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An effective and well-organized Queuing system is one of the fastest and most affordable way by which an enterprise can develop its operational advantages and squeeze efficiencies out of its operations. Queue Management System is the process of well organized movements of the customers all the way through, and out of the waiting process - is rapidly becoming a vital element in many businesses because of its confirmed ability to reduce client walk-aways, develop income per sq. ft. And stimulate sales. As a matter of fact, according to the International Council of Shopping Centers, the average customer spends about \$1 per minute while shopping. If a store serves 500 customers per day and the average customer spends just 10 minutes waiting in line to check out, that's \$1,825,000 per year in additional revenue that could be realized by letting customers continue to shop instead of standing in line.

On the downside a recent survey found that 24% of consumers abandon their purchases, and walk out of the store when faced with a long line. A effective queue management using SMS and digital display technology will reduce the risk of customers walking away due to better customer flow.

Linear Vs. Online Queuing systems

There are two basic queueing system that are widely used business. Straight range lining up consists of clients physically stand in queues formed with stanchions, generally flip-style buckle posts. Making use of the general principle of "first come first serve rule". Linear queues can feature multiple queues such as in shops or one single line as seen at the financial enterprises or at the banks. Straight range queueing system ensure the quickest possible services by decreasing the time spent between each client being provided, thus are typically used where services processes are for shorter durations.

To boost the efficiency of either queueing system, incorporating SMS text messaging does away with the physical lines creating a virtual digital waiting lines, which increases customer flow and sales.

Some automated Queue Management Systems have confirmed to provide services efficiently by as much as 35%, thereby, reducing average delay periods. In addition, incorporating digital displays can be a powerful advertising channel to keep clients informed and entertained, reducing recognized delay periods and further improving the customers experience.

The second Queue management system i.e the Virtual queueing system, allows clients to wait for a services without actually status in a physical queue. Typically, clients register by providing thier name and cell phone number to a queue manager or a Kiosk. The system will automatically text message the customer when they are at a predetermined position in the line i.e. 4th in line. SMS queue management systems like this affords the customer time an freedom to continue shopping, or browse or relax with physically standing in a line. SMS queue managment sytem are well suited at places which require longer processing time or waiting time like at Department of Motor Vechicles, unverities, colleges, retail establishments, pharmacies and medical centers, even restaurants.

Large banner signs connected to stanchions at the entrance of a queue can clearly mark gates and make it simple to recognize the services types. Post-top or post-front signs can help control queue access and strengthen a shade technique, and supplement way-finding. Making use of an in-line marketing solution can make a commercial center within the established living area of the range. Few stanchion producers also make marketing panels that can be simply connected to the lining up stanchions. The Business can witness an immediate development,when they have adopted this

queuing system.

Additionally, a proper Queue management system keeps the clients engaged, as they wait for their turn, dramatically reducing recognized delay periods, thereby improving the status of the business by an enhanced customer service. These 3 concepts of Queue Management System -queue layout, signs, and in-line merchandising-will increase the customer inflows and of all the business bottom line. Big impact comes from a small change and helps the business to receive more customers.

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[Brandon Munson](#) - About Author:

Fulcrum Design, LLC, developed the industry leading mobile a [queue management system](#) and a [Queueing systems](#). Founded in 2001 as a business consulting and technology firm head quartered in Glastonbury, Connecticut, Fulcrum Design specializes in custom application development serving the hospitality, higher education, entertainment and health care industries.

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