Linistry Product sheet (overview)

- ✓ Main Components
  - *Dashboard* UI for advisors to manage queue
  - *Admin page UI* for in-depth customer self-administration
  - *Information Display* to show customers called
  - *Onsite kiosk UI* for on-site check-in
  - *Webflow UI* for remote queueing
  - DeskPlay UI interface for Advertising and Surveying
  - Application for high volume entry management

- ✓ Queuing/appointment booking interfaces
  - Remote queuing via webflow / customer app / chatbot
    - Customer can join the queue via their phone or pc
    - Digital ticket with real-time queueing information (number of customers waiting and waiting time estimation)
    - QR code on digital ticket
    - Advertisment on digital ticket (next best offer also possible to be placed)
  - Onsite queuing via Kiosk
    - Customer can join the queue via a touchscreen terminal (using existing devices, Android tablets or Apple tablets)
  - Manual check-in via Advisor Dashboard
    - Linistry user can put someone into the queue from the Dashboard (agent UI)
  - Call Center – Manual check-in
    - Call Center user can put the customer into the queue (CC UI)
  - Quick Access check-in
    - Simplified queueing interface for the broader staff

- ✓ Displays
  - Branch Display
    - A display (TV screen) in the branch where customers' numbers, names and assigned desk names are visible for the whole branch
  - Desk Display
    - A display on the consultant's desk, which shows advertisements and the customer's number and name who have been called by that advisor

linistry

- ✓ Booking
  - Queuing and appointments integrated (for the logic of ordering customers)
  - Four different Calendar views
    - Show calendar
    - Current day only
    - Selected day only
    - First free slot for current day
  - Frequency of the time slots configurable
  - Different parameters for booking
    - Minimum number of days before appointments
    - Maximum number of days before appointments
    - Minimum number of minutes before appointments
    - Appointment ticket expiration
    - Customer reminder sent before the appointment (two options for timing)
      - on the day of the appointment X minutes before the appointment
      - on the previous day
  - Automatic and manual export of bookings (excel, mail)

- ✓ Surveys
  - Survey before joining the queue
    - Customer fills in on their own device before joining the queue
  - Survey after the service (off-site instant feedback)
    - Customer fills in on their own device after finishing the service
  - Survey on a Tablet which is on the desk of the consultants (on-site instant feedback)
    - Customer fills in on the branch's device after finishing the service
  - Survey to consultants
    - Consultant fills in after finishing the service for the customer (customer does not know its content, serves statistical, cross-selling purposes)

- ✓ Notification types
  - SMS
    - Customer (and user) can receive their notifications via sms
  - E-mail
    - Customer (and user) can receive their notifications via e-mail
  - Chatbot
    - Customer can receive their notifications via Chatbot

- ✓ Advertisements
  - Ticket advertisement
    - It is possible to have an advertisement or other marketing material on the digital ticket
  - Display advertisement
    - It is possible to have an advertisement or other marketing material (such as video or slideshow) on the Branch Display

✓ User management
- Different User Access Types
  - Normal User: can only access the Linistry Dashboard (agent UI)
  - Branch Admin/Manager: can access the Dashboard (with specific menu items only for Branch Managers) and the Admin page
  - Subscriber Admin: have a permission to see all the branches which are available under a given Subscriber, and can also reach the Admin page and Dashboard
  - Concierge User (Meet and Greet): can only access the Linistry Dashboard in simplified mode to drive floor management
- User Access Rights to Specific Services
  - Time-bound or unlimited access of users to specific services
- User service priorities (floor management)
  - It is possible to set primary or secondary priorities for a user regarding the available services

✓ User Interface customization
- Kiosk Translations
  - All the words and phrases are editable on the Kiosk screen (any language can be added)
- Kiosk Customization
  - It is possible to change every color and logo on the Kiosk
- Kiosk menu configuration (custom folder structure, content, orientation)
- Webflow Translations
  - All the words and phrases are editable on the webflow (remote queueing UI) (any language can be added)
- Webflow customization
  - It is possible to change every color and logo on the webflow
- Webflow menu customization (custom folder structure, content, orientation)
- Configuring the information visible on ticket, line selector (switch off or on)
  - Number of waiting customers
  - Expected process start
- Custom message into the digital ticket
  - It is possible to have any extra or specific information on the digital ticket if needed
- Message templates
  - It is possible to customize the messages which will be sent from the system

✓ Line/Service settings
- Detailed settings of lines
- Detailed definition of services (times, notifications, logos, etc)

✓ Ticket expiration
- Ticket expiration for walk-in customers
  - Setting the ticket expiration in minutes from notification for walk-in customers.
- Ticket expiration shown to customers

- Setting up the ticket expiration in minutes from notification for customers which will be visible on the ticket (not real expiration, only for information)
  - Appointment ticket expiration
    - Setting up the ticket expiration in minutes from notification for customers with appointments.

✓ Desks
  - Adding Desks as necessary

✓ Opening and Closing Hours
  - Remote Sign-In Opening Hours
    - It is possible to determine the opening and closing hours when customers are able to join the queue remotely
  - Opening hours with Service Capacity
    - It is possible to determine the opening and closing hours and the number of team members who are working on a given Line (it is important for the calculation of expected waiting time)

✓ Advanced notifications
  - Number of people to be notified in advance (pre-calling)
    - How many customers would you like to notify in advance
  - Number of minutes to notify in advance
    - Number of minutes to notify in advance, almost the same setting as pre-called customers but in minutes instead of the number of customers.

✓ Allowed operations for the Dashboard
  - Call Next
    - Enable a Call Next button on the dashboard
  - Call in Custom Order
    - Enable this function it is possible to call anyone from the queue not only the next one
  - Move to the Front of Line
    - It is possible to move someone to the front of the line
  - Redirect Customer
    - It is possible to redirect someone from their service to another one
  - Recall
    - Call the customer again
  - Suspend/Resume
    - Move someone from the queue into the Suspended section or put someone back into the Line from the suspended section
  - Close Servicing
    - Close the service for a customer manually
  - Close Servicing (waiting customers)
    - Close the service for a waiting customer

- Manual Notification
    - Send a notification manually to a waiting customer

✓ Reports
- Manager Reports
    - Only available for users with Branch Manager permission
- Simple Reports
    - Available for all users in Linistry
- Microsoft Power BI Embedded reports, which provide full detail analysis

✓ Message Alerts to Linistry Users
- When a customer remotely registers to a line
    - Linistry user can receive an sms when someone join the chosen queue remotely
- When a customer registers to an empty line
    - Linistry user can receive an sms when someone join an empty queue
- When a customer arrives for a given service
    - Linistry user can receive an sms or e-mail when someone joined the queue for a specific service

✓ Break
- Immediate break
    - It is possible to start a break (10,20,30,40,50 or 60 minutes long) from the Dashboard
- Scheduled break
    - It is possible to schedule a break on the Dashboard

✓ Branch manager functionalities
- Real-time overview of branch activities
- Alarm notifications for long queues

✓ Channel optimization
- Redirection rules per services (to alternative electronic channels)
- Integration to third party electronic channels (IVR, Netbank, etc)

✓ Built-in support chat for instant support
✓ Activity logging
✓ On-line version upgrades
✓ Remote kiosk management
✓ Built-in Microsoft Azure Security, georedundant services
✓ GDPR compliance