NextQS | Smart Queue Management System.

DISCOVER NEXTQS

The innovative solution for queue management and customer experience

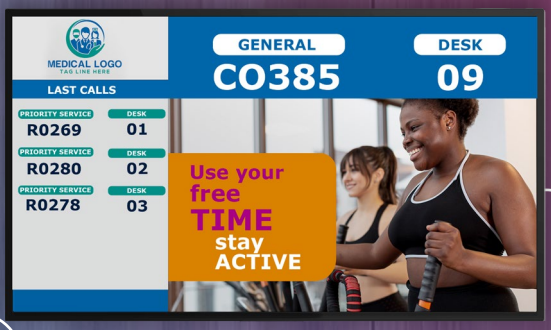
NextQS is a complete and scalable system for managing queues and customer service, both on-site and remotely, designed to transform the customer experience.

CLICK HERE TO LEARN MORE



Versatility across multiple industries

Healthcare, retail, services, events, distribution centres, corporate environments, bars and restaurants, fast food, car rental services, parking facilities, and more.





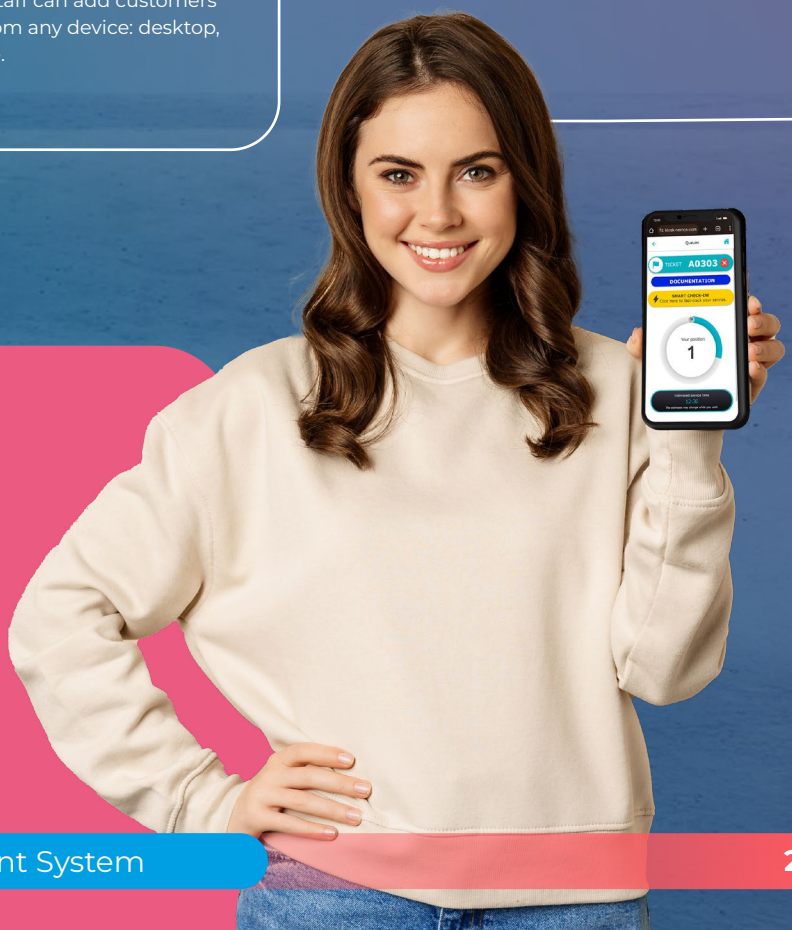


Fast and easy access

- **QR Code:** Customers join the queue directly from their mobile device by scanning the code at reception.
- **Self-service kiosk:** Fast ticket issuance with full autonomy through customised self-service kiosks.
- **Smart triage:** Staff can add customers to the queue from any device: desktop, tablet or mobile.

Efficient communication

- **Call display with digital signage:** Call the next customer while also using the screen to share promotions, updates and strengthen your brand.
- **Web app and alerts via WhatsApp or SMS:** Keep customers informed about their queue position and estimated waiting time in real time.



Online Booking and Scheduling

Simplify service delivery: allow customers to **choose the best date and time**, reduce waiting times and increase **operational efficiency.**

More features to optimise your service management



Queue and service management

Smart check-in: Pre-collection of customer data to speed up service delivery.

Multiple queues: Organise by service, department or priority, with automatic redirection.

Customisable policies: Define service rules and workflows aligned with your strategy.



Smart Scheduling and Reservations

- Configure schedules, frequency, tolerance, intervals and daily service limits with full flexibility. Customise rules by service, professional or group, for on-site or remote appointments, individual or team-based.
- Create specific policies according to your operational logic:
  - First-come, first-served
  - Scheduled appointments
  - Predefined service sequences

All within a scalable system, ready to adapt to different business models and levels of complexity.



Remote service

Integrated video conferencing: Fully online service, with no need for physical presence.



Analytics and continuous improvement

Customer Satisfaction Survey (CSAT): Measure service quality directly with customers.

Lead export: Use the collected data for marketing and customer engagement initiatives.

Monitoring and KPIs: Define and track SLAs using comprehensive, real-time reports.



Learn more by clicking here

Why choose NextQS?

Security

We comply with applicable data protection and information **security requirements.**

Flexibility

Modular, scalable and customisable to **meet your business needs.**

Continuous innovation

Frequent updates and new features.

Simple and intuitive interface

Easy to use, improving team efficiency and customer experience.

In-house development team

Tailored solutions aligned with your operation.

Specialised support

Fast, human-centred service delivered by a **dedicated technical team.**

All this, with the ease of fully remote setup and management!

How it works



Benefits that accelerate your operations

01 — **Organised queues** and faster service delivery



02 — Personalised, r**emote configuration** through a cloud-based system



03 — **Quick and simple** implementation



04 — User **authentication and access** management via SSO (Single Sign-On)



05 — Integration with internal systems via **API**



06 — **Real-time** operational **monitoring**



07 — **Comprehensive reports** with detailed service data



08 — **Specialised** support team



09 — **Promotion of products and services** while customers wait



10 — **Full mobility** with real-time tracking of virtual queue positions

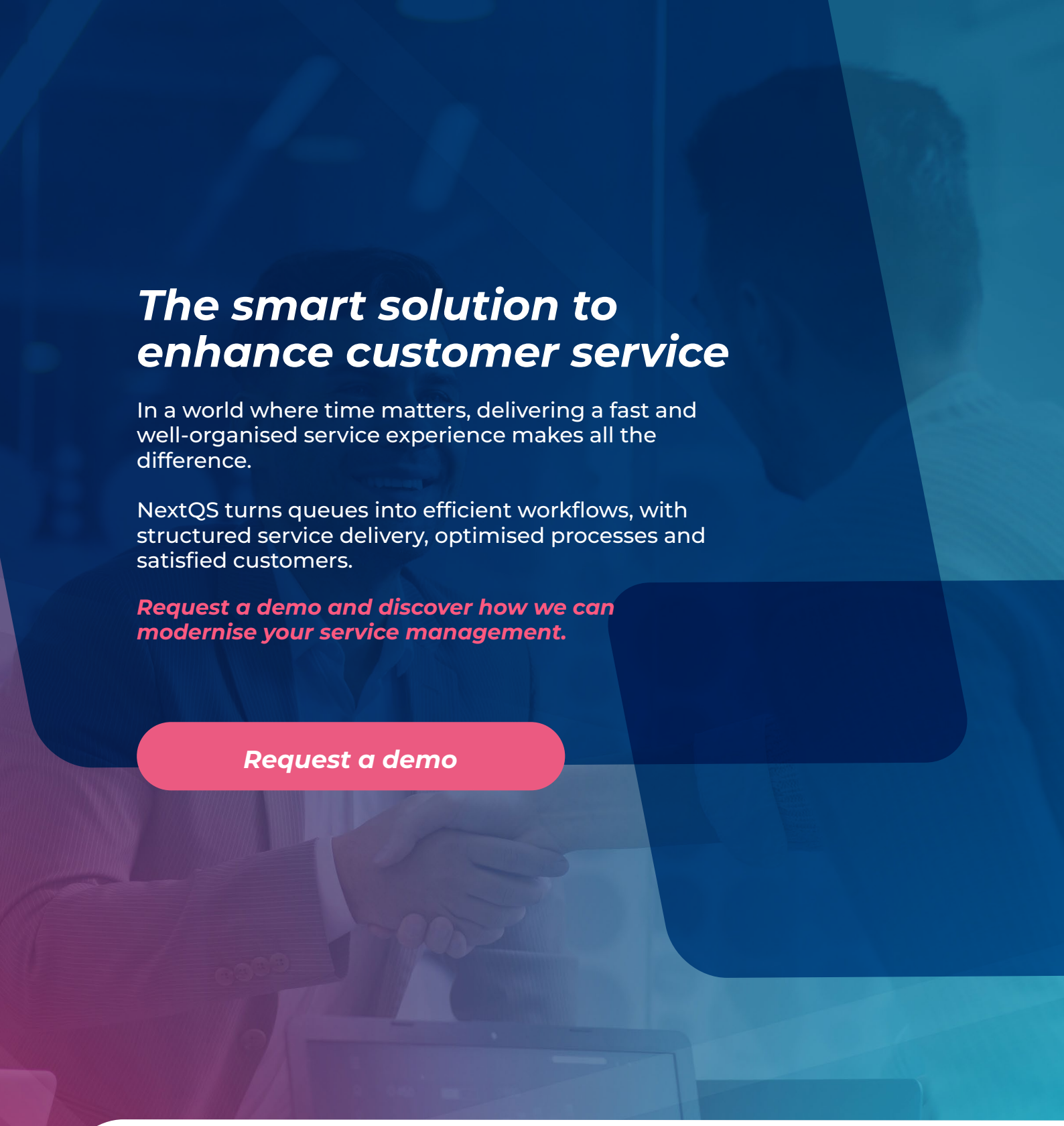


11 — **Simple implementation** adaptable to different workflows and operations



12 — **SaaS pricing model:** cost-effective, usage-based billing





The smart solution to enhance customer service

In a world where time matters, delivering a fast and well-organised service experience makes all the difference.

NextQS turns queues into efficient workflows, with structured service delivery, optimised processes and satisfied customers.

Request a demo and discover how we can modernise your service management.

Request a demo

NextQS | Smart Queue Management System.

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