Eliminate Citizen Lines and Improve Operations

The QLess Solution

Serving citizens in a timely and efficient manner is a major challenge for government agencies. Cloud-based software from QLess dramatically advances the delivery of citizen services by eliminating lines with "virtual queues" – empowering government agencies to provide an efficient approach and improved experience for both citizens and staff.

With QLess, citizens are able to join a line via your website, phone call, text, mobile app, or an on-site kiosk. Citizens choose the type of service they want and our system shares the expected wait time. Status notifications help control expectations and reduce frustration, putting your staff in control.

"QLess saves permit applicants hours of wasted time, reduces stress for everyone, and allows our staff to better monitor performance."

— Jocelyn Mathiasen, Director of Permitting & Land Use, City of Milford, Connecticut

Key Benefits

Eliminate Long Lines

QLess technology provides an effortless way for citizens to quickly access the services they need without standing in long lines.

Boost Staff Productivity and Operational Efficiencies

Our interactive platform allows your staff to schedule appointments, manage lines, and even steer citizens to less busy times of the day. The result: employees that are better equipped to deliver optimal service.

Reduce Citizen Complaints

Timely updates and notifications alert citizens as they move to the front of the queue. Fast and efficient appointment scheduling enables citizens to feel empowered and in control of their time.

Gain Valuable Insights with Reports

Equip your department with key data to improve services. QLess Reports provide real-time reporting and analytics for critical decision-making, such as anticipating peak periods to optimize staff productivity.

Enhance Communications and Citizen Engagement

Our system offers bi-directional communication between your staff and citizens. Likewise, our automated survey feature collects real-time feedback – providing valuable insight to identify procedural enhancements and drive improvement to citizen services.

How QLess Works For Your Citizens

JOIN A LINE 1
Citizens can join a line from anywhere

MOVE FREELY 2
Citizens wait wherever they want

GET UPDATES 3
Citizens receive wait time updates

BE SERVED 4
Citizens are notified when it's their turn

Cloud Technology

» 100% web-based and supported by all standard browsers

» No proprietary hardware or downloads required, no local servers needed

» Seamless software updates occur with zero impact on your staff

» Substantial savings of IT costs and time

» With a suite of over 180 APIs, we offer seamless integration with any software solution

Mobile Queues

» Omni-channel queue entry

» Citizens join a virtual queue via your government agency website, their mobile phone, or at an on-site kiosk

» Timely updates and notifications alert citizens as they move to the front of the queue

» Instead of waiting in your lobby, citizens can wait where they want

Interactive Communication

» Bi-directional communication connects your staff with citizens waiting in line

» Citizens are updated throughout their wait, controlling expectations and reducing frustration

» Citizens can ask for more time, request status updates, or leave the line

Apps

» Multi-platform availability

» Citizens can download the QLess iOS or Android app with real-time information

» Kiosk software for easy self-serve check-in

Command Center

» Easily configure your account

» Manage your queues per location

» Manage employee accounts

» Customize voice and SMS messages by department and transaction type

Dashboard

» A real-time dashboard displaying each queue and location

» Improve staff productivity and efficiency with live data and relevant metrics to optimize work flow

» At-a-glance views of what is currently happening at your locations

Calendar

» View appointments with day, week, and monthly-based views

» View appointments for multiple locations simultaneously

» Schedule appointments on behalf of citizens

» Filter appointments by location, queue, and scheduled resource

» Resource availability management

Flex Appointments

» Flex Appointments seamlessly integrates walk-ins with your scheduled appointments, preventing long gaps between citizens on busy days

» Collect valuable data such as citizen name, ID #, and service need

Tracking and Reporting

» Access real-time data for each department and location

» Download data to Microsoft Excel, Access or CSV

» Reports include no-show rates, return rates, outcome, transaction type, service duration, and delay times

» View data by hourly, daily, weekly, monthly, yearly

» Compare locations and track service throughout

Surveys

» Collect real-time feedback to know exactly what's working and what improvements need to be made

» Gather valuable insights to optimize staffing, identify procedural enhancements, and drive improvement to citizen services

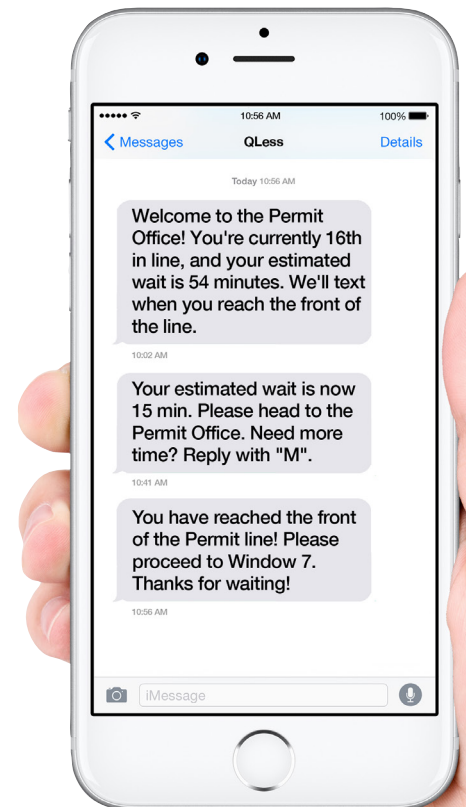**IMPROVE CUSTOMER SATISFACTION** up to **100%**

REDUCE WALK-AWAYS up to **75%**

BOOST STAFF PRODUCTIVITY up to **90%**

REDUCE ON-SITE WAIT TIMES up to **97%**

QLESS™