



Appointment and Wait Time Optimization for
Service Providers & Customer-Centric Businesses

 Lufthansa  Magenta®  AIRBUS  PANDORA  PORSCHE

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:

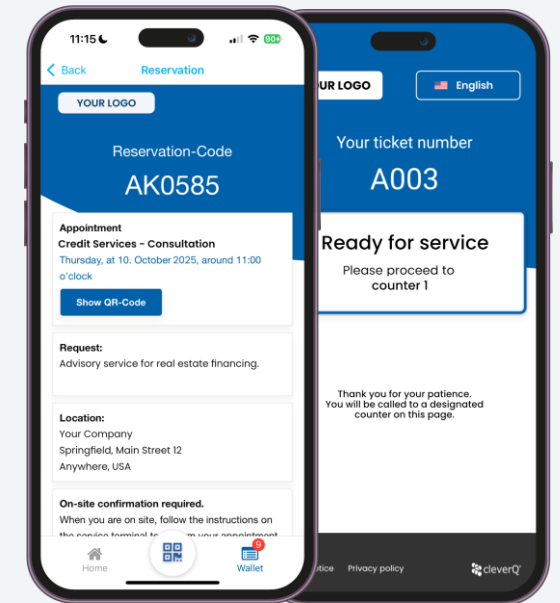
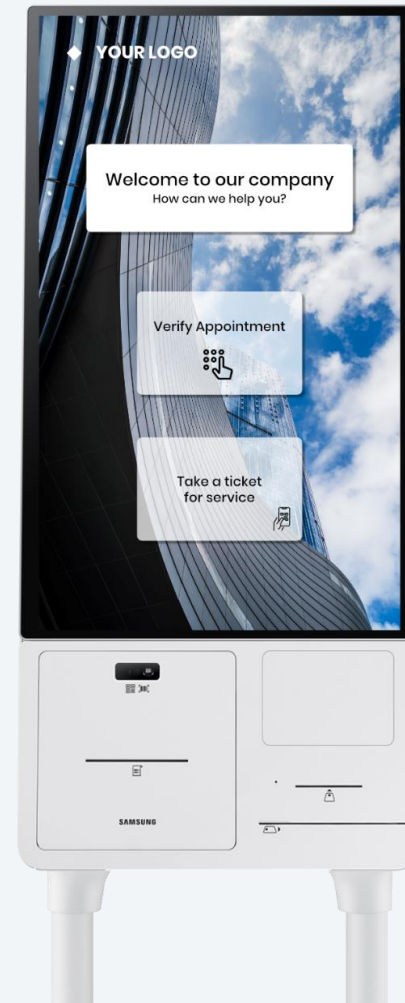
www.cleverq.us | info@cleverq.us | 786-709-9550

851 Ne 1st Ave Miami | FL 33132-1842 | (Paramount Miami World Center)

Streamlining and digitizing your operations for improved efficiency and structural innovation.

- Optimization of waiting times
- Customized solutions for online appointment booking and management
- Professional on-site customer flow management
- We help you create a modern and contemporary presence, both on-site and digitally

Enhancing teamwork and customer interactions through digital excellence with cleverQ.



*Achieving flawless and
customer-centric service
optimization with cleverQ.*

Discover the benefits of the
cleverQ solution.

Experience the wide array of
features cleverQ has to offer.



We connect service with customers

...because time matters!

1. Hybrid Queuing and Appointment Management Solution

2. (Managing walk-in customers and appointments through a unified platform)
3. Single-site license with unlimited workstations
4. GDPR-compliant
5. Enterprise-grade cybersecurity: Certified with ISO/IEC 27001:2013, 27017:2015, 27018:2014, and 9001:2015
6. SaaS Solution | Cloud-Based | No complex system integration required



Excerpt from cleverQ Features:

Here's how to set your customer service apart from the competition.

For more information visit our Website:
www.cleverqus



Modern and clever customer processing

- Online Appointment Booking
- Comprehensive Customer Information Before Appointments
- Digital Waiting Tickets
- Organized and Simple Call-Up of Waiting Customers
- Digital Signage
- In-Depth Statistics



Wait Time Reduction & Queue Optimization

- Save time for customers and employees alike
- Eliminate the need for crowded waiting areas
- Drive revenue growth by freeing customers to discover and purchase

Easy integration in existing processes

- Zero interference with your current IT setup
- Effortless integration with MS Outlook and CRM platforms
- Rapid, hassle-free SaaS implementation

Cross-device functionality and a free app for

- Work across devices with ease
- Complimentary Digital Wallet App for added convenience

Unlimited Site licenses

- No limits on workstations for managing customer queues—accessible via any web browser.

Modernize, digitize, and optimize your customer service.

See how customers from different industries are benefiting from cleverQ.



Government Authorities

"Digitalization is a key focus in politics, and we're committed to setting the standard. Citizens demand quicker processes and no longer want to use vacation days for simple tasks like applying for an ID."



Financial Institutions

"While we've always relied on scheduled appointments, we now have the ability to handle both walk-ins and appointments seamlessly through one platform, showcasing a contemporary and professional presence."



Utilities Providers

"Speed and efficiency are critical for our customers, and timing is key. Now, we can optimize staff planning and deliver even better service to meet every customer's needs."



Hospitals & Medical

"With tailored patient flow and priority call features in the emergency room, we've nearly eliminated chaos in the waiting area."



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Transportation Services

"Travel can be stressful, and when issues arise, customers appreciate fast and organized service. cleverQ is the ideal solution for us to meet these needs seamlessly."



Retail

"Our top priority is making sure customers leave with what they planned to buy. With long waits being a thing of the past, we've implemented a solution to eliminate delays entirely."



Vaccination & Testing

"Peak times during vaccinations and testing are now much easier to handle, reducing stress for employees and customers alike. For us, planning is everything."



Logistics

"With vehicle management and access control via ticketing, we've eliminated parking overcrowding and drastically reduced theft on-site."





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