cleverQ®

Industry Solutions for Financial Service Providers

Online Appointment Booking | On-Site Customer Management | Data security

cleverQ is a brand of the German software developer B.I.C. GmbH. For over 10 years, cleverQ has been one of the most successful systems in the DACH region for queuing and appointment management. Numerous customers from a wide range of industries already rely on cleverQ.

If you'd like to learn more about us or have any questions, feel free to visit our website or reach out to us directly:

www.cleverq.us | info@cleverq.us | 786-709-9550
851 Ne 1st Ave Miami | FL 33132-1842 | (Paramount Miami World Center)

Your **Digital Agenda** 2025

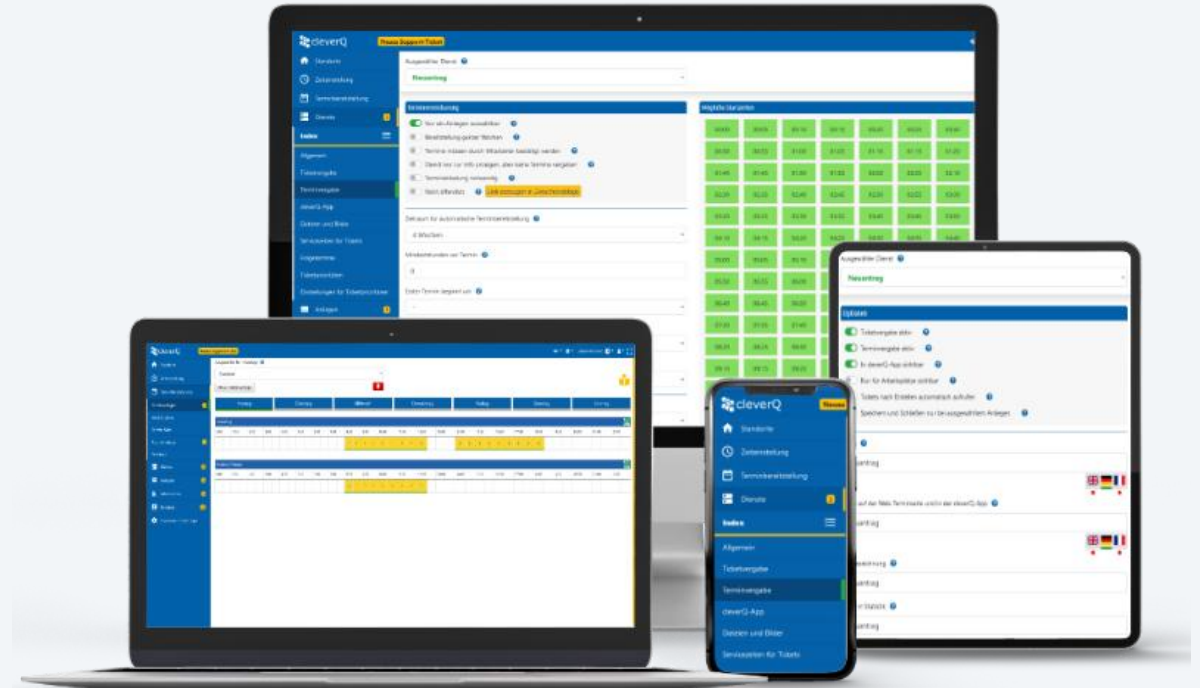📅 Online Appointment Booking

👥 On-Site Customer Management

🛡 Data Protection and IT Security

cleverQ online appointment booking system
offers you all the features you need to present
your services online and make them bookable.
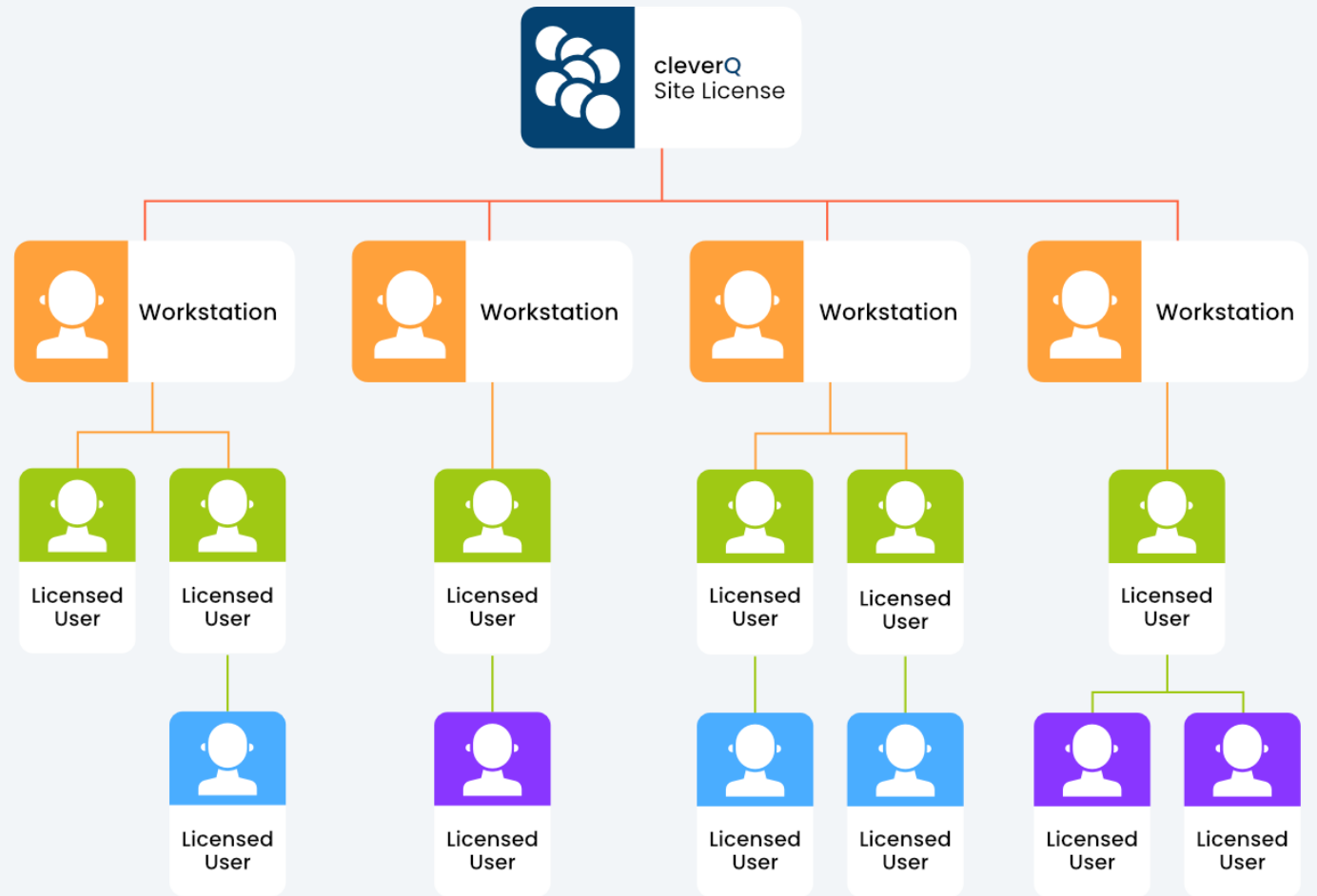
✓ Define individual services

✓ Unlimited number of calendars & users

✓ User roles & permissions

✓ Appointment templates

✓ Weekly schedules

✓ Exceptions & public holidays

✓ Location management

✓ Provide appointments for video consultation

✓ Setting up the system environment according to your wishes

✓ Certified data protection SaaS with German hosters

✓ Digitize analog processes without affecting the existing IT infrastructure
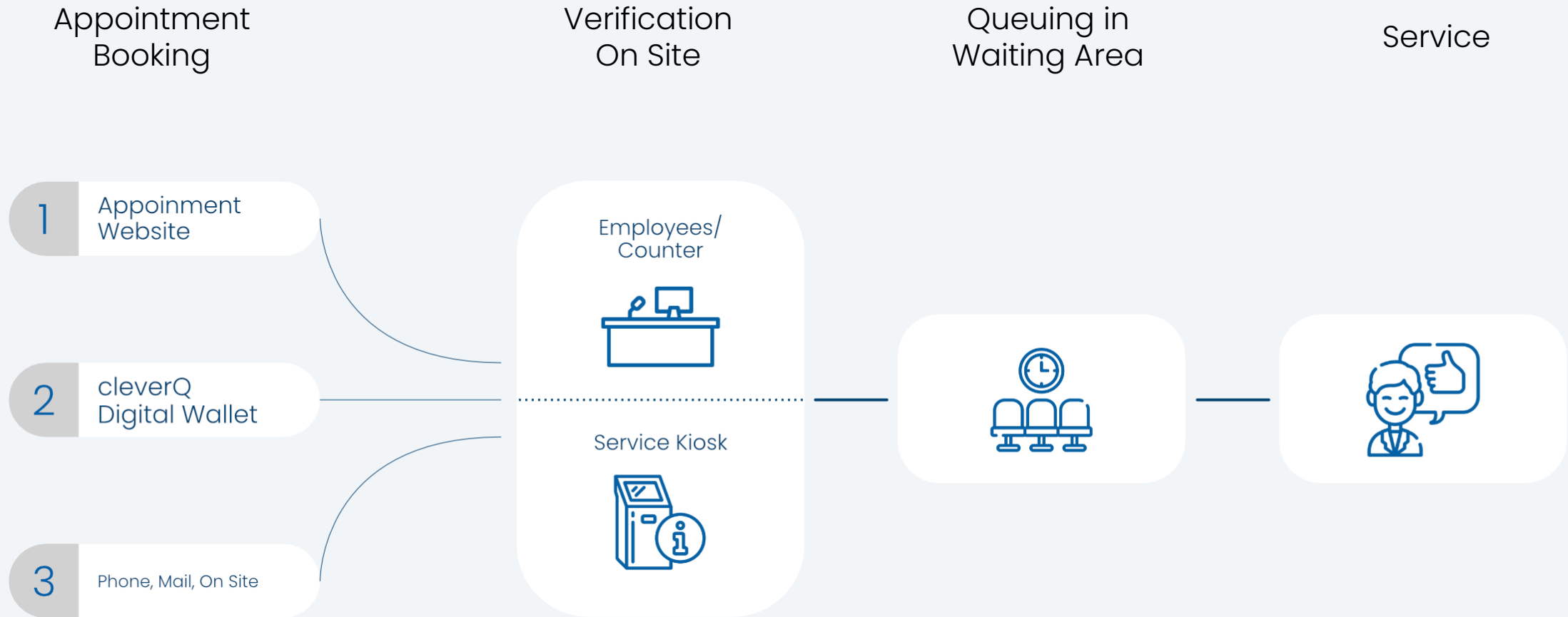
No hidden fees—just a single site license for unlimited calendars and users.

The key advantage of cleverQ lies in its fair and transparent licensing model. With just a single license, you gain the ability to create and manage unlimited users and calendars for each location or company.

The transparent pricing, based on the SaaS (Software as a Service) model, enables a cost-effective path to digitalization, **delivering valuable solutions for both your employees and customers.**

From booking to servicing - cleverQ is that simple.

| Appointment Booking | Verification On Site | Queuing in Waiting Area | Service |

1 Appoinment Website

2 cleverQ Digital Wallet

3 Phone, Mail, On Site
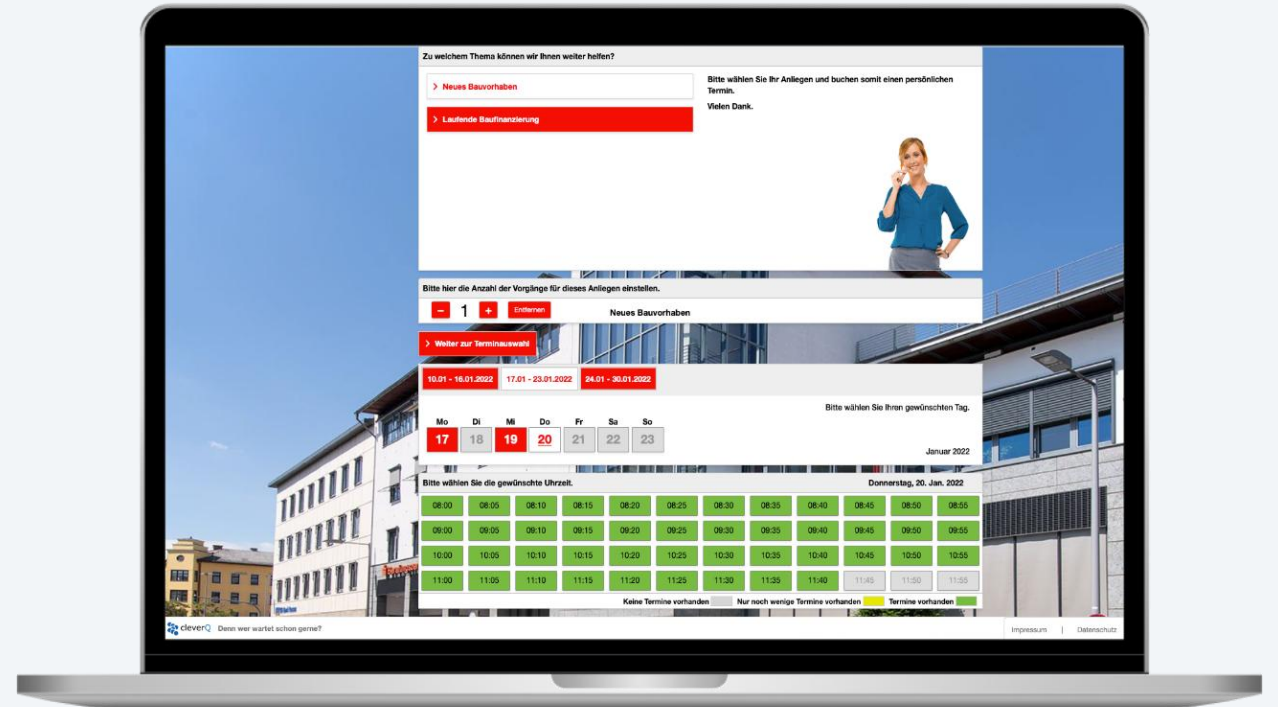
Employees/ Counter

Service Kiosk

Appointment booking on your personal web appointment page

We create a personalized web booking page for your customers to easily schedule appointments.

After booking, they receive a confirmation email with all appointment details, including a QR code and/or reservation code.
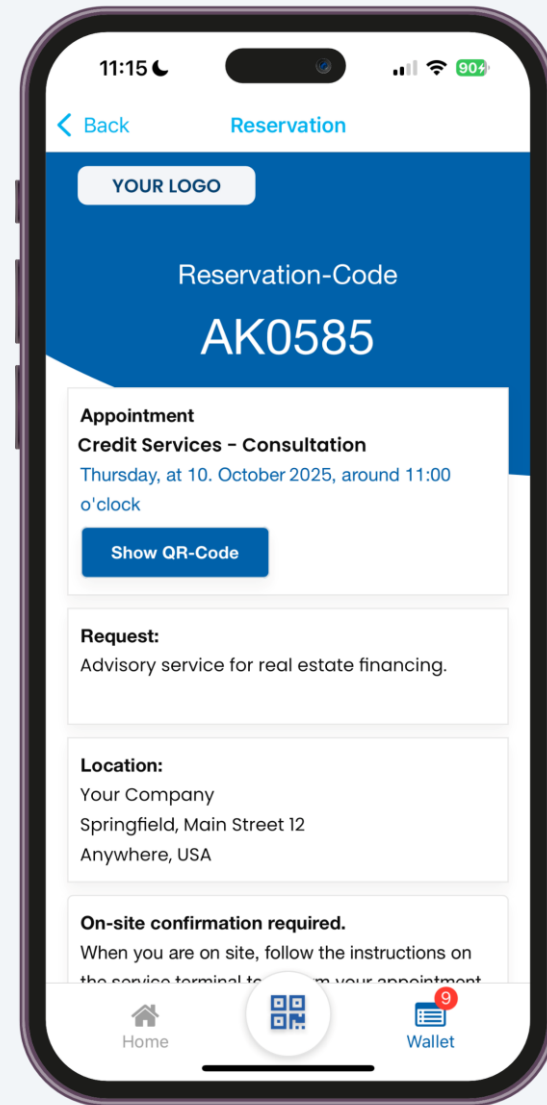
This code allows customers to check in on-site, automatically join the queue, and be visible on your team's workstations. It can also integrate with door controls for direct access to waiting areas.

Appointment booking with the free cleverQ Digital Wallet App.

With the free cleverQ Digital Wallet App, customers can scan the QR codes on-site or from the email confirmation to transfer their appointments to the Digital Wallet.

They can also easily verify their appointment on-site using kiosk systems or with your staff.

Appointment booking by your employees

Your staff can book, edit and, if necessary, delete appointments independently.

This means that your customers can still make an appointment by phone, e-mail or on site.

You can also efficiently schedule walk-in customers with appointments, even when same-day availability is limited.

You can use all the advantages of a modern appointment booking system without having to abandon the traditional booking methods.
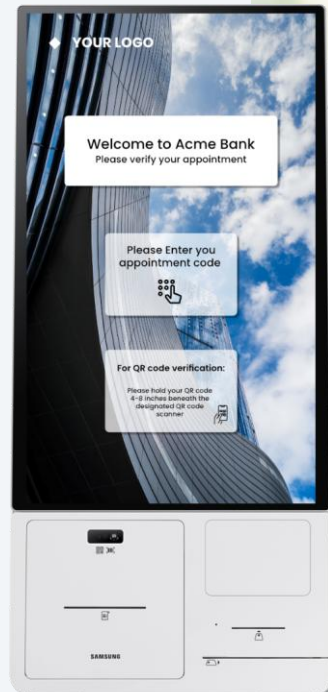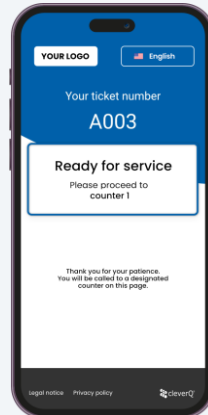
On-Site Customer Management

No matter how your customers book their appointments, on-site they have the option to check in: either via a self-service terminal or at the counter with your staff.

A service ticket is automatically generated from the QR code or reservation code, adding the customer to the queue.

Your team can then call customers via the service ticket or personally greet them in the waiting area.

Data protection and IT security

As a provider of SaaS (Software as a Service), the data protection and IT security of our customers and our own infrastructure is one of the most important challenges.

We ensure robust data security through multiple layers of protection. Partnering with leading hosting providers, such as Hetzner, guarantees that our digital services remain highly available, performant, and secure at all times. Additionally, we strictly adhere to GDPR compliance and maintain our ISO 27001 certification (Information Security Management Systems) through regular renewals, underscoring our commitment to safeguarding your data.

Digitalization in the financial industry is increasingly being shaped by the customer.

Therefore, now more than ever, useful and innovative services are needed which create real added value for your customers.

cleverQ®

cleverQ Video consultation

Provide your services to clients anytime, anywhere. Enhance accessibility for your customers and empower your team to work productively from any location.

Effortless Booking: Your customers can easily schedule video appointments at their convenience.

Seamless Integration: Compatible with leading platforms like Microsoft Teams, GoToMeeting, and Zoom.

Full Control: Independently manage, book, or cancel appointments with ease.

Automated Confirmation: Customers receive appointment details via email, including a direct link to the digital meeting room.

Time and Convenience: Save your customers long travel times, parking hassles, and unnecessary complications.

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Lufthansa   Magenta®   AIRBUS   PANDORA   PORSCHE

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