DAAC digital.

earlyone

Customer flow management system

new generation of solutions

People **waste around 2 years** of their lives waiting in queues
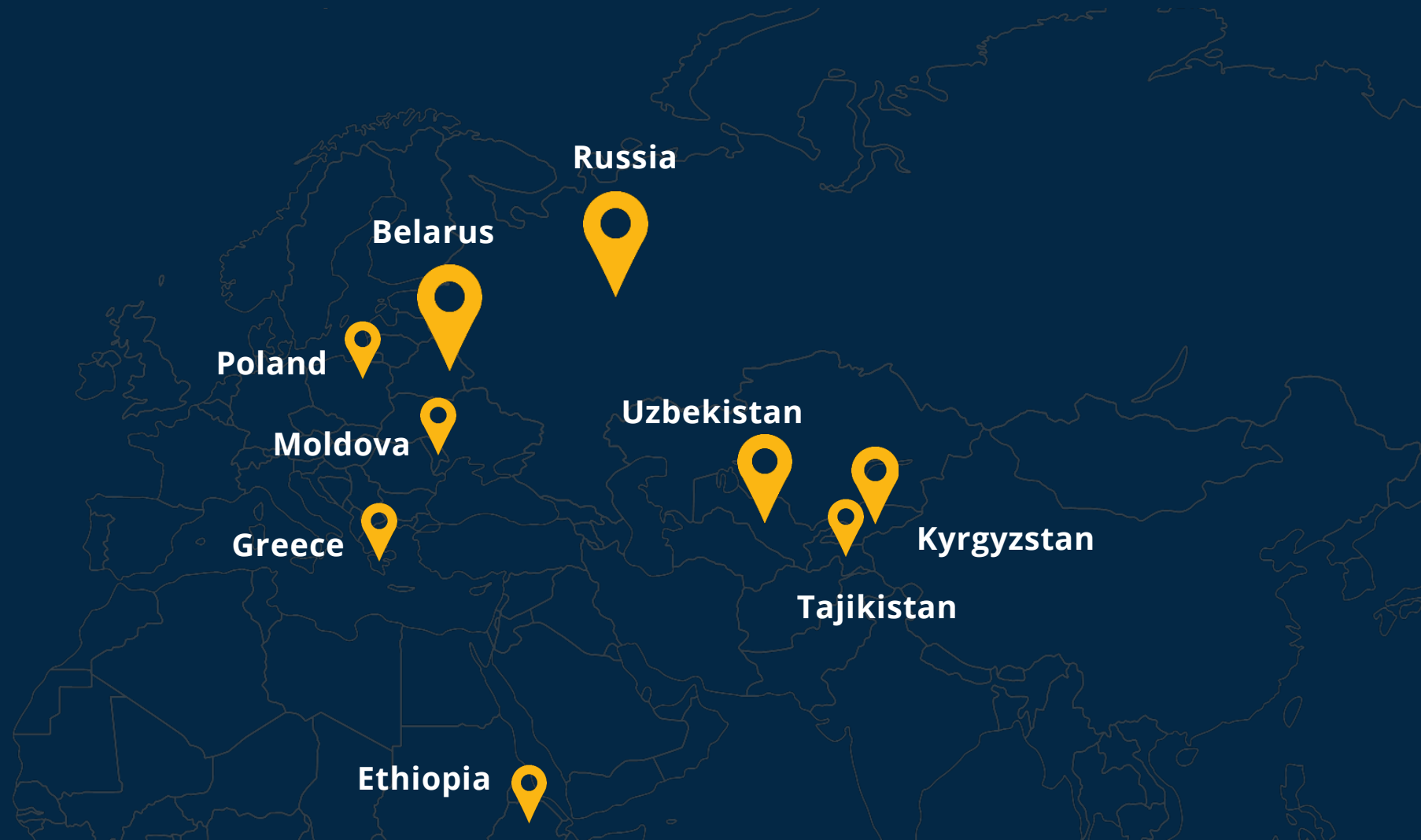
Partners

Partnering in

9 **150+**
countries cities

Russia

Belarus

Poland

Uzbekistan

Moldova

Greece

Kyrgyzstan

Tajikistan

Ethiopia

Clients

Government

Healthcare

Telecom

Financial

Clients

Armenia

- Beeline
- AEB ARMECONOMBANK
- VTB
- ACBA-CREDIT AGRICOLE
- ConverseBank
- INECOBANK
- evocaBANK
- Ucom
- bank mellat
- FINCA
- kamurj
- AMERIABANK
- HAYPOST
- GLOBAL CREDIT
- gg
- United States of America
- Republic of Armenia Real Estate Cadastre
- Republic of Armenia Ministry of Justice
- Republic of Armenia State Register of Government

Moldova

- maib
- BCR
- Moldtelecom
- Euro Credit Bank

Belarus

- МТБанк
- zepter bank
- АБСОЛЮТБАНК Абсолютный результат
- БЕЛ ВЭБ
- БЕЛАРУСКІ НАРОДНЫ БАНК
- PARITETBANK

Kyrgyzstan

- BAI TUSHUM BANK
- ФинансКредитБанк
- FINCA Bank
- Optima Bank
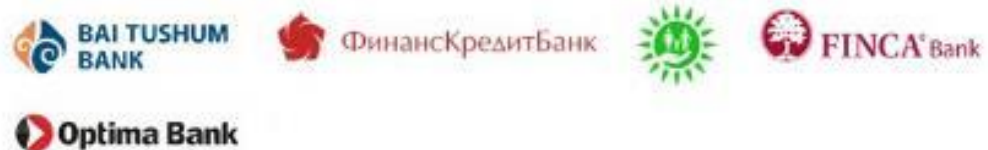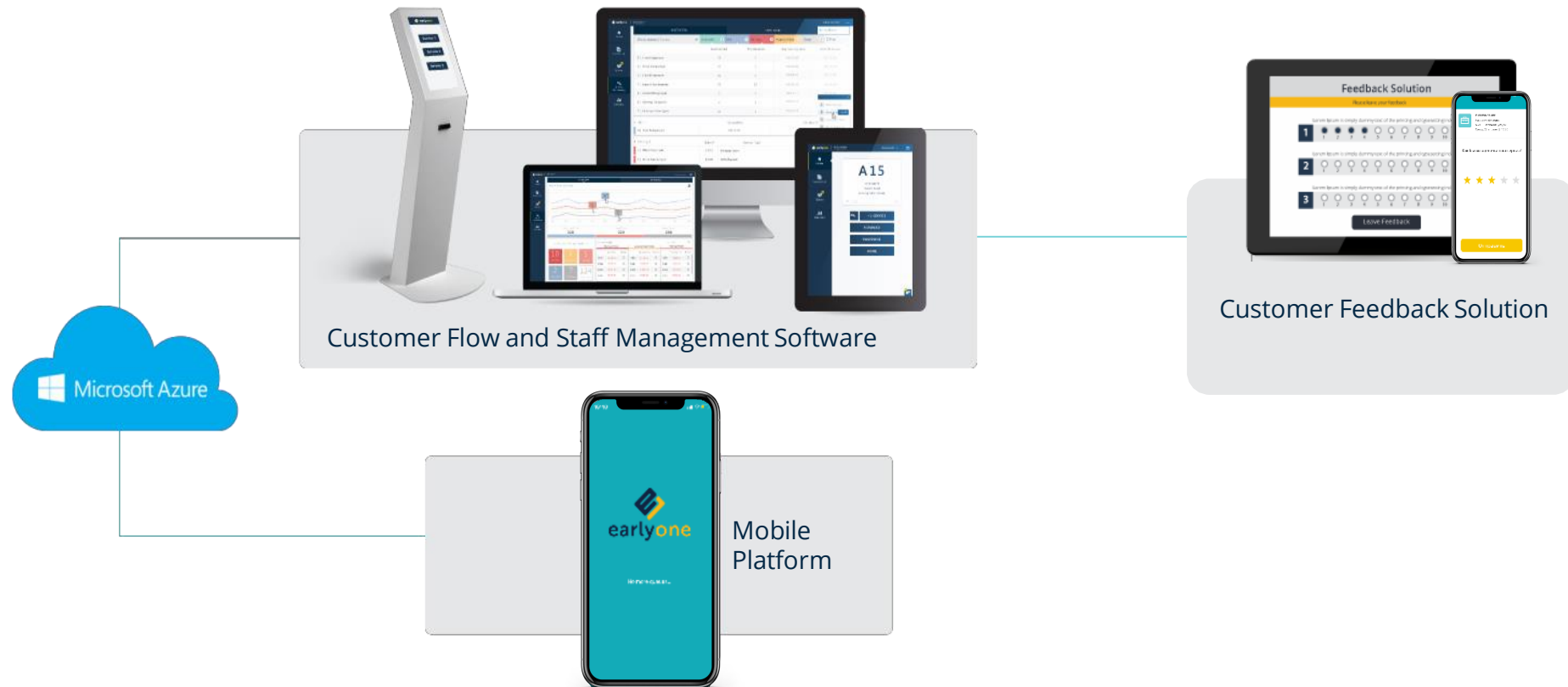
Earlyone solution

- Microsoft Azure cloud technologies

- SaaS business model with monthly subscription

- Hardware independent

Customer Flow and Staff Management Software

Customer Feedback Solution

Feedback Solution

Microsoft Azure

Mobile Platform

earlyone

Earlyone solution: Queue Management System

To efficiently manage customer flows, at Earlyone we developed software solution that allows to:

- Digitize customer flow
- Monitor staff and the serving process
- Collect statistical data
- Receive reports on KPIs
- Make decisions, based on statistics and reports

Employee workstation is what the serving staff uses to call the client and organize the serving process.

Online monitoring allows to see the load of the branch and the level of staff occupancy all **in real time.**

Reports give you an analytical summary of the service process, based on which you can make both tactical and strategic decisions.

BI Dashboard allows to monitor all branches in one place, get valuable information on KPIs regarding the service, waiting time, etc in real time, as well as compare branch indicators with other branches or company averages.
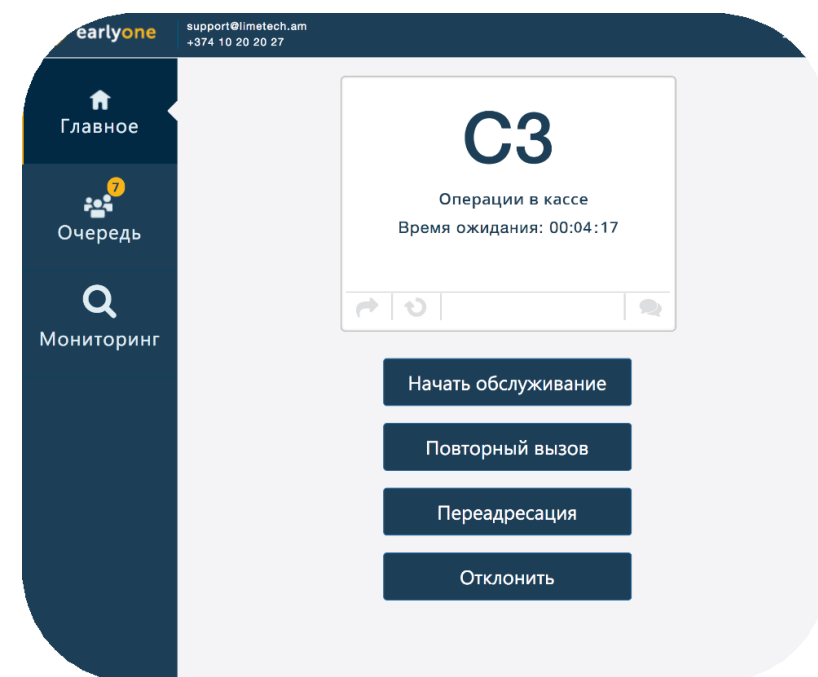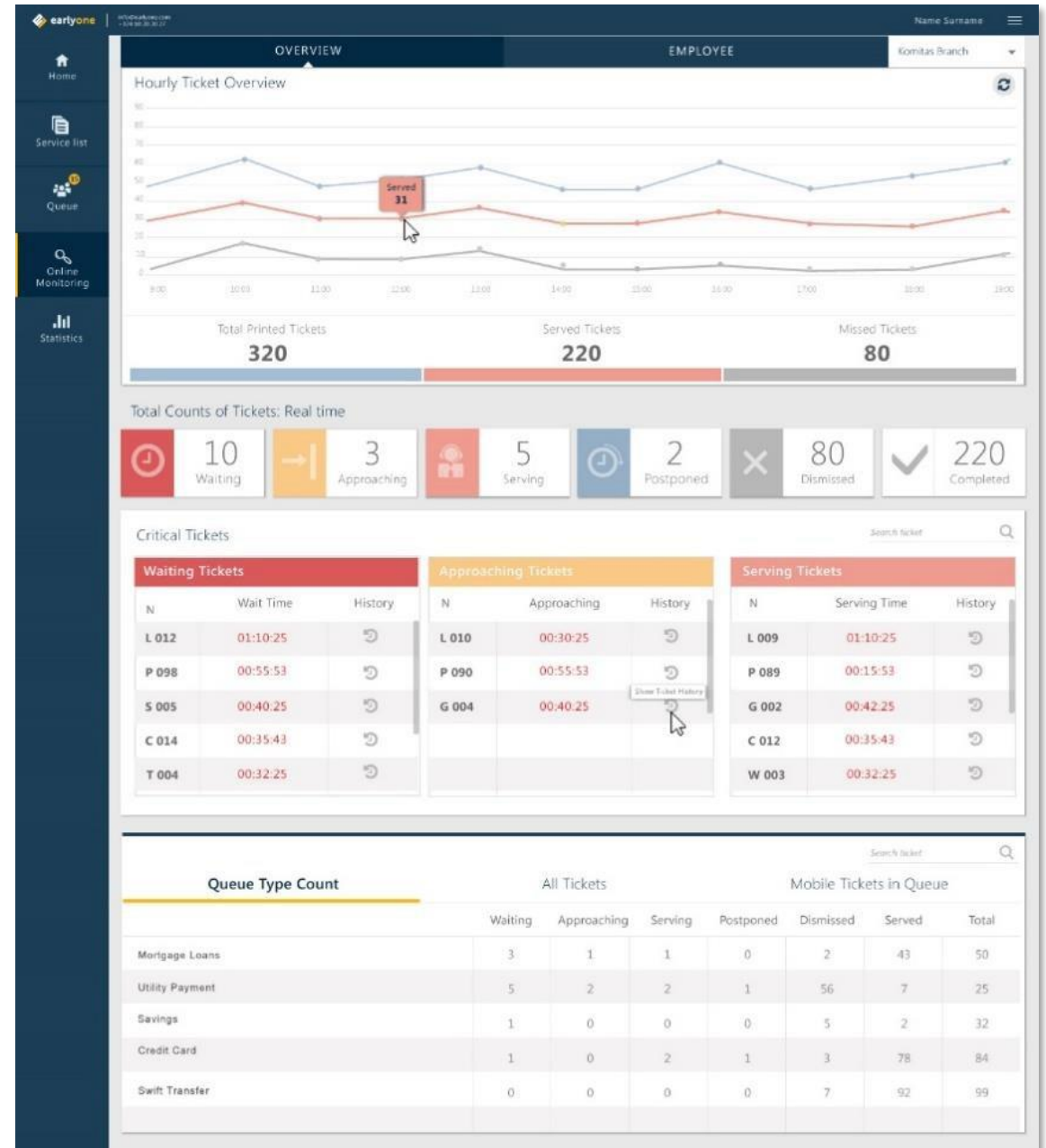
Online monitoring tool

Online monitoring tool allows the branch management to
monitor the service process in the branch in real time and
address the problems as they arise

The branch manager can

- Monitor the branch load and employee performance
- Get information about critical cases (exceeding of service or waiting time, etc.)

Reporting

Reporting tool allows to retrieve and evaluate the statistical data generated in the process of customer service.

This helps to

- Make decisions for improving the quality of service
- Provide a high quality service
- Get a summary of the number of transactions/services
- Quantify the demand for a certain service

---

Reports

Daily Tickets

With this report you will be able to see on daily basis the total number of printed, served and missed tickets per branch and compare this results with each other.

[Generate]

Total Number of Services

This report will give you a full picture of number of provided services by branch for chosen time period. With this report you will be able to encourage your employees to use cross-sales techniques in order to improve the number of services that have low demand.

[Generate]

Clients' Waiting Time

Through this report you will get information about Customers' waiting times for different services and in a long run you will be able to evaluate if there is a need for recruiting more staff members in order to reduce waiting times to keep your customers satisfied

[Generate]

Average Serving Time by Employee

This report will show you information on average and total serving process duration of each service types for each employee.

[Generate]

Employee Status Timings

This report will show the Work Breakdown Structure of employees; which will give you a full understanding of what percent of working time employees spend on Serving clients, waiting for a client (Available), Neither serving nor ready to serve (Idle), Breaks and Out of the office.

[Generate]

Average Serving Statistics of Employees

Through this report you can get familiar with the average serving statistics of employees like the average number of served tickets per one day, average serving duration, etc.

[Generate]

Earlyone solution: BI Dashboard

Monitoring tool in BI dashboard allows company management to monitor the service process in all the branches in one window.

Key service process stats include:

- Number of customers in the queue

- Ticket with the longest waiting time

- Ticket with the longest serving time

- Number of logged in vs scheduled

  employees
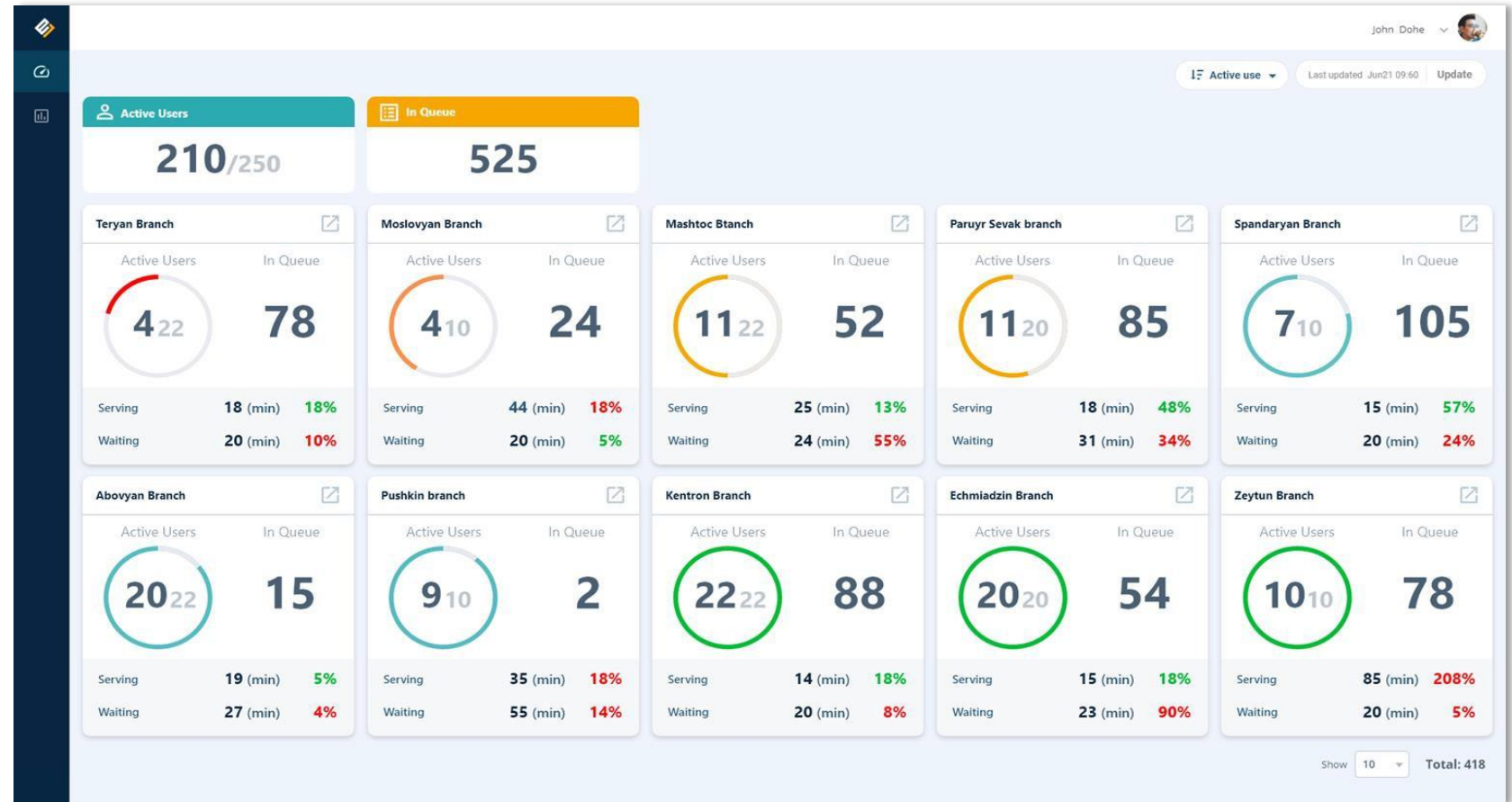
# Earlyone solution: Feedback collection tool

The solution is available through **mobile and tablet**.

With the help of **Feedback collection tool** you can easily create and launch different types of surveys with questions having various levels of complexity, as well as use the tablets as an additional endpoint to show advertisement.

The reports allow you to see all the necessary details per each employee: what service did they receive, name of the serving employee, waiting time, etc.

Main benefits:

- Identification and elimination of client dissatisfaction
- Defining the level of loyalty (NPS) and satisfaction (CSAT)
- Discovering new opportunities for business growth
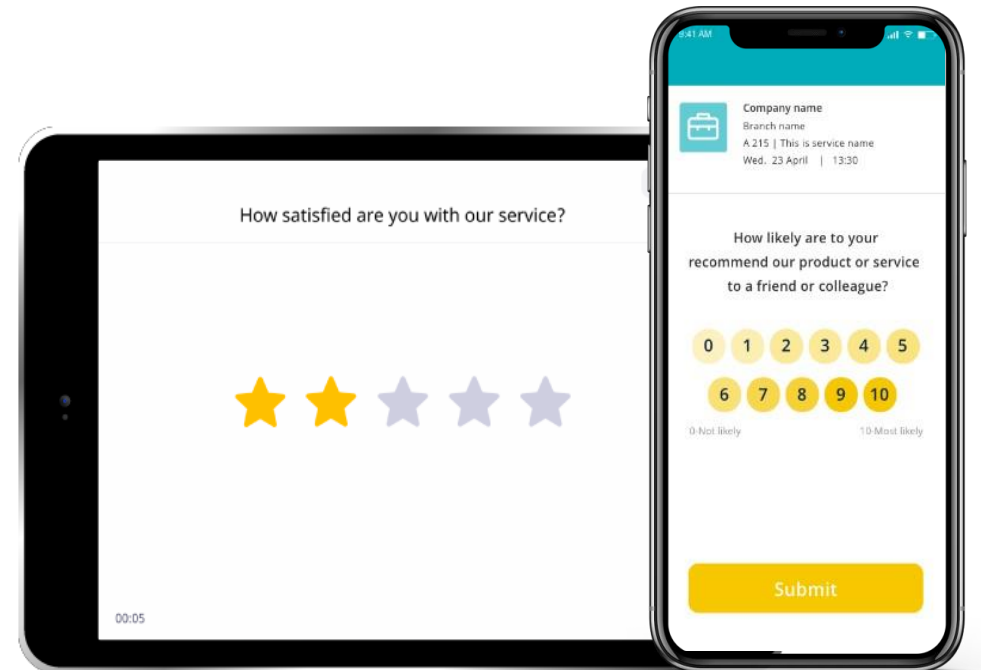
Earlyone solution: Mobile platform
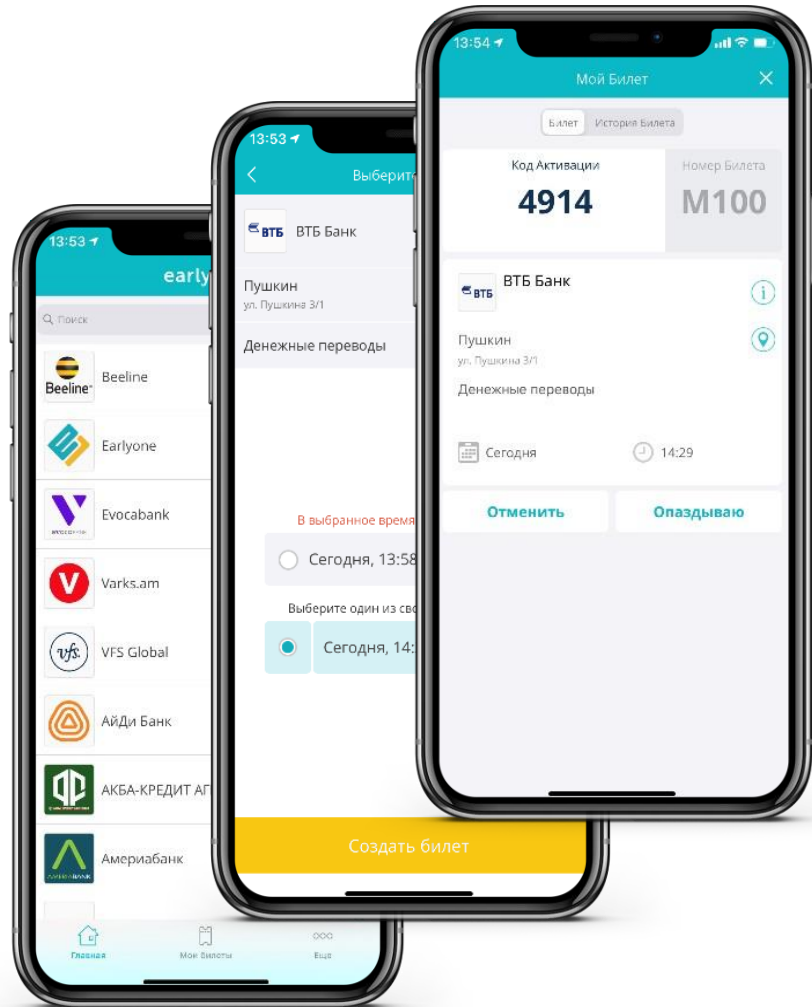
FREE both for users and companies that use Earlyone's solution

Listing your company in the platform allows you to:

- Save your clients' time
- Have a significant Increase in loyalty

To book a place before visit, the clients choose:

- Your company from the list and the desired branch
- Service
- Preferred time to be served*

The platform is available through API as well

*If the chosen branch is overloaded at the preferred time, your customers will get a "Best Time" suggestion.

Earlyone solution: Terminals

QMS 101   QMS 102   QMS 103   QMS 104   QMS Mini

DAAC digital.   **earlyone**

Save customers time and improve their customer experience with Earlyone!

Contacts

Denis Vamesu / Commercial representative

DAAC System Integrator

tel.: +373 22 509747 / mob.:+373 78383969

www.daacdigital.com