions and implement strategies to improve passenger flow, reduce wait times, and enhance customer experience.

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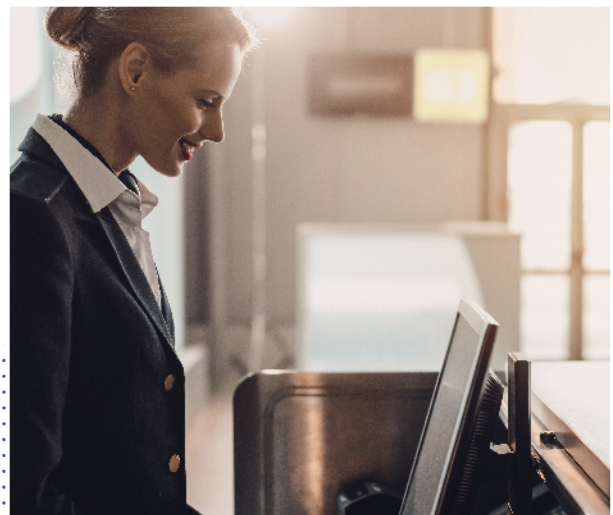
MAKE THE MOST OF AIRPORT REAL ESTATE

Airports can use real-time customer tracking to identify which paths passengers spend the most time on and which businesses they frequent. This data will be utilized to determine shop rent and monetize passenger footfall. When attracting new retail partners, statistics on the number of visitors who pass through the airport can be presented; these are all prospective clients.

Furthermore, suppose there are locations in the airport where travelers wander, but there are no shops. In that case, traffic data can be given to prospective retailers to rent the space at a premium cost, increasing airport revenue even further.
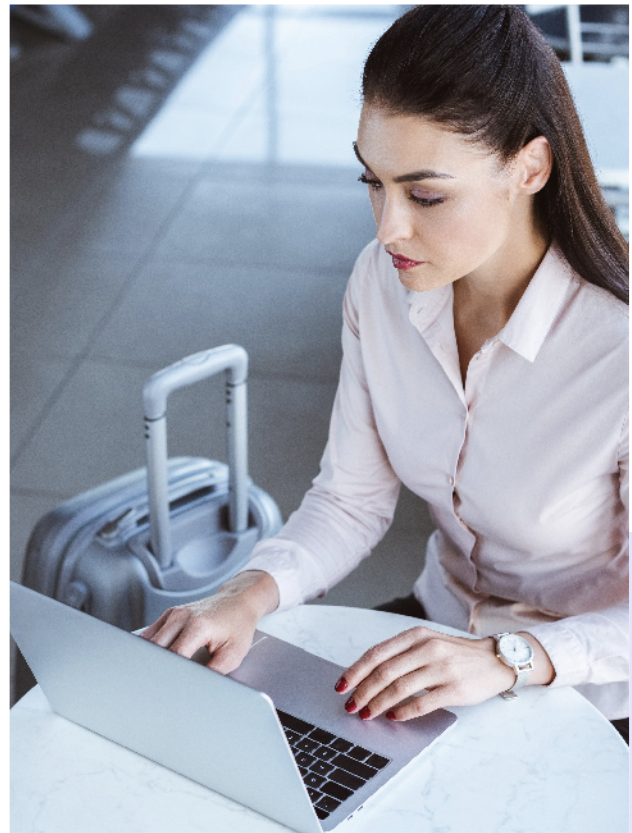
IMPROVE HOW PASSENGERS SEE YOUR AIRPORT WITH **ACF'S QUEUE MANAGEMENT SOFTWARE**

✓ Self-Service Kiosks
Allows passengers to check-in, print boarding passes, and tag their luggage, reducing wait times and freeing up staff to handle other tasks. This can lead to a more streamlined check-in process and reduce traffic at the airport.

✓ Mobile Queuing
Allows passengers to join a virtual queue using their mobile device, eliminating the need for physical lines and reducing wait times. This feature provides real-time updates on wait times and queue positions, improving the overall passenger experience.

✓ Appointment Scheduling
Passengers can book appointments for specific services such as passport control, baggage drop-off, and security checks. This reduces wait times and improve the efficiency of airport operations.

✓ Real-Time Analytics
Get insights into queue lengths, wait times, and customer flow. This information helps airports optimize staffing levels and resource allocation, leading to cost savings and a more efficient airport experience for passengers.

✓ Automated Notifications
Send alerts to passengers when it is their turn in the queue, reducing the need for manual announcements and improving communication with passengers. This can lead to a more organized and streamlined airport experience for passengers.

By implementing ACF's Queue Management System, airports can optimize their operations, enhance the passenger experience, and stay competitive in a rapidly changing industry.

Set a new standard for customer experience at your airport. **Contact us or schedule a demo with one of our experts.**