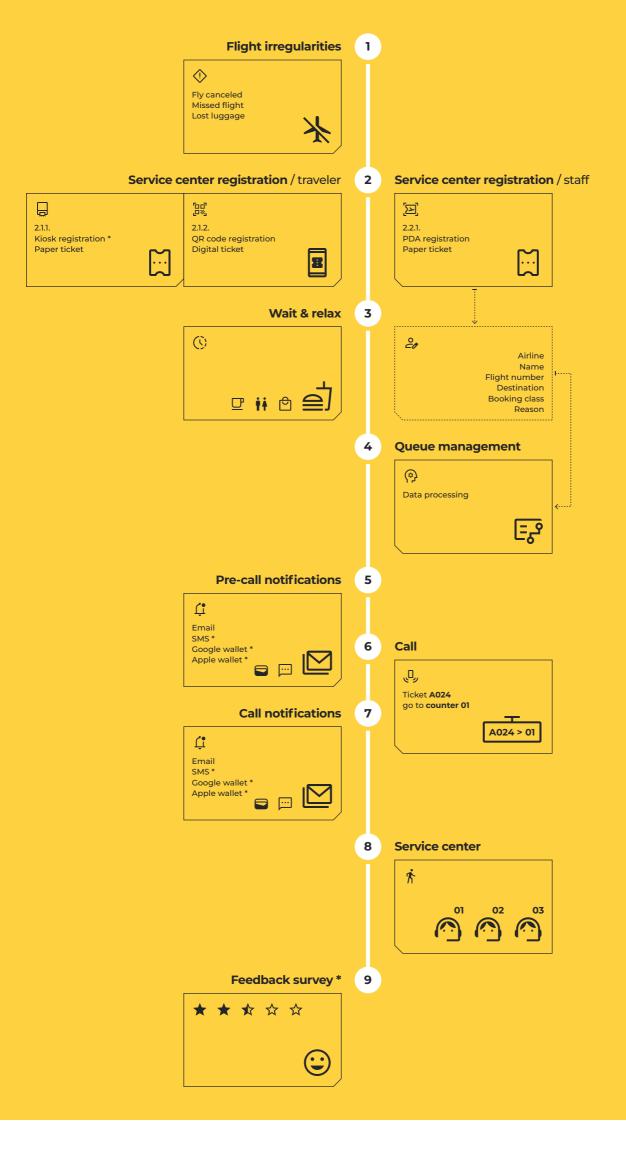
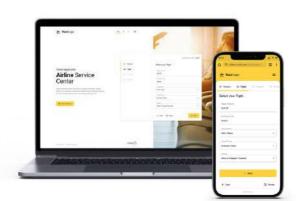


Airlines Service Centers



\* available soon.



## Website Registration

Empower your online travelers with a hassle-free, digital method to self-register for assistance.

- ⊘ Scan QR code
- ⊘ Select a service
- ⊘ Follow up your turn in the app



## **Kiosk Registration \***

The most universally inclusive method for offline travelers to self-register for assistance.

- ⊘ Select a service
- ⊘ Your ticket number is printing
- ⊘ Track your turn on local monitors



## Info Monitors

Let travelers follow up their service center queue status on screens placed across the airport.

- ⊘ Queue status
- ⊘ Digital signage
- ⊘ Forecast



## **Pre-call Notifications**

Manage travelers' stress and anxiety by providing timely notifications throughout their wait.

- ⊘ Email
- Ø SMS\*
- ⊘ Google / Apple wallet \*





## **Call Notifications**

Notify travelers promptly when it is their turn to enter the gates to be assisted at the service center.

- ⊘ Email
- ⊘ SMS\*
- ⊘ Google / Apple wallet \*

# Apps for staff



## **PDA Registration**

Equip your assistance staff with a swift and user-friendly tool to facilitate traveler registration at the service center.

- $\odot$  Auto registration (scan boarding pass)
- ⊘ Manual registration (optional)
- ⊘ Print tickets



## **Queue Management**

Moviik processes data, helping managers efficiently call and direct travelers to the right service center counters.

- ⊘ Process data
- ⊘ Assign services and staff
- ⊘ Direct travelers



## Counters

Proficient tool for counter staff to handle queues, add notes, transfer, cancel, or call the next traveler.

- ⊘ Manage queues
- ⊘ Cancel, transfer and call tickets
- ⊘ View / Edit traveler information



# Why trust moviik



#### ⊘ Integration

Effortless integration with pre-existing airport systems guarantees optimal operational efficiency.

#### Omnichannel support

Enhancing accessibility for a diverse audience by accommodating users with varying levels of technological proficiency.

#### ⊘ User-friendly interface

A user-friendly interface enhances the overall experience for both staff and travelers, promoting seamless and efficient utilization.

#### Real-time data and reporting

Delivers real-time data and robust reporting tools to enhance decision-making capabilities.

#### O Automation and workflows

Streamline routine tasks and manage workflows efficiently contributing to increased productivity.

#### ⊘ Secure and GDPR compliant

Security measures ensure data protection and GDPR compliance with strict personal data handling guidelines.

#### Support and training

Comprehensive support services and training guarantee a successful implementation process.

#### ⊘ Innovation and future-proofing

Fostering innovation and adapting to future changes are key elements for ensuring sustained long-term success.

## **Benefits**

For travellers	For airlines
Multi-channel registration	Fast deploy
User-friendly onbording	Collect data
Less stressful waiting experience	Sophisticated queue management
Personalized service	Reduced operating time
Ensure traveler assistance	Make decisions based on analytics

# Queue management - Control it all

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Terminals

Define how many locations.

## Γ

#### Devices

Assign hardware to your Moviik License.

## 

#### Info monitors

Choose what visitors see while waiting.

## ╘╧═

#### Roles

Control and manage the roles of your Staff.

# ¢₽

#### Services

Make available all the services you offer.

## ••••

#### Access apps

Active or deactivate functionalities / apps.



#### Users

Assign users to your services.

## 

#### Counters

Manage customers for each service.

#### ц

#### Analytics

Access smart and insightful data.

Backoffice

# Statistics - Know it all



## įį

#### **Visitors Flow**

See statistics of visitors influx.

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#### Heat map

Visualize what customers look for and when.

## [...]

#### **Created Tickets**

Choose what visitors see while waiting.

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#### Service distribution

See which services dispensed more tickets.

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#### **Visit Times**

Shows time spent by customers.

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#### Branch Reports

Which branches have more visitors.

## ري Priority tickets

Look out for the most requested services.

# Ļ

#### Waiting time

Amount of time visitors wait to be served.

## :

#### Staff Report

Access smart and insightful data.

Analytics



## Backoffice

Fully control of your system.

#### ⊘ Web based

- ⊘ Deliver results
- ⊘ Efficiency

## Analytics

Learn from your data and take your service to the next level.

- ⊘ Business intelligence
- ⊘ Insightful decisions
- ⊘ Reports

## **Book a Demo**

Choose the best day and time to book a **free demo.** 



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