

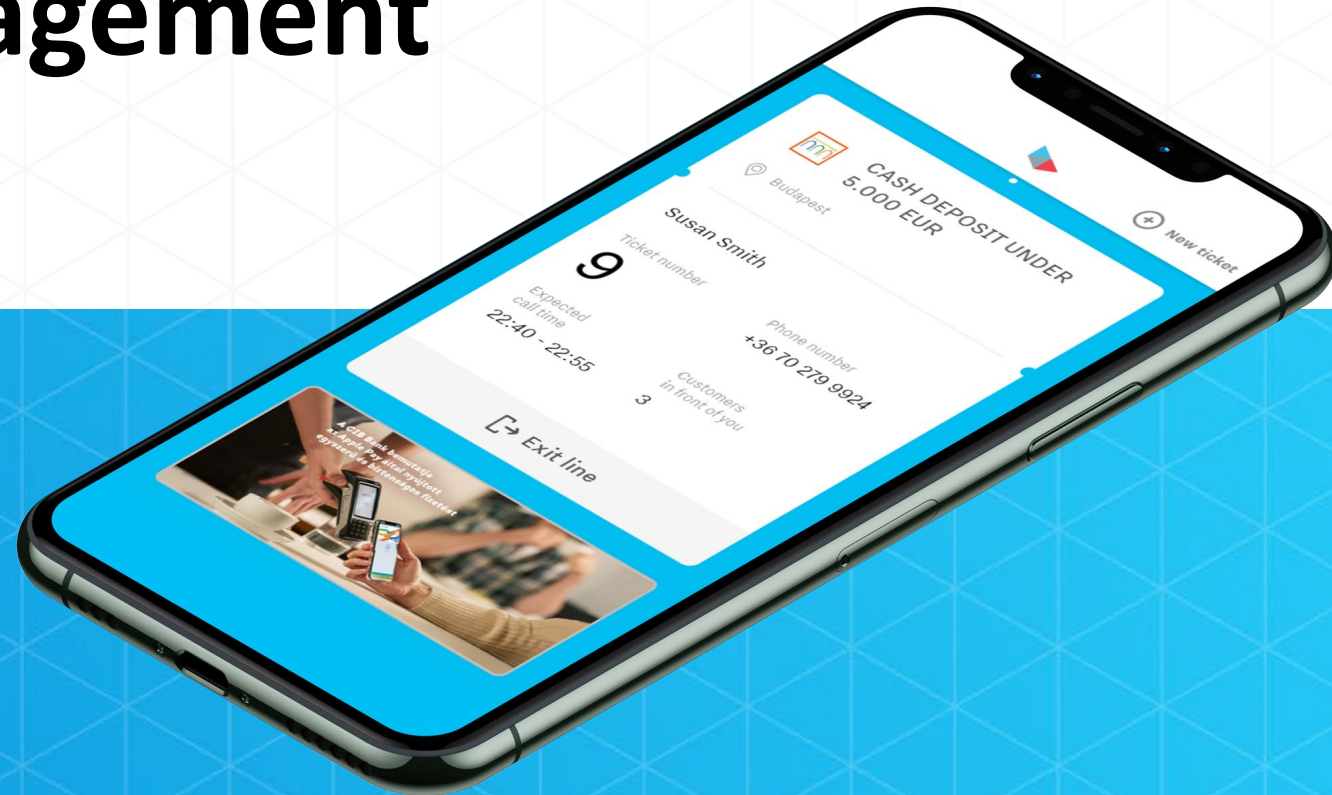


linistry

Virtual Queue Management

A competitive advantage with a special, customizable and flexible queue management system.

www.linistry.com



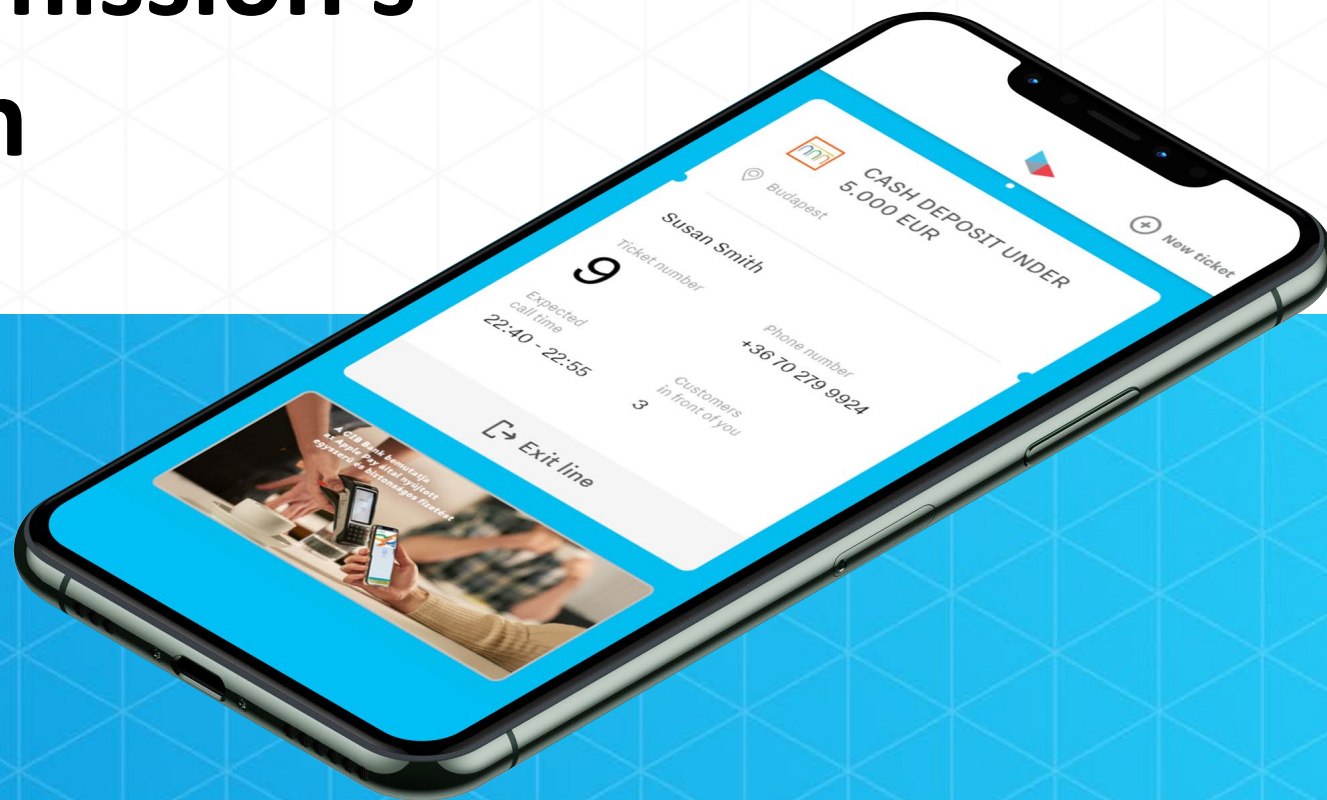


Award-winning solution at the European Commission's #EUvsVirus hackathon



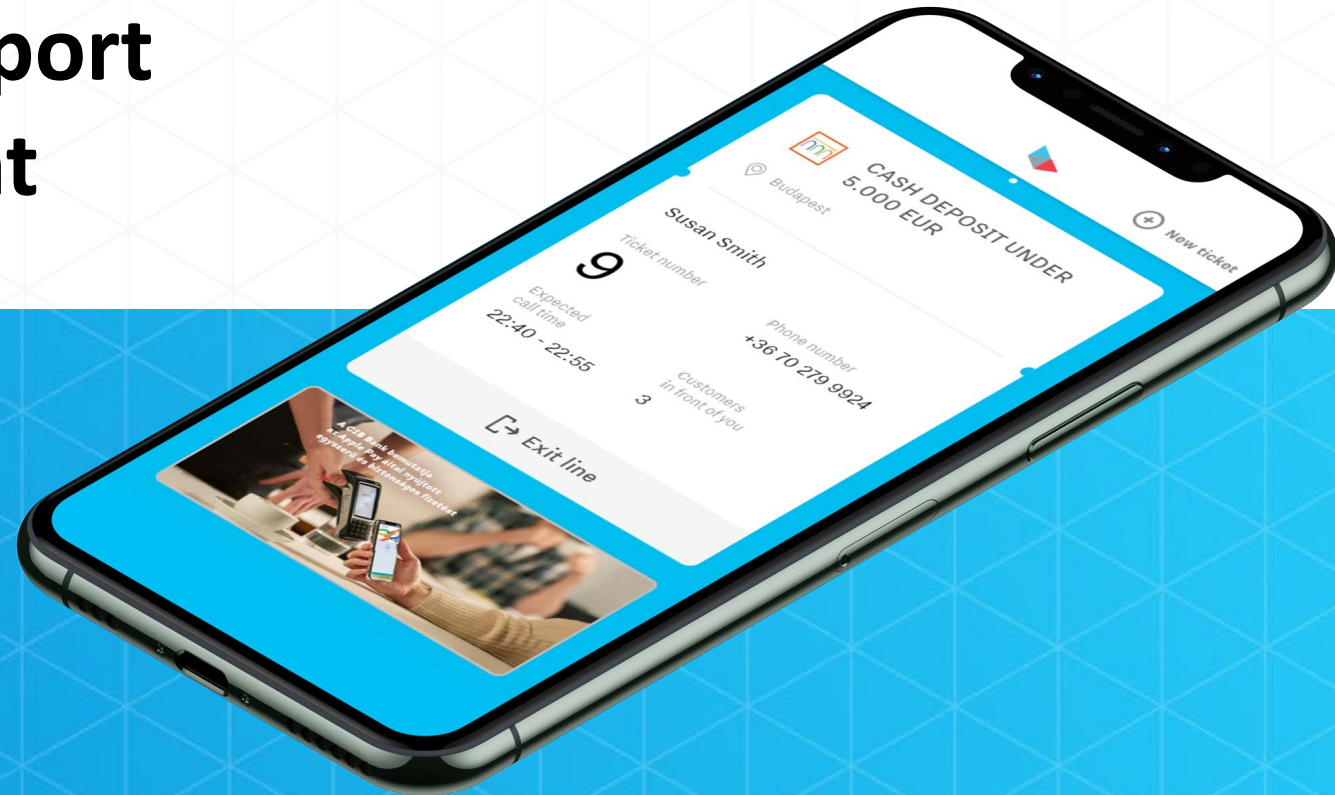
European
Commission

www.linistry.com





Unmatched customer experience
Personalized communication
Efficiency in customer support
Great return on investment



www.linistry.com



Customer experience

A queuing solution never experienced before even by the hardcore queuers.



Safe



No app needed



15min accuracy



User-friendly interface



Saving time



Creating value

A value added solution matching even the toughest KPI at any part of the organization.



Profit



Cross selling



Clarity



COVID ready



Branding



Market knowledge



Efficiency



Client gateway

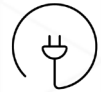


Intelligence



Launch of service

All good decisions become even better with quick and simple execution.



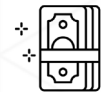
Simplicity



Flexibility



Compatibility



Availability



Reliability



Environmental consciousness



Cloud technology

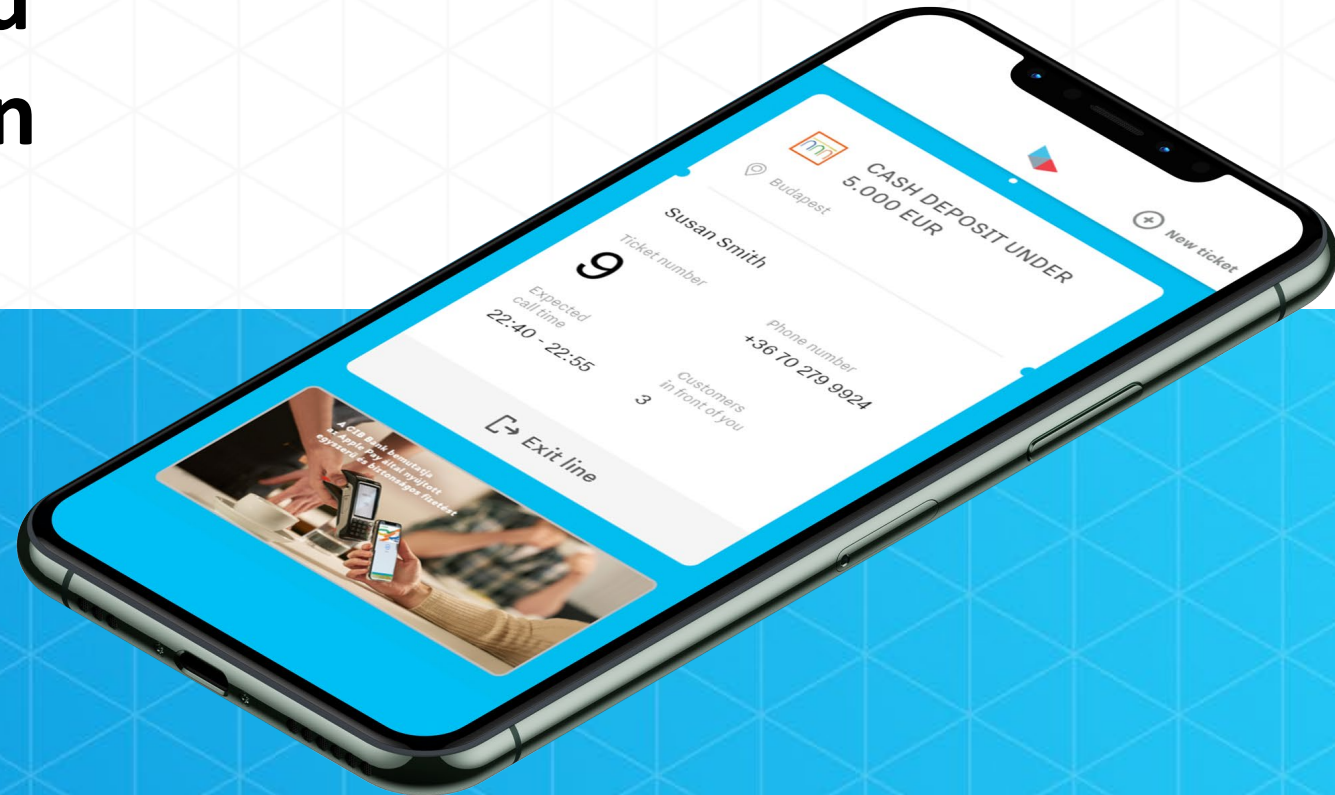


Light-heartedness



Linistry comes handy in a world
lacking time and patience.

+30,000,000 minutes saved
+90% customer satisfaction



www.linistry.com





How does it work?

Key features



No Application
No Download
No Installation



Integrate Linistry easily with your existing systems using API



Remote queuing via **website** with expected **call time** calculations



Digital on-site queuing with or **without printed paper tickets**



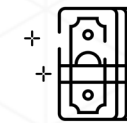
Machine learning for more precise waiting **time & workload predictions**



Enterprise-grade security
Microsoft Azure



Online subscription:
you only pay for what you use



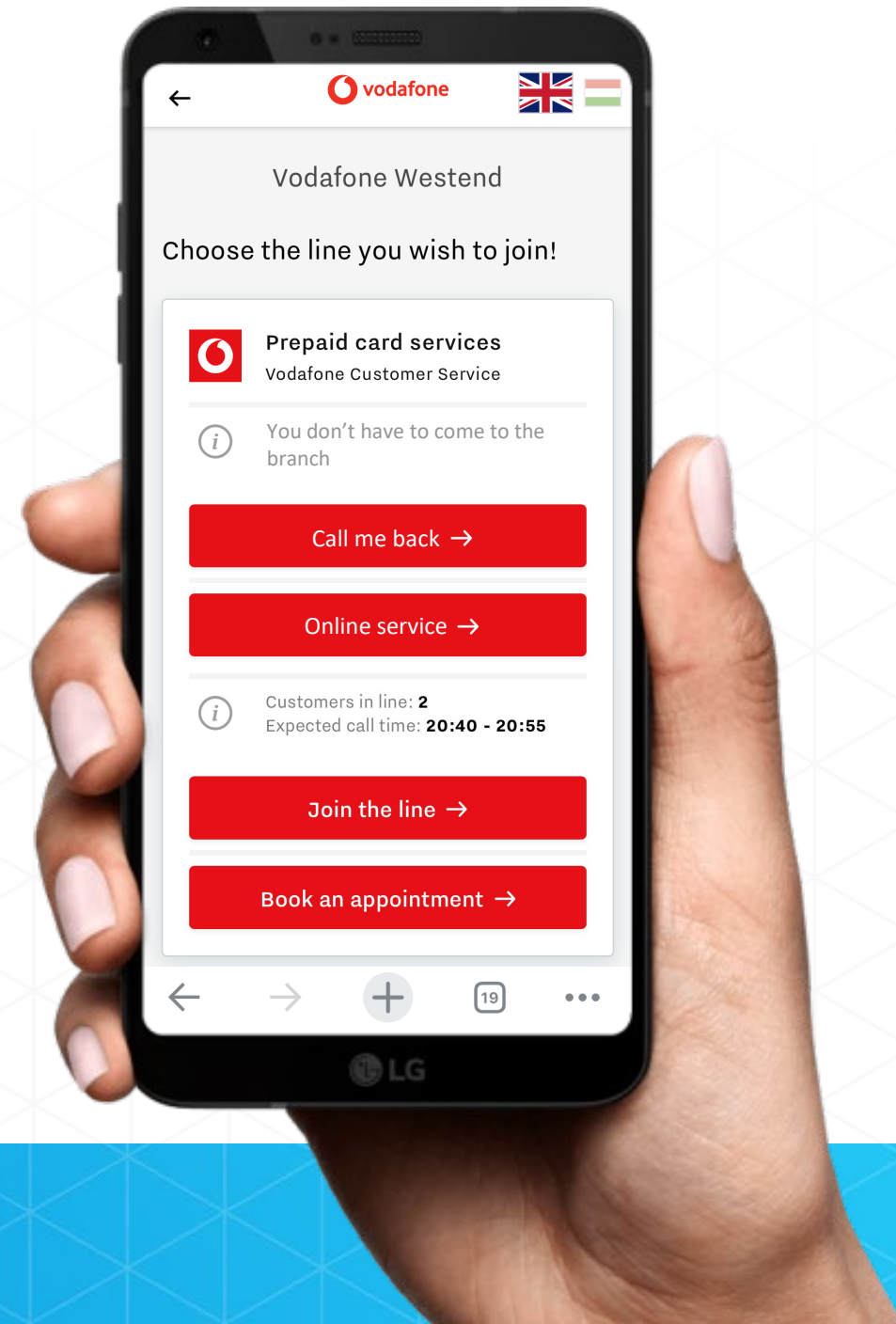
Quick start and flexible hardware options with minimal or **zero upfront cost**



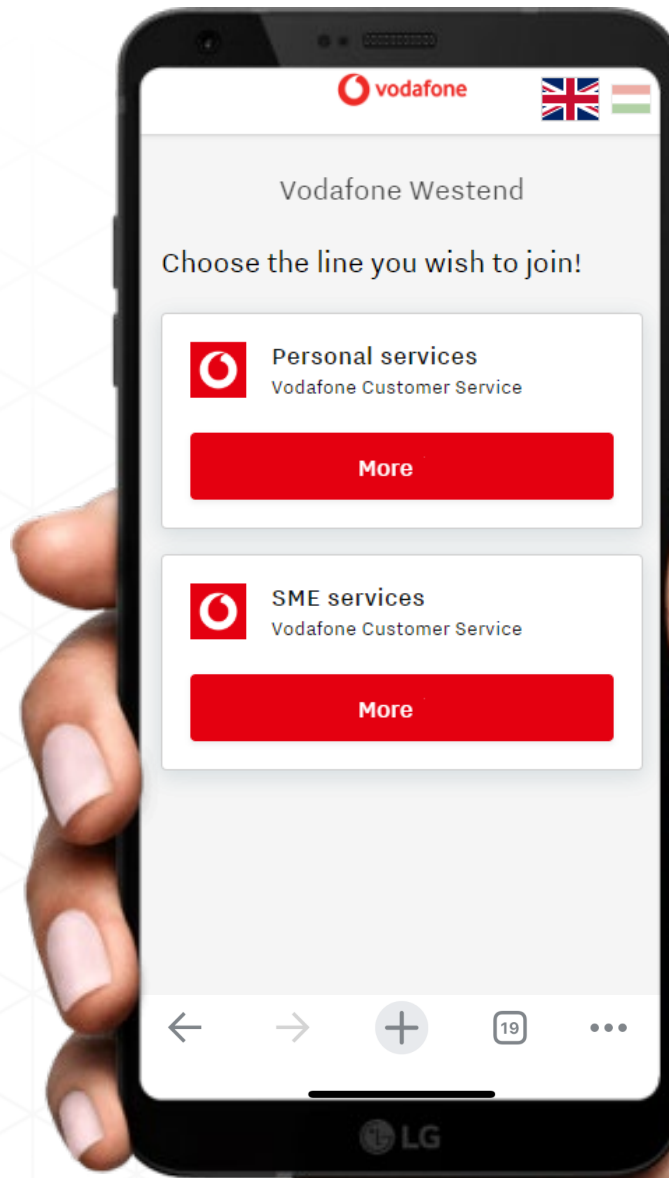
Spend quality time with quality customers

By driving out routine transactions from the branch, bank advisors can spend more time selling, something that can be best done face-to-face in a branch location. Linistry offers alternative electronic channels for customers who wish to visit branches for routine transactions.

www.linistry.com

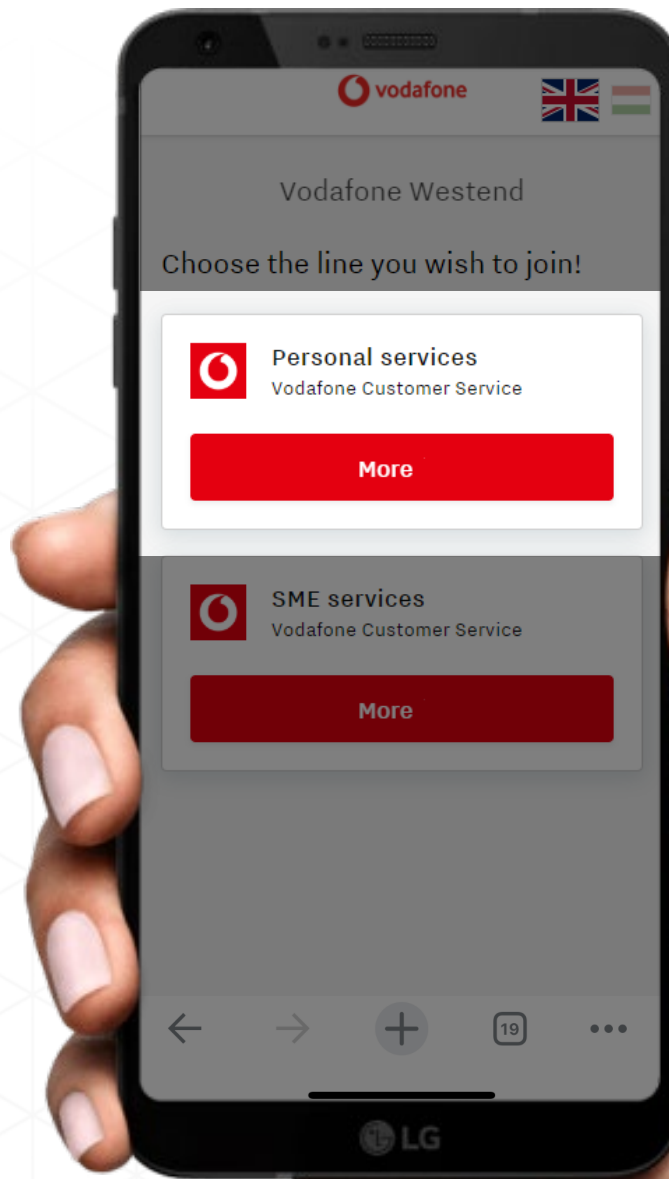


**Your customer
can select the
desired service
directly from
your website.**



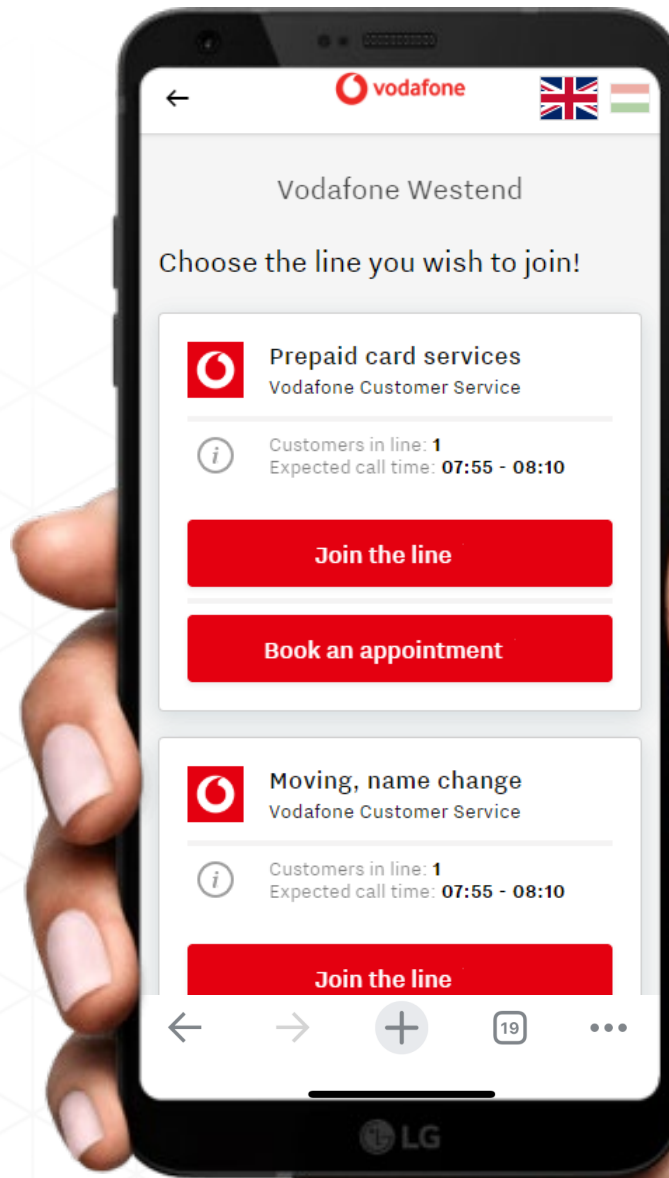
**This runs in any web browser.
No app download needed!**

**Your customer
can select the
desired service
directly from
your website.**



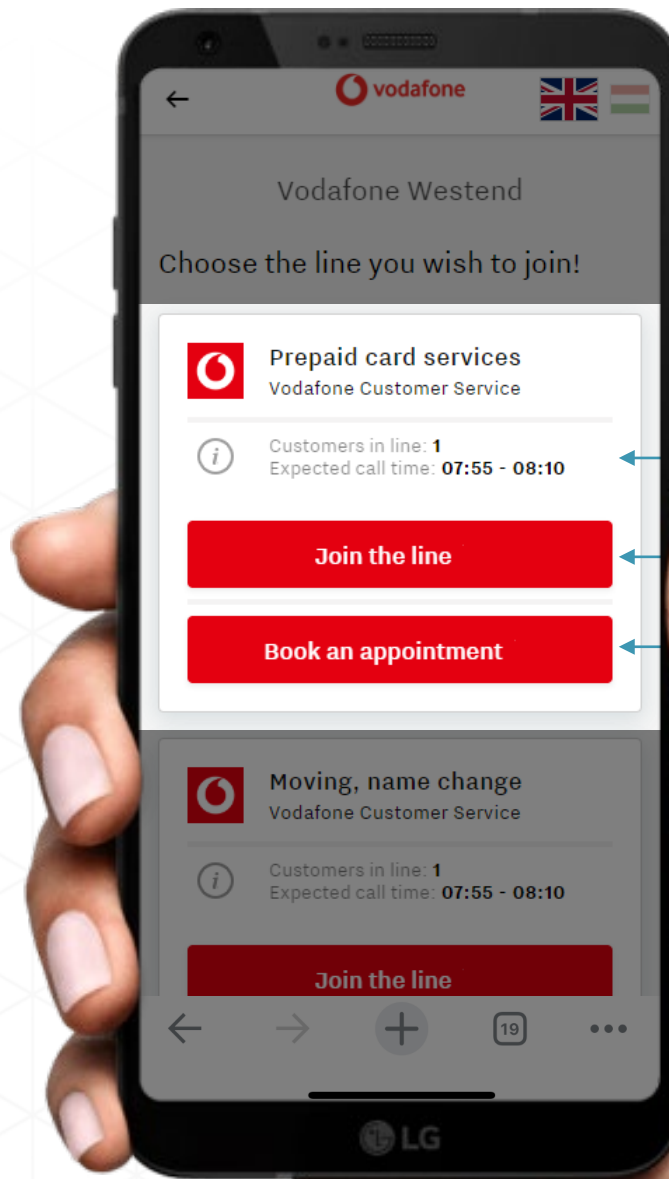
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can select the
desired service
directly from
your website.**



**This runs in any web browser.
No app download needed!**

**Your customer
can select the
desired service
directly from
your website.**



How many people are in the queue
Estimated call time if You join now

I need a ticket now

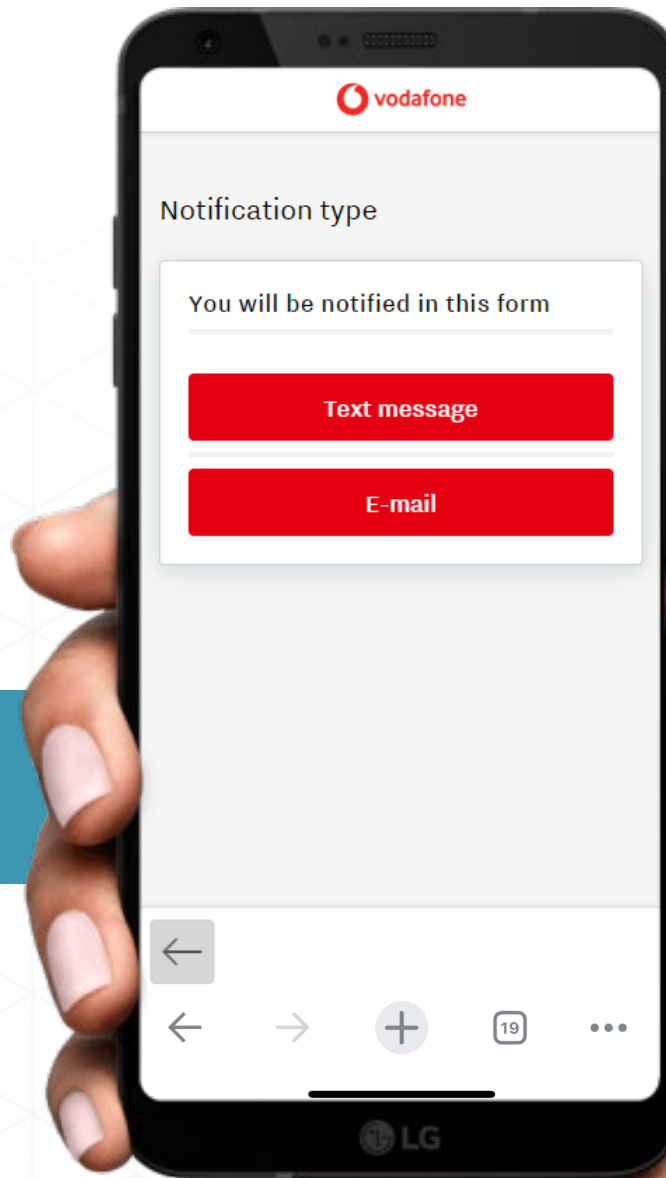
I can do it later

This runs in any web browser.
No app download needed!

Notification type

This runs in any web browser.
No app download needed!

GDPR compliant solution!
Personal data is deleted after
the service is completed.

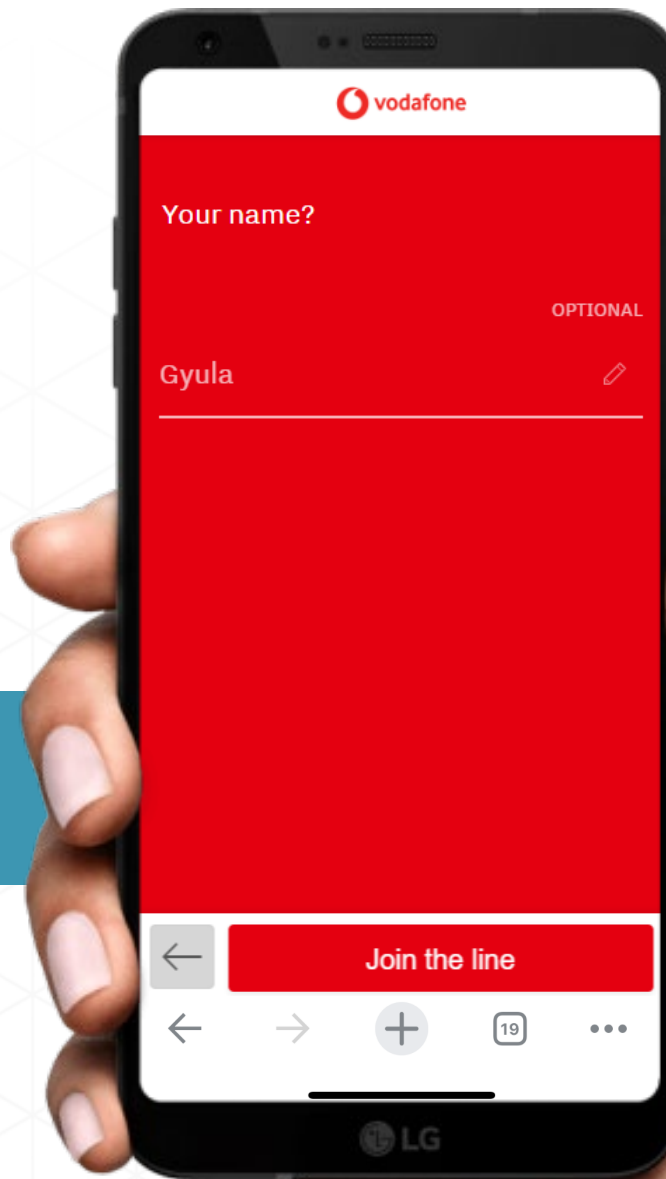


You can easily configure the
communication channels

Enter Your name (optional)

This runs in any web browser.
No app download needed!

GDPR compliant solution!
Personal data is deleted after
the service is completed.



Name based calling helps You to
avoid printing paper tickets!

Enter Your phone number

This runs in any web browser.
No app download needed!

GDPR compliant solution!
Personal data is deleted after
the service is completed.

the data privacy policy.' At the bottom of the form is a large red button labeled 'Join the line'. The phone's browser interface is visible at the bottom, showing back, forward, and search icons, along with a tab indicator showing '19'."/>

vodafone

Enter your phone number

Your phone number REQUIRED

+36 204663583 Done

By clicking the button "Join the line" I accept [the data privacy policy](#).

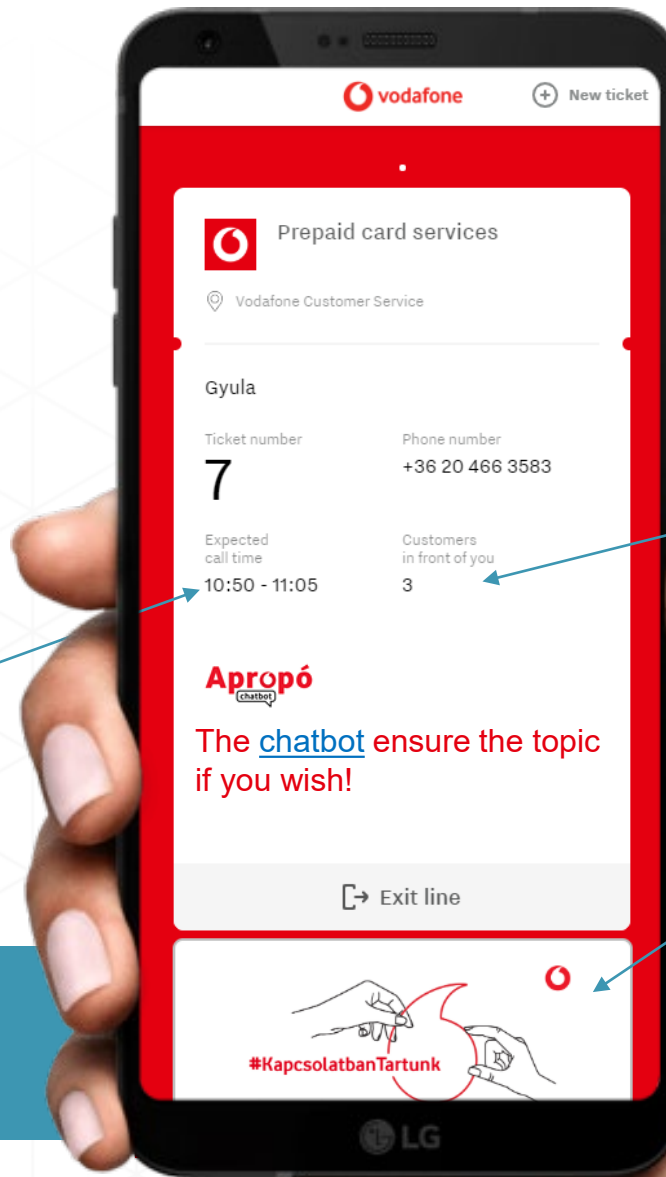
Join the line

For queue management
notifications in SMS! Email,
Viber are also available.

Your digital ticket with **real-time** call time estimation

Estimated time when You will be the next

GDPR compliant solution!
Personal data is deleted after the service is completed.



How many people are in the queue before You

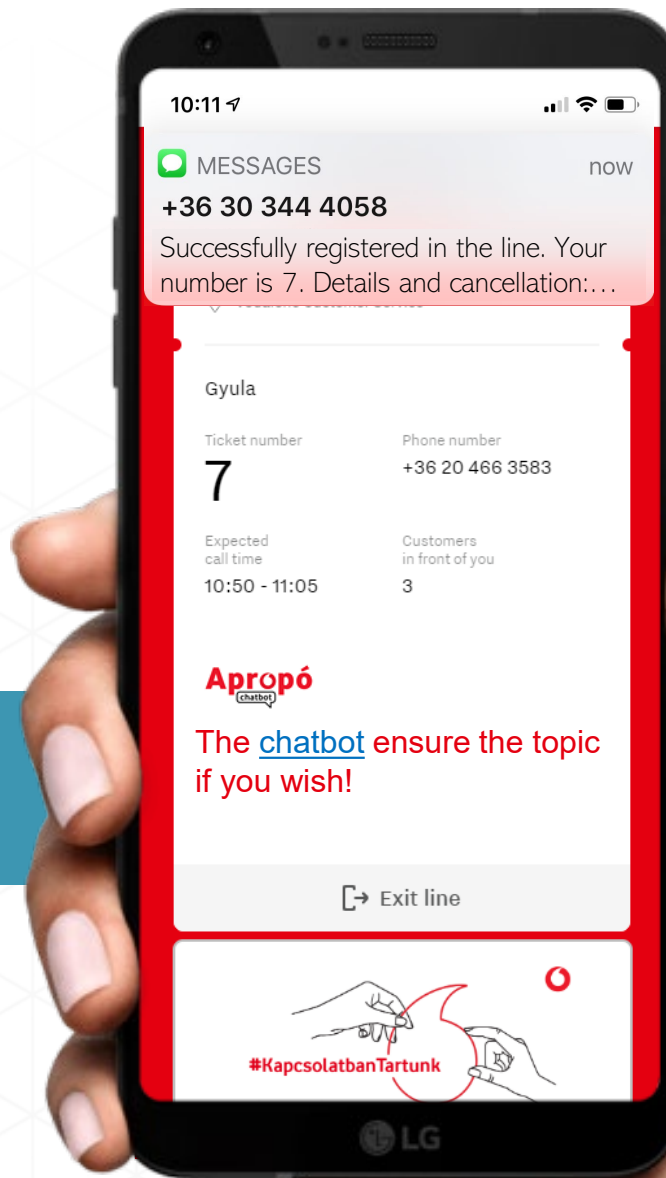
Personalized advertisement

This runs in any web browser.
No app download needed!

Registration confirmation

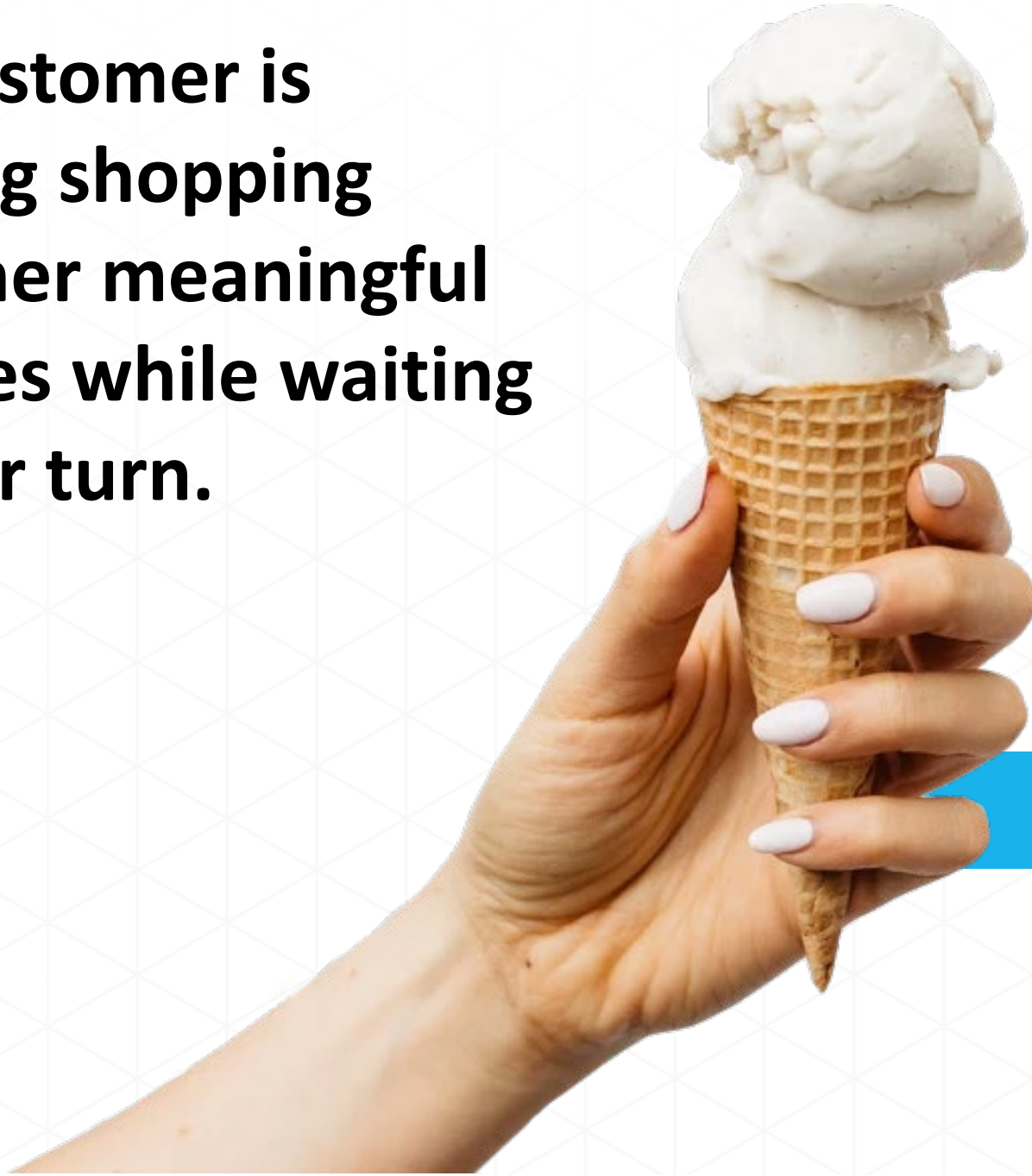
You can get back to your digital ticket from the SMS any time

The text message contains a link to that digital ticket to be able to open it any time



After that, You can go, discover and have fun. Instead of waiting idle at the service location You can do what You want, where You want

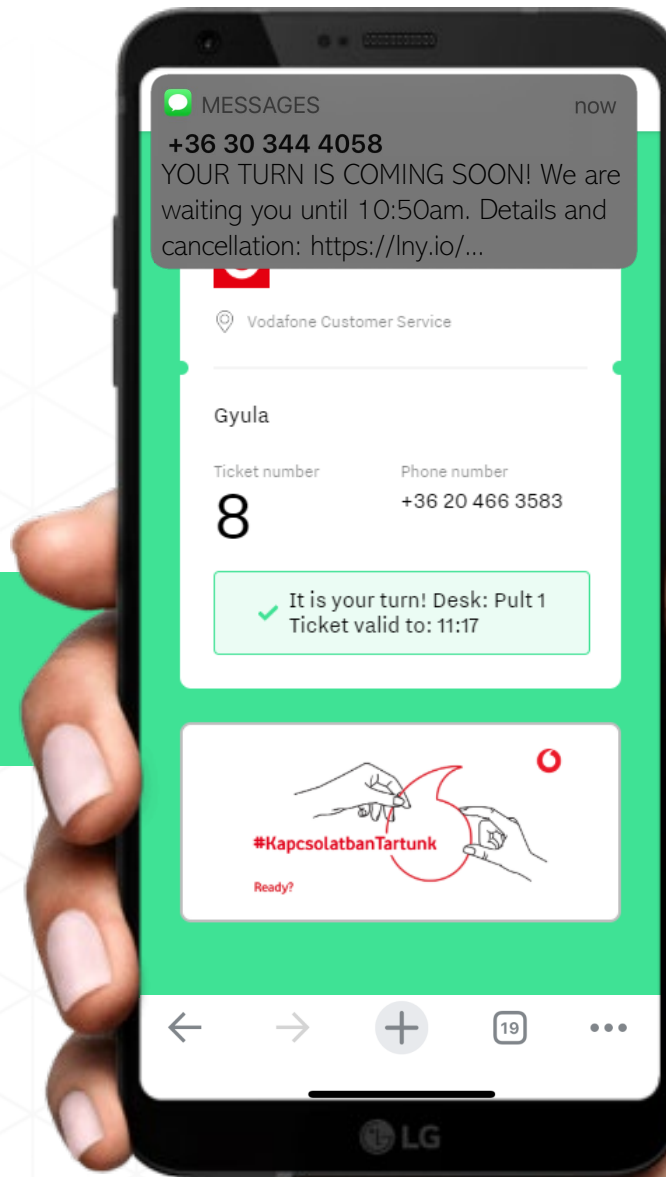
**Your customer is
enjoying shopping
and other meaningful
activities while waiting
for their turn.**



This runs in any web browser.
No app download needed!

“It is Your turn” notification

After this notification Customer goes to the service location and checks in.



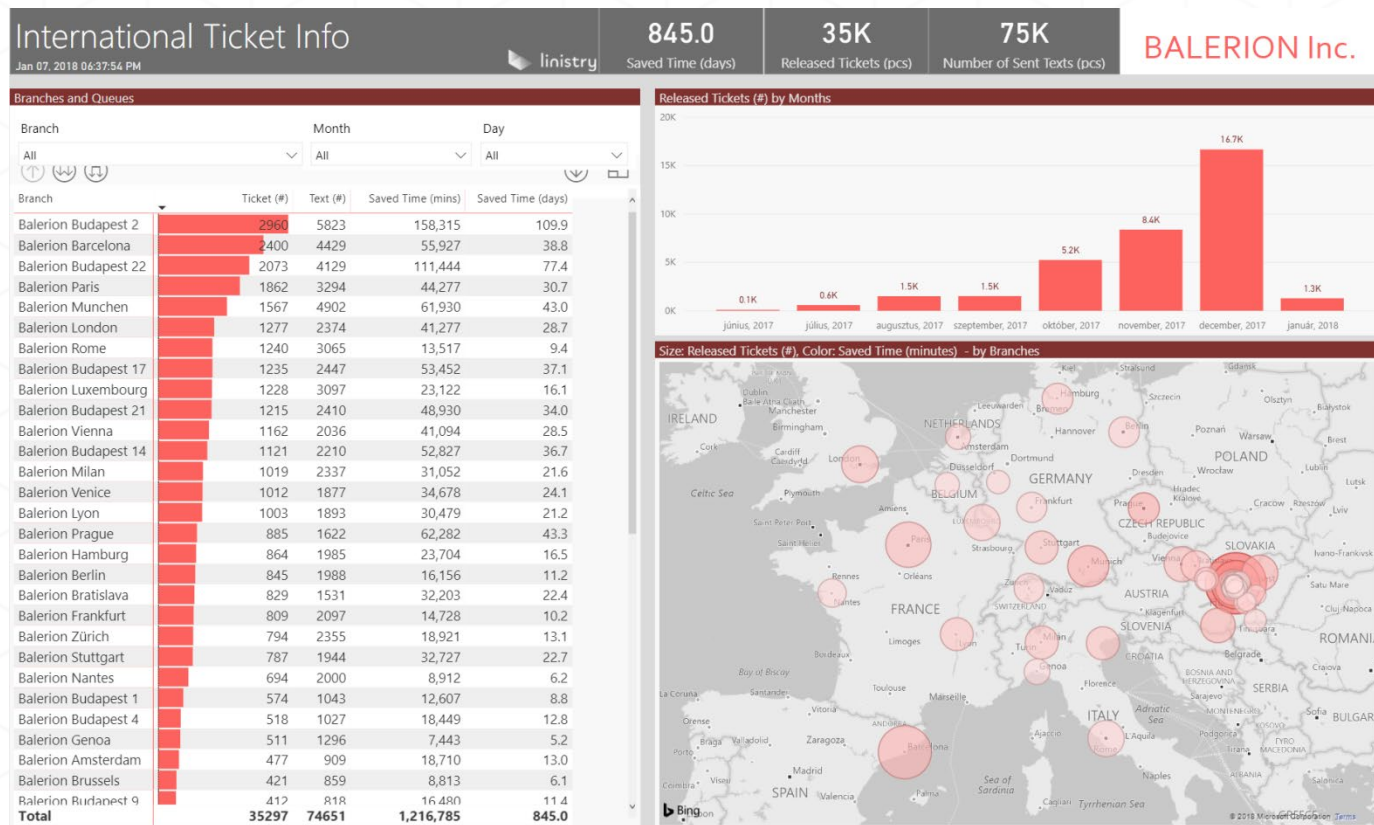
This runs in any web browser.
No app download needed!



Appendix

Business Intelligence Reporting

Powered by  Power BI



Dashboard experience

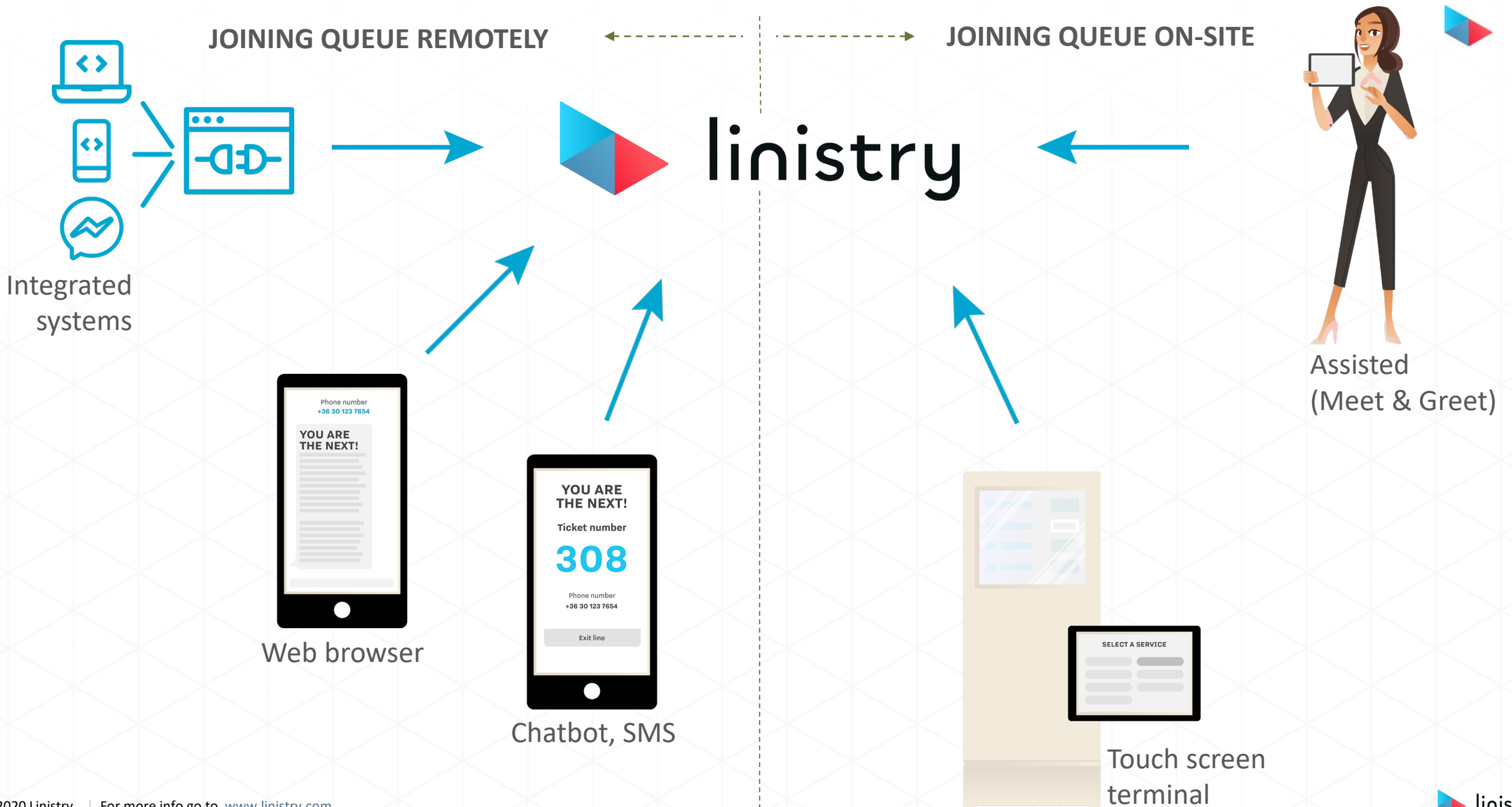
Always up-to-date

Easy and fast filter and drill-down options

Export to Excel for further analysis

Can be fully integrated to customer's corporate BI

Joining a queue - options

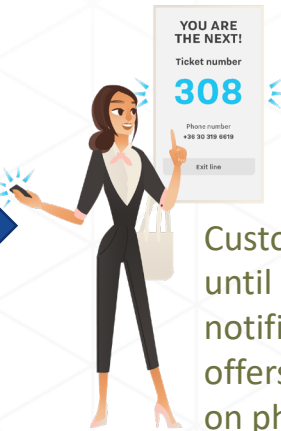


Customer Journey – REMOTE QUEUEING



You are registered!
Loans // Number 308.

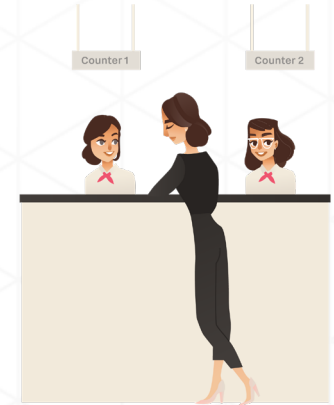
Customers choose service and channel. In case of branch service they either join the queue or book an appointment.



Customers are free until further notification. Bank offers are available on phone.



Customer arrives to the branch and is next to be called.



1 – Digital check-in

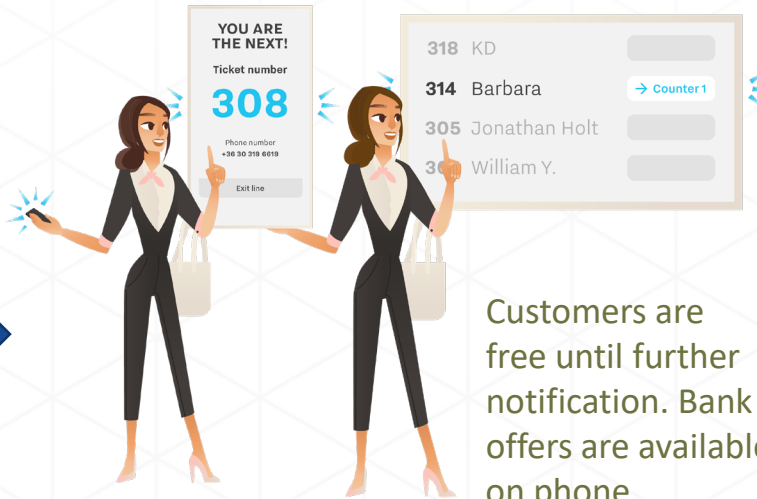
2 – Inform customers

3 – Provide service

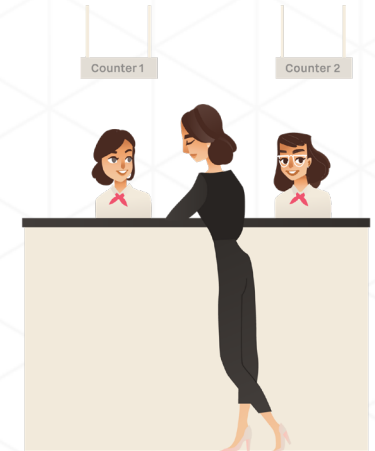
Customer Journey – ON-SITE QUEUEING / MEET AND GREET



Meet and greeter registers customer to the queue and sends ticket and customer portal link to customer phone (optional)



Customers are free until further notification. Bank offers are available on phone.

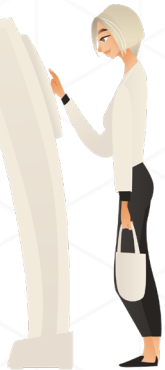
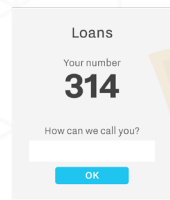


1 – Digital check-in

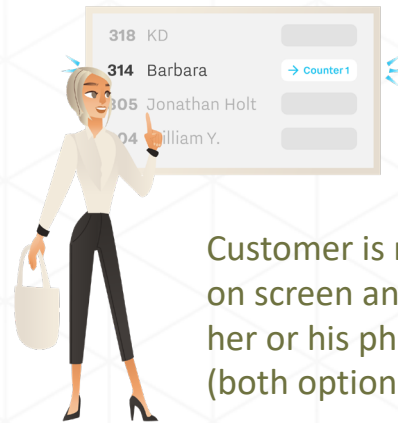
2 – Inform customers

3 – Provide service

Customer Journey – ON-SITE QUEUEING / SELF SERVICE



Linistry can offer sleek and professional tablet based kiosk solutions.



Customer is notified on screen and on her or his phone (both optional)

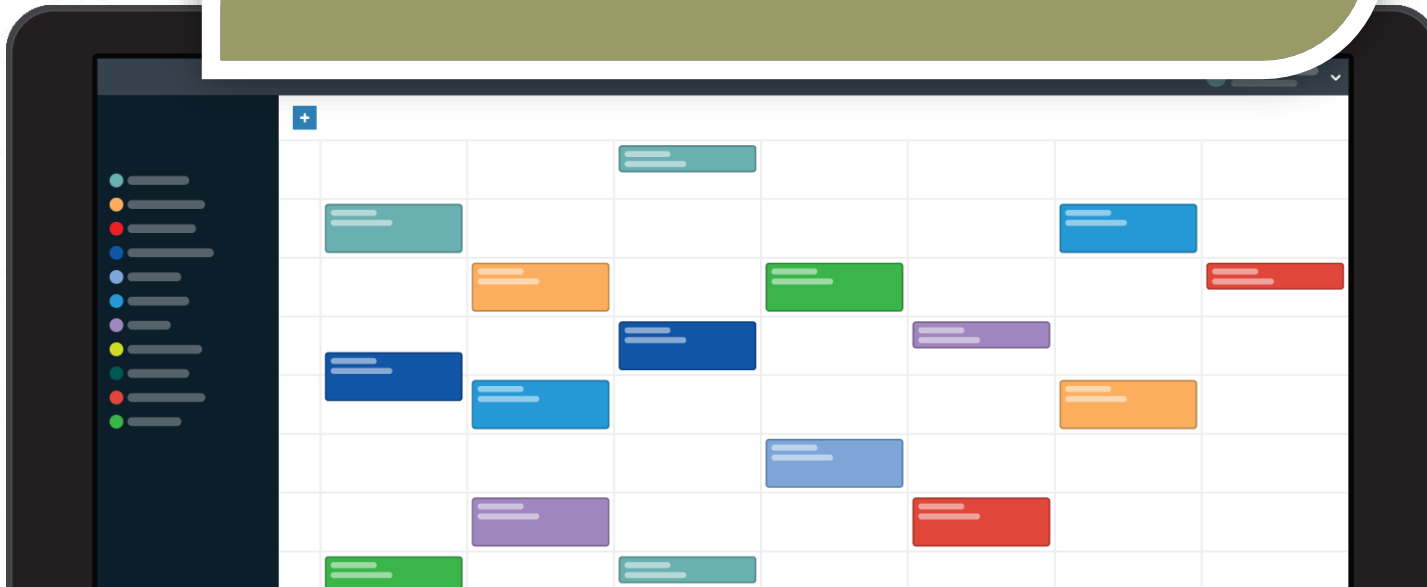
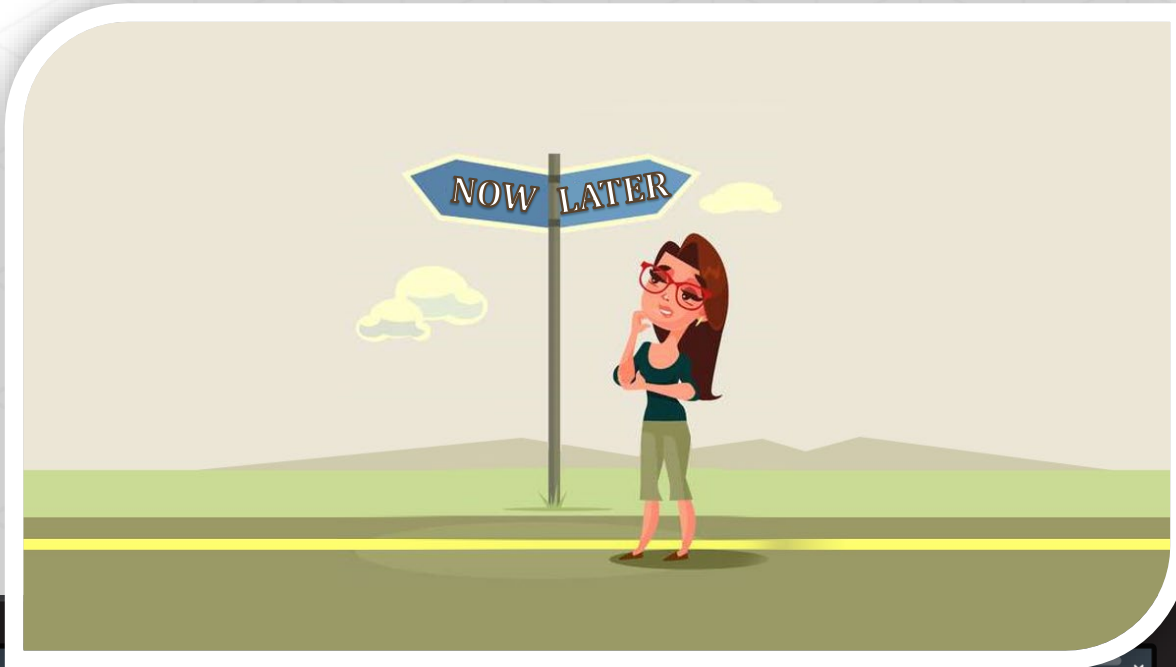


1 – Digital check-in

2 – Inform customers

3 – Provide service

Appointments integrated

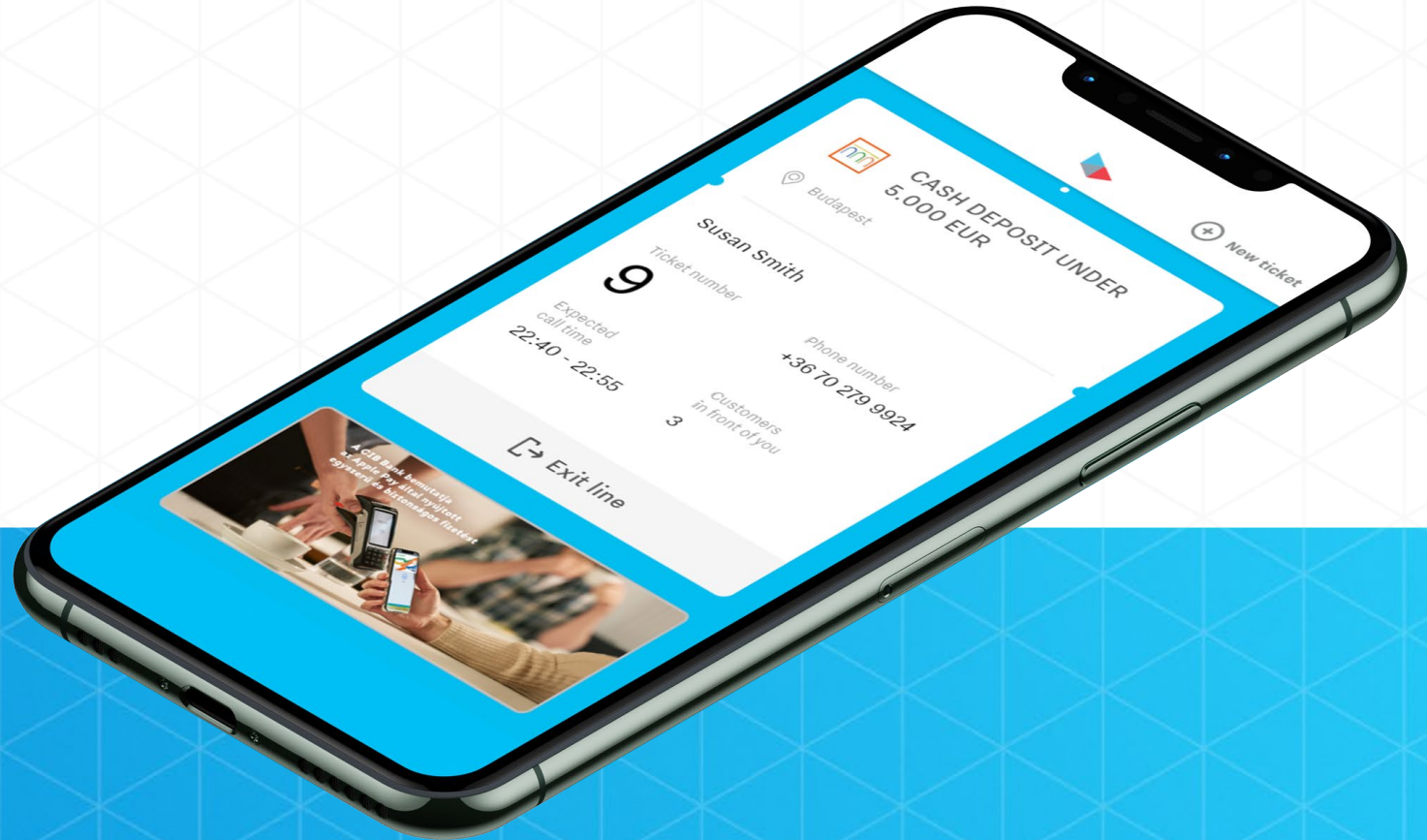


Single integrated solution and user experience for scheduled appointments and walk-in customers - Linistry automatically synchronizes them

Reservation's length dynamically adjusted to the selected service

You can fine-tune service periods and estimations any time based on detailed statistics – more precise estimations mean better customer experience and less idle time for staff





www.linistry.com

Building best-in-class digital queuing services to enhance customer loyalty and boost sales for our clients.