



# Qtip.Me

Customer service without waiting.  
Brought to you by Codemenders Oy | Brief introduction for OmaStadi

# Queues are everywhere



And they are boring. And they consume time, resources. Their most common side effects are: **Reduced customer loyalty**, **Poor customer service experience**, **Demotivated staff**.



**Waiting time** is the single most important factor in customer satisfaction.

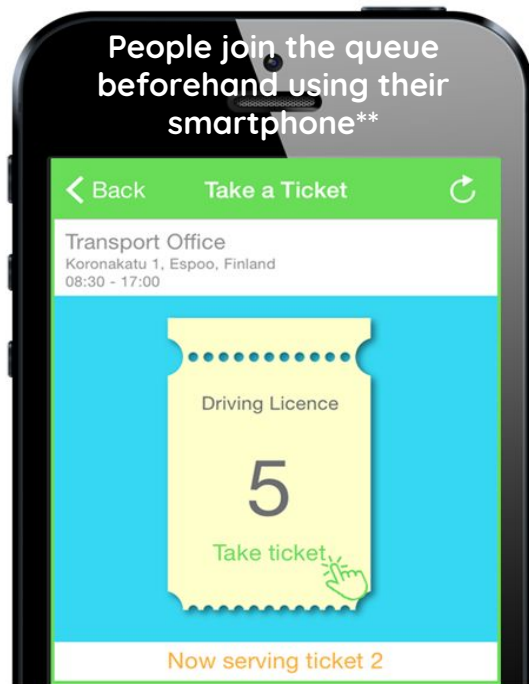
- Paco Underhill, *Why We Buy*

Today's customers are smart, connected, well informed and demanding. They want quick access to services and tend to stay with businesses which value their time. Queues also result in additional work overhead to business staff, adding to their workload...

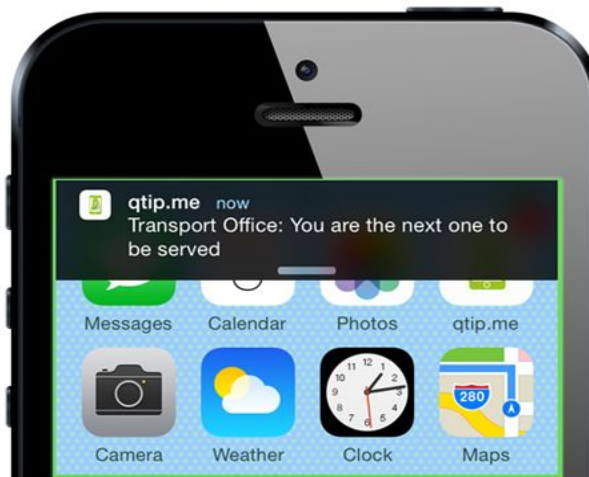
**QUEUES = LO\$\$**

**Bad customer service experience escalates fast! Very fast!!**

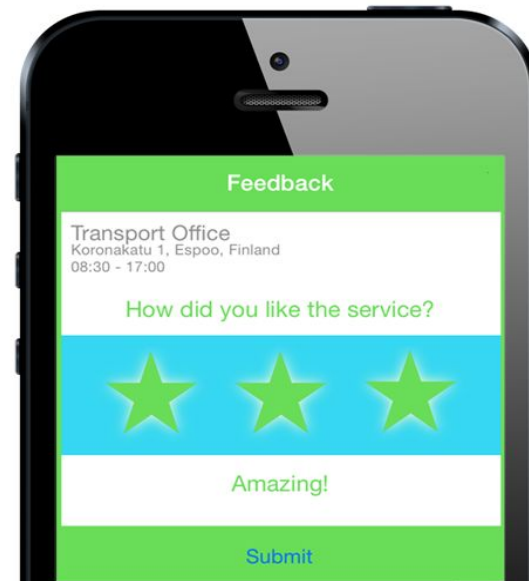
# Introducing Qtip.me - the NEXT generation queuing system



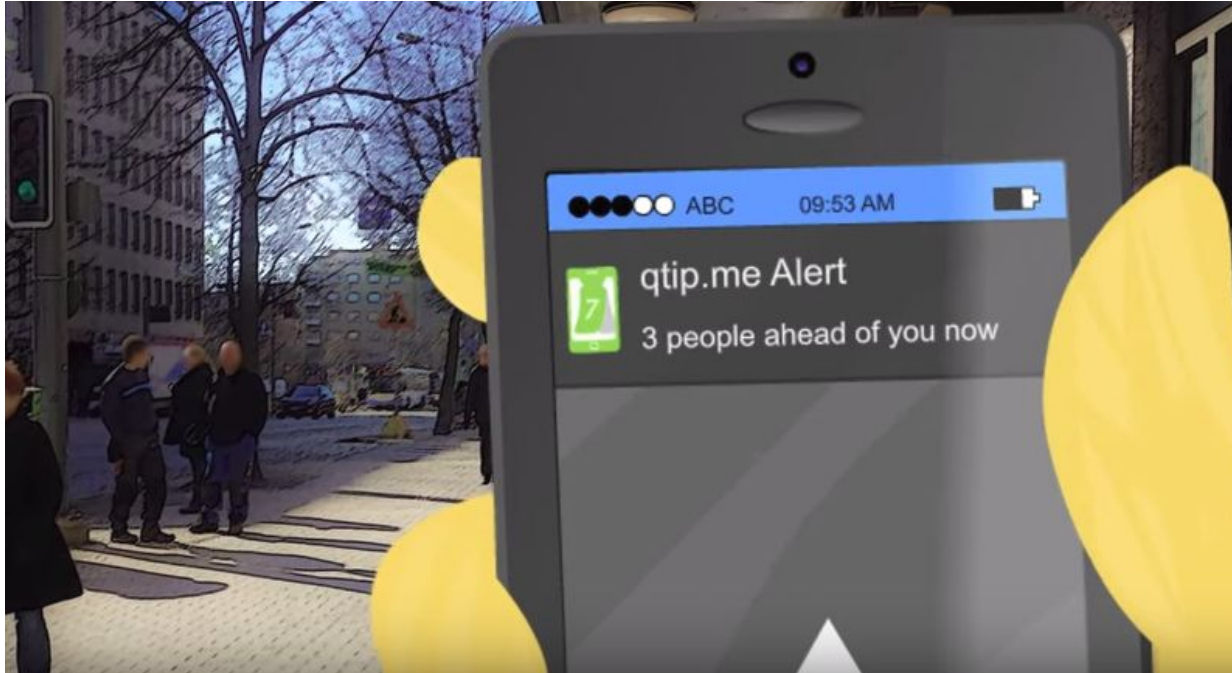
They get regular notifications over SMS or PUSH as and when the queue gets shorter and reach your premises nearer to their turn.



They give instant feedback of the service they just received.



\*\* People can join the queue using multiple channels like their Smartphone or Computer or On-site kiosks



The freedom to be a part of queue remotely gives your customers a benefit to utilize their waiting time however they want to.

This greatly reduces their perceived waiting time and helps increase their loyalty in the brand.

[Click to view demo of Qtip.me for end-users.](#) or paste this YouTube link to your browser's address bar: <https://www.youtube.com/watch?v=lkgGur6L6LM>

## Qtip.me - secure a place in a queue using your phone!

# Qtip.Me - helping businesses boost customer satisfaction and profits

## Organizations using Qtip.Me have reported

- + Upto 25% boost in staff's efficiency
- + Handling upto 30% more customers per month
- + Upto 60% reduction in customer waiting times
- + Increase in customer willingness to provide feedback

# 150,000+

customers served using our platform

## Start with Qtip.Me in less than 10 minutes

- + Create an account (on our cloud or yours)
- + Configure the queues (or services available)
- + Tell your customers about it (e.g. on the social media)
- + Save more than 500 hours of store operations per year

# 20,000+

customer hours saved using our platform



# Qtip.me - we support



**Mobile apps** for consumers with smartphone.

Apps are available for all major mobile platforms, namely iOS, Android and Windows Phone (WP support ends 2018).

The app is FREE to download and your customers can search for it in their mobile application's marketplace.

Please note, these apps will also show other nearby places that use Qtip.me and are not exclusive to only one business location (unless customized and configured to do so).



**Web and Tablet apps** for people who do not have a smartphone.

**Tablet apps** (iOS and Android) are installed within the business premises like a "Walk-in kiosk" and can be used by anyone who is visiting the business premises.

**Web apps** can be used on any computer with internet connection and a modern web browser.



**Raspberry PI / SunMi powered Paper ticket kiosks.**

For businesses that want to support the **old school paper ticket system** for their customers.

Please note, we discourage the use of Raspberry PI powered ticket kiosks because of their high maintenance requirements. They will be phased out in favour of **SunMi V1** devices that act as a paper ticket kiosks during 2019.



**Web based queue management console.**

For real time config & management of customer queues; viewing customer flow information, feedback and statistics; analyzing staff's productivity and comparing two stores within your own organization.

**We also support the integration of Qtip.me with your own corporate mobile app, website, CRM software and any other customer interface.**  
(please note, this integration attracts customization charges)

# Qtip.me - in nutshell ...

- + Supports various use cases like:
  - + Secure a place in queue
  - + Book appointments
- + Provides real time statistics.
- + Reduces waiting time for customers.
- + Integrates to your systems via REST APIs
- + Sends SMS or PUSH updates to customers when the queue gets shorter.
- + Has a very high return on investment:
  - + Brand loyal customers
  - + Energetic staff
  - + Increased sales
- + One stop solution for managing customer queues, feedback, staff productivity & much more.
- + Predict your busy hours, incoming traffic in real time and plan your services accordingly.
- + Bundled with many value added services like “Customer Pre-information”, “Customizable Feedback” etc.
- + An economic and robust solution that works on multiple channels (web, mobile, tablets).



**160,000+**

Customers served

**35000+**

Hours saved for both, customers and businesses

**Qtip.Me**

**Mobile Queuing & Feedback System. Take a tip and Skip the Queue!!**



# Proposal for OmaStadi.hel.fi

Codemenders Oy would like to propose the inclusion of **Qtip.Me Smart Queuing system** for all the public offices within Helsinki.

This will help citizens save millions of man-hours per year; giving back to the community, the time they would have lost standing in queues.

For questions, please contact:

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# Qtip.me

## Customer service, without waiting!

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For any questions, queries, demo or pilot requests, please feel free to get back in touch. We are very happy to help you digitize your customer service.

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