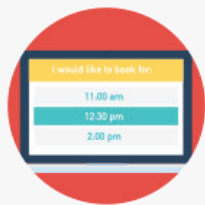


QUEUE MANAGEMENT

No one likes queuing. With NEXA's Queue Management solution, your customers will never have to stand in a long line again. Want to eliminate queues, reduce wait times and improve staff productivity? NEXA's Queue Management solution offers a range of scalable tools to better manage the flow of customers within your service areas.

OUR QUEUE MANAGEMENT TOOLS FOR EFFICIENT CUSTOMER FLOW INCLUDE:



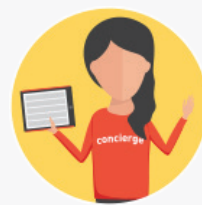
APPOINTMENT SCHEDULING

Pre-book appointments via web or mobile and receive SMS notifications. This helps reduce congestion and eliminate physical queues.



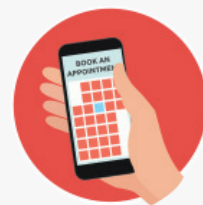
KIOSKS

From a simple ticketing solution to prioritised queuing, appointment-based line management systems, as well as any other complex routing logic that your organisation may need.



CONCIERGE

Add the human touch with a concierge service to help 'queue bust' and route customers according to organisational KPIs.



CUSTOMER VISIT MANAGEMENT APP

Customers can manage the entire service process via the app – starting with booking an appointment to providing feedback.



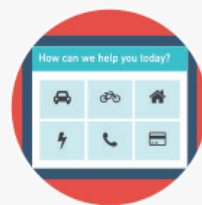
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WHETHER YOU HAVE A SINGLE-SITE OR MULTIPLE DEPARTMENTS OR BRANCHES:

1. Your customers will enjoy the convenience of being in a virtual queue
2. Your staff will know exactly what services are required of them.
3. Management will have access to real-time data for informed decision-making.

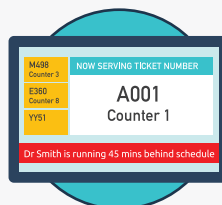
"We could not be happier with the NEXA solution and the positive impact it has had on our ability to serve our customers and their overall experience within our Service Centre."

TONY PARKES, CUSTOMER SERVICE TEAM LEADER, BLACKTOWN CITY COUNCIL

BENEFITS INCLUDE:



Streamlines your customer flow and service centre operation.



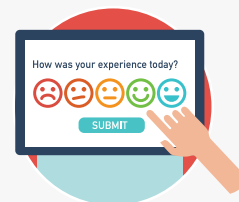
Engages waiting customers with integrated digital signage.



Reduces congestion and customer confusion.



Improves the level of service




Increases sales by leveraging digital advertising, customer satisfaction and agent sale-tips.

ABOUT NEXA

NEXA is an independent Australian company that designs and delivers solutions to streamline customer journeys. By using data-driven insights, globally recognized technology and a collaborative approach, we enhance the customer experience and improve operational efficiencies. We're making every customer interaction matter in the Health, Government, Education and Retail sectors.

Talk to us today to find out how we can help make your customer interactions **matter**:

 +61 (02) 8383 3800

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