



MEMBOQ WAITING AREA and QUEUE MANAGER

INTRODUCTION

MemboQ is a tool that is designed to provide easier, more efficient and more flexible management of people who are waiting to be seen, and your Waiting Areas.

It improves your Waiting & adjacent area management, increases Customer & Staff comfort by enabling Customers to wait wherever they like, and reinforces your Business as a responsible Provider & Employer.

Of particular interest in the current environment is the option to have people add themselves to your Waiting List without the need to phone you, or to enter your premises, and people who see waiting areas as a barrier can wait wherever they feel comfortable without inconveniencing you.

Once they've registered, they can wait wherever they like until you call them in, and they don't need an App, just the ability to send an SMS.

MemboQ enables multiple Staff to monitor your List from anywhere using Computers, Tablets and Mobile Phones enabling efficient List management, and a higher level of out-of-hours workplace safety.

MEMBOQ OVERVIEW

MemboQ comprises an online Hub accessed from a web browser, and an App that you and your Staff can install on your mobile phones and tablets to monitor the list.

Clients and Visitors do not install an App, all they will need is their mobile phones.

With the 'text-in to register' functionality, your Business's List is identified using a text-in Code that you will create in your account. If you opt for an Exclusive to you 'text-in' phone number rather than using a shared number, then no Code is required.

Multiple Staff members can access the List simultaneously from anywhere, which means that the List can be managed effectively even when the Front Desk is unattended.

For out-of-hours Workers, this functionality means the front door can be locked, they will know who has arrived and when, can call people in when ready from anywhere, and the List can also be monitored by others from outside the workplace adding an extra level of security.

WHAT YOUR CUSTOMERS & VISITORS WILL HAVE TO DO

To register on your Waiting List, people don't need another App, just their mobile phones.

You can use any combination of the following ways to register clients on your list:

1. Clients add themselves by texting-in using your Business's Code to identify your List followed by their names or another type of ID eg order or receipt number
2. Clients use an on-site tablet that you have set up
3. You add them manually through the App or web browser

To enable people to add themselves, display Notices will tell them how to register, and these can be placed wherever is the most effective – doors, foyers, sidewalk A-Frame, your car park.

When people Self-register, an automated text message is sent from MemboQ confirming they are on your List, and freeing them to wait wherever they feel comfortable.

It's quick and easy to send a quick update to alleviate wait-time-stress, and when it's time, your pre-prepared Come-In-Now message is sent with the tap of a button.

NOTE: We highly recommend that you prepare your audience for the new system by including information in their appointment reminders and making information readily available through whichever communication methods are most effective.

ABOUT QR CODES & TEXTING

The text-in functionality works seamlessly without the need for anything further, and while QR Codes which are commonplace nowadays are optional, it is worth noting that they can be slightly less reliable.

They do however simplify the Registration process by automatically opening the message window on people's phones with the Text-In phone number and your Business ID Code already entered.

People just add their names or other type of ID and tap send.

HOW YOUR LIST WORKS

First you will nominate a unique Business ID and text-in Code to use the text-in-to-register functionality unless you have an Exclusive to you Text-in number in which case this is not necessary.

The ID and Code ensure that people register on your List, and that messages sent from MemboQ are easily identified as coming from you.

When people are added, MemboQ automatically sends back to them your confirmation message.

Their names or any other type of ID eg order # and mobile numbers immediately appear on your List where you will be able to:

- see who has arrived and when
- receive audible registration alerts when there is a new entry in your waiting list
- call people in with the tap of a button to send a customised message
- send customised updates on wait times
- see who has been called in and how many times
- monitor the list from anywhere within and outside the workplace

When appointments have been completed:

- you tap a 'Come In' button which removes them from the current list
- The list history is retained should you require a record for tracking purposes

WHAT YOUR BUSINESS NEEDS TO GET STARTED

MemboQ is super easy to set up & use. All you need is internet access, whatever hardware you will access the List from - Computers, Tablets, Mobile Phones - and the ability to print a sign.

You should be operational in 10 minutes & we're here to support you should you need help.

BENEFITS INCLUDE:

- Staff don't have to go looking for people just to call them in
- Reduce disturbance to Staff – Clients can let you know they've arrived without phoning or coming inside
- Safer, more efficient Waiting Area management
- Front Desk doesn't have to be attended
- More effective Customer & Visitor communication
- Accurately track how long people are waiting
- Better, safer out-of-hours management
- Improved Staff and Customer comfort and safety
- Congestion-free Waiting and adjacent areas
- Increased confidence means customers are happier to rebook and more likely to recommend you
- Staff trusted Provider & Employer

FEATURES INCLUDE:

- Simultaneous List access from more than one place or work-station
- Send wait time updates and call people in with the tap of a button from any work-station
- Customisable message templates
- Automated registration confirmation message
- Automated List entry removal
- Data is retained for your records
- Client details remembered for subsequent visits & for visits to other Business using MemboQ
- Free ready-to-use Notice designs, Create your own, or use our Design Service
- No need for clients to install an App, they just use their phones
- Text-in Codes can be changed daily to prevent people from jumping the queue

COSTS

SERVICE FEE

EXCLUSIVE includes use of a dedicated Number: \$25 per month for any size business

BASIC includes use of a Shared Virtual Number: \$5 per month for any size business

*Exclusive numbers provide two benefits. Clients and Visitors can save the number in their address books & there is no need for Text-In Codes to precede Names, so it's simpler to register.

SMS Credit: Minimum \$30 Auto Topup

SMS Cost: 10 cents per standard text message of up to 160 alpha-numeric characters. Contact us for bulk message discounts. All costs include GST.

HOW AUTO TOPUPS WORK

Service Fee: automatic deduction at the beginning of each month

SMS Credit: topped up by your designated amount when SMS Credit drops to \$20. Credit does not time out. Cancel any time and unused SMS credit less a small admin fee will be refunded.

TO PROCEED

Contact us so that we can answer your questions, and get you set up with an obligation-free Trial.

E info@memboq.com T +61 7 3880 4535 M +61 400 644 684

EXAMPLE: Happy Feet Podiatry

1. Sally spends 5 minutes creating an account.
2. She alerts her clients of the new arrangements by including the information in her appointment reminders and with signage around her practice.
3. Sally could design her own Notices, but chooses a free Notice Template – available from within her MemboQ account - prints it out, and places it on her front door.

The Notice says: *Before you enter, please Register on our Waiting List. Text HappyFeet09 followed by your name to 0428 484 480. We'll text when we're ready for you to come in.*

4. When they text-in, her Clients receive an automated text confirming they are on Sally's List, and when she opens MemboQ she can see who is waiting, and when they arrived.
5. She leaves MemboQ open at the front desk, but runs it on her tablet to avoid returning to the front desk to check who's next.
6. When she's ready, Sally taps the **Call-In** button to send an automated text message to the Client.
7. When convenient, Sally deletes everyone who has been seen, and has also set MemboQ to automatically delete people after a specified period of time if she forgets.
8. The next day, Sally logs into MemboQ to find a clean Waiting List ready for the new day.