



Assistant  
Anywhere



Hi Andrew, you ticket **C013** is number **3** in line. We will be with you shortly!  
 Messenger text: 10:00 AM

Windows	Ticket
2	T028
5	C013
4	C012
6	B127
8	T026

THE WEATHER FORECAST				
MON	TUE	WED	THUR	FRI
68	77	86	90	86
50	50	50	50	50

Technology company develops mobile applications and provides...

Our mission at ACF Technologies is to help you create a better customer experience through queue management, BPM, virtual check-in, appointment scheduling, wayfinding, marketing one to one and machine learning technologies. Developed with your customer' comfort in mind, our platform takes the pressure off your staff by allowing patients to check in quickly and easily. Reduced wait times improve the customer experience, while customized metrics improve your operations. Organizations can access real-time insights into customer journeys, and use this information to improve their experience.

## OUR SOLUTIONS THROUGH Customer Journey



# Customer Experience Management



## Appointment Booking

Direct the flow of attention to low traffic hours, optimizing the waiting time of your customers with respect to the time availability of your advisors, managing the appointments of both clients and executives from different points of contact: ATM's, Call Centers, Service Centers, Web and Mobile Apps.

Provide the option to your client to issue their turn, providing agency data and / or public or private attention centers in real time, providing waiting time for the service, number of clients waiting in their geolocated offices, and distance or physical location of their experience centers.



## Event Booking

Create and promote your events the very same day, respond to shifts in customer behaviour and global trends by targeting specific customers. Gain valuable insights at every step supporting high conversion.

Our event booking solutions enable you to:

- Bridge the gap between online and physical stores
- Create and promote an event in minutes
- Build a community around your stores



## Staff Manager

Planner allows for administration of different work groups, defining schedules, having control of arrivals, compensatory hours, rotations, special dates and vacations for the different areas.

- Optimizes the supply & demand relationship of the service.
- It allows for 360° view of the use of resources.
- It favors an increase in attention center / branch office capacity.



## Virtual Queuing

Forget the client's waiting time and turn it into great experiences by sending clients their turns through an SMS, allowing them to do other activities in Shopping Centers or simply optimizing their time for other commitments, having the confidence that you will be notifying them when they are next to be called.



## Online Forms

These are used to obtain structured and anticipated information from clients, either as part of a process or in a more general context. Organizations can configure Web pages that contain forms or create ad-hoc forms, which are sent when necessary to particular clients to obtain specific information. The forms can be multilingual.



## BPM

BPM refers to the automation of all the tasks that must be carried out and the different actors involved in carrying out the business process to recognize bottlenecks.

Our module allows for 100% integration with the Calendar Schedule Appointment module or for queries to a Database.

# Customer Experience Management



## MK One 2 One

Develop cross-market strategies, up sales, retention, and loyalty by optimizing the information of your CRM, transforming each contact point into business opportunities and providing specific solutions for individual clients.

Identify your customers by offering products and services through an integrated advertising and sales system:

- Tickets and/or Catalogs
- Executive Sales Tip
- Screens (Waiting Room)



## Face-Queuing

Facilitate client identification in the branches and forget about device contact. Our Face Queuing solution allows the user to be recognized just by entering the branch.



## Assistant Anywhere

Optimize your available resources by converting them into virtual attention agents, supporting the saturated branches, call centers, and web, offering the client the option of being attended by a kiosk or telephone call, where an available advisor located in another center can assist.

Turn your offices into global experience centers within your corporation without having a physical structure.



## Analytikus

We have developed a methodology for Data Calculation Strategy to help companies evaluate commercial issues, turn them into analytical formulations and use cases that will unlock infinite competitive advantages through Advanced Analytic Solutions and Services. Our solutions empower our clients by integrating Machine Learning and artificial intelligence (AI) techniques for predictive, prescriptive and cognitive analysis.



## Customer Feedback

Through our survey system (Kiosks, USSD, SMS, QR Code, Call Center or E-mail) your client can instantly evaluate and issue feedback for the service provided by agents or front-line employees where you received the product / service. The purpose is to measure the quality of attention or service offered and to establish a continuous improvement process in said care centers.



## Insight

A new reporting module for Q-Flow. This module is based on analytic services, a state-of-the-art technology that allows users to navigate the information of the reports in a fluid and receptive way, create reports instantly, and analyze the richness of the stored Q-Flow data.



## ***Intelligent Consulting***

We have a consulting team made up of highly qualified specialists, who team up with the client to identify and implement improvements and transformations in service processes. Our consultancy is based on the Dynamika platform, which groups different methodologies of statistical analysis, predictive tools, planning, and process simulation.

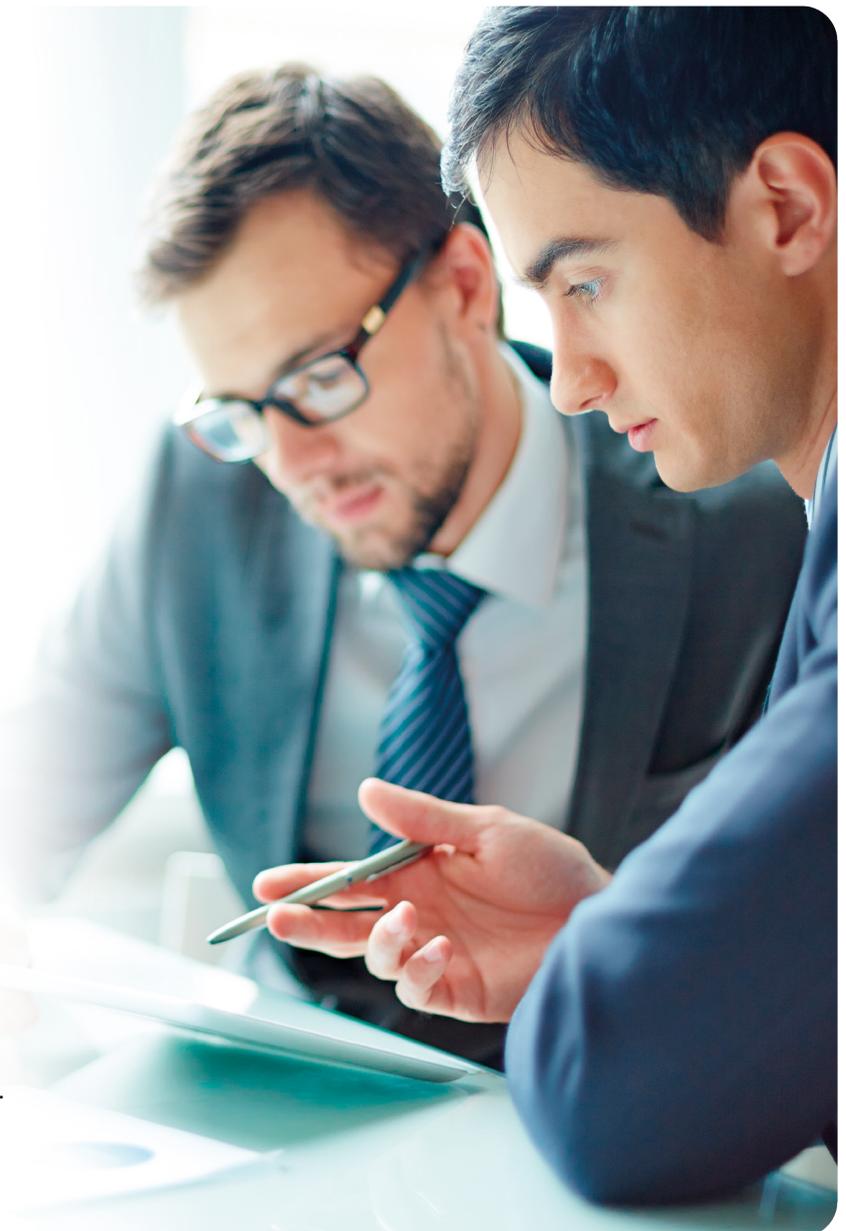
### ***Our Services are focused on:***

Improving the customer care processes in client offices, increasing service levels and reducing a waste in the use of resources. Our methodology is based on Lean Service and Human Change techniques, which is backed by our data stored in our CXM solution and platform.

Optimizing the planning of resources in the different service areas. For this purpose we use our modules for demand prediction, plant calculations, personnel allocation, and monitoring.

Reengineering of both virtual and face-to-face service processes, either in the front or back office. Our methodology is based on the process simulation module.

Business Intelligence integrates all the factors that interact in the service process such as: the type of client, the segment, type of service demanded, skills of the agents that attend, the recordings of the interaction, satisfaction surveys and exogenous aspects such as the climate or the customer segment.



# Some of our Main Customers

## Our Strategic Partners





# GLOBAL PRESENCE

## North America

### Asheville (headquarters)

64 Peachtree Road, Suite 201  
Asheville, NC 28803  
Phone: +1 828 398 0040

### México

Leibnitz 13-1003, Col Anzures  
Mexico City CP 11590  
Phone: +52 55 1055 0273

## Central America

### El Salvador

Av. Los Espliegos y C. Los Eucaliptos #10  
Col. Las Mercedes San Salvador,  
El Salvador  
Phone: +503 2209 9400

## Caribbea

### Puerto Rico

PO Box 363974  
San Juan PR 00936-3974  
Phone: +1 787 356 5888

### República Dominicana

Ave. Sarasota no. 36, Suite 302,  
Plaza Kury Bella Vista,  
Santo Domingo, Rep. Dom.  
Phone: +1 849 878 5673

## South America

### Colombia

Carrera 17 No 89-31 Oficina 606  
Ed. Gaia Barrio Chico  
Bogotá, Colombia  
Phone: +57 1381 4955

## Europe

### Spain

Calle Sagasta 23, 3 Drcha  
28004 Madrid  
Movil: +34 657 568 379

### United Kingdom

Technology House  
48-54 Goldsworth Road  
Woking, United Kingdom  
Phone: +44 (0) 333 600 8090

## Presence:

Argentina  
Bolivia  
Ecuador  
France

Guatemala  
Paraguay  
Portugal

## Industries Served



Healthcare



Government



Financial Services



Retail



Education