



## TAKE CARE OF YOUR CUSTOMERS AFTER THE LOCKDOWN

To ensure customer safety and comfort...



You will have to filter access to your store...



...but this will create a waiting line outside

When stores start to reopen, social distancing measures will remain for a while. Thus, you will likely have to limit the number of customers in the store at the same time for each store.

In order to prevent your customers from waiting in long lines outside, which may be stressful, you need a solution to avoid these waiting lines.

## ...Lineberty enables you to avoid waiting lines

Lineberty's mission is to digitalize waiting time. In order to handle the current or post lockdown situation, we have packaged a specific version of our solution which is simple and fast to implement.

### Our 4 promises:

- Your customers will not have to wait in long lines in front of your store
- A smartphone is all you need to manage the virtual waiting line
- No training is required for your staff
- You can start using the solution 48h after your subscription

# How does it work ?



1

## Registration in the waiting line

Customers discover the service through communication at the entrance of the store (poster, greeter,..) or from a digital campaign (email, website,...). They scan a QR code with their smartphones\*, land on a web app and register in the line.

\* Customers without a smartphone can register by giving orally their mobile numbers and they will be notified by SMS. Customers without any phone can also register, but they will have to wait near the entrance and will be called when their turn comes. The solution enables, if needed, to prioritize customers with a specific profile (elderly, pregnant women,...). And if you already have a client App, you can very easily integrate our registration interface in it, through a webview.

2

## Digitalized waiting time & alerts

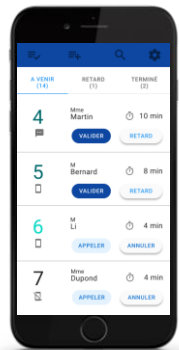
Customers enjoy their free time away from the store, in their cars or at home. In real time, they can follow the progress of their position in the waiting line. When their turn approaches, they are notified on their mobile phone and are invited to get closer to the store.



3

## Entering the store

When it's their turn, they get a second notification and can enter the store. Their digital tickets are validated by an employee, and this activates the rest of the waiting line.



## The solution benefits



Respect social distancing



Relieve customers' stress



Improve working conditions for your staff



Monitor the traffic in your store

# I am interested!

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1

## You are interested and want to get a demo?

Send us an e-mail at [anti-covid@lineberty.com](mailto:anti-covid@lineberty.com), with your contact details and the type and number of locations you consider for the service.

**We will respond within 24 hours to set up a demo and answer your questions.**

2

## You want to move forward and set-up the solution. You will receive a purchase order to sign and return.

Once the signed purchase order is received, you will have within 48 hours:

- Your **Lineberty access ID**
- A **set-up and usage notice** with detailed guidelines

You will only need to print the POS display and a smartphone to start using the service.

Monthly license  
(with no time  
commitment)  
49€/month per  
waiting line\*

\* Excluding potential  
SMS costs

## Find out more about Lineberty

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Created in 2015, Lineberty is a digital waiting line and appointment SaaS solution. Over the years, it has become the most complete and customizable solution in the market.

[Our references](#)

## What do I need to implement the solution?

You will need a smartphone and a good 4G network coverage (to operate the queue and for text message reception for your customers).

## What does the 49 € excl. VAT/line/month package include?

The 49 € excl VAT / month package includes:

- a call to present the solution
- the implementation of the solution
- a deployment kit describing how to implement and use the solution
- The access to the Lineberty administration and management interface

## How do I open and close the line?

Customer registration becomes open when a staff member logs in to the interface on his mobile. Tickets can be validated as soon as the location has opened. The staff member can "Allow" or "Stop" new registrations from the interface at any time without logging out. This allows, as the end of the day, to close reservations while continuing to serve the tickets already taken.

When the operator logs out, reservations are automatically closed.

## How are customers alerted that it is their turn?

The visitor is alerted twice by push notification or text message:

1. First when there are only 2 people in front of him ("It's nearly your turn!")
2. Second when he's next in the line ("it's your turn!")

When the visitor takes his ticket from the Lineberty mobile website (with a smartphone), he can follow the progress of his position in the queue in real time.

## How to operate the queue?

A staff member is typically positioned at the entrance of the location or service to manage.

On the interface, all registered, late and validated tickets are displayed.

When a customer is called and presents himself to the staff member, he checks his ticket number and then clicks on "validate". This action automatically calls the next ticket.

A priority customer, who has not been alerted or called yet, can be served by anticipation in 2 clicks ("call" and "validate") by the staff member.

## What happens if I want to stop calling new customers for a moment?

When a customer registers, his position in the queue will be communicated to him. If the staff member wishes to stop calling new customers, he simply stops validating the tickets : the position of each customer in the queue will remain unchanged until he starts validating tickets again.

## What to do if a customer does not show up?

If a customer does not show up, the staff member clicks on "No show" and can then validate the next ticket. If the customer presents himself within 10 minutes, the operator can choose whether to let him pass or ask him to register again.

## **What should the customer do if he wishes to cancel his visit?**

Customers can cancel their tickets at any time, either from the mobile website in 1 click, or by sending "C" by text message in response to the previous text message.

The staff member can also cancel a ticket from his mobile interface.

## **What if a visitor does not wish to register?**

We recommend you use Lineberty for 100% of your flow. In this case, if a customer does not want to register on the mobile website (through the QR code), the staff member can register for him either with a mobile number (which sends a text message), or without anything. In this case, the customer will have to wait close to the entrance and will be called by the staff member when his turn comes.

You can also use Lineberty for part of the flow, as a sort of priority lane for customers having registered.

## **How to manage the periods without visitors ?**

After a period of without visitors, the first person to arrive, does not need to take a ticket. However, for the 2nd visitor and beyond, the operator (or greeter) must communicate on the registration process. Thus, when the 2nd person takes a ticket, he receives a notification telling him it's his turn, whereas he is actually the next one in the virtual queue. In this case :When the operator treats the first visitor, he may create a virtual ticket from his interface. Then, the number of people indicated on the client web app is correct. This process also enables accurate counting on the number of visitors at the end of the day. If this process is too demanding, the operator should inform the second visitor that he is the next one in the queue. Meanwhile, he can wait at the entrance, in the waiting room or inside the establishment.

## **How to manage several entrances to a location?**

If the different entrances lead to different services, each service will have its own and independent line. All lines will be accessed through the same QR code and mobile website. If the different lines lead to the same service, several staff members can connect in parallel to the same interface to operate the line

## **Who can I contact if there is a problem with the solution?**

If you subscribe to the solution, you will be given a support email address that you can contact 7/7 in case of an incident.

## **What if I want to end my subscription?**

If you no longer want to use the Lineberty solution, simply send an email to [contact@lineberty.com](mailto:contact@lineberty.com) to unsubscribe