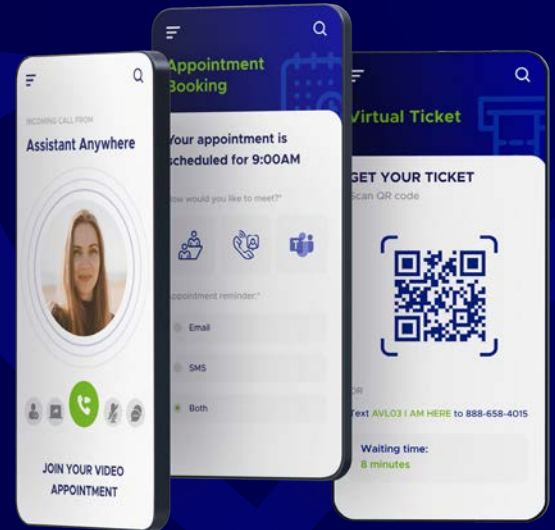




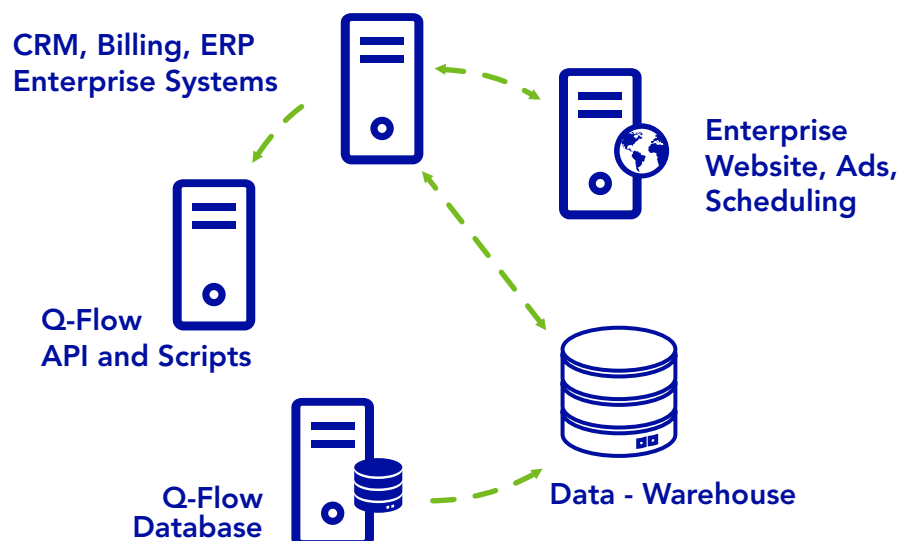
Customer Journey Solutions

Customer Experiences Designed for a Virtual World



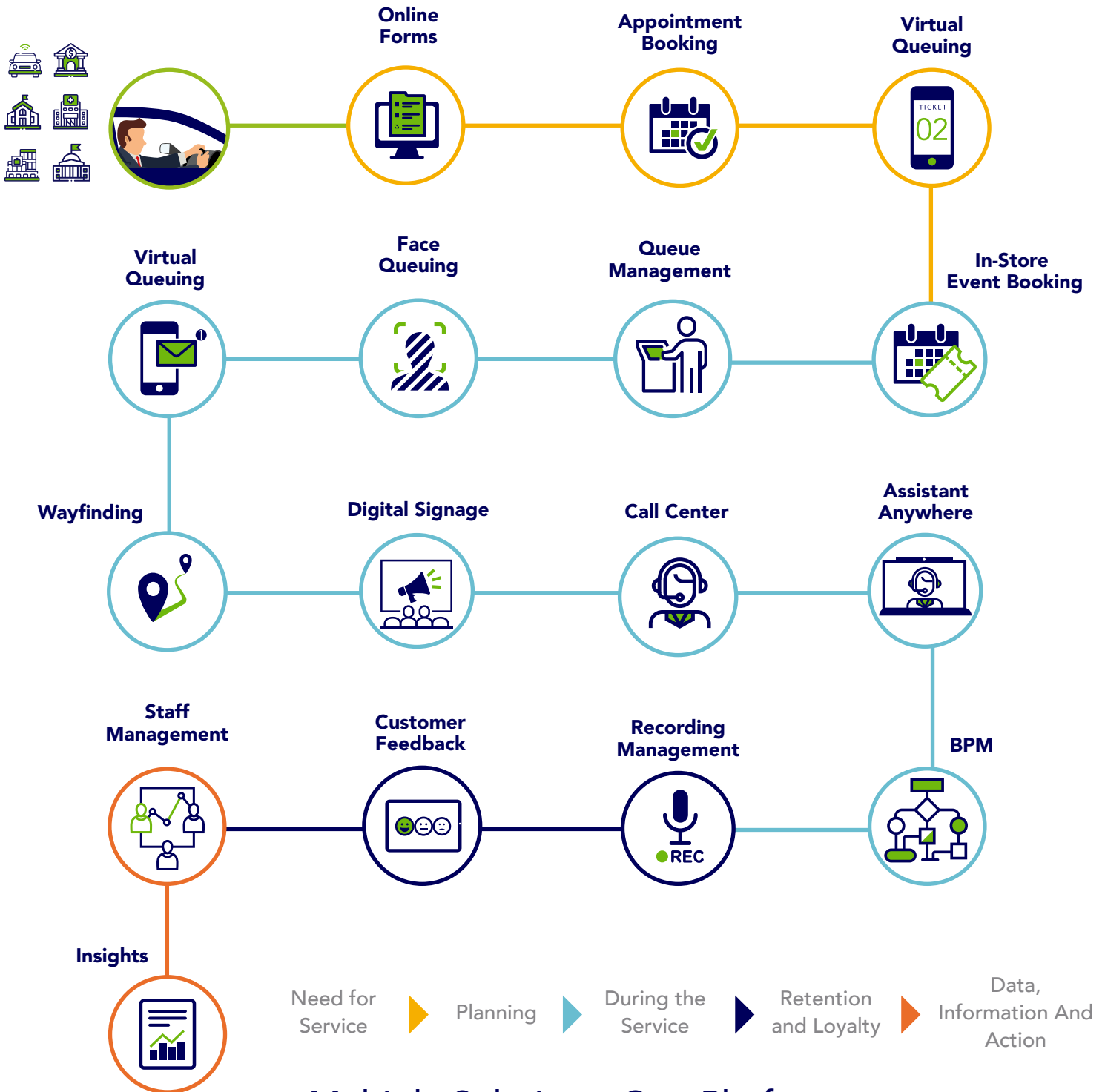
ACF Technologies exists to improve customer experiences. With nearly two decades experience, across numerous industries, we are a global leader in advanced customer flow management. Through a consultancy led approach, we help customers streamline every interaction from appointment scheduling through onsite arrival through post-service feedback. Our solutions improve operational efficiencies, create better customer experiences, and deliver a stronger bottom line.

INTEGRATION **360°** With Enterprise Systems and Resource-Extensive API



Q-Flow offers three main integrations: Scripting layer, API, and Webhooks

Customer Journey



Multiple Solutions, One Platform

Customer Experience Management Solutions



Appointment Booking

ACF leads the market in appointment management by combining scheduling with queue management through our powerful software platform which allows customers to schedule appointments online, sends automated reminders to reduce no show rates, and seamlessly integrates appointment vs. walk in traffic at the time of visit.

- Manually search available appointments
- Take time for reminder phone calls
- Juggle existing appointments to accommodate walk ins
- Prevents chronic "no show" customers



Q-Anywhere

Q-Anywhere™ delivers an entirely virtual experience, giving customers the option to interact with your organization regardless of location. From scheduling an appointment to speaking to a clinician or salesperson, the entire process takes place online, helping you manage capacity within your lobbies, reduce the flow of people through physical locations, and dramatically improve customer experiences.

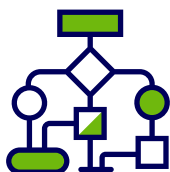
- **Check-In Anywhere:**
Leverages customers' own devices for check-in, paging, and automated notifications.
- **Wait Anywhere:**
Leverages customers' own devices for a virtual waiting room.
- **Assistant Anywhere:**
Augments the customer service center with a virtual environment through secure, real-time video calls.



Virtual Queuing

Advanced virtual queuing empowers customers to reserve their place in line prior to arrival, thus ensuring a higher priority and lower overall wait time. It allows the customer the view multiple locations for the services and wait times to select the fastest turn around. Our software is designed to work on multiple platforms, screen sizes and devices. The customer can select to receive communication and alert updates for any status changes.

- Allows customers to remotely enqueue using a web or mobile device
- Use mobile location services to find the closest service center or the lowest wait time
- Reduces customer's wait time onsite
- Receive status updates



BPM

BPM refers to the automation of all the tasks that must be carried out and the different actors involved in carrying out the business process to recognize bottlenecks.

Our module allows for 100% integration with the Calendar Schedule Appointment module or for queries to a Database.

Customer Experience Management Solutions



Insights

A new reporting module for Q-Flow. This module is based on analytic services, a state-of-the-art technology that allows users to navigate the information of the reports in a fluid and receptive way, create reports instantly, and analyze the richness of the stored Q-Flow data.



Digital Signage

Provide your customers with important up-to-date information. Drag, Drop, and Forget about it. Our Digital Signage displays the information your customers need. ACF empowers our customers by providing an easy to use interface with centralized control across an organization while eliminating unnecessary subscription services and proprietary hardware.

- News and Weather
- Live TV
- Public Service Announcements
- Queuing Information
- Maps & Directions



Customer Feedback

Through our survey system (Kiosks, USSD, SMS, QR Code, Call Center or E-mail) your client can instantly evaluate and issue feedback for the service provided by agents or front-line employees where they received the product / service. The purpose is to measure the quality of attention or service offered and to establish a continuous improvement process in said care centers.



Queue Management

A remarkable customer experience begins with active queue management. Our software allows customers to relax in a lobby style environment while targeting expertise to match their needs and giving managers insight into operational effectiveness through real time visibility of customer service metrics.

- Self Service Check-In
- Customer Verification
- Automated Wait Time Alerts
- Customer Tracking



Wayfinding

ACF is redefining the market by eliminating static directional signs and introducing customized digital wayfinding solutions. Quality wayfinding software helps alleviate customer confusion and keeps your organization running on schedule. Our cutting-edge software, combined with any number of non-proprietary hardware options, provides clear direction and simple navigation.

- Interactive Navigation
- Printed or Electronic Directions
- No Proprietary Hardware
- Centralized Screen Control

Brands that trust us





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Telco