



Text to Register

with Personalized Mobile Queue Display

Customers can enter a service queue from virtually anywhere! Using a quick text message, customers instantly put themselves into a virtual line, then keep track of their progress using their personalized queue page. As they move up in the queue, the display chimes, alerting them to their current status. The custom display offers such features as Call Number Display, line position, and estimated wait time. And a requeue button moves customers back a few positions if they need more time before service.

- Easy to set up (Lavi does all the work)
- Enhances the customer experience
- Disperses waiting crowds
- Decreases perceived wait times
- Enables service to be matched to customer needs
- Lets customers arrive for service when you are ready to serve them

How it Works:

1. The business informs customers how to register. A business may offer more than one service, but customers register for one service at a time.
2. Customers register for service via text and are provided with web link to their personalized queue.
3. Their personalized queue display shows the call number, the number of other people ahead of them and the estimated wait time. The screen updates this information in real time. With every update, the display chimes with an audio cue. The customer can cancel or re-queue themselves at any time.
4. When a service becomes available, the customer is notified via their personalized queue display with both a visual and audio cue.
5. When service ends, the customer's web link expires, preventing accidental or unauthorized access.

