# eZQ™ SINGLE LINE QUEUING

## OPTIMAL **CHECK-OUT**

**eZQ™, our single line queuing solution for check-out counters enables to speed-up the check-out process in order to improve customer service.**

A single queue is installed in front of check-out counters. When one is available, the next customer is called on the video screen and by sound announcement. Your customers can then easily see which check-out is available.

## Benefits

. **50% faster check-out process and increased productivity**

. **Encourage** final impulse purchases in the single queue

. Increase **customer satisfaction and loyalty** by reducing perceived waiting

. **Optimize** cashier staff management

. Avoid the «other queue is quicker» syndrome

. Can adapt to any kind of check-out furniture and layout of the stores

**Our eZQ™ system for fast and organized check-out process**



Please go to check-out

> 4

Non contractual photos

## ESII
### Reception Technology
www.esii.com

**Further information:**
www.esii.com
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# eZQ™ SINGLE LINE QUEUING

## OPTIMAL CHECK-OUT

## ↗ FEATURES

- **Manual call** with call box
- **Automatic Call** with detection sensors
  (checkouts and queue)
- **Waiting** time display
- **Directing screens** to indicate the available checkout
- **Voice announcement** (e.g., «Please go to the checkout X»)
- **Checkout displays** for better identification
- **Real time monitoring** that can be accessed remotely

## ↗ BENEFITS

- **Check-out process is 50% faster and productivity is improved (2 more articles per minute)**
- **Optimization of cashiers availability based on waiting time**
- **Real-time attendance monitoring (PC, tablet, smartphone)**
- **Alert for staff back-up on dedicated display**
- **Improving the performance of your communication (customer attention focused on video screens)**
- **Staff's working conditions are improved: less stress, better flow distribution**
- **System connected to our customer technical support platform**

## ↗ HARDWARE

- **Directional displays**
  (to be selected)
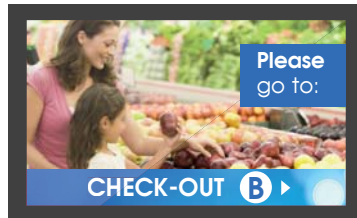
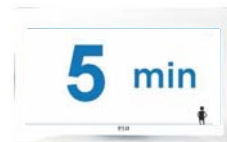  Video (19'to 55')　　　　8' LCD　　　　9' LED

- **Waiting time information**

  8' LCD

- **Check-out displays**
  (to be selected)

  8' LCD　　　　　　　　　　8' LCD　　　5' LED

- **Call**

  2-key box　　　　RFID box　　　　POE cameras

- **Monitoring**
  Can be accessed remotely

  Tablet/PC