WAQTAK

WAQTAK APP

We are AGILE, specializing in Queue Management System solutions. Our flagship product, WAQTAK, combines high-quality hardware with a Software as a Service (SAAS) platform and can be hardware less. WAQTAK aims to enhance queue management efficiency and elevate the customer experience. We are eager to explore how WAQTAK can be tailored to meet the unique needs of your organization, contributing to improved operational workflows and customer satisfaction.

SAAS PLATFORM WORK AS ORGANIZER FOR ALL ENTITY'S GOVERNMENTAL AND PRIVATE SECTORS

Features

- **Web & Mobile App (Android & iOS) SDK**
- **MANAGED SERVICE**
- **KPI'S EVENT DRIVEN**
- **BUSINESS INTELLIGENCE**
- **CUSTOMER FEEDBACK**
- **BOOKING**
- **REAL-TIME MONITORING**
- **NAVIGATION TO NEAR AVAILABLE BRACH**
- **TRAFFIC MANAGEMENT**
- **PREREQUISITES**
- **SCHEDULIING**
- **REPORTING & ANALYTICS**
- **ONLINE & PHYSICCAL MEETING OPTIONS**
- **MEETING ROOM MANAGEMENT INTEGRATION**
- **STATUS SCREEN TICKET**
- **Digital Signage System**
- **Accessibility**



Web & Mobile App (Android & iOS) SDK

WAQTAK is designed to deliver a seamless experience across all platforms with full support for web and mobile applications. Whether accessed from a desktop browser or a smartphone, WAQTAK ensures smooth, intuitive interaction for users, customers, and administrators alike.

- Responsive Web Interface: Optimized for performance across all screen sizes with intuitive navigation.
- Mobile App Support: Native support for both Android and iOS platforms for on-the-go appointment booking, check-in, and real-time notifications.
- Mobile Ticketing: Enables customers to join queues remotely via mobile and receive timely updates.
- Push Notifications: Instant alerts via mobile app, SMS, or email to keep users informed about their appointments and service status.
- Cross-Platform Booking & Check-In: Customers can book, reschedule, and check-in using either mobile or web, ensuring flexibility and convenience.

To support advanced integrations and custom solutions, WAQTAK API access for developers and partners.

- SDKs for Android, iOS & Web *(Available upon request)*: Provides tools and libraries to easily integrate WAQTAK functionalities into third-party or in-house applications.



MANAGED SERVICE

1. More time to focus on customers and patients – If a managed service provider takes care of installation, hosting and maintenance of your customer journey management system, you have more time for your core business, taking care of customers or patients.

2. Get the best out of the solution – There will be experts continuously monitoring your system and making sure that you utilize your customer journey management solution fully and have the latest updates and upgrades.

3. Get up and running faster – Getting an on-premises installation with local IT may take months, whereas the managed service provider can get your customer journey management solution up and running within days. Also, updates and upgrades can be done momentarily in the cloud without sending a technician.

4. Keep system running 24/7 – The system is safely working in the cloud or on the managed service provider's servers, and if there are any problems, they can be sorted without visiting your premises. This ensures that your customers and patients can move along the customer journey at all times.

5. Ensure customer/patient data is safe – The managed service provider makes sure data is safely stored, that regulations are followed and that all certificates are up to date. You and your customers or patients can feel safe.

6. Use funds wisely – Managed service providers typically charge by the month. This keeps you in control of your cost, and if you make any changes to the agreement, you are never charged for more than what you use, which frees up to use that money elsewhere to improve the customer journey.

7. Quickly adapt the customer journey – As the software is hosted by the provider, it is easy to change and adapt the solution if you see additional needs in the future. The provider can also guide you to improvements based on data records so that your customer journey always fits your customers and your business.

KPI'S EVENT DRIVEN



The queue management system helps improve the efficiency and effectiveness of employee performance by providing a set of key performance indicators that measure success in queue management and customer service. These indicators include:

Average waiting time:

Measures the time customers spend waiting before receiving service, which reflects the efficiency of employees in managing queues.

Percentage of customers served on time:

Measures the number of customers served within the specified time, which helps evaluate employee performance in adhering to time standards.

Customer satisfaction:

Collects customer feedback after receiving service to measure their satisfaction with employee performance and the quality of service provided.

Customer turnover rate:

Measures the number of customers served in a specific period of time, which helps evaluate employee productivity.

Number of complaints:

Tracks the number of complaints submitted by customers regarding the quality of service, which reflects employee performance and their responsiveness to customer requirements.

Customer interaction rate:

Measures the quality of interaction between employees and customers by evaluating the effectiveness and professionalism of communication.

Peak time analysis:

Analysis of the times that witness the largest number of customers to ensure that employees are distributed effectively during these periods.

A queue management system is a vital tool for improving employee performance and increasing service efficiency, which contributes to enhancing customer experience and achieving customer satisfaction.

BUSINESS INTELLIGENCE



What is Business Intelligence?

Business Intelligence (BI) refers to the collection of data within your own organization. This data is converted into data that provides insight and on which action can be taken.

Make data-driven decisions with WAQTAK Business Intelligence. Observe data in real-time, review with detailed reports, and uncover hidden opportunities and values using your favorite tools.

Dashboard in real time

- ✓ Get a 360° overview of your service environment
- ✓ See real-time data for a variety of performance metrics
- ✓ Improve resource utilization, service flow and customer experience.

Reports

- ✓ Focus on the tasks in the customer journey that are most relevant to you
- ✓ Sort, filter and group your data fields
- ✓ Review key performance metrics, trends and exceptions.

WAQTAK Data Connect

- Unlock your most valuable insights with the Data Connect **FREEMIUN VS PREMIUM MODEL**
- ✓
- ✓ Use your favorite BI tools like Power BI, Tableau and QlikView.
- ✓ Easily integrate with other systems and data sources to identify hidden values.
- ✓ Easily import over 70 data points from the WAQTAK platform.

Make better data-driven decisions for better customer service

With easy access to data from every part of the customer's journey and the ability to integrate with other data, e.g. weather or sales, you can improve efficiency while making customers even happier.

For example:



Customer feedback and NPS
Understand when wait times affect customer experience or NPS (Net Promoter Score). Find the breakpoint to define your service level wait time.



Booking analyses
Find out how many customers came to their appointments, how many arrived early or late, and analyze the booked time against the service time to see if the schedule is realistic.



Analyze the distribution between waiting time and transaction time.
Find out what your wait times and transaction times really are, not by looking at an average but by seeing how they are distributed over time ranges.



The performance of the branches
Compare branches with different KPIs, e.g., the number of missed visits and waiting time at service level.



Daily patterns
Understand booking, arrival, and service trends. Find bottlenecks and determine the workload at different times.



Staff reference value
Compare staff average transaction time for service and help staff learn from the best to increase performance.



Trend analysis of time and date
Analyze the number of no-shows or the number of pre-booked appointments compared to no-shows and compare it to specific times and dates to find out which periods are most popular.



BOOKING

Allow people to book appointments

Online Appointment Booking

Reduce customer waiting time, minimize crowding in waiting areas, and manage customer flow with an advanced appointment system

Make it easy for customers to connect to your services anywhere, anytime with an appointment scheduling system. From managing appointment booking, arrival and check-in process to service, use a solution that joins up the whole process smoothly to provide excellent customer experience.

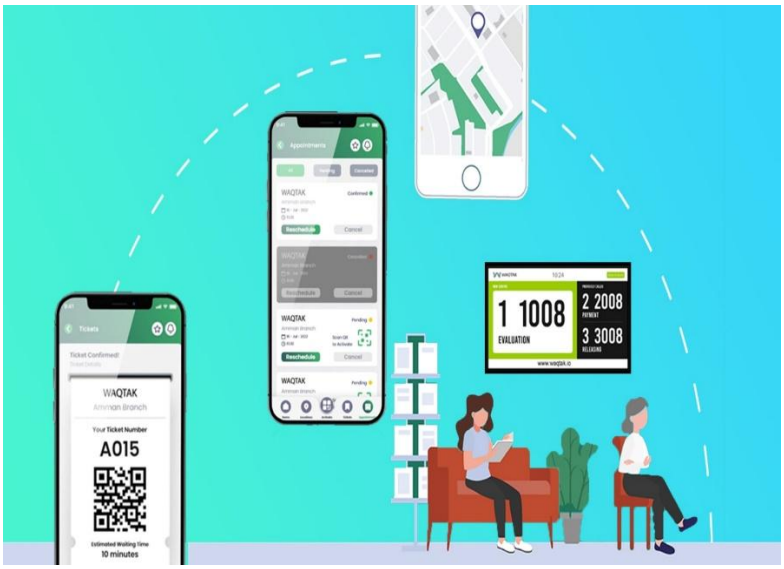
Appointment scheduling

Give customers the flexibility to access your services

Let customers schedule appointments online at a time that suits them best.

- Allow customers to book, reschedule, or cancel appointments from your available time slots, choosing the required service or other preferences
- Match service requirements with the right staff members
- Send automated notifications and reminders to customers for their upcoming appointments

Using a client booking system will give your customers convenience, reduced waiting time, and better customer experience.



Arrival management

Manage arrivals and check-in seamlessly

With arrival management and check-in system integrated in the solutions, you can:

- Let customers check in with a link sent via SMS/email, and receive a Mobile Ticket that allows them to wait remotely
- Notify staff once a customer has checked in
- Reduce crowding upon arrival
- Maximize capacity and efficiency while still maintaining a safe environment
- Provide seamless, efficient, and safe handling of the arrival and check-in process

Virtual meeting

Deliver service remotely when needed

Let customers access your services from anywhere and provide a seamless digital experience throughout the whole journey.

- Allow customers to schedule a virtual appointment upon scheduling
- Deliver services via video, chat or other platforms
- Integrate with the video meeting tools you already use
- Create an agile, hybrid workforce that caters to customers' demands efficiently



Booking Interface for Customers

- **Sleek Interface Design:** The modern booking interface boasts a sleek design, enhancing visual appeal while ensuring usability across devices.
- **Intuitive Navigation:** Users experience intuitive navigation with straightforward menus and

clearly labeled options for effortless appointment management.

- **Cross-Device Accessibility**: The booking system is optimized for mobile and desktop use, ensuring accessibility and convenience on various devices.

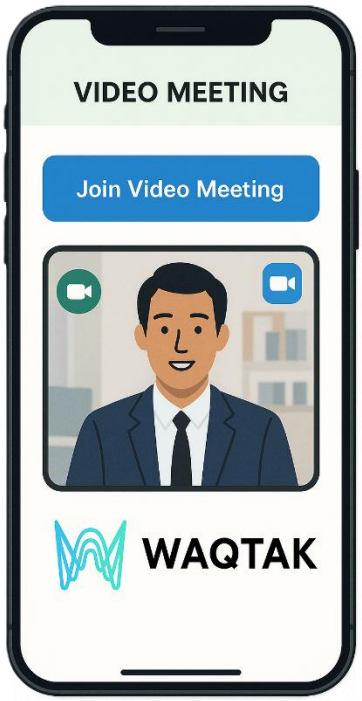


Notifications & Reminders:

- **Automated Notification System:** Waqtak's system sends timely automatic notifications to users and customers regarding upcoming appointments for optimal management.
- **Reminder Customization:** Users can personalize reminder settings, choosing frequency and medium of communication to suit individual preferences effectively.
- **Increased Engagement:** Regular notifications foster better customer engagement, reducing no-show rates while ensuring adherence to scheduled appointments.
- **User Convenience:** Intuitive interface and automated reminders significantly reduce no-shows and ensure timely appointments for users.

Virtual Meeting (Video Call) Feature

- WAQTAK enables remote service delivery through its **virtual meeting** feature, which includes:
- Allowing customers to **schedule virtual appointments** during the booking process
- Delivering services via **video, chat, or other platforms**
- **Integration with popular video conferencing tools** such as **Zoom** and **Microsoft Teams**
- Empowering staff to provide services remotely, supporting **digital transformation** and offering a seamless customer experience



Appointment Management

Manage everything with one system

- Keep control of your customer flow and minimize crowds in your waiting area
- Manage appointments, check-in, queuing, and service delivery in a single platform
- Deal with scheduled appointments, impromptu visits, and late arrivals efficiently using the same system
- Transfer customers from online browsing to an in-person visit with the staff member best suited to deal with their needs
- Plan resource distribution in advance based on demand forecast and service trends

Appointment management system: How it works

1. **Online appointment booking**

   Customers can schedule an appointment by choosing the time slot that suits them best. They will receive a booking confirmation, and closer to the date, a reminder for their appointment.



2. **Self-check-in**

   With the appointment reminder, the customer gets a link they can use for self-check-in. Alternatively, they can also scan a QR code to get in the line. A mobile ticket will be issued after check-in.

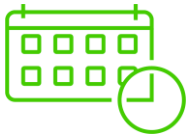


3. **Arrival and service**

   A notification will be sent to customers when it's their turn to be served.



Appointment management system features



Let customers schedule appointments online or by phone, allowing you to distribute workload evenly throughout the day and creating a better balance between scheduled and walk-in visits.



Automatic confirmation and reminders

Send automated booking confirmation, reminders, and updates via SMS and email to prevent no-shows.



Self-check-in

Allow customers to do self-check-in online with their smartphone, or with a self-service kiosk.



Virtual meeting for remote service delivery

Deliver services via video, chat or other platforms.



Real-time data, analytics, and advanced reporting

Improve your operations and optimize resource planning with a real-time dashboard, data analytics, and demand forecast.



Customer journey management

Waqtak's appointment solutions are fully integrated with our customer journey management platform for a seamless customer experience.

CUSTOMER FEEDBACK

Getting Feedback for service and employee

Exceed your customer expectations with WAQTAK.

With WAQTAK's customer feedback solutions, you can gather insights into your customers' needs, strengthen customer relationships, and boost customer satisfaction at every touchpoint. And meet the needs and demands of today's customers and exceed their expectations.

Identify branch-specific areas of improvement.

Identify customer pain points and evaluate branch performance to improve the customer experience and deliver a consistent level of quality in your service at each branch location.

Reach customers at the right time.

Send your tailored feedback forms to engage with your customers at their convenience, immediately after the visit, the next day, or the next week to get the insights you need to improve.

Capture insightful customer data.

Gather data on the customer experience to proactively minimize friction and make improvements to meet KPIs and create the perfect, coherent customer experience.

Customize to fit your brand

Our Customer Feedback surveys are customizable and allow you to add your company logo, brand color palette, and change the font and icons to ensure that you're always on brand.

Take action on your customer feedback

Turn your customer feedback data into actionable insights and make better, data-driven decisions to increase customer retention and loyalty.

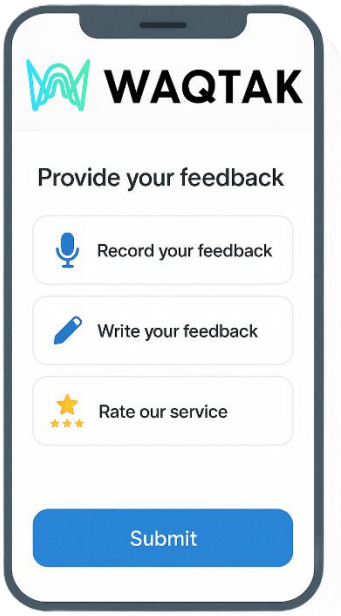
With WAQWATAK'S Business Intelligence, you get quick access to powerful insights with reports, summaries, charts, and overviews of all your feedback, together with the data captured during the visit in one dashboard.

- Create custom dashboards by branch, service, staff member, day, month and more to filter out the answers you'd like.
- Combine different types of data and dig deep into feedback details to better understand your customers' perceptions and attitudes.
- Measure your customer experience and connect your feedback to the insights of the actual visit.

WAQTAK offers a flexible and powerful feedback system that empowers customers to express their experiences in the most convenient way. After a service interaction, users can provide feedback in one of three formats:

- **Voice Recording**: Customers can leave voice notes to share detailed and emotional insights.
- **Text Input**: Simple and effective for quick comments or suggestions.
- **5-Star Rating System**: A fast and universal way to assess satisfaction at a glance.

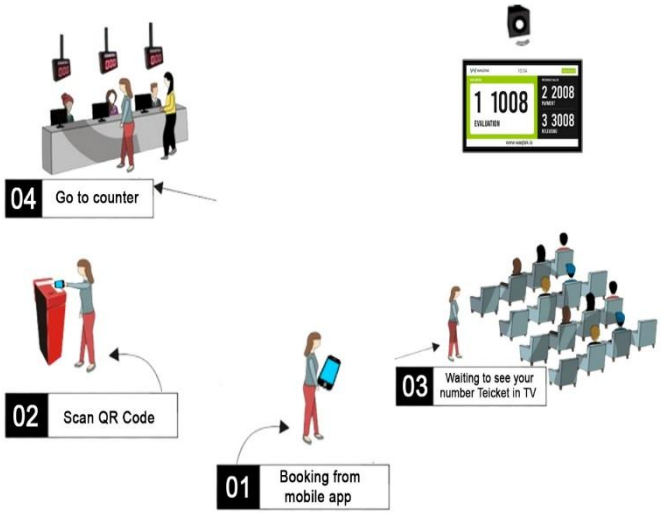
This multi-format feedback collection enables richer insights into customer satisfaction and helps organizations identify trends, recognize service excellence, and take immediate action on improvement areas.



How does it work?

Enabling customers to provide feedback has never been easier.

1. **Visit Created:** Customer visits are created by appointment or by joining a queue via a kiosk or Mobile Ticket on-site.
2. **Survey invitation:** After the visit ends, an invitation to complete the customer feedback survey is delivered via SMS, email, or Mobile Ticket.
3. **Data collected & stored:** Once the feedback survey is sent, the feedback data gets stored with your customer journey data captured during the visit.





REAL-TIME MONITORING

Comprehensive Real-Time Monitoring

Track your system's performance in real-time with a visual, easy-to-use dashboard. Get clear insights into:

Waiting Times: Accurately track wait times for each service platform and identify areas that require additional attention.

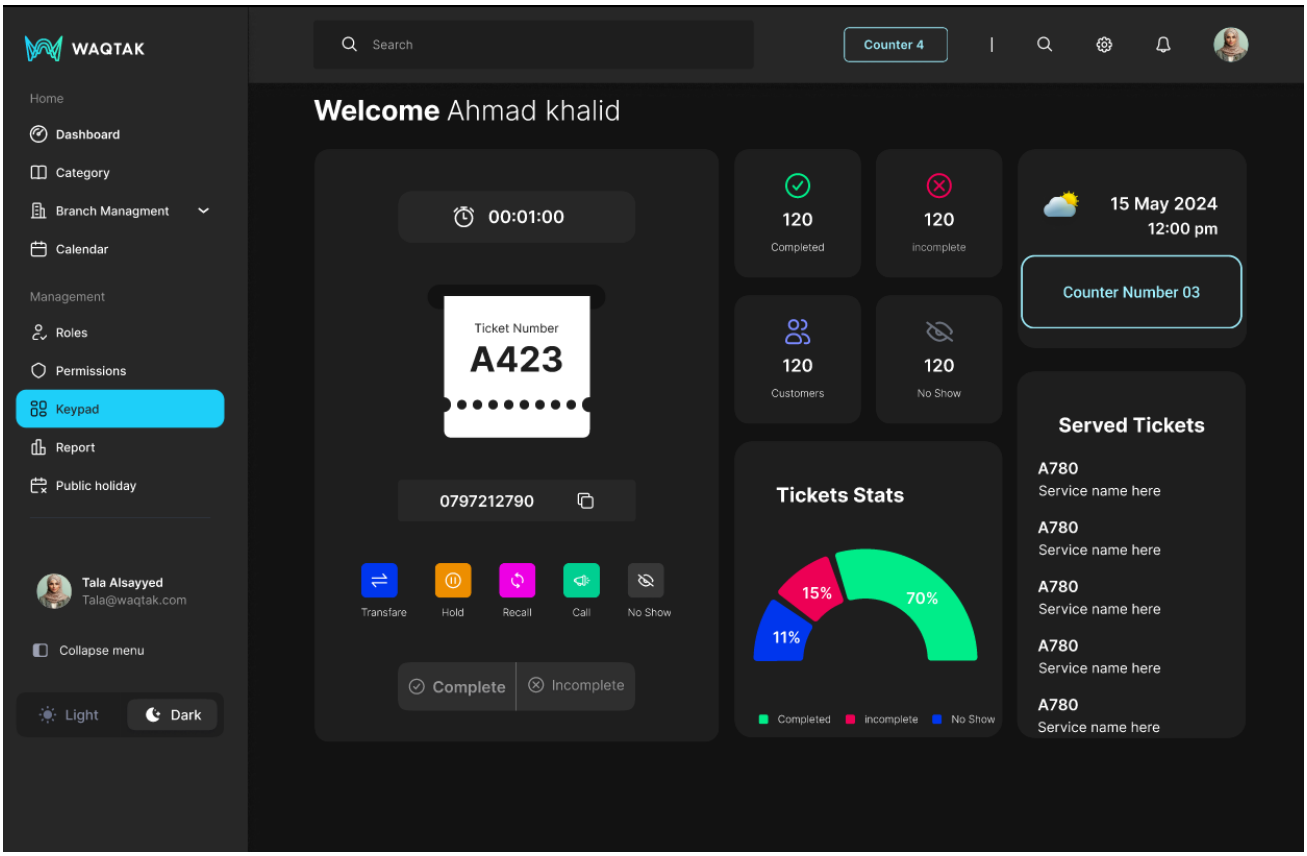
Customer Traffic: Monitor customer flow across the entire system, and spot potential congestion.

Staff Efficiency: Evaluate service staff performance and find opportunities to improve efficiency.

Leverage this valuable data to make informed decisions and dramatically improve customer experience.

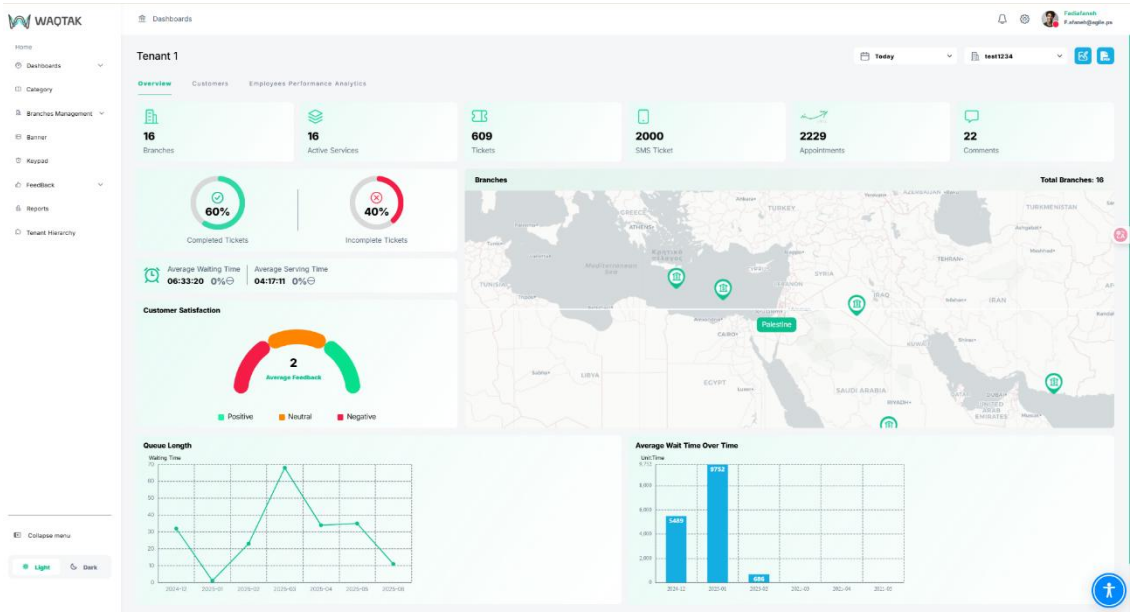
Dashboard Ticket management and tracking panel

It contains comprehensive information about ticket status, number of customers, appointments, and other statistics that help in monitoring the service.



Admin Dashboard

Centralized Admin Dashboard – Monitor Everything in Real Time



WAQTAK's powerful **Admin Dashboard** offers a centralized control hub, enabling administrators to oversee and manage all aspects of the system in real time. From a single interface, admins can:

- Monitor **all branches**, users, tickets, and appointments
- View key KPIs such as **waiting time, serving time, queue length**, and **customer satisfaction**
- Track **live customer traffic** and identify performance bottlenecks across different regions
- Manage feedback, analyze comments, and monitor sentiment with visual gauges and graphs
- Oversee user activity, service delivery efficiency, and employee performance analytics

With intuitive data visualization, interactive maps, and real-time insights, the Admin Dashboard empowers organizations to make faster decisions, enhance service quality, and ensure optimal customer experiences across every touchpoint.

NAVIGATION TO NEAR AVAILABLE BRACH

Discover the nearest branch to you now, WAQTAK directs you to the fastest service.



WAQTAK helps you locate the nearest branch available to provide the service faster. Thanks to this feature, you can save your time and effort and access the service you need anytime and anywhere."

With the **location feature**, you can easily find the nearest available branch and direct yourself to it with ease.

TRAFFIC MANAGEMENT

- ✓ Increase Sales
- ✓ Attract more customers and increase foot traffic.
- ✓ Match staff member to customer needs and build trust and customer loyalty.
- ✓ Reduce transaction times, walkaways and no-shows.
- ✓ Identify customers for cross-selling and upselling.



PREREQUISITES

The service allows users to view a list of papers and documents required for each service provided by the institution, which helps them prepare fully before their appointment. Through this service, the user can know the specific documents that must be brought.



SCHEDULIING

- **Feature Overview:** Waqtak's scheduling feature simplifies appointment bookings, enabling seamless integrations with existing calendar applications.
- **Enhanced Customer Experience:** Real-time availability and flexible scheduling options cater to diverse customer needs, streamlining the booking journey.
- **Efficiency Boost:** The new scheduling feature significantly enhances appointment management efficiency, decreasing time wasted on manual bookings.
- **Implementation Steps:** Encourage users to set up accounts and customize features proactively to fully utilize the scheduling benefits.
- **Feedback Encouragement:** User feedback is crucial for continuous improvement; encourage submissions to enhance the scheduling experience collectively.

Shareable Calendar Link :

- **Generating Calendar Links:** Users can create sharable calendar links, allowing customers to book appointments directly through the link.

- **Cross-Platform Compatibility:** The calendar links work seamlessly across multiple platforms, including web and mobile applications for accessibility.
- **Diverse Sharing Options:** Users can share their calendar links via email, social media, or direct messaging for convenience.

Setting Available Time Slots:

- Customizable Time Slots: Users can adjust their availability by defining specific time slots for appointments, maximizing scheduling efficiency.
- Recurring Appointments: The feature supports recurring appointments, allowing users to automate regular bookings without manual re-entry each time.
- Blocking Unavailable Periods: Users have the ability to block out unavailable periods, preventing scheduling conflicts and ensuring smooth operations.



REPORTING & ANALYTICS

- **Analytics Overview**: Comprehensive analytics tools provide insights into appointment trends, enhancing decision-making and operational efficiency.
- **Trend Identification**: Users can visualize booking patterns over time, enabling proactive adjustments to optimize scheduling strategies effectively.
- **Data-Driven Insights:** Utilizing collected data empowers users to refine services based on customer behavior and booking preferences.



ONLINE & PHYSICCAL MEETING OPTIONS

- **Integration with Online Platforms:** Seamless integration with popular online meeting tools like Zoom and Teams enhances virtual appointment capabilities.
- **Physical Meeting Management:** Room management features allow users to allocate meeting spaces, balancing physical and virtual appointments efficiently.
- **Unified Scheduling Experience:** Users benefit from a unified scheduling experience that consolidates both online and in-person meetings seamlessly.



MEETING ROOM MANAGEMENT INTEGRATION

- **Room Management Integration:** Waqtak's scheduling feature synchronizes with room management systems, ensuring optimal resource usage and minimizing conflicts.
- **Conflict Avoidance Mechanism:** Automated conflict detection alerts users of overlap, promoting timely resolution and enhancing scheduling integrity.

- **Resource Allocation Efficiency:** Intelligent algorithms allocate meeting spaces based on demand patterns, thus optimizing the availability of rooms within Waqtak.

STATUS SCREEN TICKET

An interactive screen through which the customer can choose the colors and design that suit him, and display advertisements, media content, or news as desired, which provides a complete customization experience for each customer.





Digital Signage System

- Ability to display ads on demand
- The screen can be customized to display your organization’s ads to suit your orientations and special designs, to ensure an interactive and distinctive experience for customers while waiting
- The system helps improve service efficiency and reduce waiting time, which enhances customer satisfaction and makes the waiting experience more effective.



Push notification

WAQTAK supports sending notifications via app, email, and SMS to update users with the latest information and everything related to the system.



Customizable Printed & Digital Tickets

WAQTAK allows each organization to fully customize the design and content of the appointment ticket—whether printed on-site or issued digitally via the mobile app.

- **Design Personalization**: Institutions can modify the **ticket layout, colors, and branding** to align with their visual identity.
- **Time & Date Display**: Each ticket clearly displays the **appointment time, date, queue number**, and other relevant information.
- **Celebration Messages & Events**: Option to include **custom messages**, greetings, or celebration banners for **holidays, national days, or organizational campaigns**.
- **Logos and Graphics**: Add **institutional logos**, partner logos, or promotional graphics directly on the ticket.
- **Flexible Format**: Tickets can be printed through kiosks or sent to the user's mobile device as a digital pass (Mobile Ticket).
- **Multilingual Support**: Tickets can be configured to display in **multiple languages** based on user preference.

This customization not only enhances the customer's experience but also reflects the organization's identity and attention to detail—making every service interaction more personal and memorable.



Accessibility

WAQTAK's mobile and web applications are thoughtfully designed to ensure **full accessibility for individuals with disabilities**. Whether users are visually, or motor-impaired, WAQTAK provides **AI-driven assistive features** tailored to different needs:

Automated Voice Assistance

Text-to-speech and speech-to-text features allow visually impaired users to navigate and interact with the system using natural voice commands or audible feedback.

Adaptive Response Modes

Users can customize their interaction method—voice input, visual buttons, or auto-response—depending on their specific accessibility requirements.

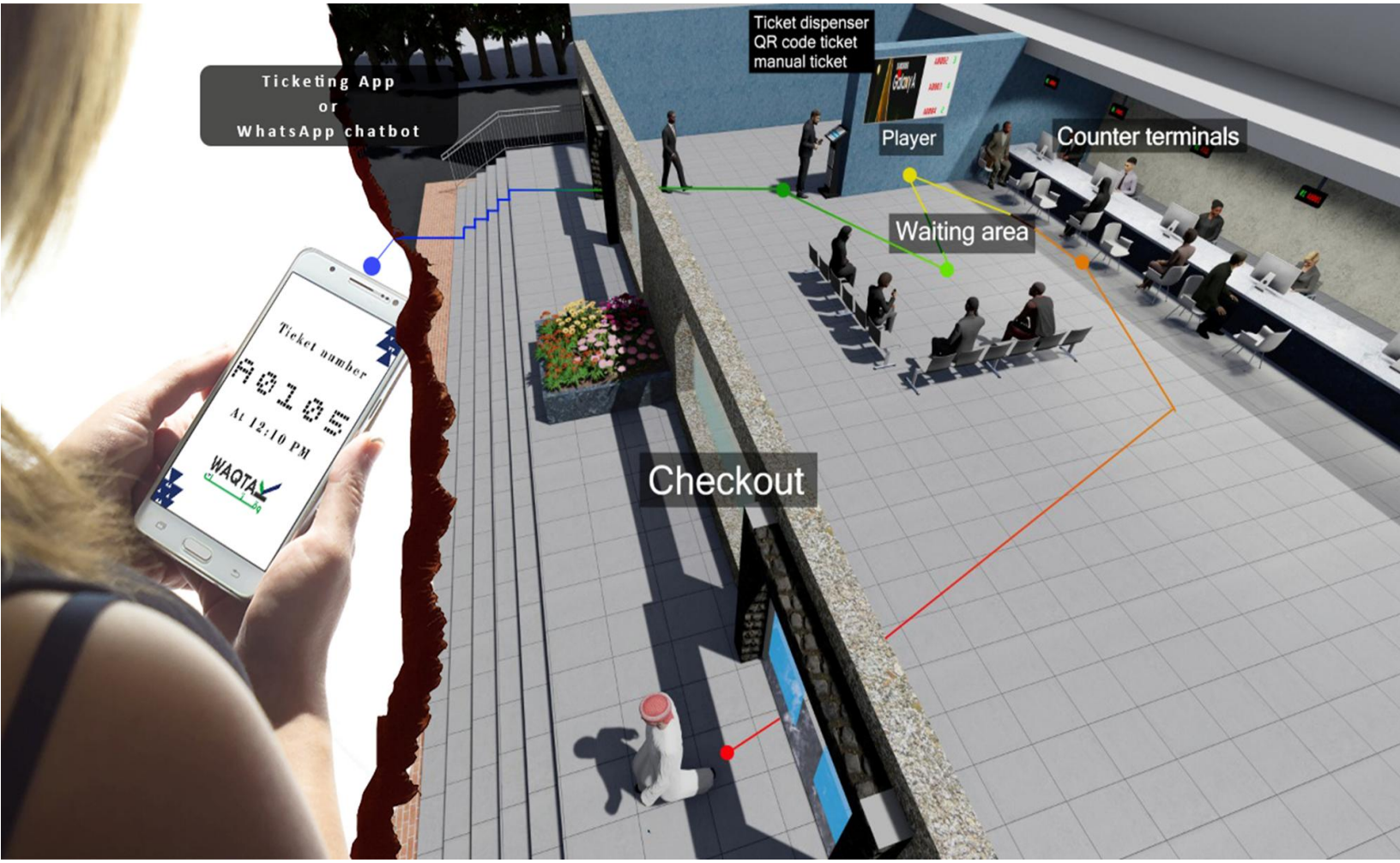
AI-Personalized Experience

The system intelligently adjusts based on user preferences and behavior to ensure seamless, barrier-free service access.

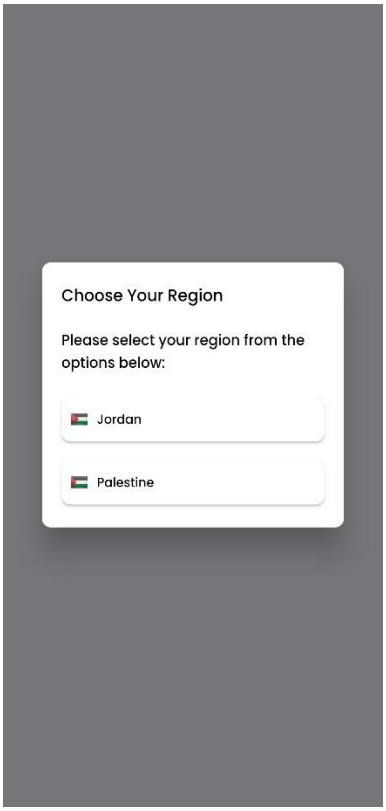
Web & Mobile Accessibility Compliance

WAQTAK believes in **digital inclusion for all**. With smart accessibility support, every individual—regardless of ability—can book appointments, receive services, and interact with organizations independently and with dignity.

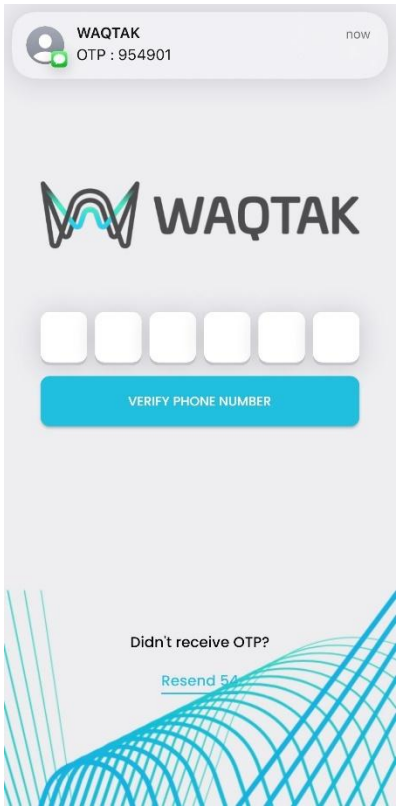
How it works?


Ticketing App
or
WhatsApp chatbot
Ticket dispenser
QR code ticket
manual ticket
Player
Counter terminals
Waiting area
Checkout
Ticket number
At 12:10 PM
WAQTA

User Authentication and Account Setup







As part of our security measures, we require you to enter the 6-digit verification code we sent to [phone number] to ensure the security of your account."

"To complete the sign-in process, please enter the verification code sent to [phone number]. This helps us protect your account from unauthorized use."

"We are sending you a one-time verification code (OTP) to [phone number] to ensure that it is you trying to access your account. Please enter this code in the field provided.

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