[Live Webinar]

Tiik: The New Starting Point for Modern Queue Management

In this webinar, Moviik presents Tiik, its new ticket dispenser, and explains how it fits into a broader, more flexible approach to queue management, combining physical and digital touchpoints within the same flow.

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Today's
Agenda

1 / What changed in customer service

A quick look at how customer expectations and service models have evolved, and what this means for queue management today.

2 / Introducing the new Tiik

A deep dive into Tiik,
including available sizes, Android-based operation, usability improvements, and printer and maintenance features.

3 / Beyond the kiosk: flexible queue journeys

How Moviik supports queues beyond a single device, including compatibility with any hardware, digital tickets, and a high-level introduction to video attendance.

4 / Live Q&A

Ask your questions and share your feedback with our team live.

Queue Management Platform

From **Retail** to **Airports,** Moviik is your **all-in-one SaaS platform,** designed to transform customer and employee experiences through **advanced queue management software.**

SaaS and Cloud-Based

Run operations anywhere, anytime - with AWS infrastructure.

End-to-End Control

Manage appointments, tickets & signage in one unified platform.

Real-time Configurations

Instantly update layouts, services, roles, or opening times.

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Service environments are changing

Customer expectations are rising.
People value their time and want faster, clearer, more personalized in-store service.

Walk-in service is under pressure
Higher volumes, fewer staff, and peak-time congestion.

Customers expect faster, clearer experiences
No confusion about who's next or where to go.

Physical and digital touchpoints must connect
In-store and online journeys can't be separate anymore.

Spaces and service models keep evolving
From small locations to complex service centers.

Traditional queues no longer scale

Physical lines create confusion

Customers aren't always sure who's next or where to wait.

Limited visibility on waiting times

People don't know how long the service will take.

Static hardware doesn't fit every space

One-size-fits-all kiosks struggle in different layouts or volumes.

Digital journeys often disconnected

Online check-ins and in-store service don't talk to each other.

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Simplify Queues, Improve Experiences

Efficient queue management reduces wait times, increases satisfaction, and optimizes your operations - making every interaction count.

Appointments

Eliminate waiting times and boost customer satisfaction.

Check-In

Improve customer queues and reduce wait times with **Paper and Digital tickets**.

Service

Transforming customer experience with an efficient in-store queue management.

Check-Out

Simplify feedback collection at the end of the journey.

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Meet **Tiik,**
the new starting point for modern queue management

Tiik is Moviik's latest ticket dispenser, available with **15", 21", or 24" touchscreens**, built to support flexible, efficient queue management across industries.

Designed for **real-worl d queues**

Core features built for daily operation and efficient queue management.

One kiosk, multiple screen sizes

Choose 15", 21", or 24" displays to match your space, traffic, and visibility needs.

Android-based platform

Fast, stable, and built for long-term use in demanding environments.

High-speed ticket printing

Reliable thermal printer designed for continuous operation.

Easy maintenance access

Front access for fast paper changes and reduced downtime.

Ready for hybrid journeys

Integrates seamlessly with digital tickets, mobile, and video service.

A new generation of queue kiosks

A flexible queue kiosk for modern service

Display

. 15" 21" 24" options
. Autostart on power
. Android / Linux OS
. Heat dissipation
. Industrial grade
. Ethernet + wi-fi
. 10 touch points

Printer

. 200ms print speed
. Tested to work all day
. Anti jamming system
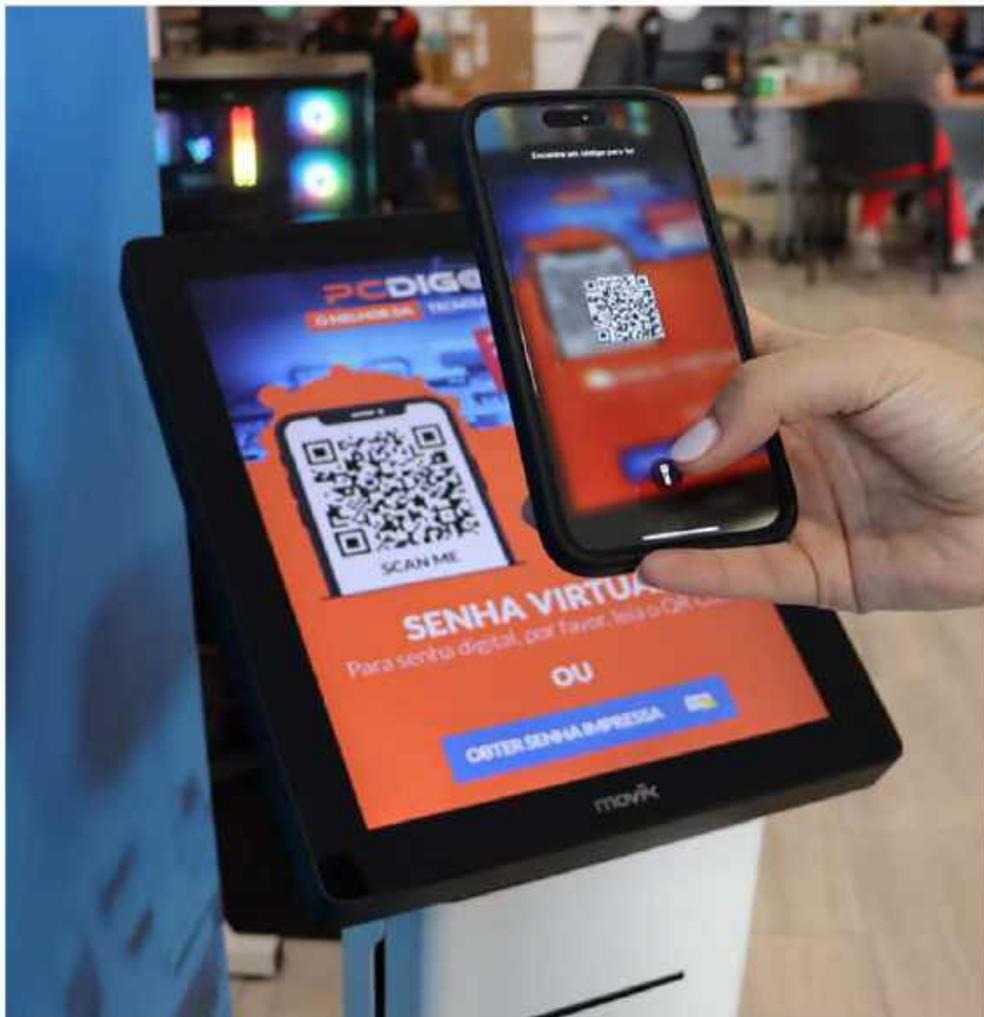. Simple maintenance
. Thermal printing
. Easy tearing

Structure

. Ergonomic design
. Industrial grade
. Anti corrosion
. Black / White
. Easy access
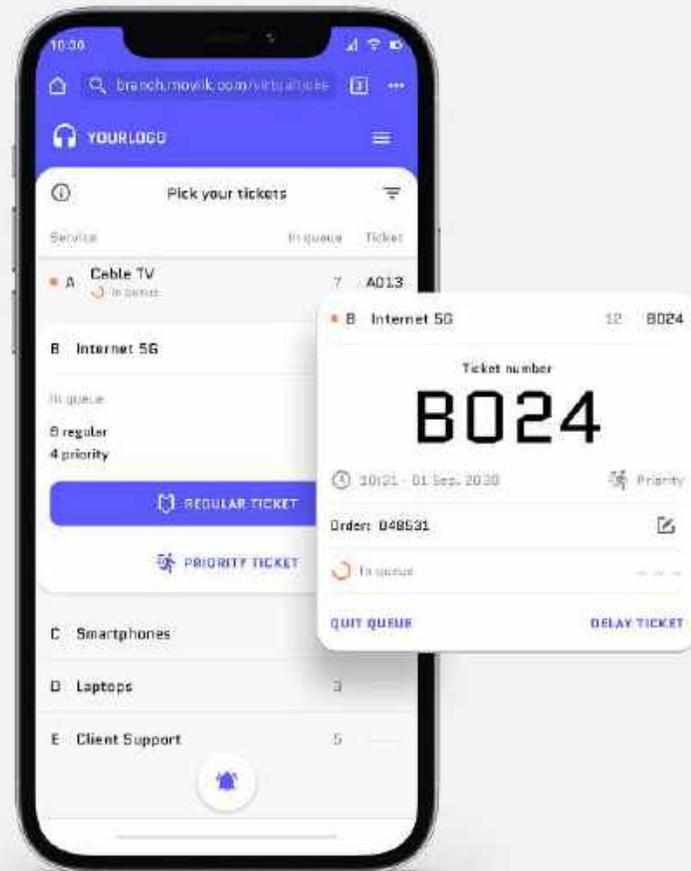
Beyond the
kiosk

Physical and digital, working together

The rise of Digital and Remote Service

Organizations are rethinking how customers wait, move through service, and interact with staff, both on site and remotely.

73%
of customers abandon service if wait >5 min

78%
of customers prefer virtual queues over physical lines

41%
reduction in perceived wait with virtual queueing

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Queues don't start and end at the kiosk

Modern service journeys combine physical and digital touchpoints in one flow

01
Get a ticket

Paper Ticket
Grab your ticket effortlessly, right from the kiosk.

Digital Ticket
Get your digital ticket instantly, anytime on your phone.

02
Wait your turn

Signage Player
Track the waitlist while you wait in-store.

SMS Notification
Be notified when your turn is near — be ready.

03
Get called

Signage Player
Announces the next customer in line with visual and audio feedback.

Digital Ticket
Get informed when your ticket is called and where to go.

SMS Notification
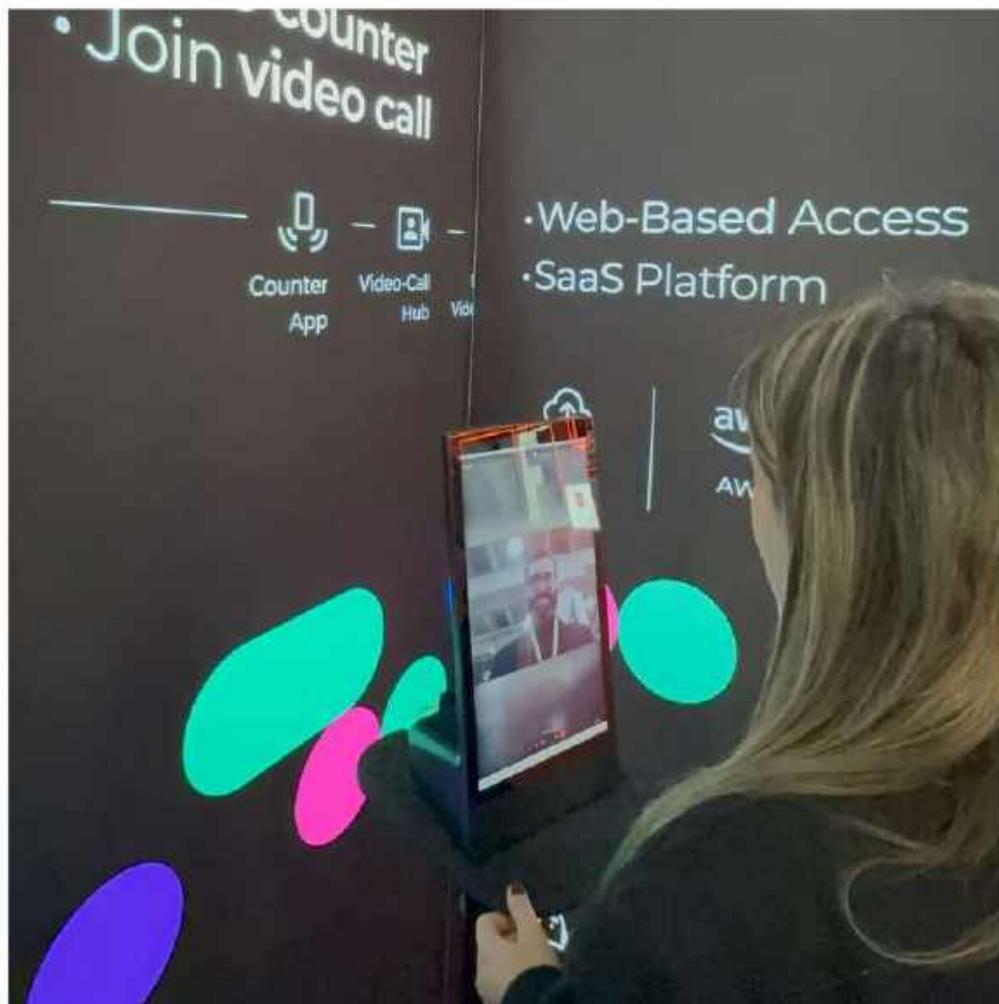Get notified when it's your turn and know which counter to go.

04
Get assistance

Counter
The calling app that lets store clerks direct the next customer to the counter.

Video-Call Hub
Allow your customers to be attended remotely for efficiency.

Video Attendance

Extend service capacity beyond physical counters while keeping everyone in the same queue flow.

Remote expert access

Connect customers with specialized staff without requiring them to be physically in the store.

Reduced waiting times

Balance demand across locations and teams by routing customers to available remote agents.

Better use of staff resources

Centralize expertise and support multiple branches from a single team.

Consistent service experience

Customers follow the same queue logic whether served locally or remotely.

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Q&A

Ask your questions and share your feedback.

Checkout

🕐 19 min
👥 7 pax

🌐 English ▾

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POWERED

Equipment
A024

12 pax   10 min

Thank you.

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