

Leverage a Queue Management System in your Bank or Credit Union

FOR MORE EFFICIENT, ELEVATED SERVICE

NO CUSTOMER WANTS TO WAIT IN LINE; HOWEVER, IT'S SIMPLY A PART OF LIFE.

ONE SETTING IN WHICH CUSTOMERS MOST OFTEN QUEUE IS A BANK OR CREDIT UNION.

No customer wants to wait in line; however, it's simply a part of life. One setting in which customers most often queue is a bank or credit union.

A queue management system from NEMO-Q offers a better way for financial institutions to manage wait lines. With the NEMO-Q system,

your customers' queues are streamlined based on their particular banking needs, ensuring a better experience and a shorter perceived wait time. And with analytics built into the system, banks and credit unions can gain valuable insights about operations, improving both efficiencies and member satisfaction.



OUTDATED QUEUE MANAGEMENT ISN'T EFFECTIVE OR PRACTICAL

Before the digital age, paper clipboards were the norm for queue management. However, in today's digitally-advanced world, you certainly don't want a potential member's first impression to be an outdated paper process. Further, antiquated clipboard queuing doesn't provide members any context on wait times, leaving them feeling unvalued with no realistic expectation of how long they'll be tied up.

Also, using a third-party system to manually enter member names and the reason for their visit costs thousands in labor expenses with no real time management from a regional level. And when an employee becomes free

to engage with another member, they must assess the manual system to determine which customer is next, wasting valuable worker time and often resulting in customers being passed along to multiple employees before being routed to the correct department.

NEMO-Q saw these gaps in manual queuing as an opportunity to use technology to

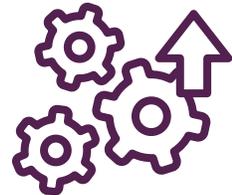
revolutionize the process. Now, with a queue management system powered by advanced technology, branches can more effectively manage their queue lines while management can govern multiple branches in real-time, improving efficiencies while allowing customers to gauge how long they'll have to wait.



**REDUCE
FRUSTRATION**



**REDUCE
LABOR COSTS**



**INCREASE
EFFICIENCY**

BENEFITS OF NEMO-Q

A critical tool for banks during peak times, NEMO-Q enables customers to check-in in person or online, then immediately provides customers with an electronic wait time, reserving their place in the queue while minimizing frustration. This simplified process demonstrates that you value their time, thereby elevating your level of service. Also, customers get routed to the employees that have the skills to resolve their particular challenge or request, meaning less time is wasted on mismatching customer needs with employees, increasing the likelihood of first contact resolution.

Boasting queue-driven analytics and modeling features, the NEMO-Q system also reduces labor costs and demands, enabling more efficient staff scheduling. Further, controllable from the branch level, advanced messaging capabilities allow you to tailor messaging to day-to-day operations and current events. With the NEMO-Q platform, you can put member satisfaction and proficiency first—managers have access to vital data, and customers stay informed—it's a win-win solution for all parties.

With NEMO-Q, your bank or credit union can transform how you manage lobby traffic while enabling branch effectiveness and cost savings.

MAKE THE SHIFT TO VIRTUAL QUEUING—REQUEST A DEMO TODAY!



NEMO-Q.COM