



VirtualQueue

Putting Customer Experience and Safety First

Retailers around the world are struggling to operate. They need to reduce the risk of infection, while social distancing at stores during this pandemic. However, retailers have started to explore digital solutions that can enable business continuity in a safe and secure work environment.

WinWire's VirtualQueue Solution

WinWire's **VirtualQueue** is a **cloud-based solution** enabling retailers to manage customer journeys in the digital space, so they have minimal interactions with staff and fellow customers. VirtualQueue allows stores to control the number of people within the store and reduces customers' waiting queue.

Our PowerApp based solution blends physical and digital experience for businesses. It is built on Microsoft Azure and helps organizations to integrate with digital signage, touchscreen, and other mobile applications to deliver service while maintaining social distancing.

From a customer's arrival at your store to the exit, we have it all covered for you with our **VirtualQueue Solution**. How does it work:



The customer scans QR code with their mobile device to get in the line

Customer selects a service and receives a mobile ticket

Customers wait & monitor their position in the queue

Staff uses the application to control the line & allow the customer to enter

Service delivered from a safe distance

Benefits

Business

- Optimized staff performance and productivity
- Manage customer flow efficiently
- Reporting and dashboard provides insights on the store performance

Customer

- No waiting time
- Avoid physical queues – Wait in your car or other safe location
- Reduced risk of infection

Store Employees

- Manage the queue inside and outside the Store
- Helps plan the store capacity
- Real-time visibility into store footfall

For a demo of VirtualQueue, please email us at info@winwire.com.

Why WinWire?

• 13 plus years of experience as a Technology Partner for Fortune 500 and Global 2000 organizations

• Expertise in digital technologies like Cloud, AI/ML, IoT, Mobility, Security, Microsoft 365, Dynamics 365 & UI/UX

• Recognized as Best Place to Work™