QueueCall powered by Qtrac is a fully virtualized queue management application that allows patrons to join from either a kiosk, tablet, or mobile device. As an add-on to the Infax suite of applications, queue status can be seamlessly displayed on any Infax display throughout the facility. Court staff can monitor and administer all queue activities directly from the Infax user interface.

While waiting, patrons can not only track their wait time, but they can see how many people are ahead of them in the queue. If any questions arise, they can easily contact the service team by responding to the original message alerting them to their status in the queue. When it is their turn, they will receive an alerting message with instructions on where to proceed. By utilizing a virtual queue, waiting room occupancy rates are not only reduced, but patrons can venture throughout the facility to potentially handle other matters and better utilize their time.

FEATURES

- ✅ Eliminates the need for physical lines
- ✅ Provides patrons personalized way to wait for service
- ✅ Check-in using QR code, SMS, WhatsApp, on-site kiosk or tablet, and more
- ✅ Configure unique questions to capture the info you need from your patrons
- ✅ Tiered menu function allows patrons to be funneled into appropriate services
- ✅ Multilingual support
- ✅ Full reporting package available to monitor performance metrics.
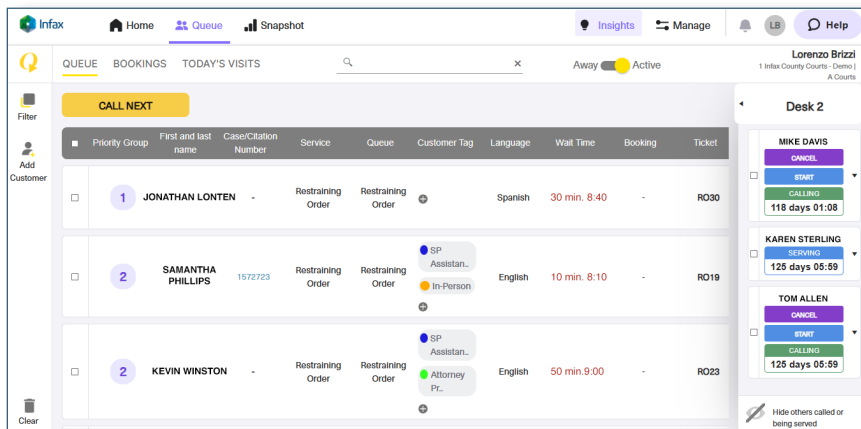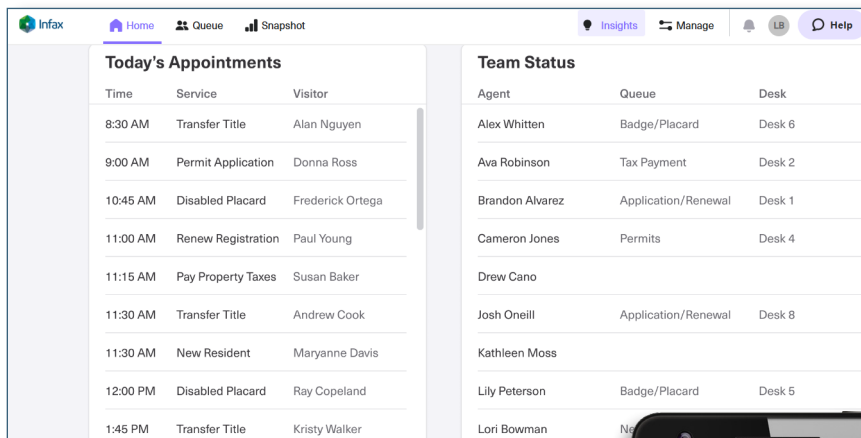- ✅ Fully scalable from one location to multiple site locations

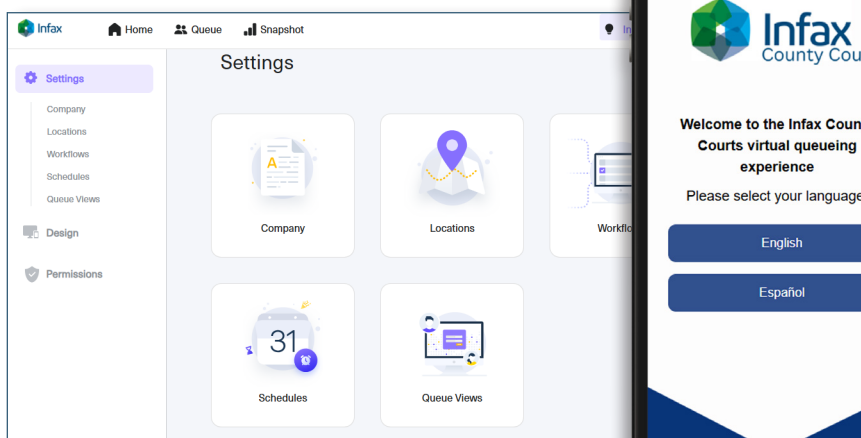**ABOUT INFAX** · For over 50 years, Infax has been helping patrons navigate public spaces. Our systems provide our clients with the capabilities to communicate vital information in real-time. With thousands of displays nationwide, our solutions have become an integral fixture in the judicial, healthcare, and transportation markets and remains committed to being the most reliable and effective solution for information distribution.

QueueCall powered by Qtrac

FEATURES

- ✓ Set up and control multiple sites, sectors, and regions

- ✓ Add unlimited number of Services/Queues

- ✓ Easily configure all customer facing graphics, text, and audio

- ✓ Customize service data, business rules, and kpi's globally or by individual location multiple sites

- ✓ No apps—Qtrac provides browser-based access for customers and staff

- ✓ Use existing hardware and customer devices

- ✓ Low data flow and bandwidth requirements (typically <1mbps)

- ✓ Configurable unique questions capture customer information

- ✓ Tiered menus funnel customers into appropriate services

- ✓ Optional support for ticket printers, card readers, and barcode scanners

- ✓ Add transparency and manage expectations with digital queue displays

- ✓ Customize on-screen layouts, messaging, queue info, and media

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