Queue Management Software (QMS) is an automated platform built to manage customer flow and walk-in services. It is used to handle customer interactions in person as well as via information shown on a screen. This smart system helps to manage and control queues of people. It offers a range of modules that you can use to efficiently handle customer requests. The application routes customers to skilled reps for response.

When a customer enters your premises, the QMS enables them to connect with a support rep who can provide a speedy solution and needed services. The software works in six logical steps: appointment/information, allocation and direction, waiting and communication, call, reception, and management.
The FeaturedCustomers Customer Success ranking is based on data from our customer reference platform, market presence, web presence, & social presence as well as additional data aggregated from online sources and media properties. Our ranking engine applies an algorithm to all data collected to calculate the final Customer Success Report rankings. The overall Customer Success ranking is a weighted average based on 3 parts:

**Content Score** is affected by:

1. Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
2. Customer reference rating score
3. Year-over-year change in amount of customer references on FeaturedCustomers platform
4. Total # of profile views on FeaturedCustomers platform
5. Total # of customer reference views on FeaturedCustomers platform

**Market Presence Score** is affected by:

1. Social media followers including LinkedIn, Twitter, & Facebook
2. Vendor momentum based on web traffic and search trends
3. Organic SEO key term rankings
4. Company presence including # of press mentions

**Company Score** is affected by:

1. Total # of employees (based on social media and public resources)
2. Year-over-year change in # of employees over past 12 months
3. Glassdoor ranking
4. Venture capital raised

### Customer Success Report Award Levels

#### Market Leader

Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.

#### Top Performer

Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer’s products are highly rated by its customers but have not achieved the customer base and scale of a Market Leader.

#### Rising Star

Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.
2020 Customer Success Awards
Check out this list of the highest rated Queue Management Software software based on the FeaturedCustomers Customer Success Report.
OVERALL BEST
OF QUEUE MANAGEMENT SOFTWARE

BEST IN CATEGORY

QMATIC
ABOUT QMATIC

Qmatic is the global leader in customer journey technology solutions and insight. They help organizations seamlessly integrate online and onsite touch points. The result is experiences that improve business, support employees, delight customers, patients and citizens, and keep the world in go!

"We identify a customer and document his or her entire Customer Experience up to the point when the transaction is closed. And thanks to customer identification and the system’s dynamic functions, we can create a truly individual experience. This demonstrates the enormous flexibility we get with the Qmatic Orchestra solution.”

Gergely Straub
Senior Sales Specialist, Magyar Telekom

"Qmatic's solutions provide a stress-free environment that helps staff to keep structure in their work and guides customers upon entering the store. Now, customers can have a look around, without feeling the pressure of standing in line, or not knowing if a sales representative has seen them or not."

Maria Torres
Specialist, Telia

"The NHS is increasingly a data-led organisation, and the Qmatic solution gives us the data we need to make necessary changes to staffing levels and processes that enable us to provide the very best patient experience. The feedback we have had from patients and their families has been immensely positive, and we are looking to integrate more services..."

Laura Duffell
Children's Ambulatory Matron, King's College Hospital

"Qmatic tools enable us to obtain extremely useful information, and we have reached our primary goal of providing a satisfactory customer experience. It is very important for us to measure waiting and service times as well as the number of customers we receive on a daily basis.”

Sergio de Miguel
Director, Bankia

Customer references from happy Qmatic users

VIEW ALL REFERENCES
2020 MARKET LEADERS

jrni
(formerly bookingbug)

Q·nomy

Qminder
ABOUT JRNI

JRNI puts omnichannel conversion at the heart of business for enterprise businesses. With its enterprise-leading customer engagement platform, JRNI facilitates powerful human-to-human experiences that increase conversion and revenue, customer loyalty, and lifetime value. Innovative companies worldwide such as US Bank, ANZ Bank, John Lewis & Partners and LEGO rely on JRNI’s AI-driven scheduling engine to deliver intelligent actions across touch points — appointments, events, queuing — and optimize resources to deliver superior in-store experiences.

“We require an online scheduling solution that can create rewarding customer journeys. JRNI makes it easy for our customers to book appointments with us, starting their journeys online and continuing them across all channels.”

Jessica Hartnett
Marketing Executive, JoJo Maman Bébé

“JRNI makes life a lot easier for us. It supports all of the essential functions we need including email reminders and promotions. The biggest benefit is that the system makes things a lot easier, clearer and quicker.”

Chantelle Morgan
Marketing Manager, Waitrose

“Before using JRNI, we were manually obtaining customer information via online forms, which created inefficient processes and tied us down in administrative work. JRNI enabled us to automatically capture the most important information about customers, so we could receive deeper insights about them and use that intelligence to deliver more...”

Tim Muir
Head of Customer Experience, Border Bank

“We encountered a lot of legacy vendors offering old tech with a web front-end bolted on, but JRNI’s platform offered a far richer user experience. The interface was modern, responsive and offered enough flexibility to integrate with our existing systems.”

Steve Finch
Senior Manager of Digital Development, Yorkshire Building Society
ABOUT Q-NOMY

Q-nomy has been developing, selling and implementing software solutions that help organizations optimize the customer experience in their branches or stores. Q-nomy’s software tailors the individual experience of visiting the store or service center, from entrance to exit, to the customer’s personal background, expectations, and needs – and at the same time allows the business to use this experience as a platform for targeted multi-channel messaging and advertising.

“"The introduction of Q-Flow in out-patients has enabled us to gain a better understanding of demand for our service. Since its introduction we have built a wealth of data that enables us to predict the days and times when additional staff may be required. It also tells us when our quiet periods are so that we can route staff resources to other areas.”

Steve Davidson
Service Manager, Haemostasis & Thrombosis Services, Nottingham University Hospitals NHS Trust

“We’re always looking for new and better methods to improve our patients’ healthcare experience. We expect the new Q-Flow system to reduce all our patients’ wait times. Q-Flow automates patient reception and tracking procedures. It provides the hospital staff with visual cues to supplement patient care and employs kiosks, scanners and live dashboard...

Jimmie O. Keenan
Hospital Commander, Evans Army Hospital

“The Q-Flow solution has not only helped us to improve our level of customer service, but the reporting capabilities really allow us to manage agent and branch efficiencies.”

Marion Sitter
Manager - Medical Imaging, Cabrini Health

“Just take a look at the website before you go, and you will find out what your wait time is supposed to be.”

Kevin Shwedo
Executive Director, South Carolina Department of Motor Vehicles
ABOUT QMINDER

Qminder is a cloud-based queue management system that helps transform chaotic waiting areas into an oasis of calm. Powerful yet easy-to-use, it cuts down wait time by more than 50% and helps personalize service through feeding customer data to your staff. Qminder also provides data on location performance, allowing to make informed decisions with regards to staffing, scheduling shifts, hiring extra help, and more. Because of its marriage of high-quality service design and data-backed intelligence, Qminder is trusted by customer experience centric companies worldwide, including Apple, Johns Hopkins, Uber, AT&T, and Verizon.

“Having over 650,000 driver partners necessitates the need for a smart solution that helps us to ensure the best service at our centres. With Qminder for walk-ins, we are able to significantly optimise our driver partner operations.”

Sumit Tuteja
Supply Product Head, OLA

“Qminder has increased visibility from a management level to ensure we are meeting key internal metrics for wait times by providing the data we need to manage staffing levels at our various locations based on patient volumes.”

Amanda Johnson
Vice President, Beacon OHSS

“The data we get from Qminder helps us fully satisfy our customers, by bringing down long wait times and improving service times of our employees. It is a simple yet powerful queueing application.”

Paul Jun A. Timtiman
Project Lead & IT Support, Odfjell

“Qminder has been our saving grace when organizing queues, monitoring location and staff performance, and adjusting operations accordingly.”

Cristy Liaw
Senior Business Relationship Manager, St. John Medical Center
ABOUT IRISYS

Irisys is a global leader in thermal imaging, people counting technologies and real-time queue management solutions. Irisys infrared arrays are used by many of the world’s leading retailers, banks, transport hubs and leisure facilities to improve customer service, operational efficiency, and profitability. Irisys exports some 80 percent of its products. In 2011, the company was awarded The Queen’s Award for Enterprise, the highest official award for British businesses. Irisys was selected in the International Trade category because of its “outstanding performance” in exports.

36
Customer references from happy Irisys users

VIEW ALL REFERENCES

“The cameras were a key factor in the Company’s half year pre-tax profits rocketing 10% to £1.092 billion. We monitor and manage the service customers get more precisely - by customer, by store and by minute. Thanks to this, a quarter of a million customers every week don’t have to queue.”

Terry Leahy
Chief Executive, Tesco

“The technology enabled us to execute at the front of the store without that additional [labor] expense. It’s remarkable that we’ve been able to improve execution as much as we have without a big price tag.”

Marnette Perry
Senior Vice President of Retail Operations, Kroger

“It has been a pleasure to work with the Irisys team and they have exceeded our expectations. We have invested in a solution that will not only help us deliver a better shopping experience to our customers, but function more efficiently as an organisation.”

Sylvia Jones
Head of Central Retail Operations, Morrisons

“It works very well. It uses a very in-depth algorithm to determine how many people we have at a register now and how many we’ll need later.”

Kendra Doyel
Ralphs
ABOUT QLESS

QLess is the world’s premier queue management and customer experience platform, headquartered in Pasadena, CA. The company’s mobile queuing solutions are used around the world in more than 1000 locations to save customers time and improve business productivity. QLess was founded in 2007 and is privately held. QLess helps your business overcome problems that alienate customers and impact your bottom line with a simple, easy-to-use solution. Their most important resource is time, and QLess eliminates waiting with award-winning queuing and scheduling technology. They understand that your time is sacred, so they developed a modern solution to the outdated practice of waiting. They believe that customers who are treated well are loyal for a lifetime.

“In essence, QLess saves fans thousands of hours in line at every event, meaning that they can go to do other things. QLess has allowed us to transform the fan experience, make the sports leagues happy, and improved ROI for event partners and exhibitors.”

Rick Weldon
President, FISH Technologies

“Beyond the positive aspects of managing the line and enabling customers to know their relative position in line, the amazing thing for us is the personalization of the line and the handling of customers. Gone is ‘Can I help the next available person in line,’ replaced by: ‘Mary, I can help you.’”

Mike Hills
General Manager, Acton Toyota

“QLess has not only vastly reduced the lines of students waiting to access campus services, but also provides valuable insights that allow us to improve the entire college experience.”

Rolando García
South Campus President, Broward College

“QLess has been a real catalyst for communication with our citizens, and we’re very happy with that. So far, we’ve received more than 13,000 survey responses, and this information is allowing us to make modifications and changes to our operations for even better service.”

Jim Cochrane
Chief Information Officer, Orange County Tax Collector

Customer references from happy QLess users

VIEW ALL REFERENCES
ABOUT V-COUNT

V-Count is a global manufacturer and provider of cutting edge People Counting devices and Retail Analytics. Serving numerous industry verticals, V-Count’s customer behavior analytics help businesses boost conversions, increase profits and optimize operations in their physical locations. With both self-hosted and SaaS options available to collect raw data and process it into meaningful insights, V-Count products are exported to more than 100 countries and installed in over 30,000 points around the world. Current solutions offered are street counting, queue management, people counting, heat mapping and staff elimination.

“V-Count is an esteemed business partner thanks to their excellent solutions which allow us to obtain reliable traffic data and valuable customer insight. It is important for us to make critical decisions and test their efficacy when planning the activities that we need to perform on a daily basis. Based on the key metrics provided by V-Count, we are able to…”

Irem Yurtttepe
Retail Development Manager, Whirlpool

“After working with V-Count for over 3 continuous years in 1000+ stores, they have proven to be a trusted partner, providing us with reliable retail analytics to improve our store operations and performance. We recommend their services and expertise.”

Muhammed Özhan
Business & Solution Development Director, Türk Telekom

“Since using V-Count, we developed a better understanding of our customers’ wants and needs to make accurate business decisions. As a result, we increased our customer satisfaction and gained many loyal customers who will bring us more recognition in the future.”

Murat Göçken
Marketing Director, Hatemoğlu

“We have been using V-Count technology at our retail locations. We can measure store level performance with analytical data and decide on actions that drives efficiency. This data grants us innovative evaluation methods in the fast growing retail industry. Such retail metrics as conversion rates and basket size guide us while making strategic decisions in…”

Utku Özdel
Retail Development Director, Vestel
About WAVETEC

Wavetec is a multinational information technology company that is at the forefront of technological revolution for more than two decades and enjoys a firm presence in over 75 countries. With more than 2 million people benefiting from Wavetec’s customer experience solutions on a daily basis, its Information Display Solutions installed at 30+ leading financial markets around the world, Queue Management Systems and Self Service Kiosks with a credible customer portfolio, rich integration tools, and customizable solutions, Wavetec is eminently known worldwide.

79
Customer references from happy Wavetec users

“"The queuing management system has made it very easy for us to manage our customer flow. All we have to do is press a button and give the appointment to the guest. Even if we have a group of customers we can give them their respective appointments and they would be called on their turn. It is very easy for us to manage now.”

Pashar Rajab
Guest Relation Officer, Capital Health Screening Centre

"On behalf of Sindh Bank Ltd Pakistan, we would like to take the opportunity to thank you for providing Electronic Queue Management System to Sindh Bank branches across Pakistan and offering substantial information which can be collected through the reports generated from the EQMS.”

Mohsin Ali Rahu
Project Manager, Sindh Bank

“We are extremely happy with the highly professional and reliable system and the quality of support services being provided by WAVETEC. The Team’s handling of the project from planning to execution was highly professional. It is also note-worthy that post installation, the training received by our staff and after sales-service is commendable. We also...”

Ahadu Woubshet
Chief Operations Officer, Ethiopia Commodity Exchange

“I would like to thank the efforts that led to installing the queue management system across our retail shops which significantly helped us manage and minimize queues to improve efficiency and customer experience and drive operational excellence.”

Laith Riyadh Ra’oof
Head of Direct Sales Department, Zain Telecom Iraq
RISING STARS
ABOUT ENGAGIS

Engagis is a full-service digital communications company leading the way in deploying and managing digital networks that enables organisations to connect with customers and staff via dynamic displays, touch screens, web, online apps and mobile. Connected experiences that drive customer engagement improve service and increase sales at a lower cost. It’s what they do best. Engagis delivers personalised digital experiences to customers anytime, anywhere.

“Customers are looking for more than just financial products. Our store allows us to touch over more than traditional banking products and facilitates a unique experience with a wider source of selection for customers.”

Chris Fleming
Head of Stores Transformation and Optimisation, Suncorp

“The Discovery Store is the physical embodiment of our Marketplace strategy.”

Michael Cameron
CEO and Managing Director, Suncorp

“The internal display not only helps position Sennheiser as a premium brand - both because of the form factor and messaging - it performs part of our sales function by showcasing our products in a visually engaging way.”

Sennheiser
ABOUT QUDINI

Qudini offers market-pioneering Retail Choreography solutions to enterprise-level retailers on a global scale, empowering them to choreograph and analyze everything that takes place in their stores and to craft captivating omni-channel retail offerings. Their software solutions serve as your stores’ indispensable tool and the epicenter of knowledge for your retail organization. As the first software suite that enables retailers to triumph by driving superior customer experiences, advanced store operations and game-changing data insights, they’re helping retailers win the revolution by establishing lasting profitability and brand relevance.

“Categorically at no point did we lose a customer on Saturday, because everyone who walked through that door had a conversation with me. I knew everyone’s name, I knew exactly what they wanted.”

Jess Hart
Store Manager, Sweatshop

“What I really like about it was the fact that more than ever the store just felt really, really calm and under control. Everyone knew their place, everyone knew what was going on and it was a really good experience. I enjoyed it. I was impressed.”

Dan Cooper
Regional Manager, Sweatshop

“Qudini has enabled us to have a much more pleasant customer experience in the store and we can definitely see that we’ve had a percentage growth in terms of revenue. People are able to come in and complete their sight-tests a bit quicker, which means that they are more likely to stay with us and buy glasses.”

Josie Forte
Director, Specsavers Plymouth

“We are delighted to have Qudini onboard in helping us strengthen the relationship we have with our global customer base. Qudini’s simplicity creates real benefit for the end user and builds good sentiment between business and customers.”

Retail Channel Director
Telefónica

Customer references from happy Qudini users

VIEW ALL REFERENCES