



Single line call forward

eQ™ Electronic Queuing

How electronic call forward for single line queuing works

The fastest and fairest way to manage waiting customers is in the form of a single line queue, where customers are served in the order they arrive rather than as a result of their choice of queue or service requirements. This approach also reduces stress inducers faced by queuing customers such as perception of length of waiting time and wrong queue frustrations, whilst improving service times by up to 30%.

Electronic call forward solutions manage the distribution of waiting customers from the single line queues to the available service points on a first come, first served basis. This solution makes use of any of Tensator's range of barriers to form the single line queue configuration as well as central display units (CDU) to provide a source of information and promotional media for customers at the head of the queue, and positional display units (PDU) to provide way-finding information at each cashier or service point.

Customers are called to each position by the press of the cashier calling button, which works in tandem with friendly audio messages and directional arrows on positional displays, indicating where the next available service position is located and immediately speeding up the queuing process. The clear and bright screens can convey informational and promotional messages as well as focus customer attention as they wait in the queue.



The Benefits

- ➔ Reduces waiting times by 30%
- ➔ Improves queue flow by 25%
- ➔ Reduces walk-aways by 96%
- ➔ Improves staff utilisation by improving queue flow
- ➔ Eliminates wrong queue anxieties and frustrations by serving customers in the order they arrive; the fairest and fastest way
- ➔ Eliminates 'sweethearting'
- ➔ Improves operational efficiencies by targeting resources to specific periods
- ➔ Improves productivity – more transactions per employee
- ➔ Increases the capacity for more transactions overall
- ➔ Single line queuing drives faster queue times and creates in-queue merchandising and advertising opportunities when used in conjunction with electronic call forward

Sweethearting

Single line call forward solutions can help to reduce 'sweethearting', a form of employee theft where a customer chooses their cashier, usually a friend, who only scans the lower value items in the basket. Tensator's single line call forward solutions ensure that customers are served by the first available till position so that the cashier choice is completely random. Any attempt by a customer to change their place in the queue to wait for particular cashier availability will appear obvious.

Choice of equipment

SLQ1000

SLQ1000 is a cost-effective, out-of-the-box, easy to install, entry level call forward solution, perfect for small retailers, post offices or fast food restaurants that require an entry level electronic queuing system with up to 24 positions.

It's simple plug and play set up ensures it can be supplied as an out-of-box' solution – with an easy to follow installation guide, setting up and operating the SLQ1000 system couldn't be easier.



SLQ2000

SLQ2000 is an LED call forward system, which can be configured to your exact requirements depending on the size of your location, service points and footfall.

With a choice of male and female audio call forward messages as well as the option to record your own custom message, the option to display your own custom scrolling messages on the central display units and the ability to operate up to 44 positions, the SLQ2000 is a great middle of the range single line call forward solution.



SLQ3000

SLQ3000 functions not only as a queue management call forward system, but as a media and technology platform. This next generation system has the capability to incorporate digital media and manage a database of reporting information.

It is the most advanced single line electronic queuing system that Tensator offers, enabling advertising media to be played, integration with InQ-TV® and automated electronic call forward.

To maximise effectiveness, incorporate an SLQ3000 call forward system with media into your queue and promote additional products and services whilst at the same time entertaining your captive queuing audience.



Automated Electronic Call Forward (Auto-ECF)

Auto-ECF is a revolutionary development of Tensator's electronic single line call forward solution that cancels human intervention in generating the next call forward (patent pending).



TENSATOR®

Leading the customer journey

Tensator is the global leader in the management of the customer journey. Tensator's products are proven to generate revenues, improve efficiencies and increase profitability. Tensator's advanced customer journey and queue management solutions include: electronic call forward systems; virtual queuing technology; digital media platforms including the Tensator Virtual Assistant; in-queue merchandising; crowd and access control solutions; display and signage devices; self-service systems.

Tensator empowers blue chip retailers, international airport terminals, transport providers, financial institutions, major exhibition, leisure and entertainment venues, construction sites, restaurants and hotels to speed customer flow through the queue; improving operational efficiency and customer satisfaction. By placing utmost importance on providing an enjoyable, efficient and profitable customer journey, Tensator's clients benefit from operational savings, improved profits and rapid ROI, whilst gaining improved customer satisfaction ratings.

Tensator enjoys a strong global reputation for product quality and customer service, universal recognition as the inventor of the world-famous Tensabarrier® – the most respected queue barrier in the world – and industry-wide recognition as a true pioneer in its field.

TENSATOR LIMITED
DANBURY COURT, LINFORD WOOD
MILTON KEYNES, BUCKS, MK14 6TS, UK

tel: +44 (0) 1908 684 600
fax: +44 (0) 1908 684 700

info@tensator.com
www.tensator.com

LONDON

+44 1908 684600

NEW YORK

+1 631 666 0300

DUBAI

+971 4 2997228

PARIS

+33 1 43 09 85 00

FRANKFURT

+49 69 3003 890-0

MADRID

+34 914 904 148

LISBON

+351 211 991 510

WROCLAW

+48 71 359 3800

www.tensator.com

CAT_eQ™ SLQ_V1_UK

Owing to the dynamic nature of our business, specifications are constantly being changed and therefore this literature is for informational purposes only. For the most up to date information, please visit our website www.tensator.com. Tensator makes no warranties, express or implied, in this document. E&OE.