

Queue Management Software Category



Queue Management Software Category

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.



Customer Success Report Ranking Methodology

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

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

MARKET PRESENCE SCORE

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

COMPANY SCORE

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

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.



2021 Customer Success Awards

Check out this list of the highest rated Queue Management Software based on the FeaturedCustomers Customer Success Report.



* Companies listed in alphabetical order

2021



WINTER 2021

Queue Management
Software Category

MARKET LEADERS



24

Total Customer References

[VIEW ALL REFERENCES](#)

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.

Featured Testimonials

“The entire JRNI platform is incredibly user-friendly. It's self-explanatory and doesn't require a lot of time to learn. We quickly implemented it, trained our in-store staff on it, and started seeing results from it.”



MUTTY STRULOVIC
INFORMATION SYSTEMS RESEARCH AND DEVELOPMENT SPECIALIST, B&H

“Dunelm ran an extensive trial, and JRNI triumphed with the best solution for us. Colleagues have found it easy to manage and customers have found it easy to use.”



GRACE HENRY
IN-STORE SERVICE PROJECT MANAGER, DUNELM

“JRNI helped us to be agile with the services we offer in an unprecedented time so we can continue to connect with customers.”



MADDIE BENDER
BRAND STYLING MANAGER, ANTHROPOLOGIE

“We are more agile now, and able to make decisions based on intelligence we simply didn't have before. We can monitor and have great insight on areas like capacity, time management and return on investment.”



JESSICA LUGO
VICE PRESIDENT RETAIL STRATEGY OFFICER, ORIENTAL BANK

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URBAN OUTFITTERS





54

Total Customer References

[VIEW ALL REFERENCES](#)

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.

Featured Testimonials

“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

“I use the Q-Flow 'Info Center' to monitor my branches, and to demand explanations from regional managers for every drop in the level of service. Before Q-Flow was deployed, service center management was based on estimates; today, regional and branch managers are in complete control and know exactly where they stand compared to company goals.”



AMI BRENNER
REGIONAL ORANGE CENTERS MANAGER, ORANGE

“Q-flow has proven to be the right tool. It has contributed towards simplification of the sale process, allowing the branch staff to offer our customers more qualified and professional advice. Since its introduction, we have been able to recognize the benefits of using Q-Flow, and we are upgrading its use in more areas. Q-flow features great flexibility and adapts perfectly to processes in the bank business.”



AMEDEO FALLETTO
HR AND ADMINISTRATIVE DIRECTOR, BANCA DI ASTI

“Q-Flow is one of our primary systems for customer service across stores, call centers, and front-line support. Partnering with ACF [Q-Flow integrator in LatAm] has enabled us to meet our regional needs and deliver a superior experience to Claro customers across LatAm.”



GUADALUPE AVELAR
HEAD OF QUALITY AND COMMERCIAL SUPPORT, CLARO

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48

Total Customer References

VIEW ALL REFERENCES

ABOUT QLESS



QLess arms businesses and institutions with customer engagement solutions that integrate queue management and appointment scheduling software with next-generation insights. Combining the personalized, tangible components of offline experiences with the intelligence and convenience of online experiences, QLess seamlessly manages customer flow and communication, enables business growth and efficiency, and delivers exceptional customer experiences.

Featured Testimonials

“With QLess we had the smoothest fall semester ever over previous semesters – by a quantum leap.”



VICE PRESIDENT OF ENROLLMENT
UNIVERSITY OF TEXAS AT DALLAS

“With QLess we had a 20% increase in patient satisfaction attributed to shorter wait times. We have fundamentally changed how we deliver care – QLess is a game-changer.”



CHIEF EXECUTIVE OFFICER
HEALTHCARE ORGANIZATION

“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

“We have a blend of different customers, customer needs and sales teams, and we wanted a system that met all of these requirements in one platform. QLess fit a lot of these features and functions that we needed.”



IT DIRECTOR
DUNN LUMBER

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Orange County Tax Collector
Scott Randolph
Independently elected to serve you.





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Total Customer References

[VIEW ALL REFERENCES](#)

ABOUT QMATIC

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!

Featured Testimonials

“We can route customers to various virtual queues for service and meet them with the best trained staff for their needs. The integration with room booking makes a better customer and staff experience.”



ANDREW YOUNGER
CUSTOMER OPERATIONS MANAGER, ISLINGTON COUNCIL

“In alignment with Capitec Bank's focus on accessibility and personal service, the new Customer Experience system from Qmatic supports more orderly, efficient service—with capability to minimise waiting times and any customer-experienced in conveniences experienced by customers.”



CARL FISCHER
EXECUTIVE MARKETING AND CORPORATE AFFAIRS, CAPITEC BANK

“Qmatic's mobile queuing solution illustrates the power of our omnichannel strategy: We are where customers are—even in their pockets.”



HANS PETTER DØVRE
FORMAT DIRECTOR, ELKJØP GROUP

“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

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Total Customer References

[VIEW ALL REFERENCES](#)

ABOUT QMINDER



Qminder is a cloud-based queue management system that helps service locations deliver a secure and contact-free waiting experience. With Qminder, you can stay in touch with your customers while maintaining social distance thanks to SMS text messages. Let customers waiting outside or in their cars know that it's their turn. Qminder 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.

Featured Testimonials

“We had recently started using Qminder as a way of organizing the queue at retail sites, but it started to become the backbone of our retail operations — with solving queueing as the gateway drug.”



DANA HOOSHMAND
SPECIAL OPS MANAGER, LYFT

“Qminder increases the efficiency of the front desk because they now know it's being monitored. They know when we look at the Statistics and pull up Clerks, we can see who's checking in the most people and who is actually doing what. We really like the analytics it's giving us and the overall performance of the front desk is getting better.”



JAMEY FELSING
DIRECTOR OF INFORMATION TECHNOLOGY, CURE 4 THE KIDS FOUNDATION

“With the help of Qminder, we take their name and service they need and put them into our system. We check the dashboard to see who's next, to eliminate the “wondering” part. Thanks to Qminder, we know exactly what our patients are here for and what services they need.”



BRUCE R. HANKIN
PHYSICIAN, EYESITE

“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

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2021



WINTER 2021

Queue Management
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TOP PERFORMERS



26

Total Customer References

VIEW ALL REFERENCES

ABOUT COCONUT SOFTWARE



Coconut's cloud-based, enterprise level appointment scheduling and visitor management platform combines your on-location and digital channels, providing self-service booking and curbside pickup, online and physical queuing, wait time tracking, callback requests and virtual meeting support as well as contact center integration.

Featured Testimonials

“Coconut has allowed our contact centre to easily see who is available at each location and effectively book appointments with the appropriate specialist. By including an email reminder, we ensure our members know exactly when and where their meeting is and what to bring to the appointment. Offering these kinds of inspired services assist TCU Financial Group in providing an exceptional Member Experience.”



ELLEN CROWDER
MEMBERLINE SUPERVISOR, TCU FINANCIAL GROUP

“Coconut Software is extremely responsive and adaptable to our needs. They are constantly looking for ways to improve the customer experience through their tools and open to trying new solutions to adapt to their customer needs.”



ROBYN KROFT
MANAGER STRATEGIC PROGRAMS (CHANNEL MARKETING), TELUS

“Coconut Software has an amazing support structure, quick turn-around times, and always willing to work with us to provide out-of-the-box solutions.”



CARLY LOCK
PROGRAM AND PROCESS MANAGER, RETAIL SMALL BUSINESS, ROGERS COMMUNICATIONS

“Coconut Software has not only created freedom and ease for our clients to book appointments with us, but also has created time for our team, since we've significantly decreased the time it takes for us to manage appointments internally.”



KERMIT UREGAR
MARKETING DIRECTOR, R&G BRENNER

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Total Customer References

VIEW ALL REFERENCES

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.

Featured Testimonials

"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

"Ensuring we offer the best service at the checkouts is one of our core disciplines, and it is also one of our biggest challenges. Historically we have manually captured data on queue lengths at the checkout, but accuracy levels were varied. The system accurately captures our OIF performance in real time, allowing Front End Checkout Managers to deliver better levels of service, while at the same time optimizing the deployment of checkout staff."



ATTILA WINSTANLEY
PRODUCTIVITY DIRECTOR, TESCO

"Irisys technology will help us run our stores more efficiently and ensure that our customers won't have to wait in long checkout lines."



ROBERT MURPHY
CIO, FOODLAND

"We choose to work with Irisys given that the quality and accuracy of their products is second to none."



HUBS BAKSHI
HEAD OF IT, MCARTHURGLEN

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Total Customer References

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.

Featured Testimonials

"We have been using V-Count at our Duty Free based in Istanbul departures for 5 years now. We are accurately measuring the number of people visiting our open layout stores that have no doors, even at the busiest hours. V-Count reports make our analysis process easier. The V-Count team is also very successful at conducting technical issues."



AZIZ BAYKAN
PROJECT MANAGEMENT, OFFICE SUPERVISOR, ATU DUTY FREE

"Visitor traffic data is highly critical. V-Count has an agile approach and provided us the flexibility we needed during the deployment of the system. Now it works with 95% accuracy on all our locations and the data is transferred into our ERP system via V-Count web services. We include traffic data in all our reports and employ visitor analytics data for entire sales decisions. We are pleased with the service V-Count provides and seldom experience problems which gets fixed really quickly."



UFUK ALPOĞLU
IT SUPERVISOR, INTERSPORT

"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 optimize our staff scheduling and increase the effectiveness of our window displays and in-store campaigns."



IREM YURTTPEPE
RETAIL DEVELOPMENT MANAGER, WHIRLPOOL

"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 marketing, sales and communications."



UTKU ÖZDEL
RETAIL DEVELOPMENT DIRECTOR, VESTEL

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Total Customer References

VIEW ALL REFERENCES

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.

Featured Testimonials

"We are able to manage the queue and the customer is able to get the ticket from the kiosk and is directed to the service. The waiting time is properly managed and the customer is able to wait for his/her turn. This is part of our overall focus on customer leadership and giving good customer service. As a bank we are fully committed in giving good customer service. The queue management system that has been installed is part of ensuring that our customers get the wow experience."



SAMUEL MAKOME
CHIEF BUSINESS OFFICER AND MANAGING DIRECTOR, KENYA COMMERCIAL BANK

"Through Wavetec's Electronic Queue Management System our work load has been equally distributed among all members and has relieved us greatly. Furthermore, the month end staff performance analysis also helps me improve my work performance."



AFSHAN BROHI
CUSTOMER CARE OFFICER, ORASCOM TELECOM-MOBILINK

"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

"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

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2021



WINTER 2021

Queue Management
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RISING STARS



ABOUT ACF TECHNOLOGIES



ACF Technologies exists to improve customer experiences. With nearly two decades of experience, across numerous industries, they are a global leader in advanced customer flow management. Through a consultancy led approach, they help customers streamline every interaction from appointment scheduling through onsite arrival through post-service feedback. Their solutions improve operational efficiencies, create better customer experiences, and deliver a stronger bottom line.

*** 26

Total Customer References

[VIEW ALL REFERENCES](#)

Featured Testimonials

“ACF’s Queue Management solution allows us to manage our walk-in customers efficiently, reducing their waiting times and increasing customer satisfaction. In particular being able to view real time information on numbers of customer queuing allows us to effectively manage our staff resource.”



FAYE AGBALAYA
HEAD OF INCOME & TENANCY SUPPORT, LEWISHAM HOMES

“The advanced queue management system provided by ACF allows us to effectively manage our customers to provide the customer service excellence we committed to delivering. In addition to this, the system provides comprehensive reporting abilities to allow us to analyze our performance, identify peak contact times and efficiently plan staff resource to meet both our service commitments and business demands.”



NINA MARTIN
CITY HELPDESK MANAGER, PORTSMOUTH CITY COUNCIL

“Queuing is a real-time, web-based customer flow and queuing platform that helps organize and optimize the throughput of patients and customers within the USA MEDDAC-Fort Drum. The system is being scaled across the MEDDAC to diverse locations, to optimize the speed at which care is provided to the 10th Mountain Division and Fort Drum patient population. It is more than just a ticket system; it is a patient tracking and routing system for the entire facility.”



LENA R. MCCONAHAY
CHIEF, AUTOMATION BRANCH, INFORMATION MANAGEMENT DIVISION, USA MEDDAC

“With the implementation of Q-Flow throughout our agencies, we now have control and continuous information to improve processes resulting in an overall greater speed and quality of our customer experiences.”



ISAAC PORTILLO
ASSISTANT MANAGER, PROMERICA BANK EL SALVADOR

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18

Total Customer References

VIEW ALL REFERENCES

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.

Featured Testimonials

“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

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



MICHAEL CAMERON
CEO AND MANAGING DIRECTOR, SUNCORP

“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

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90

Total Customer References

VIEW ALL REFERENCES

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.

Featured Testimonials

“Qudini improves operations at peak times, by keeping customers happy and the queues down.”



STAFF MEMBER
ARGOS

“Qudini’s system has given us a professional booking platform from which we can better manage our social distancing as well as offering our customers greater convenience and an improved in-store experience. The system has been embraced by staff and customers and the text reminders and email alerts have ensured that ‘no shows’ are kept to a minimum and allowed us to manage our staffing appropriately.”



MARK BRIGHAM
CHIEF EXECUTIVE OFFICER, ELLIS BRIGHAM

“Qudini helps me in knowing with confidence where my patients are and that leaves me having less stress within my working day and that has made me perform better.”



VAL COLLARD
LEAD OPTOMETRIST, SPECSAVERS PLYMOUTH

“Qudini’s virtual queuing app will help us to support parents with social distancing as they pickup and drop off their children, creating a safe environment for everyone, and a seamless and efficient service for parents.”



DANIEL SEEMUNGAL-OWEN
DIRECTOR, CHRISTOPHER ROBIN DAY NURSERIES

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8

Total Customer References

VIEW ALL REFERENCES

ABOUT WAITWHILE



Waitwhile solves all aspects of queuing - from letting guests check in online, showing wait times and keeping everyone informed via SMS and email. Plus, a powerful API to integrate with. Waitwhile provides the world's most intelligent queue management system. It's used by thousands of businesses across 100+ countries, including restaurants, barbershops, salons, universities, hospitals, any many others.

Featured Testimonials

“Waitwhile is super easy to use and helps us serve our customers more efficiently.”



MATS ALEXANDER
DIRECTOR, AUCTION NATION

“Waitwhile has been an invaluable tool for our store teams in managing client's wait-time expectations during peak seasons and year round.”



CHARLES JOHNSON
PROJECT MANAGER, LOUIS VUITTON

“We use Waitwhile to manage attendee viewing times in our Virtual Arcade. Our staff finds it flexible and easy to use. Our guests appreciate the convenience.”



VITO ZICCARDI
PRODUCER, TRIBECA FILM FESTIVAL

“Waitwhile has made me more efficient. It allows me to gauge my employees performance and how long it takes them to perform services. I use a tablet to jot down notes with a stylus, and because it's web based, I can navigate between how fast appointments are taking and allows me to see the list at the same time. Time management - it's helping a lot.”



JOSE VENTURA
CLINICA TALTICPAC

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WOLF WHISKERS