

# SMARTQUEUE®

## End-to-End Customer Experience Solution

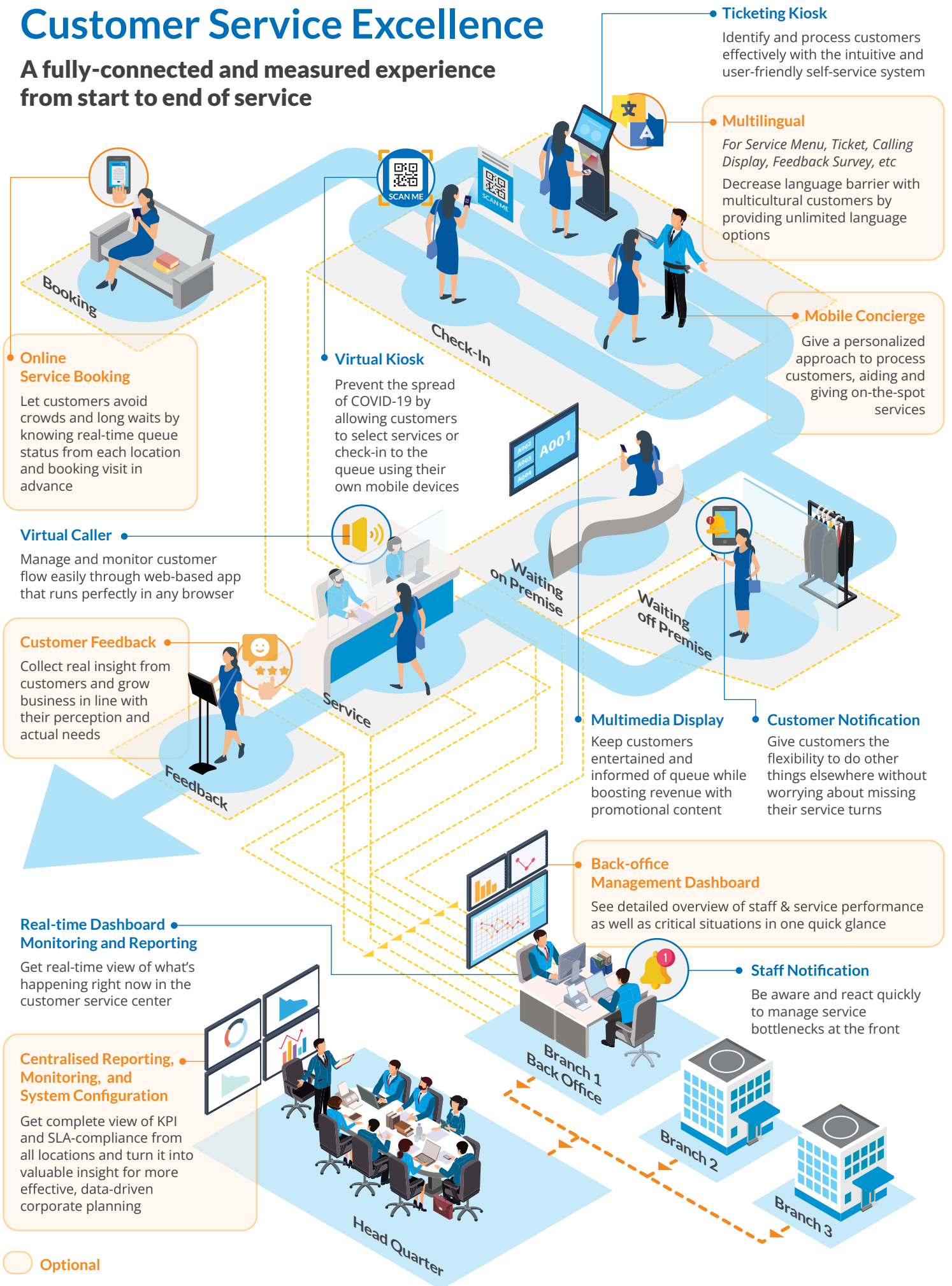
Beyond an ordinary queue management system, our solution not only prioritizes customer care but also encourages continuous business growth and improvement with a complete insight of customer experience and service performance across locations.

GROWTH



# Redefining Customer Service Excellence

A fully-connected and measured experience from start to end of service



# Benefits of SMARTQUEUE®

The foundation for continuous improvement

## Omni-Channel Service Delivery

- Flexible options of service channels
- Fully-connected and measured customer journey

Continuous Cycle of  
**Customer Experience Improvement**

## Improvement

Identify areas of improvement and make strategic planning based on evaluation

## What makes SMARTQUEUE® different?

### Innovation in Every Aspect

- ✓ Service allocation based on staff skill-sets
- ✓ Automatic report email scheduler
- ✓ Complete customer identification technology
- ✓ Prioritize customers based on their profile



### Flexibility & Scalability Maximized

- ✓ Omni-channel service delivery; self-service, assisted, or combined
- ✓ Hardware independent
- ✓ Unlimited language options
- ✓ Web-based application that runs in any SOE
- ✓ Support physical and mobile check-in – including e-Ticket
- ✓ Site-licensed with unlimited concurrent User
- ✓ Available as a standalone, LAN, or centralized solution



### Visibility & Manageability Optimized

- ✓ Track customers from the moment they arrive until they leave
- ✓ Real-time dashboard monitoring
- ✓ Alert notification for both staff and customers
- ✓ Wealth of statistics for service control, analysis, and evaluation



# Our Success Story

Trusted & Proven Solution for 20+ Years



## Global Presence

- Indonesia
- Australia
- Korea
- Japan
- Papua New Guinea
- Fiji



## Proven track record in multiple sectors



### Healthcare

Providing excellent care for every patient while improving the overall productivity of medical center



### Government

Making the tedious administrative process more delightful for both staff and customers



### Consulate

Increasing innovation in consular service delivery and customer care by providing a hassle-free and premium experience



### Council

Allowing smooth, seamless and time-efficient interaction between local government and the general public



### Education

Creating the perfect balance from the combination of happy students and satisfied staff

## Other Sectors

- Courts
- Banks
- Public Transportation
- One Stop Services
- Communications
- Logistics
- Public Services
- Insurance Company
- Prisons
- Immigration
- Transportation



Branch Transformation | Customer Experience | Digital Teller Automation | Self-service Solution  
Cash & Cheque Processing Solution | Digital Signage | RPA | Ergonomic Solution | Maintenance Service

<p><b>30+ YEARS OF EXPERIENCES</b></p>	<p><b>TRUSTED BY MAJOR COMPANIES ACROSS SECTORS</b></p>	<p><b>NATIONWIDE TECHNICAL SUPPORT WITH 100+ SERVICE POINTS AND 24/7 HELPDESK</b></p>	<p><b>CORE COMPETENCY IN CUSTOMER EXPERIENCE AND DIGITAL TRANSFORMATION SOLUTIONS</b></p>	<p><b>SUPPORTED BY MORE THAN 700 DEDICATED STAFF AND TECHNICIANS</b></p>
--	---	---	---	--

**JAKARTA (Head Office & Multisector Simulation Room)**  
Jl. Lingkar Luar Barat No.1, Jakarta Barat 11750, Indonesia  
+62-21 584 1060  
+62-21 587 4505

**BANDUNG** +62-22 205 63705  
**SURABAYA** +62-31 593 0010  
**MEDAN** +62-61 453 2994

**YOGYAKARTA** +62-274 883 506  
**DENPASAR** +62-361 499 323  
**SEMARANG** +62-24 764 34391



1500913 (Sales) 1500013 (Helpdesk) info@murni.co.id PT Murni Solusindo Nusantara

ISO 9001:2015 Certified No. ID 14/02656