VIP

IDENTIFICATION
CLIENTS VIP

SMARTWAIT

SUPERVISION
CARTOGRAPHIQUE

SOLUTION
URGENCES

SMARTCLIENT

C eSirius™

THE MOST POWERFUL CUSTOMER FLOW
MANAGEMENT SOLUTION

ESII
Powered by Innovation

SUPERVISION CARTOGRAPHIQUE

SOLUTION URGENCES

SMARTWAIT

eSirius™

TECHNOLOGY

eSirius™ is a J2EE web solution which can manage hundreds of sites and thousands of workstations via a centralized architecture.

No software installation is required on workstations. The server's open architecture allows it to be easily integrated into your information system.

↗ A PERSONALIZED WELCOME
FOR EACH CUSTOMER

eSirius™ allows you to identify your customers and respond to their requests as soon as they arrive.
Queues become virtual and are segmented according to customer need.
Appointments are quickly identified.
Highly accessible for wheelchair users.
Customers are reassured and are free to move around.

↗ MOBILE CUSTOMERS

The Smartwait™ application saves time for your customers with a virtual queue.
Our unique system provides the customer with a guaranteed time slot and sends them a reminder ; this service provides a significant advantage for the client.

↗ ACTIVE **COMMUNICATION**

eSirius™ allows you to strengthen the impact of your communication by displaying ticket numbers, waiting times and up-coming calls. This, in combination with our dynamic communication solution NeoPlayer™ makes waiting a more pleasant experience.

Your communication

Number	Desk	Estimated waiting time
145	A	5min
Number	Desk	Estimated waiting time
138	C	2min
Number	Desk	Estimated waiting time
124	B	8min
Number	Desk	Estimated waiting time
105	D	4min

↗ APPOINTMENT **BOOKING**

eSirius™ includes efficient appointment management. You manage appointments with spontaneous visitors without conflicts.

You easily plan workstations and staff.

Your clients can make an appointment online with confirmation and reminder by email and/or SMS.

SIMPLICITY & MODERNITY

eSirius™ is easily installed and is remarkably easy to use. As it is a web solution, no installation is necessary.
Its ergonomics and customization mean it's easy to get started with eSirius™.

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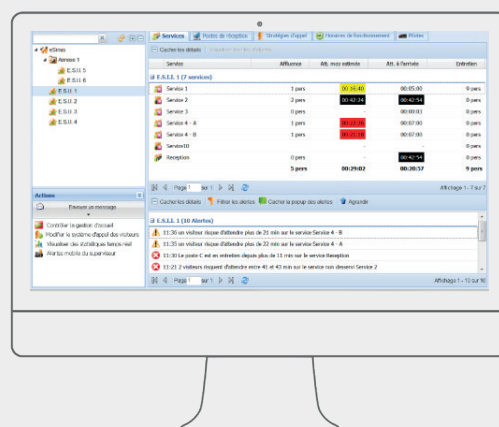**The result of over 30 years' experience eSirius™ is designed to adapt to all organizations and all activities:**
public sector, airports, banks, shops, clinics, local authorities, retailers, train stations, hospitals, insurance offices, pharmacies, supermarkets etc.

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↗ MULTIPLE-SITE
RECEPTION MANAGEMENT

eSirius™ allows several reception sites to be managed via the same server.

This technology guarantees you easy installation, maintenance and network connection.

↗ STATISTICS TO SUPPORT
YOUR DECISION-MAKING

eSirius™ offers a wide range of customizable statistical reports to analyze your activity and improve the organization of your business.

Individual statistical reports can be automatically sent by email.
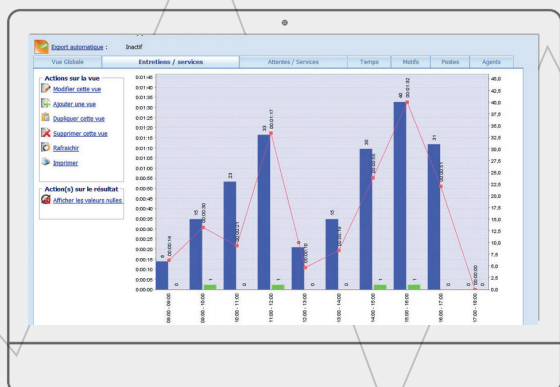
↗ REAL-TIME CUSTOMER FLOW

eSirius™ monitors your customer reception in real time Our waiting time simulation system allows you to even up your front and back office resources.

You receive precise and targeted alerts to better manage your customer flows.
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↗ SATISFACTION
SURVEY

The Qualii™ module allows you to link survey responses with data from your customer flow management.

Customers feed-back help to maintain a high quality service level.

THE MOST POWERFUL
CUSTOMER FLOW MANAGEMENT SOLUTION

eSirius™ 12 Main features

GLOBAL FUNCTIONS
- Multi-service reception, multiple queues
- Centralized multi-site and local administration
- Direction to services and/or to staff
- Reception with or without a ticket
- 24-hour operation
- User rights management (by module, by site, by service)

SOPHISTICATED FUNCTIONS
- Unique system for simulating waiting time
- Guaranteed reception time
- SMS: ticket, pre-call, call, call postponement, alert, welcome messages, end of visit, apology.
- Call in anticipation
- Instant information messages on video screens, terminals, web sites, centralized SMS's and per site
- Information about waiting conditions on video, display or Internet
- Dynamic audio-visual communication on video
- Display of waiting conditions on your web site
- Satisfaction survey via SMS/email/box
- Special retail WelcomePass mode

RECEPTION STRATEGY
- Configurable waiting and interview times
- Processing time according to purpose
- Reception workstation call strategies (12 levels)
- Ability to create strategy models
- Staff skills management
- Dynamic back-up strategies
- Back office back-up alert
- Minimum time between direction and call (adjustable per service)
- "Off-peak" / "On-peak" management: ticket printing is stopped when low visitor flow and restored when high visitor flow manual or automatic)

QUEUE ALLOCATION AND IDENTIFICATION
- DISEO ticket dispenser (see product information)
- Interactive multi-language terminal CAMEO (see datasheet)
- Card, RFID badge, bar code or QR Code reader
- Customizable, variable size, graphic ticket for queue allocation and/or information
- Management of the visitor's language
- SmartWait™ mobile solution management (mobile application or web service, Appointment booking)
- Kiosk check-in via picture

CALL
- Call on electronic display, video and by speech synthesis, SMS, pager
- Call by number, by name, by code, by time, by word list,...
- Management of simultaneous calls
- Video display of next calls and most recent calls
- Management of electronic workstation displays or video (see product information sheet)
- Management of "parking mode" to hold a visitor call
- Next customer call without displaying call

INTERVIEWS
- Interfacing with web PC or tablet
- Compatible with the PAD06, PAD08 and CON06 reception boxes (see product information sheet)
- Pre-call of next visitor to read their folder before the interview
- Next client call according to your strategy
- Choice of a visitor in a queue
- Reminder, call memorization, number recall
- Reception of a visitor with no call
- Information about the visitor's identity/language
- Management of visit purposes and answers to purposes
- Accounting of abandoned visits
- Alert sent to the manager
- Viewing of the queue status
- Mobile reception for staff with SmartClient™ (see product information)

RECEPTION ON APPOINTMENT
- Managing agents agendas and workstations
- Making an appointment via Call-center, Internet or kiosk
- Appointment for an agent, a workstation or a service with site selection or proposal of available sites
- Definition of global appointment slots or per service
- SMS or email confirmation and reminder (with attachments)
- Appointment identification by QR Code (1D / 2D)
- Identification of the arrival of an appointment: PC, tablet, by entering a code on a terminal, by reading a card, or automatically
- Management of a journey appointment
- Management of holidays
- Search, print schedules
- Search of an appointment by first name, last name, code or ID
- Interfacing with eTrack™ purchase pick-up solution
- Appointment synchronization with staff and visitors' personal calendar (Outlook, Iphone ...)
- Possibility to prohibit appointment booking if too many non-kept appointments within a preset period of time
- Specific information on DISEO TS if the appointment is not on time (too early or too late)
- List of cancelled appointments per day
- An e-mail/SMS is automatically sent to the visitor in case of un-kept appointment or missing documents
- Responsive mode

STATISTICS
- Multiple site comparative and cumulative analyses
- Appointments analysis (appointments kept, planed, etc.)
- Bi-dimensional analyses
- Multiple view documents and customisable multiple functions
- Bar charts, Pi charts, Tables, Graphs
- Export to CSV, XLS, PDF, GANTT
- Automatic sending of reports by email
- Management of advanced filters
- Dashboard with real-time indicators

ARCHITECTURE
- Full J2EE web solution
- Windows, Linux, UNIX compatible (32 and 64 bits)
- Works in local, centralized mode or SaaS
- Fail-over, load balancing
- Wireless or wired communication with peripherals
- Open for integration into IT system (SDK)
- Integration portal via Web services
- eSirius Box in distributed mode

LANGUES
- Arabic
- Bulgarian
- Dutch
- English
- French
- German
- Italian
- Portuguese
- Romanian
- Russian
- Spanish

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