

QLess Gives Students Freedom to Wait
in Line, how and where they want

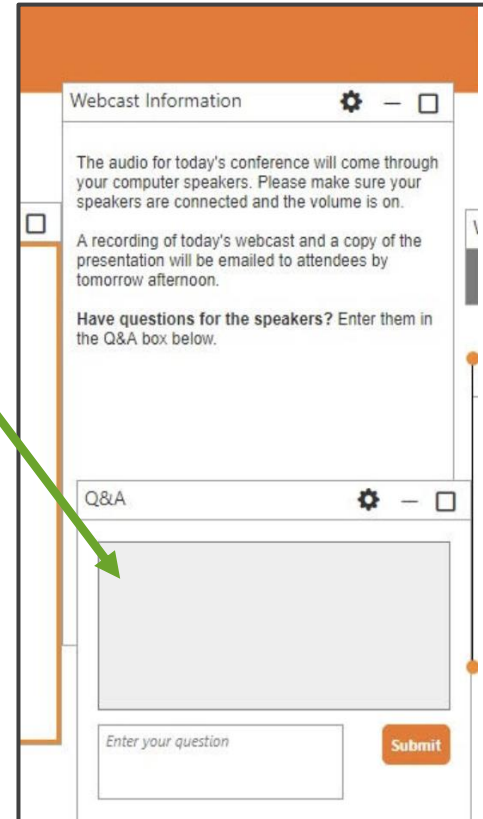
Cal Student Central (One Stop) for
Student Services at UC Berkeley



Welcome and Housekeeping



- Your microphones are muted to maintain sound quality for all attendees
- Please type any questions in the question box on your screen
- We will address technical questions as they are received
- Content-related questions will be addressed during our live Q&A session at the end of the presentation



Featured Speakers



- **Ralph Serrano**— Interim Director of Cal Student Central- the campus one-stop shop for student advising for Financial Aid, Billing & Payments and Enrollment
- **Jorge Martinez, Operations Manager, UC Berkeley's Campus One Card**
- **Kelly Kliner, Director of Sales - Education, QLess**
- **Stacia Wilkins, Senior Client Success Manager, QLess**



Purpose



- We hope to describe the following today:
 - Implementation of QLess walk in queuing and appointment scheduling software across the Cal Student Central/One Stop Shop for Student Services.
 - Implementation drivers and key benefits
 - Thoughts on next steps and enhancements

Agenda

- 1 Introduction and Overview of QLess

- 2 UC Berkeley Implementation and Benefits

- 3 UC Berkeley walkthrough QLess environment

- 4 Reporting

- 5 Questions

- 6 Closing Remarks

Overview of QLess- Kelly



Our Customers



Founded in 2007



- Headquartered in Pasadena, CA
- Relentless focus on innovation
- First mobile queueing SaaS solution
- 7 Business Awards in a row for “Best Computer Services Company in America”

Our Passion and Mission

“Eliminate physical lines from the planet”

120M+ People
Worldwide
Have Saved:

8 8 4 0

YEARS

1 3 6

DAYS

2 2

HOURS

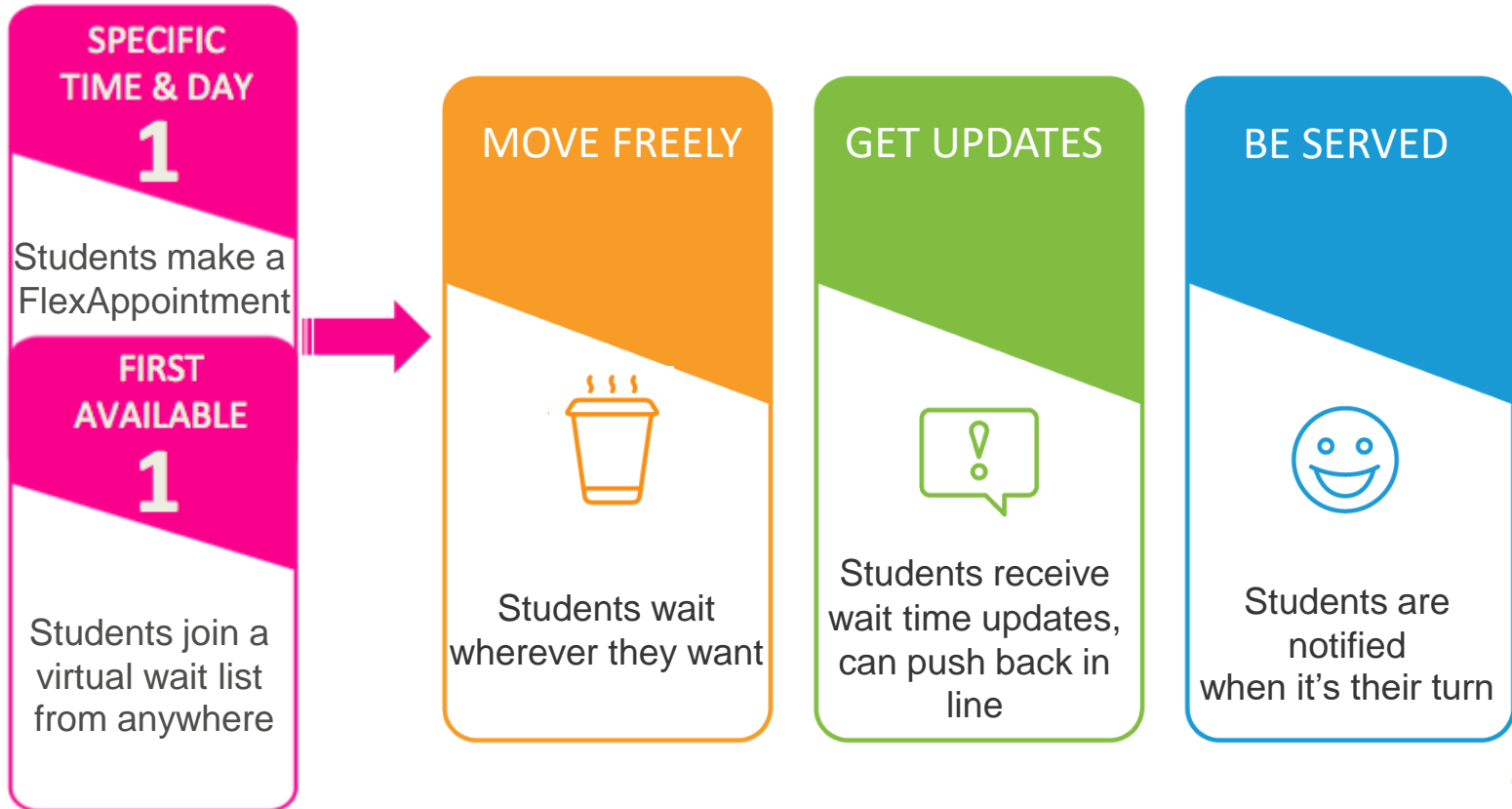
5 1

MINUTES

1 8

SECONDS

Mobile Queueing and Flex-Appointments



Innovation

QLess invented **Interactive Remote Mobile Queueing**

The ability for students to get in line remotely and be told how long their wait is and when to arrive. **They never wait on-site!!!**

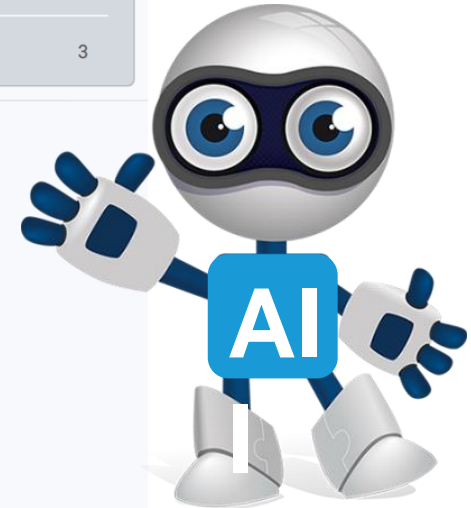
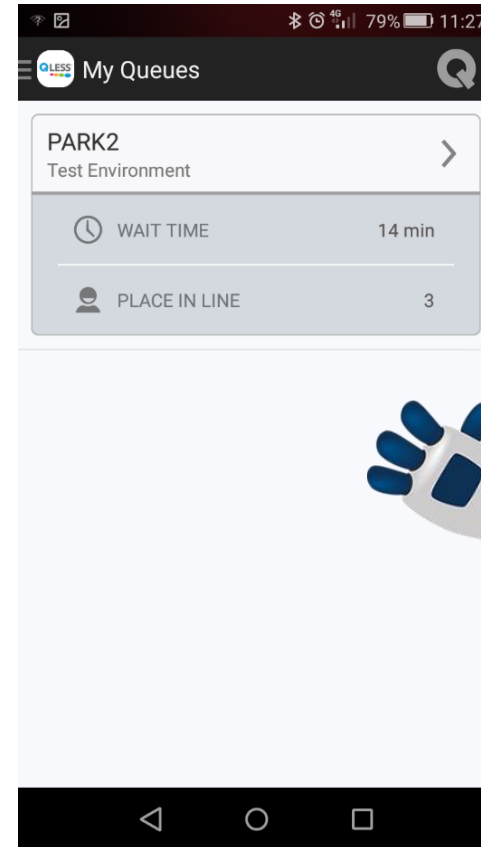


Predicting the Future

Learning Algorithms predict the wait for each customer

Result

Load Balance customers across the day and locations and reduce pain points



Omni-Channel Entry

Mobile App



Your Apps
via API



Mobile Kiosk



Website



Kiosk Lobby



Text




Top Rated Apps

Consumer App Ratings

- 4.9/5 Apple Store
- 4.6/5 Google Play Store

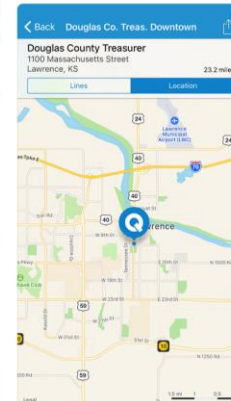
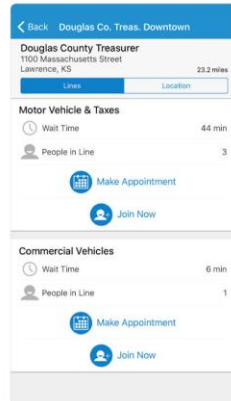
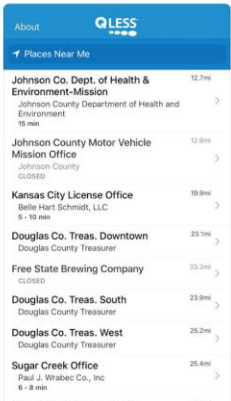


App Store Preview This app is only available on the App Store for iOS devices.



QLess 4+
Eliminates waiting in line
QLess Inc.
#85 in Lifestyle
★★★★★ 4.9, 1.3K Ratings
Free

iPhone Screenshots



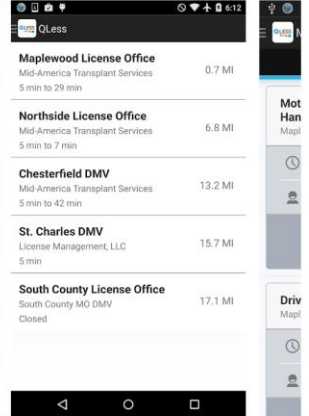

QLess - Queuing Software

QLess, Inc. Lifestyle ★★★★★ 1,560

Everyone

Contains Ads
This app is compatible with all of your devices.

[Add to Wishlist](#) [Install](#)



Optimizing UC Berkeley's Cal Student Central and Cal 1 Card Office

Implementation, Assessment, Optimization, Expansion

Cal Student Central

Ralph Serrano
Interim Director

Cal 1 Card Program

Jorge G. Martinez
Operations Manager

Cal Student Central

Student Support Services

One-stop Approach



Student Demographic Data

- 31,348 Undergraduates
- 11,856 Graduates
- 4,528 Visiting Summer Sessions
- 2,283 UC Extension

Service Model Overview Cal Student Central

One Stop location for Student Advising and Transactional Services

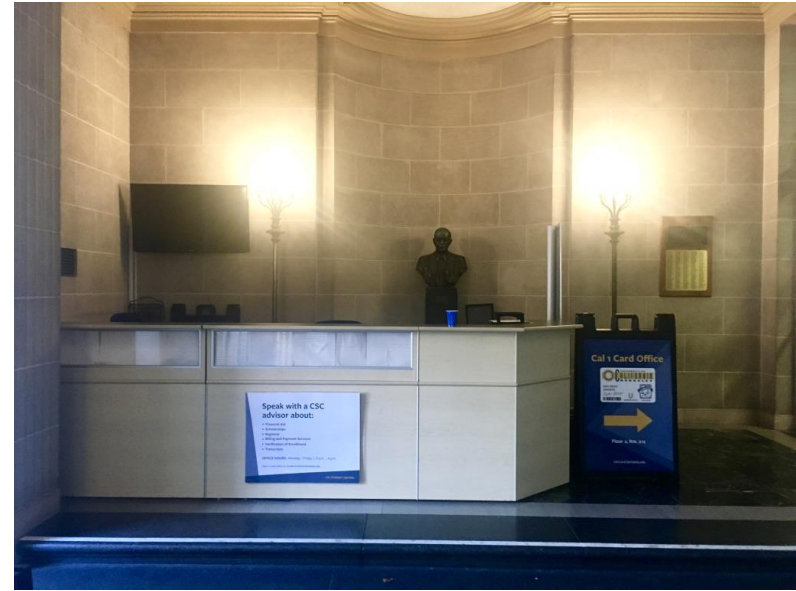
General Advising for all students via this location

2 tier- General and Specialized

- If needed, can offer Escalated Advising (Specialized) after a student is seen
- Directed to a secondary location, partner offices, but maintain their position in the queue
- Utilize students to act as concierge to facilitate and direct the student to the location in the building

QLess information combines with salesforce to document the interaction

- If escalated, done via a ticket in salesforce where assigned to an advisor who has all the information already for use and they summon in the same fashion



Service Model Overview Cal Student Central

One Stop location for Student Service Advising and Transactional Services

Transactional Advising

- Includes items such as: distributions of emergency loan checks, transcripts, refund checks, verification of enrollment, payments, scholarships
- All of these are an integral part of the student life experience

Other

- Not utilizing remote join options at the moment, intention is to do this in the future

Qless Implementation Drivers

The need to implement QLess was driven by the following factors:

- The physical lines in the building were not manageable
 - The building has steps
 - ADA compliance issues
- 60% of the traffic during the two peak start up periods of the year
- Wanted to still be able to see all students needing help
- All services got pushed into one location
 - Needed to streamline the processing of students
 - First come, first serve basis
- Important to find a way to communicate between offices as students are served
- Helped with load balancing students throughout all hours of the day

Cal 1 Card Office

Identity and Access Management Services

Entire Campus Community



Employee / Affiliate Demographic Data

- In addition to all the students served
 - 31,217 Total Employees and Affiliates
 - 1,489 Faculty
 - 8,369 Staff

Service Model Overview

- Identity and Access Management Services
 - Issuance of official campus photo ID to all eligible cohorts
 - Official means for identity verification
 - Secure / controlled access to buildings, events, and services
 - Access to meal plans and stored value credit accounts
 - Issuance of area transit card to all eligible students
 - Provision of Tier 1 support for online access to campus web Apps
- Staffing



Qless Implementation Drivers

- Mandatory office relocation in April 2019
 - Most CSC drivers inherited in the move
- Very long physical lines, especially during peak periods
 - Two self-service check-in kiosks deployed
 - Repurposed old telephone booth space
- One line for students, employees, and affiliates
 - Online FlexAppointments made available to employees and affiliates to avoid long lines during peak periods



Key Benefits Recognized

Customer Experience

- Overall process is more organized and orderly, reducing the number of visits per student.
- Forecasted wait times reduce stress and lead to more pleasant interactions
- Better communications with frequent updates while waiting
- Ability to push oneself back in queue if more time is needed
- Ability to remove oneself from queue or cancel flex appointment if needed
- Non-students may use flex-appointments to avoid long lines during peak period

Office Staff Experience

- Boost to productivity / morale and maximized efficiencies via insightful data
- Reports help with staffing needs projections
- Improved management of end of day workload
- Continuous improvement feedback via automated SMS survey feature

Enhancements/Next Steps

- Offer remote join options
- Use QLess digital signage interface for the lobby (monitor)
- Expand FlexAppointment use to students
- Promote QLess with marketing
- Add/Expand kiosks, utilize satellite kiosks
- Add QLess to UC Berkeley webpage
- Add QLess to the UC Berkeley App

QLess Walkthrough by Stacia.

Kiosk View



To begin, please enter your name and your cell phone number.

Standard text messaging rates will apply.


◀ Back


Next ▶

Kiosk View



What would you like to get in line for?

 **Document Drop Off**
10 min, 0 people in line.

 **Transcripts & VOE**
10 min, 0 people in line.

Cal 1 Card Appointments
FlexAppointments only

General Advising
Closed

Specialized Advising
Closed

Special Programs
Closed

Residency
Closed

Veterans Affairs
Closed

Cal 1 Card Kiosk
Closed

◀ Back

Next ▶

Kiosk View – Transaction Types within a Queue



Which type of service may we help you with?

Name Change

SAP Appeal

PC/SC Appeal

**Citizenship/ Perm
Residency Docs**

Transcripts

Verification Financial Aid

Verification of Enrollment

Other

◀ Back

Next ▶

Kiosk View – Transaction Types Fade



Which type of service may we help you with?

Name Change

SAP Appeal

PC/SC Appeal

Citizenship/ Perm
Residency Docs

Transcripts

Verification Financial Aid

Verification of Enrollment

Other

◀ Back

Next ▶

Kiosk View



Thanks! We're holding your spot in line. You will receive a text message confirmation shortly. We'll send you updates and let you know when you've reached the front of the line.

Done

Kiosk View- FlexAppointments



Please select the day & time at which you would like to be seen.

< Monday November 4, 2019  >

- | | | | | | | |
|----------|----------|----------|----------|----------|----------|----------|
| 11:00 AM | 11:15 AM | 11:30 AM | 11:45 AM | 12:00 PM | 12:15 PM | 12:30 PM |
| 12:45 PM | 1:15 PM | 1:30 PM | 1:45 PM | 2:00 PM | 2:15 PM | 2:30 PM |
| 2:45 PM | 3:00 PM | 3:15 PM | 3:30 PM | 3:45 PM | 4:00 PM | 4:15 PM |
| | | | 4:30 PM | 4:45 PM | | |

< Back

Next >

QLess Monitor (not currently used)



**Now
Serving:**

2ND FL, RM 201 - 1852 Iman Sharifirad CALL OUT N CUBE 12, RM 120 -
9140 Felix Lin - CALL N

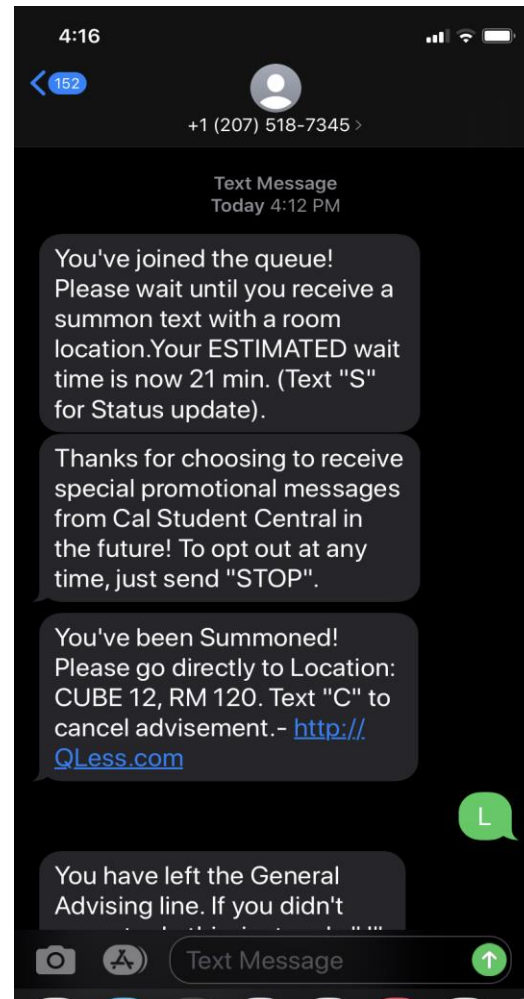
General Advising		Specialized Advising		Checks		Document Drop Off	
Customers	Wait Time	Customers	Wait Time	Customers	Wait Time	Customers	Wait Time
1. 6290 Adam Y	17 min	1. 7502 Hema Y K	10 min				
2. 0583 Jake S	24 min						
3. 1735 Diana D	32 min						
Next join wait: 46 min		Next join wait: 20 min		Next join wait: 5 min		Next join wait: 10 min	



Download the QLess app for iPhone or Android and get real-time updates to your forecasted wait time.

Text Message Updates

- Preloaded with default messaging
- Customizable
- Can be edited in the Command Center by Admin user



SMS Customer Service Survey

- Survey sent via SMS at the completion of a student's service
- Student receives a text with a link to a third-party survey
- You can customize your content
- Easily change
- Can be location or queue specific SMS Surveys



Please tell us about your CSC experience.

How satisfied are you with:

1-Very Unsatisfied, 2-Unsatisfied, 3-Neutral, 4-Satisfied, 5-Very Satisfied

The courtesy of your advisor?

1 2 3 4 5

Very Unsatisfied Very Satisfied

The knowledge of your advisor?

1 2 3 4 5

Very Unsatisfied Very Satisfied

The quality of the service provided?

1 2 3 4 5

Very Unsatisfied Very Satisfied

The overall service experience?

1 2 3 4 5

Very Unsatisfied Very Satisfied

Location of your advising session?(summon text)

Your answer _____

Please describe yourself:

Continuing Undergraduate

New Undergraduate

Graduate Student

Parent/Guardian

What was your primary advising need?

Financial Aid

Billing and Payments

Registrar

Other

QLess Customer Engagement Center- Release Notes



Please select the locations that you would like to manage:

Cal Student Central

Release Notes

Release 2.17.0

- Call-ahead checkbox**
An error was discovered in our last release that prevented the call-ahead checkbox from being shown. Customers could still get in line with the Kiosk as call-ahead, it just wasn't showing that option in CEC. That's now fixed.
- Expired customers not updating**
An issue was detected that caused expired customers not to show as moving to the expired list unless another customer joined the line or the browser was refreshed. CEC now more accurately updates the status of the customer.
- Ticket classifiers!**
Ticket classifiers weren't working the same in CEC as they had in QueueManager, and this was causing problems for some of you. We put our crack team of developers on it, and ticket classifiers will now behave correctly.

Do not show release notes automatically in the future

QLess Customer Engagement Center- CEC



Cal Student Central

UC Berkeley Admin
▼



General Advising

Closed

Add Student

Queued Students (0)

Queued Students (0)



Specialized Advising

Closed

Add Student

Queued Students (0)

Queued Students (0)



Checks

Closed

Add Student

Queued Students (0)

Queued Students (0)

FlexAppointments



- QLess automatically drops students with appointments into queue as purple avatars
- Staff don't have to remember appointments

Click on avatar to see student details



Summon Students – Student Receives Text

The screenshot displays the QLESS Queue Manager interface. At the top, the user is identified as 'Shella Abercrombie' with links for 'Log out', 'Calendar', 'Change password', 'Reporting', 'Settings', 'Command Center', and 'Need help?'. The main title is 'Queue Manager'. There are three navigation icons: a power button, a magnifying glass, and a play button.




Two service queues are visible:

- Queue 1 (Green border):** 'Academic Advising Express', Size: 0, Est Next Wait: 5 min. It features a large '5 min' display, a power button icon, a door icon, and buttons for 'Summon Student' and 'Add Student'.
- Queue 2 (Red border):** 'Academic Advising', Size: 1, Est Next Wait: 4 min. It features a large '4 min' display, a power button icon, a person icon standing by a door, and buttons for 'Summon Student' and 'Add Student'.





On the right side, there are two 'Summoned Students' panels:

- The top panel is empty.
- The bottom panel shows a student record: 'Advising – New Student -' with a 'FD -' label and an 'Arrived' button below it.

Calendar View

Create new FlexAppointment  

↻ Today < > Oct 27, 2019 - Nov 2, 2019 day week (20) month Timezone America/Denver

	Sun Oct 27	Mon Oct 28	Tue Oct 29	Wed Oct 30	Thu Oct 31	Fri Nov 1	Sat Nov 2
November 2019							
< 1 2							
3 4 5 6 7 8 9							
10 11 12 13 14 15 16							
17 18 19 20 21 22 23							
24 25 26 27 28 29 30							
▼ Resources 							
<input checked="" type="checkbox"/> Sproul 212 Advisor 1							
Search							
<input type="text"/> Go							
<input type="checkbox"/> include past FlexAppointments							
▼ Services legend							
<input checked="" type="checkbox"/>  New Card							
<input checked="" type="checkbox"/>  Card Replacement							
							
Return to Queue Manager							
12:00 PM			12:15 PM-12:30 PM Marlene Turner				
			12:30 PM-12:45 PM Jorge Dinis				
			12:45 PM-1:00 PM Samantha Fu				
1:00 PM							
			1:45 PM-2:00 PM Ana Luisa Soares de				
2:00 PM			2:15 PM-2:30 PM David Lindner		2:15 PM-2:30 PM Jin-Yung Wu	2:00 PM-2:15 PM MATTHEU PINTO	
			2:45 PM-3:00 PM Thomas Cassidy				
3:00 PM			3:15 PM-3:30 PM Thomas owens		3:00 PM-3:15 PM ana martins		
					3:15 PM-3:30 PM Quentin Jarrion		
4:00 PM			4:00 PM-4:15 PM min jia				
				4:30 PM-4:45 PM Yanhong Zhang		4:30 PM-4:45 PM Evan Wilson	
				4:45 PM-5:00 PM Marysa Lague		4:45 PM-5:00 PM alli randa	
5:00 PM							

Reporting – standard and and export of raw data



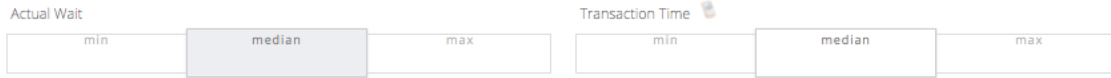
The screenshot displays the QLESS REPORTS interface. At the top center is the logo for QLESS REPORTS, featuring a blue 'Q' and the text 'QLESS™ REPORTS' with a colorful bar above it. In the top right corner, the user is logged in as 'ucberkeley.admin', with options for 'Log out' and 'Export all data'. A green arrow points from the main title to the 'Export all data' link.

The dashboard contains seven report categories, each with an icon and a filter option:

- Service Wait**: Icon of a person holding a phone. Filter: Service Wait
- Outcomes**: Icon of a person on a red arrow. Filter: By Date or By Service Wait
- Return Customers**: Icon of a person giving a thumbs up. Filter: Return Customers
- Service Transactions**: Icon of two people shaking hands. Filter: By Employee or By Queue
- Delays**: Icon of a person running. Filter: Delays
- Queue Length**: Icon of a line of people. Filter: Queue Length
- Service Duration**: Icon of a person with a clock. Filter: By Employee or By Queue

Summary

Forecast Wait	Waiting	Serving Now
9m	0	1
Served Today	No-Show %	FlexAppointments for today
219	12	4



LOCATIONS +

Cal Student Central

Forecast Wait	Waiting	Serving Now
9m	0	1
Served Today	No-Show %	FlexAppointments for today
219	12	4

Actual Wait	Transaction Time
<div style="display: flex; justify-content: space-between; align-items: center;"> min <div style="background-color: #ccc; padding: 2px 10px; border: 1px solid #ccc;">median</div> max </div>	<div style="display: flex; justify-content: space-between; align-items: center;"> min <div style="background-color: #fff; padding: 2px 10px; border: 1px solid #ccc;">median</div> max </div>

EMPLOYEE VIEW ⌵

QUEUES ⌵



QLess Support

- Support Engineers work around the clock and around the globe
- Submit tickets through Zendesk system- email, Zendesk web, phone (which is transcribed)
 - Questions
 - Tasks
 - Problems
 - Incidents



Questions



Thank you!

