



LOBBY SYSTEM

The PDS Lobby system is set of customer management tools that can simplify and reduce the time it takes to process customer requests. This system can reduce customer-processing time by providing the customers with a series of questions and responses that help insure that the customer has all the required information needed for their request, then create request records that are directed to the proper departments.

LOBBY PROGRAM:

The lobby program is the customer interface program. This is a kiosk style system that would typically be located in the main lobby. Customer's will "SIGN IN" to the lobby program and then using a series of questions and responses, detail their requests. The lobby program uses simple A B C choices that the customer selects from.. As the customer selects the options that match their specific needs, the lobby program create request records with the information that is needed to service requests. These requests are placed in a queue that is directed to the proper department.

LOBBY VIEWER:

The lobby viewer is used to display the names of customers who have made requests using the lobby system. It is typically used to display what customers are currently waiting for assistance on a LARGE screen display, This provides visual feed back to the customers on where their requests is in relation to other customer requests. This is an improvement over the simple TAKE A TICKET method. As customers are processed, their names are removed from the view screen. The viewer supports multiple department queues and customers can be moved from one queue to another as needed.

CD-PLUS LOBBY INTERFACE:

The lobby interface is the set of screens used by employees to process requests generated by the lobby program. The employee can see what customers are in the queue for their specific department. They can process a request or they can transfer the request to another department. Multiple users can access the lobby queue at the same time. The system will record customer wait and processing times.

LOBBY EDITOR:

The lobby editor is used to define the series of questions – Answer – Action specific to the needs of the city / county. Users can define an unlimited number of questions. Each questions can have multiple answer types (Data Entry such as a NAME, Pick list with A-B-C etc options, Dropdown lists or buttons) For each answer an unlimited number of actions can be defined such as posting a request, Ask additional questions, Go to a WEB PAGE (City/County information), Direct them to a specific location (Planning Dept Waiting area).

BENEFITS:

- Improve customer processing time and routing by directing customers to the proper department and personnel.
- Insure customers have proper documentation prior to being processed by staff.
- Customer counts, waiting and processing time reports by department for evaluating staff processing and customer satisfaction.

For more information: call Brian at 727-576-7727 or E-Mail: brian@percontidatasystems.com