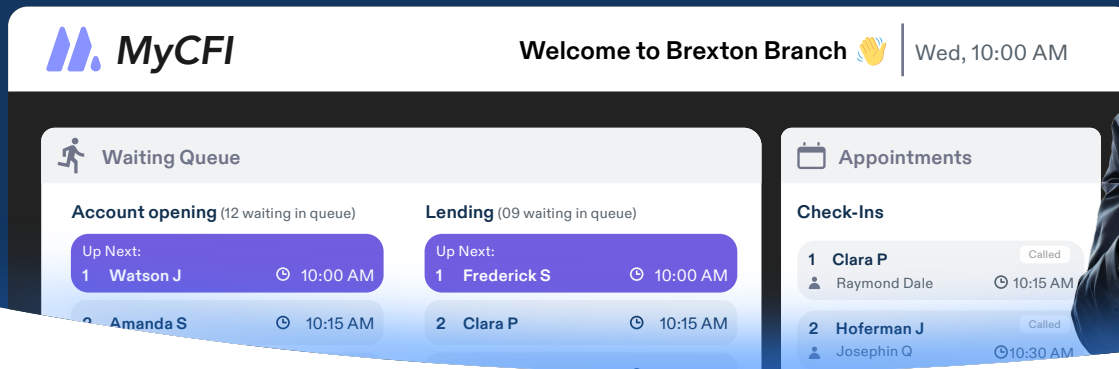**Eltropy Digital Conversations Platform**

Lobby Management

Queue Smarter, Serve Better.

Eliminate long wait times and resolve staffing issues. Effortlessly manage branch traffic by streamlining scheduled and walk-in appointments. Offer self-service options for easy check-ins, on-the-spot bookings, and queue tracking.

Dealing with crowded lobbies and overburdened staff can make a trip to your branch frustrating. Long queues and wait times not only test the patience of your members and customers but also stretch your staff thin, impacting both service quality and efficiency.

With Eltropy Lobby Management, visitors can easily check in for appointments, book new ones, and track their queue status in real-time. Simultaneously, lobby managers can gain immediate insights into traffic flow, staff workloads, and service engagements.

Virtual Queuing
Provide visitors with the convenience of pre-scheduling meetings with staff from wherever they want, avoiding long queues.

Interactive Kiosks
Allow visitors to check in, book appointments, and view real-time queue status at branches.

Position in Queue Visibility
Show queue positions on digital kiosks, in the lobby, and online, giving clients the choice to wait or book a later appointment.

Convert Queues into Future Meetings
Allow visitors to easily convert wait times to future appointments or opt for callbacks during peak times.

Next-in-line Alert
Automatic text alerts to notify visitors when it's their turn in the queue, allowing them to step away without losing their spot.

Branch Traffic Insights
Equip Lobby Managers with tools to track branch traffic, check-ins, and appointments for better decision-making.

Eltropy Digital Conversations Platform

Lobby Management

Benefits

Reduced Staff Workload

Automating the queuing and appointment scheduling relieves your staff from administrative tasks, enabling them to deliver high-quality service and engage more effectively with customers.

Time and Cost Savings

By facilitating self-service check-in, appointment scheduling, and queue tracking, save time and resources for both visitors and branch, leading to shorter wait times, reduced staffing requirements, and cost savings.

Improved Service Quality

Enhance service quality through streamlined branch traffic management, improved communication, quick issue resolution, and personalized interactions.

Appointment Overview

Appointments

[Book New Appointment]

Appointments   **Lobby**   Settings   Employee Availability

Search appointment code | Lobby | Choose date

	Appt code	Contact Details	Service	Check-In	Time in lobby	Assigned to	Type	Status
⬜	CH3WLG	SJ **Sarah Johnson** En sarah.johnson@gmail.com	Loan	11:00 AM	30 min	**Richard Walters** sarah.johnson@gmail.com	🖥 In-branch	Ongoing
⬜	CH3WLG	SJ **Dario Lessing** Esp sarah.johnson@gmail.com	Loan	11:00 AM	20 min	**Thomas Anderson** sarah.johnson@gmail.com	🏃 Walk-In	Ongoing
⬜	CH3WLG	SJ **Richard Walters** EN sarah.johnson@gmail.com	Insurance	11:00 AM	20 min	**Sarah Johnson** sarah.johnson@gmail.com	🏃 Walk-In	Ongoing
	CH3WLG	SJ **Thomas Anderson** EN sarah.johnson@gmail.com	Auto loan	11:00 AM	10 min	**Sarah Johnson** sarah.johnson@gmail.com	🖥 In-branch	Cancelled
⬜	CH3WLG	SJ **Emma Cole** Esp sarah.johnson@gmail.com	Account opening	11:00 AM	10 min	No User assigned	🖥 In-branch	Checked-in
	CH3WLG	SJ **Richard Walters** EN sarah.johnson@gmail.com	Insurance	11:00 AM	10 min	**Thomas Anderson** sarah.johnson@gmail.com	🏃 Walk-In	Completed

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Let's Talk

✉ team@eltropy.com   ➤ eltropy.com/demo