



CLEVER DIGITAL SIGNAGE

a great team behind you

RE-SIGN™ QUEUING MODULE

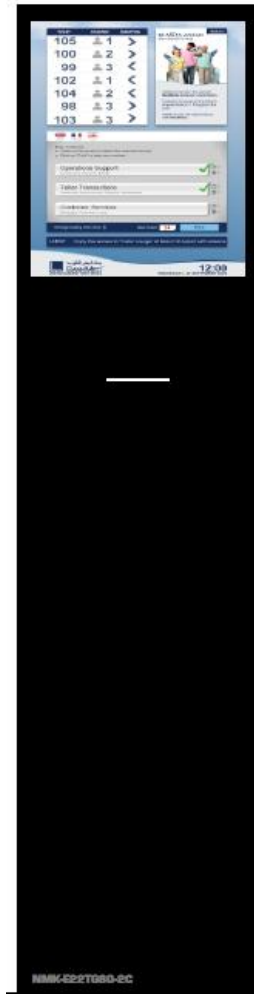
RE-SIGN™ SOFTWARE: QUEUING BENEFITS



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- Tracking wait times and employee productivity
- Immediately identify high-value customers
- Centralized management
- Real-time monitoring & reporting



Employee access management

Sequential call, recall, missed call, priority call, transfer

Advertisements on touchscreen and ticketing options

RE-SIGN™ SOFTWARE: QUEUING BASIC FEATURES

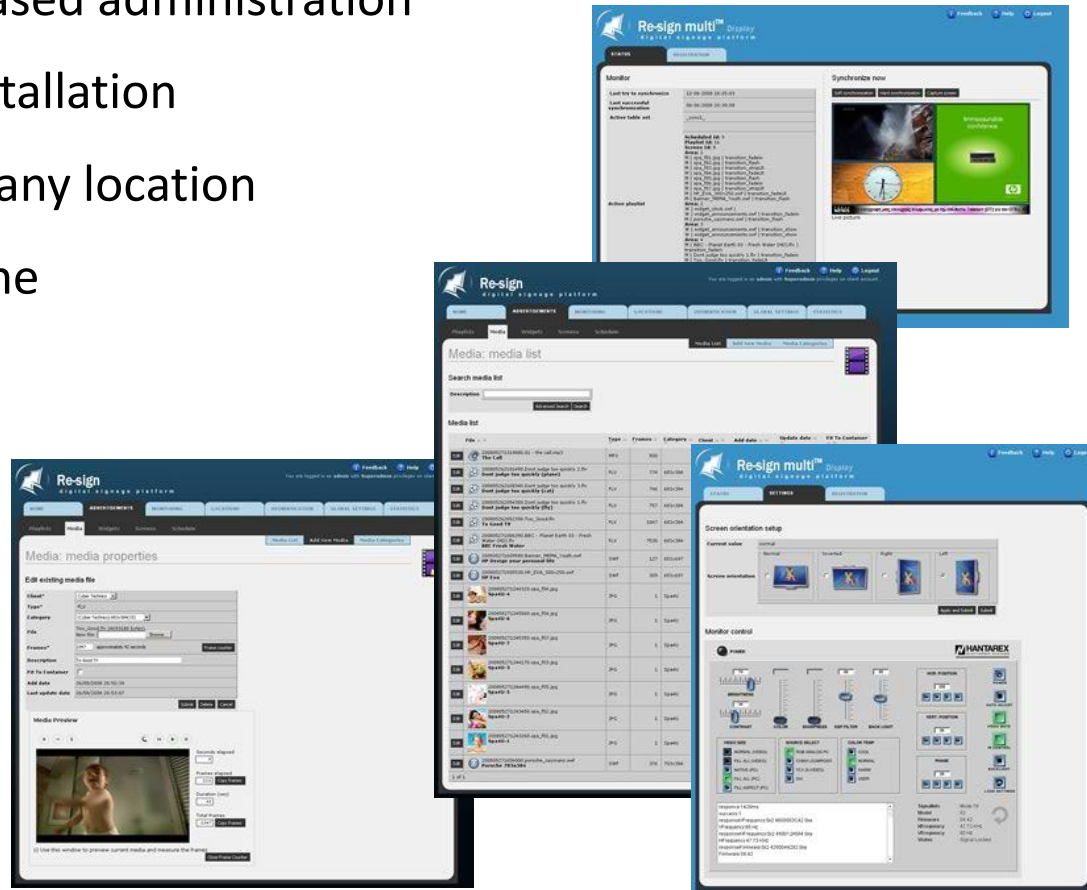


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East to use web-based administration

- No software installation
- Managed from any location
- Low training time
- Low cost



RE-SIGN™ SOFTWARE: QUEUING BASIC FEATURES



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- Centralized management, fully parameterized, branch manager real-time monitoring
- Detailed statistics on employee production
- Powerful agent functions such as Sequential Call, Recall, Missed Call, Priority Call, Store, Transfer between agents, etc., Information about customer and the requested services
- Software based agent interface without installation
- Advertisements on the Touch screen and Tickets, based on Language and Services
- Multiple language voice guidance
- Ideal for CRM using swipe Cards, VIP (or people with special needs) priority handling
- Real-time Monitoring and Report
- Statistics based on service and language selection by customer
- Access management, compatible with active directory



RE-SIGN™ SOFTWARE: QUEUING BASIC FEATURES



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- Fully integrated with Re-sign digital signage.
- Use digital signage to inform and entertain customers while waiting:
 - Weather information, stocks, news, funny videos, etc.
 - Customers are paying attention to the queuing info increasing the influence of advertising and training messages.
- Re-sign™ Queue Management System is a “state of the art” system that converts the need for queuing to a new interactive experience for customers, giving advertisement opportunities to your business.

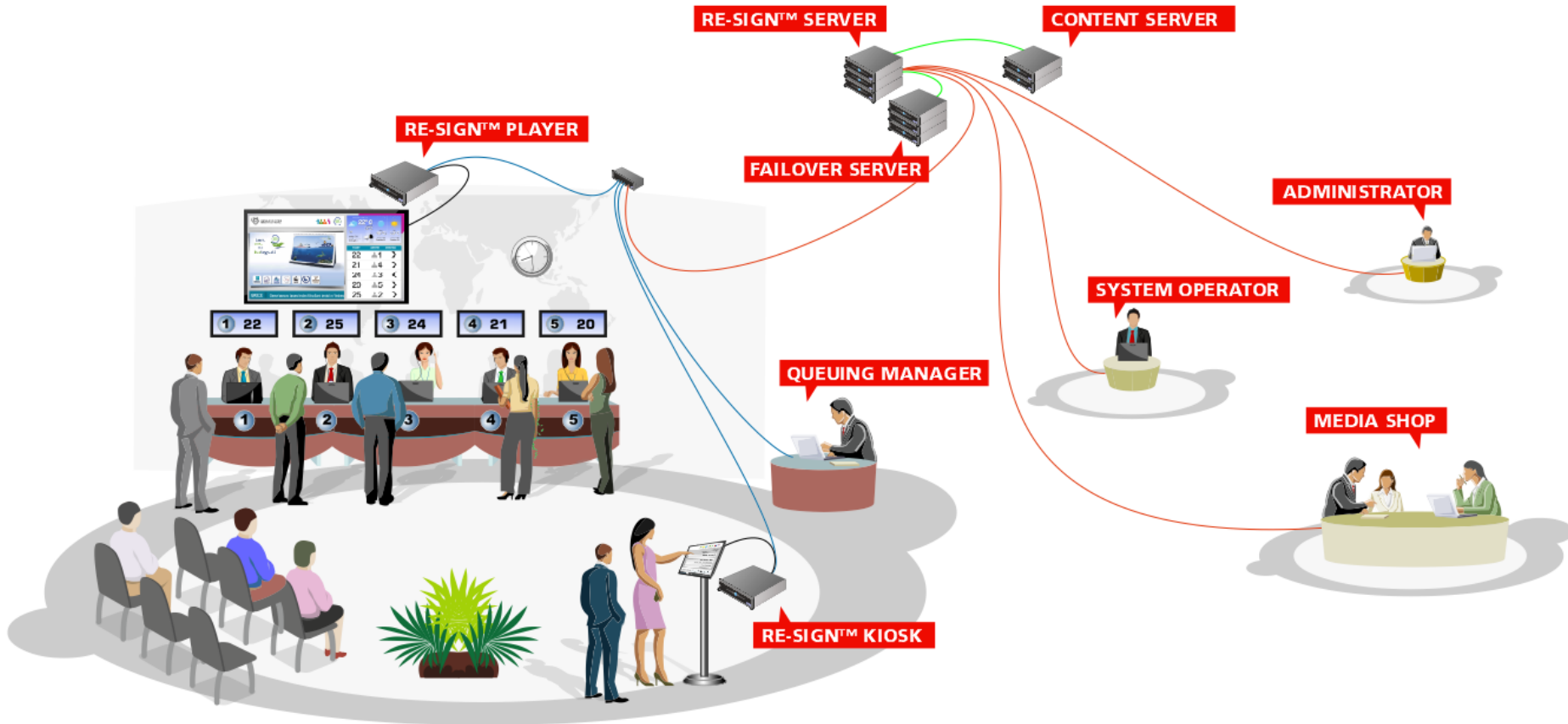


RE-SIGN™ SOFTWARE: ARCHITECTURE



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RE-SIGN SOFTWARE: CLIENT FLOW IN THE BRANCH



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Ticket issued using an interactive system

Call for Client service

Client service

Service evaluation using an interactive system (optional)

- Language choice,
- Service(s) choice
- Special Category choice
- Swipe card optional use
- Printing ticket
- Client identification info sent to Branch teller

- Directions on the Monitors
- Ticket number on the display above the Teller (LED 7-seg. / Monitor)
- Current ticket announced on the sound system at the language chosen by the client

- Sequential Call, Recall, Missed Call, Priority Call, Transfer, Store functions available etc.
- Client identification is displayed

- Customizable evaluation forms
- Suggestion and complain forms



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THANK YOU!
