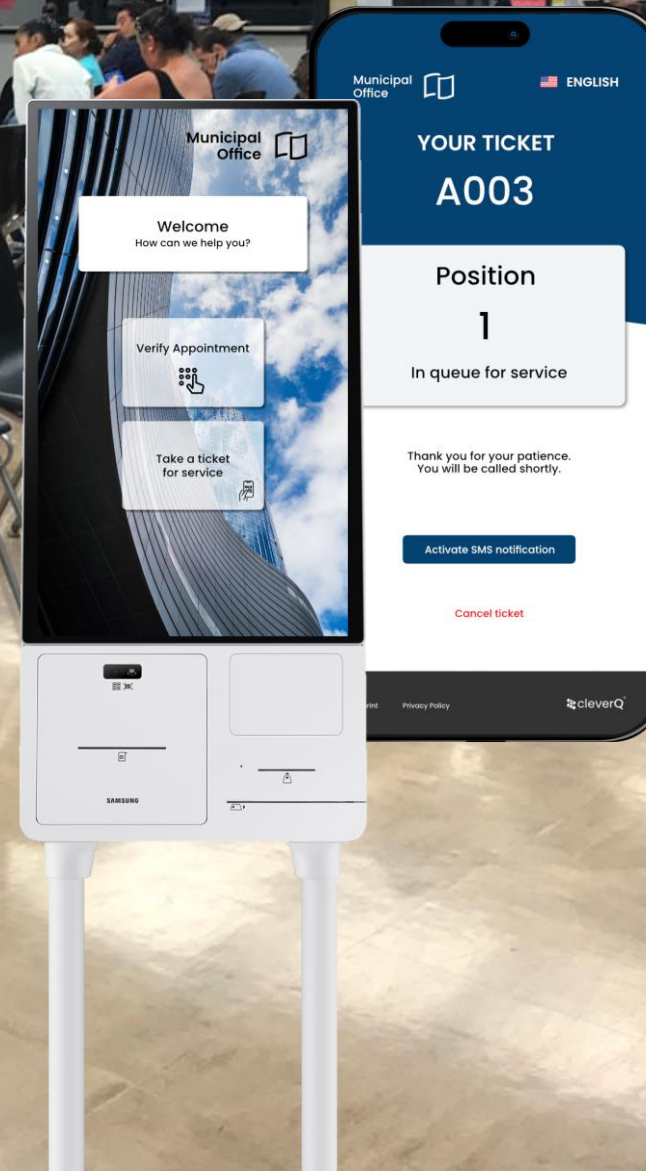**cleverQ**®

Industry solutions for Public Services
Optimizing services & reducing workload

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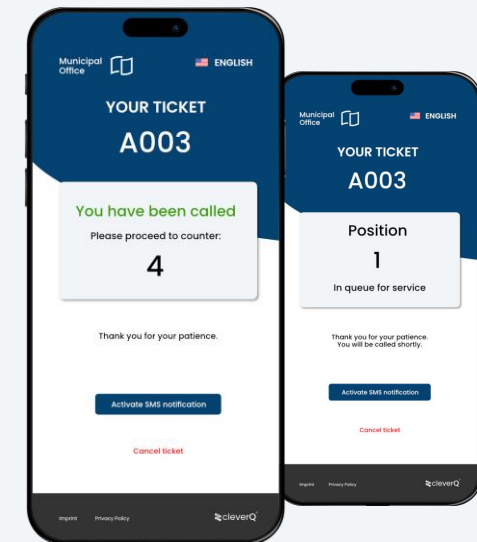851 Ne 1st Ave Miami | FL 33132-1842 | (Paramount Miami World Center)

SH
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Steuerverwaltung

Udlændinge- og
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LE GOUVERNEMENT
DU GRAND-DUCHÉ DE LUXEMBOURG

Municipal Office

Welcome
How can we help you?

Verify Appointment

Take a ticket
for service

SAMSUNG

Municipal Office

🇺🇸 ENGLISH

YOUR TICKET
A003

Position
1

In queue for service

Thank you for your patience.
You will be called shortly.

Activate SMS notification

Cancel ticket
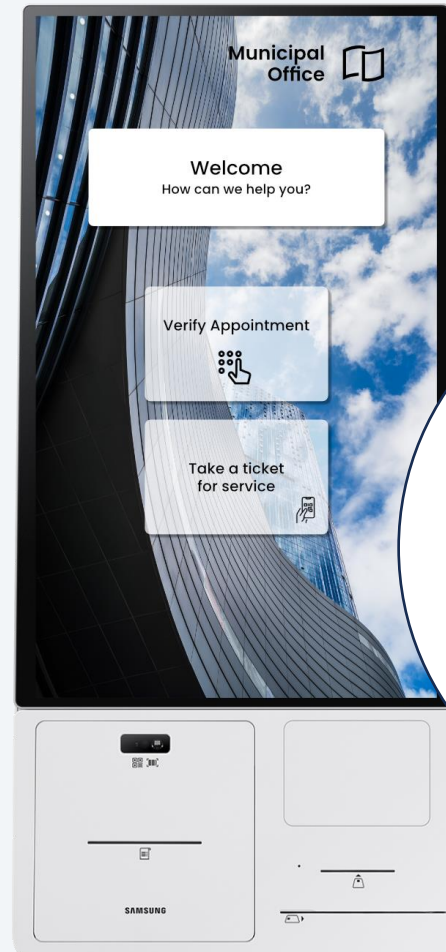
Privacy Policy

cleverQ

What we offer | Professional Queuing and Appointment Booking SaaS

- Queuing Software for Kiosk Systems

- On-Site Appointment Management and Online Appointment Booking

- e-Tickets via QR Code for Smartphones

- (Web App & Digital Wallet App)

- Queuing Screens & Digital Signage

- Analytics & Business Intelligence

- Security Applications

How it works | Software for Kiosks

- Use cleverQ software as a stand-alone application or as an API on existing kiosk systems.

- Activate/deactivate queuing automatically or manually as needed.

- Paper ticket dispensing.

- e-Ticket reservation.

- Appointment booking & verification.

- Multilingual support.

How it works | e-Tickets

- Citizens can bypass long waits in crowded waiting rooms.

- Push notifications or SMS inform citizens of upcoming call-ups.

- cleverQ e-Ticket runs as a web app—no installation needed.

- Alternatively, the cleverQ Digital Wallet provides handy features like managing favorites and receiving push notifications.

How it works | Paper tickets

- Citizens holding paper tickets can monitor their call-up status using queuing monitors.

- An audio signal announces the call-up, ensuring even distracted citizens don't miss their turn.

Municipal Office

Your Community, Our Priority!
We'll Be With You Shortly!

Thank you for your patience.

Call-Up	At Counter
A007	2
A013	1
A001	4
A011	7

CITY NAME   23 MAY 2016

MONDAY
HUMIDITY 20%
~23°~27°
23°   CLEAR

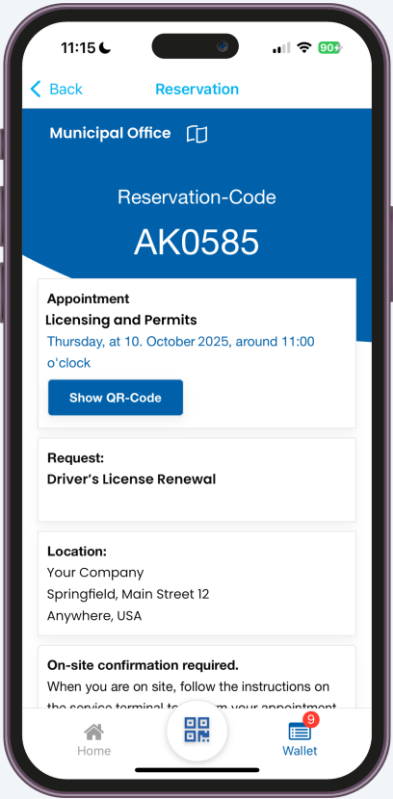| TUESDAY | | 20° |
WEDNESDAY		18°
THURSDAY		15°
FRIDAY		14°
SATURDAY		16°
SUNDAY		19°

How it works
Online Appointment Booking

cleverQ Digital Wallet App

Citizens can scan a QR code on-site to favorite your company and book future appointments from the digital wallet.

Appointment Web Page

Citizens can book appointments through a personalized online booking page that we set up for your company.
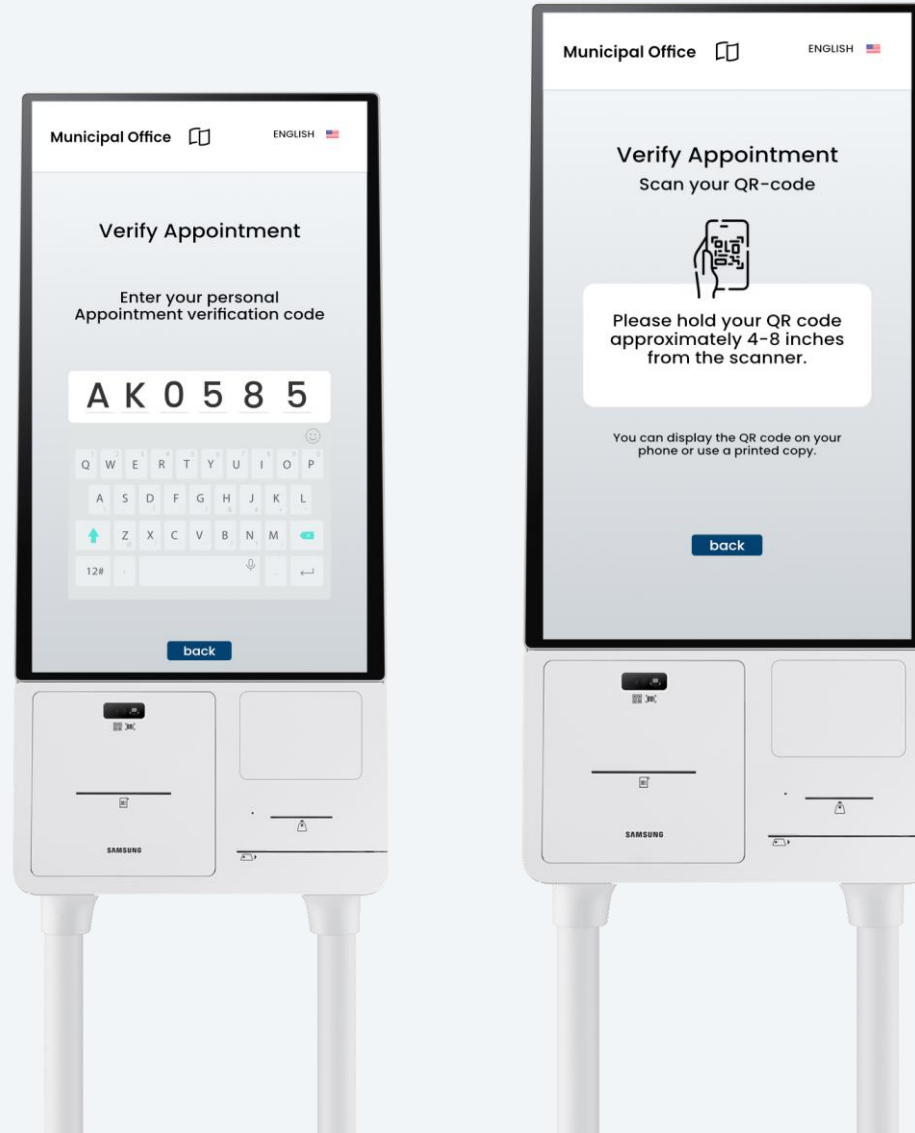
How it works | On Site Appointment Verification

Citizens can conveniently verify their pre-booked appointments on-site using the self-service kiosks.

Alternatively, appointments can also be verified by staff members as usual.

Once verified, Citizens will be automatically placed in the digital queue with priority for expedited service.
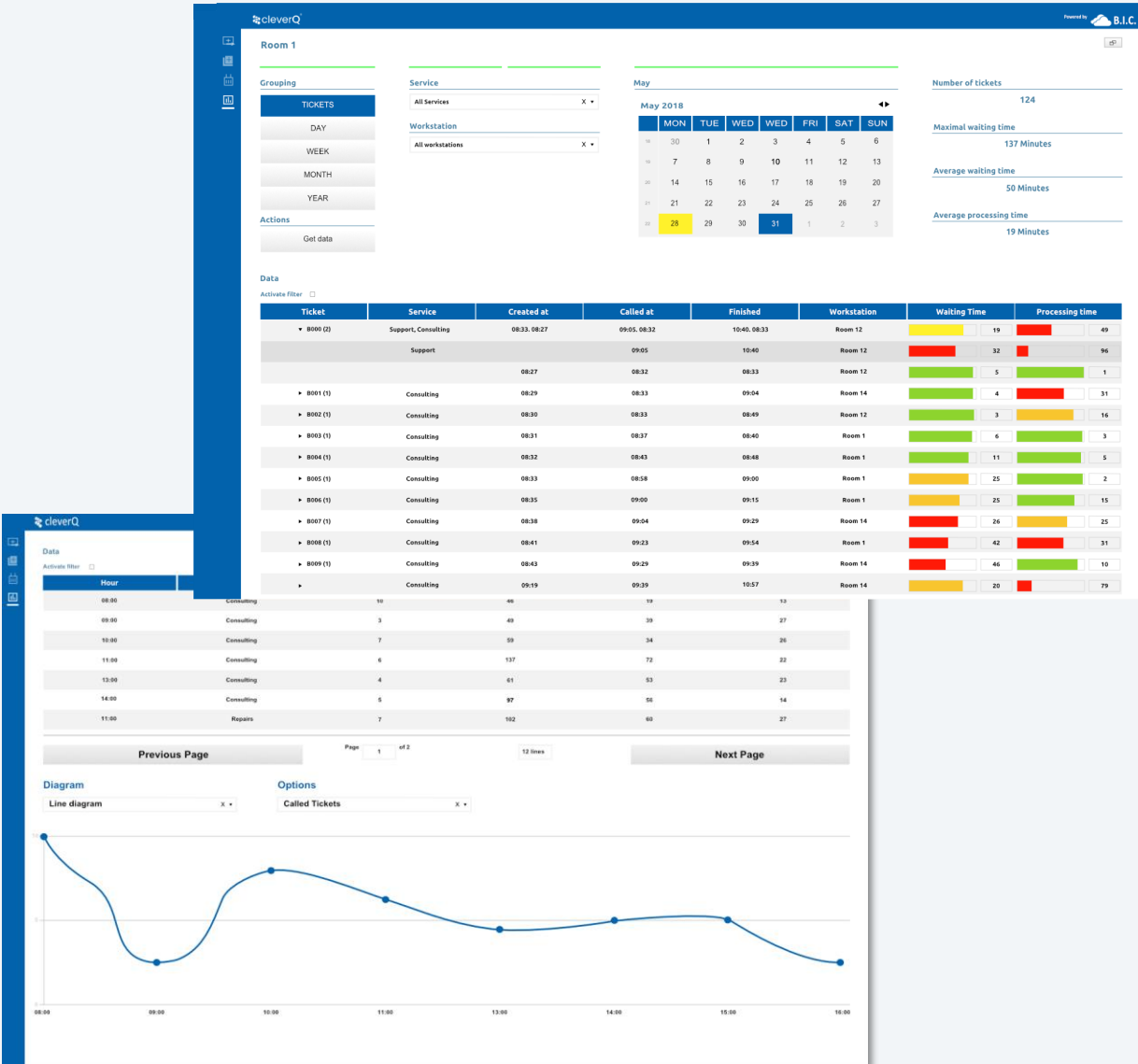
Decisions powered by data

By leveraging real-time and historical data from cleverQ appointment scheduling and queue management systems, you can make informed decisions to optimize operations e.g.:

Staff shortages:
Reduce appointment slots.

Anticipating high demand:
Activate queuing system to manage citizens flow efficiently and maintain high service Quality.
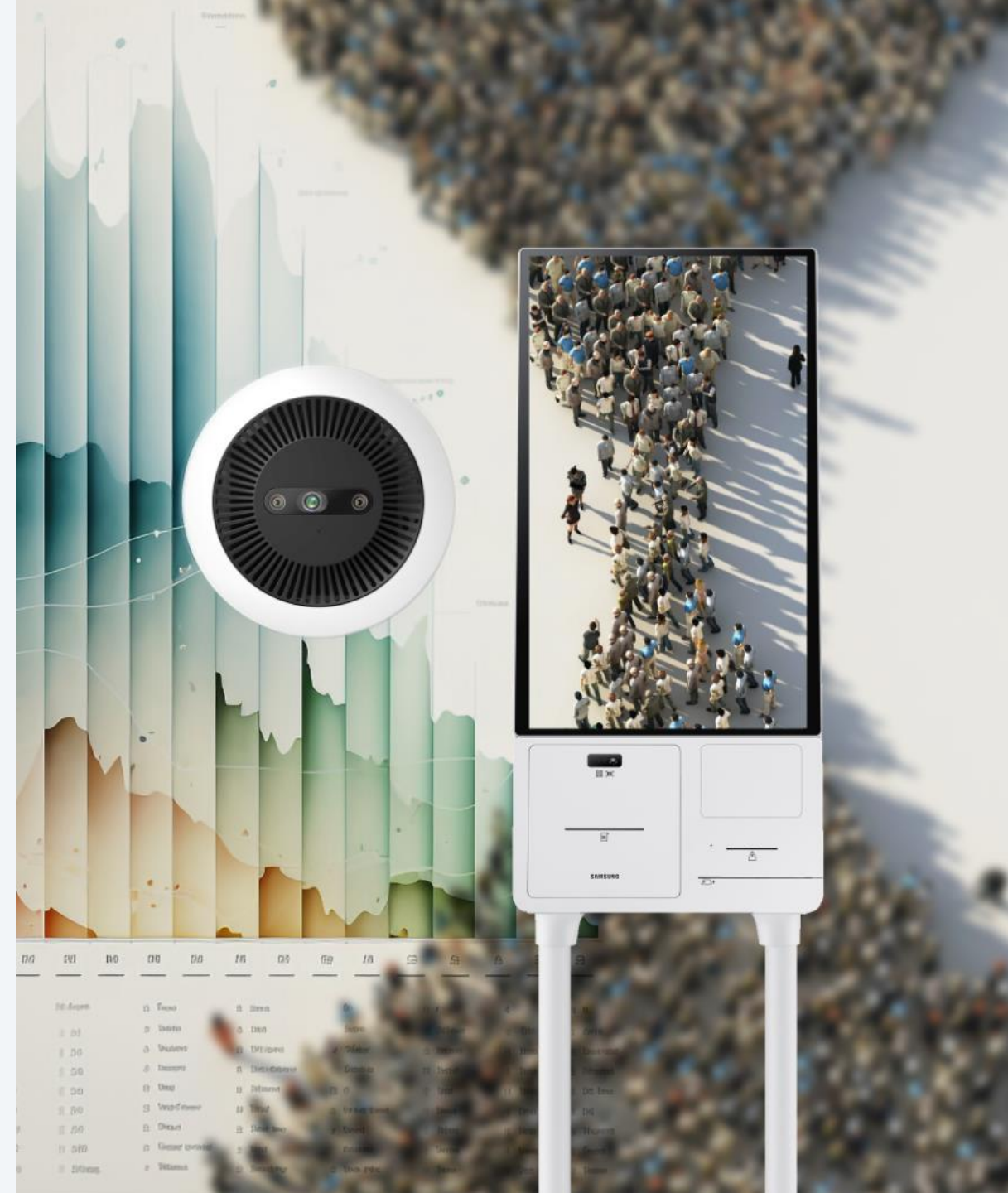
Business Intelligence (BI) for Public services

cleverQ solves key challenges in public administration:

Long wait times & overcrowding: Data-driven insights help predict peak hours, allowing for better staff and resource allocation.

Inefficient appointment scheduling: BI analytics identify high-demand services, enabling agencies to adjust appointment availability proactively.

Lack of transparency & oversight: Real-time dashboards provide a clear view of visitor flow, wait times, and service demand, helping officials address bottlenecks efficiently.
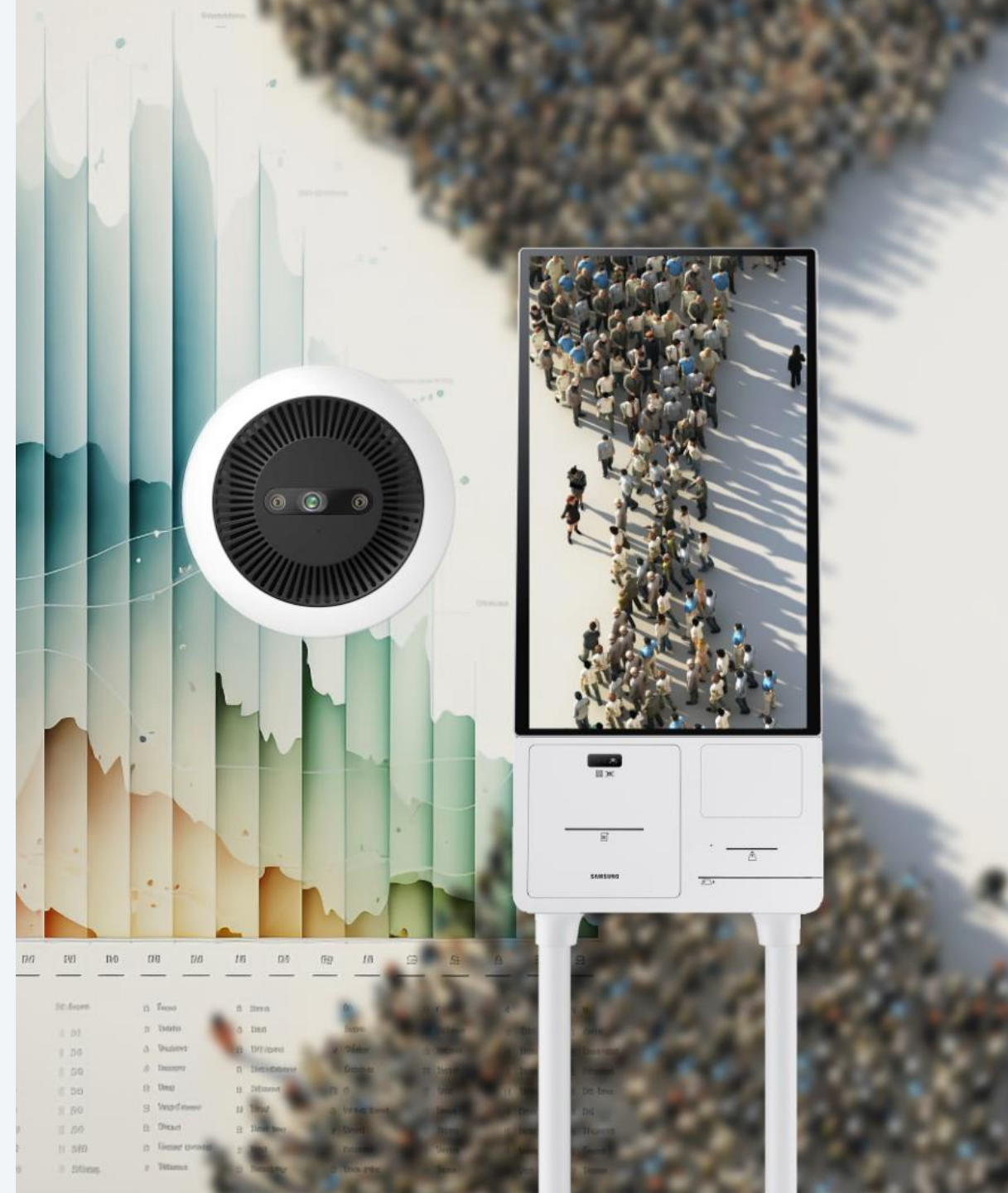
Business Intelligence (BI) for Public services

Unoptimized workforce planning:
Historical data and predictive analytics support better staffing decisions, reducing unnecessary idle time or service delays.

Low citizen satisfaction: By minimizing wait times and improving service efficiency, cleverQ enhances the **customer experience**, leading to higher public satisfaction.

Bottom line: cleverQ BI empowers Public Services to leverage real-time data for smarter decision-making, improved citizen services, and streamlined operations.
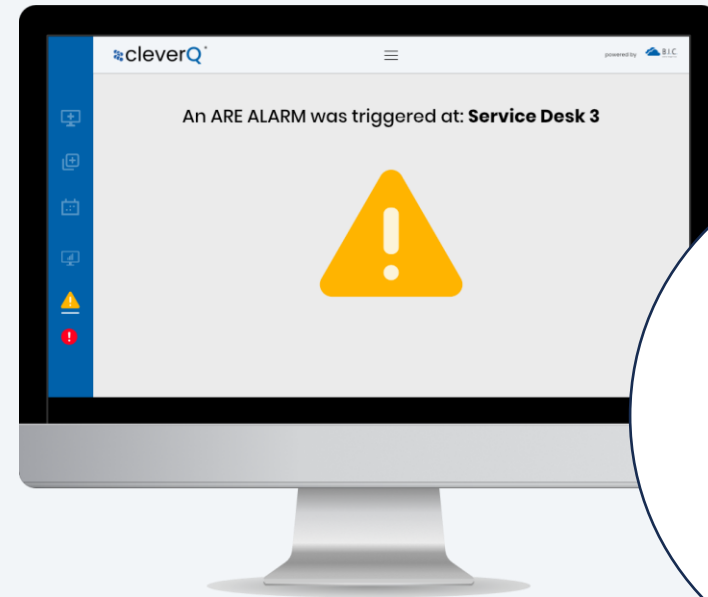
Reduce workload on employees

By outsourcing and automating check-in and booking operations with cleverQ, you can significantly reduce the workload on your staff, enhance overall service throughput, and maintain high service quality standards.

Improve Security

With cleverQ, you can professionally address threatening and violent behavior, enabling you to request cross-location assistance in seconds.

The system offers two distinct alarm types, allowing you to choose the most appropriate response based on the situation at hand. Whether it's a low-priority alert for minor disturbances or a high-priority alarm for urgent threats, cleverQ ensures a swift and coordinated response to maintain safety and order.

An ARE ALARM was triggered at: **Service Desk 3**

All-in-One Platform

cleverQ is your single, centralized SaaS solution for managing queuing, appointments, statistics, and security appliances.
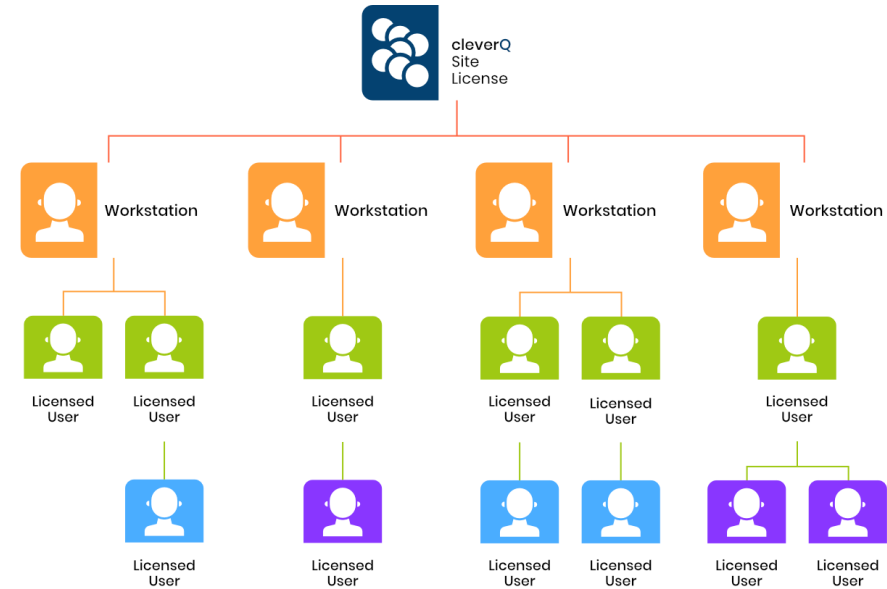
By consolidating all these features into one intuitive platform, cleverQ eliminates complexity, reduces costs, and ensures seamless integration across your operations.

Flexible Solutions for Every Community

cleverQ adapts effortlessly to any environment, from big cities to small communities.

Its flexible licensing model allows unlimited workstations per location or department, ensuring cost efficiency and easy scalability.

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