earlyone

Making queues a thing of the past

Earlyone Solution

Earlyone is a queue management system that allows you to minimize customer waiting time, track and control the service process, while boosting efficiency and sales.

40+

clients trust us

700

solutions installed

10

years of experience in customer service optimization

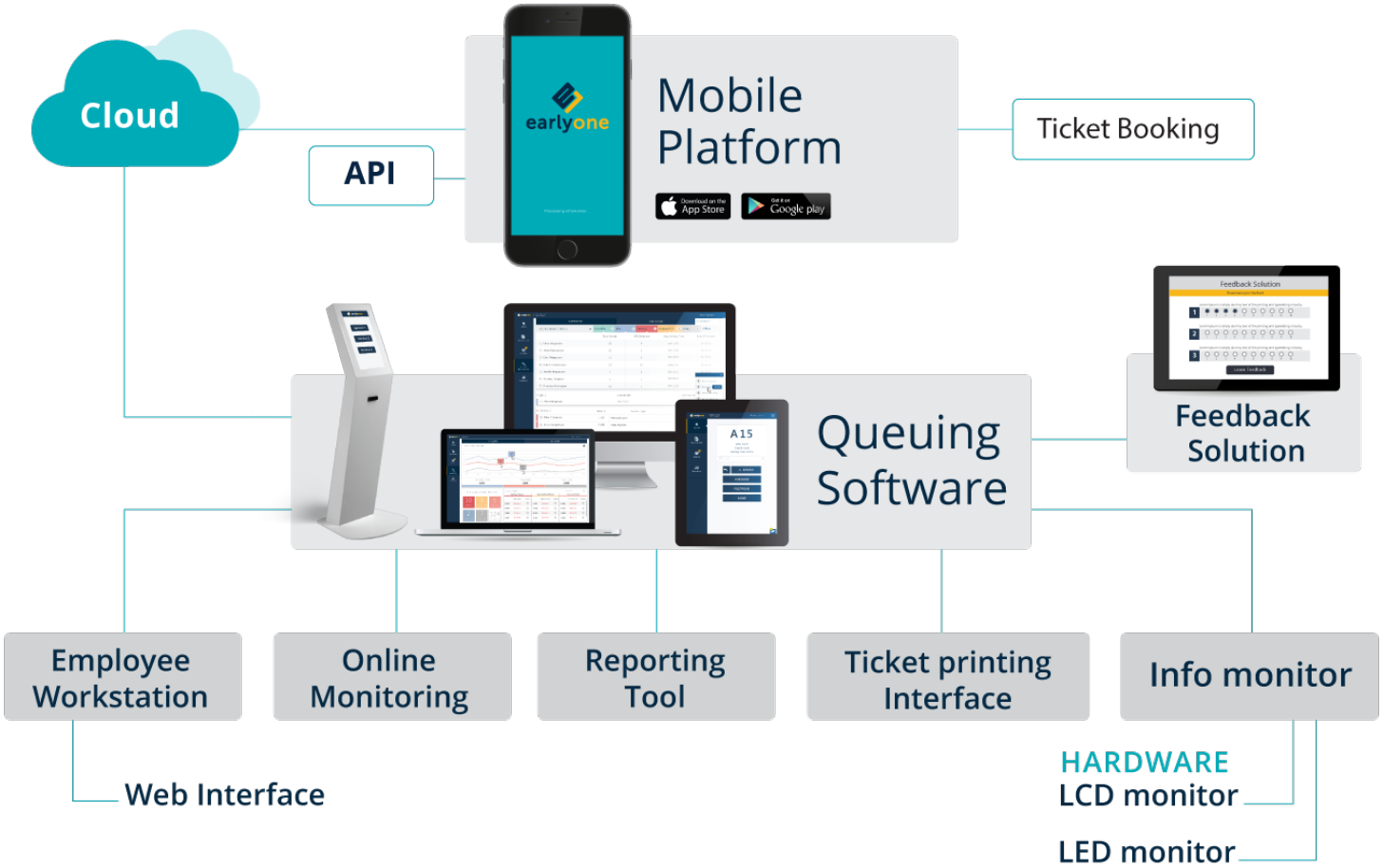
95%

of QMS in Armenia are installed by our company

60+

cities are using our solutions

PROBLEM OF QUEUES


Cloud
API
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Mobile Platform
Download on the App Store
Get it on Google play
Ticket Booking
Feedback Solution
Feedback Solution
A15
Queuing Software
Employee Workstation
Online Monitoring
Reporting Tool
Ticket printing Interface
Info monitor
Web Interface
HARDWARE
LCD monitor
LED monitor

Innovative approach to customer service

Effective distribution of customer flow

Increased staff productivity and efficient allocation of resources

Improved customer service quality

The benefits of using Earlyone

Attraction of new clients

Increase of customer loyalty

Increase in sales and cost optimization

They improve the quality of service with us

More than 60 cities in CIS region

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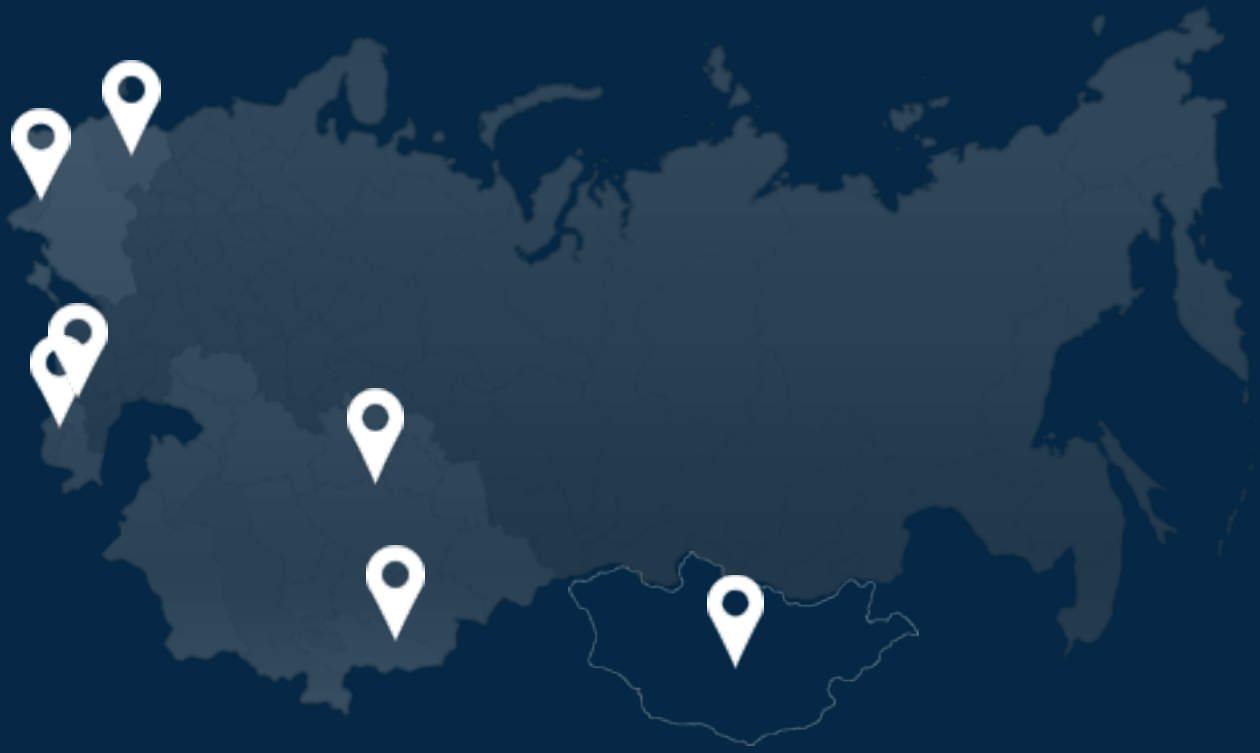
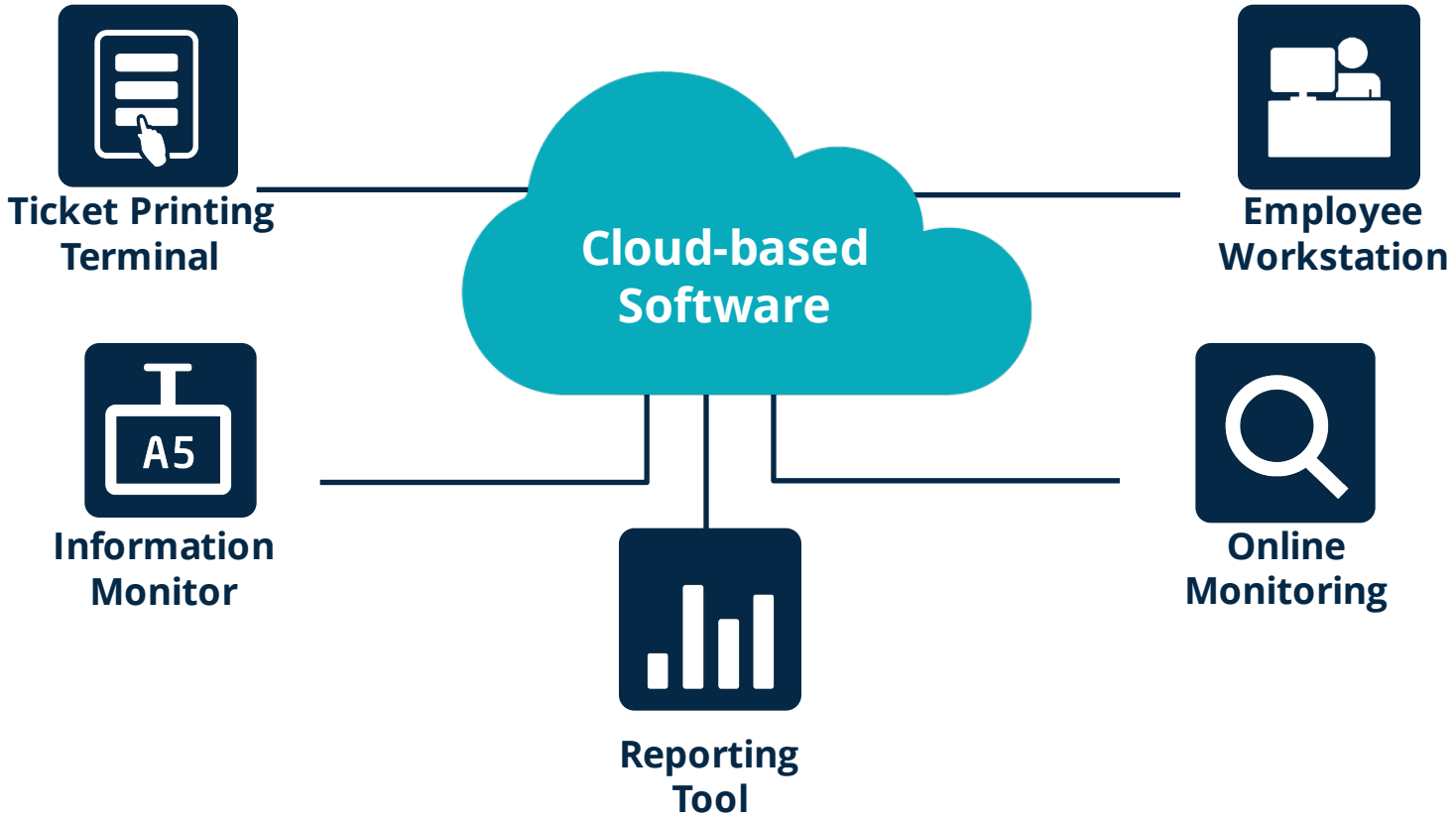
- Belarus
- Moldova
- Georgia
- Armenia
- Kazakhstan
- Kyrgyzstan
- Mongolia



Earlyone Queueing Software



Cloud Technologies

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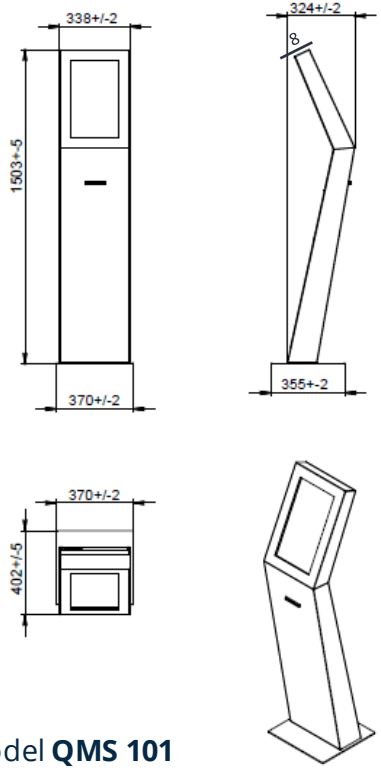
Earlyone includes the system software with centralized flow distribution and uses the latest Microsoft Azure technology.

The benefits of using Microsoft Azure:

- Fast implementation
- Compatible with all devices and platforms anywhere in the world
- Easy access
- Data Security

Earlyone does not request or store personal data of your customers

Ticket Printing Terminal



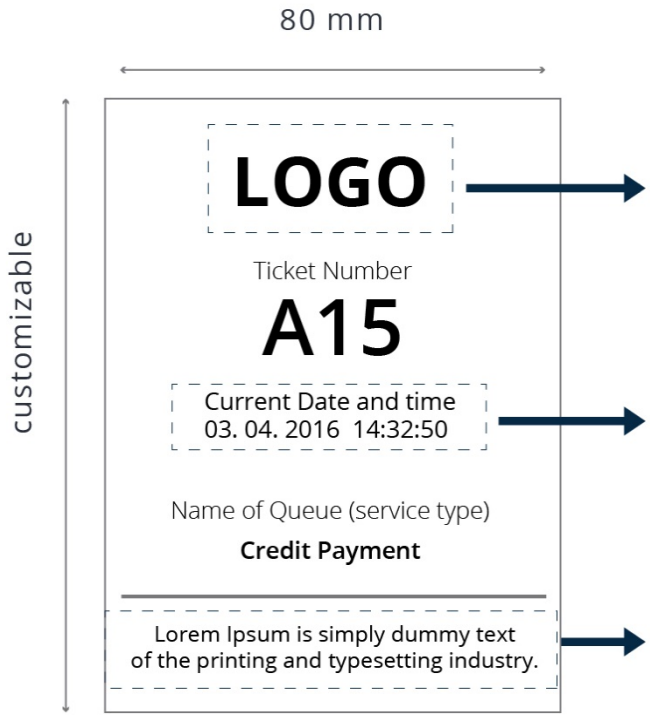
Model **QMS 101**

The unique 19“ vertical touch screen terminal is easy to use and makes the interface configuration more flexible.

Also, the usage of high-quality equipment, ensures the continuous operation of the terminal.

If your company already has ticket printing terminal, after examination we can integrate it with our software. You can use our solution ride away, without additional investments.

Queue Ticket

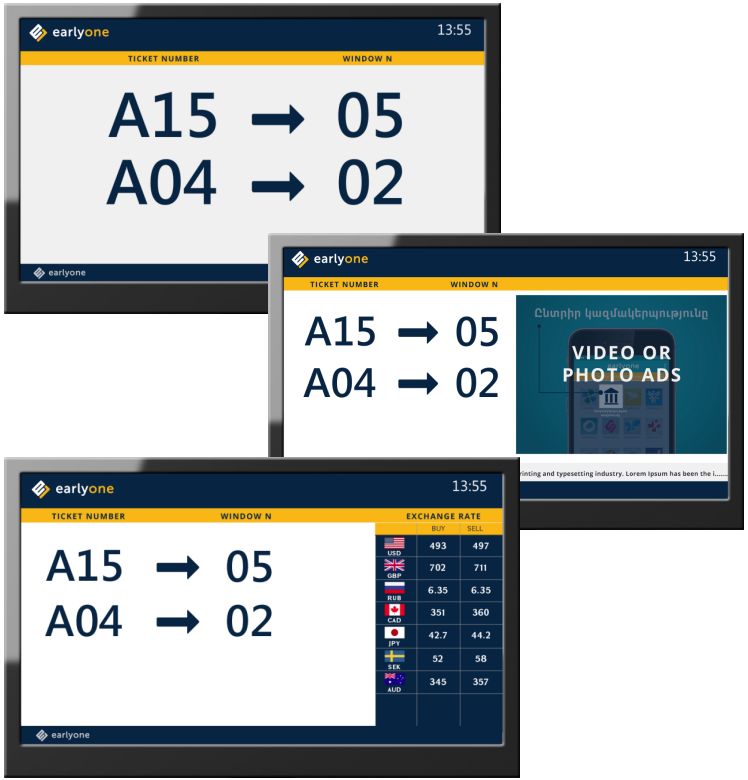


Ability to create a ticket according to your corporate identity.

The ticket may show:

- company logo
- waiting time of the client
- number of people in the queue
- advertisement

Information Monitor

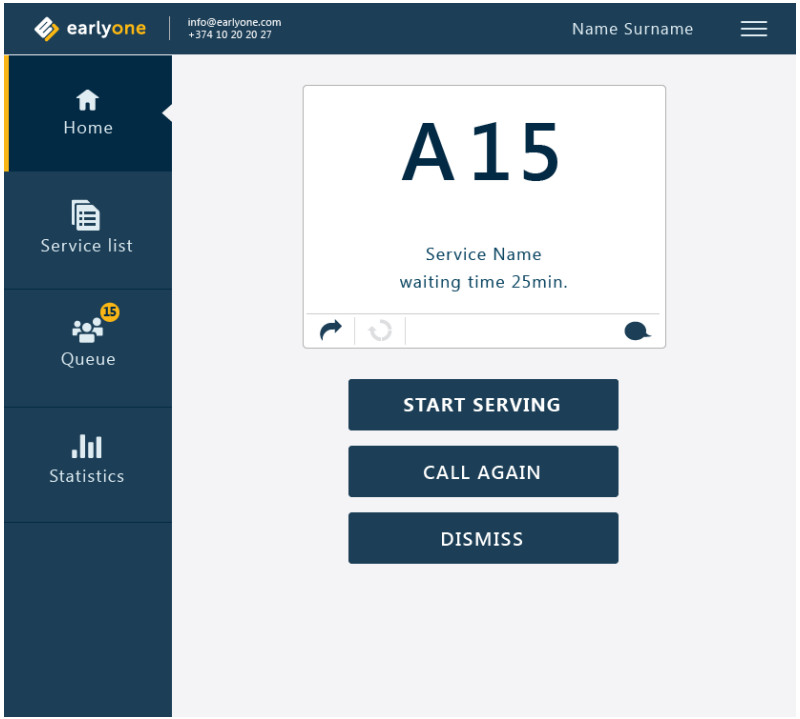


The Information Monitor distributes the tickets to available workstations and displays the tickets that are in the serving process.

Additional functions;

- Display running text, Video ads
- Voice alert
- Exchange rates

Employee Workstation



Employee Workstation is used by the employees in order to manage the flow of the branch.

Extended functions;

- Call and serve customers by order
- Forward the ticket
- Postpone or dismiss the service
- Get notification in case of exceeding the standard of the service
- Call certain ticket from the queue

All functions can be turned on or off at the customer's request.

Online monitoring of all branches

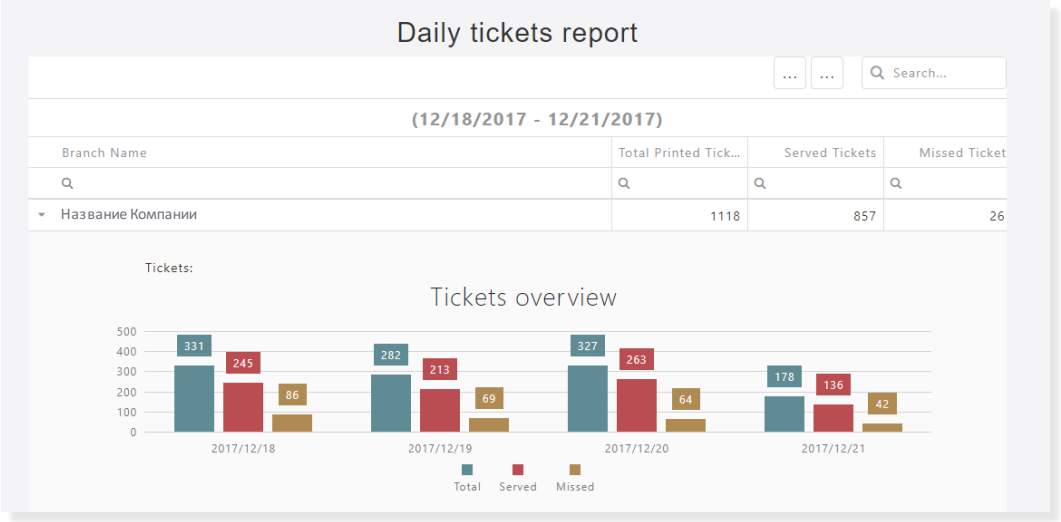
Online monitoring tool allows the management of the organization access the whole process of customer service from the start to the end of the working day in a real time.

The management of the company can:

- Monitor the load of the customers in the branch
- Receive instant notifications about the violations of the norms of service
- Control the occupancy level of each employee

Reporting tool

Reporting tool allows to follow up and evaluate the statistical data generated in the process of customer service in all branches of the company.



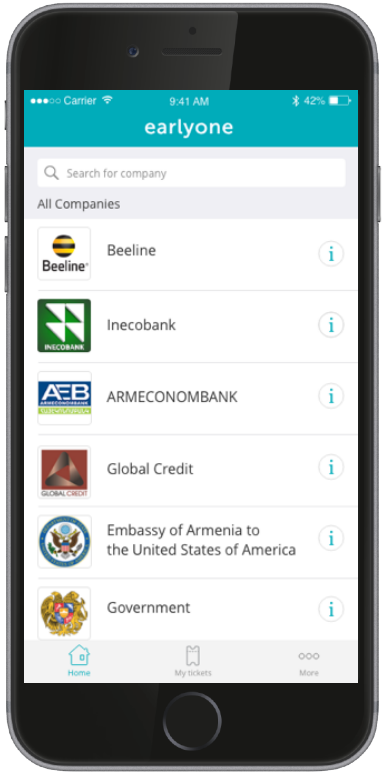
These reports help to;

- make decisions for improving the quality of service
- provide a high quality service
- get a summary of the number of transactions / services and an assessment of the need to promote certain services

Earlyone mobile platform

Earlyone mobile platform allows customers to book their place in the queue beforehand and be served at their desired time without waiting.

Earlyone application



Earlyone lets your customers to book their place in the queue beforehand and be served at their desired time without waiting.

The application is free both for users, and companies who use Earlyone Queue Management Solution.

Being present in this mobile application will allow to

- save your customers' time
- raise their loyalty level

Our customers about us

The new service not only saves the customers' time, but also makes the process of visiting the branches of the Bank more comfortable. Thanks to the Earlyone system, the time spent by customers in the branch has been significantly reduced. The number of customers using the Earlyone remote booking App is growing day by day, changing the whole culture of banking services in the Bank's branches.

Already, 10% of VTB Bank (Armenia) clients book their place in the queue beforehand.

Karen Hovhannisyan
Deputy CEO, "Global Credit" UCO
In the past, we had issues with controlling the customer flow and efficiency of employees, but with Earlyone, we can fully focus on the further development of our business.

Anna Barseghyan
Coordinator of the operational group of branches, CJSC "Inecobank"
Earlyone QMS is installed in all branches of "Inecobank", with the help of which we can serve our customers more comfortably, while collecting important statistics for improving the quality of service.

★★★★★

Syuzi Khachatryan
Mobile user
Simple, fast and time-saving. Thanks a lot!

★★★★★

Hasmik Karapetyan
Mobile user
The application works great! I tried it in "Anelik Bank". In the past I was waiting for more than an hour, but today it took me only 3 minutes.

Join us!

www.earlyone.com