

moviik

# A Better Waiting Experience

Transform how your customers wait,  
and how your team serves them.

[moviik.com](https://moviik.com)

## **Queue Management Platform**

From appointments, to video attendance,  
to analytics, Moviik gives  
you every tool to deliver seamless,  
efficient service and customer  
experiences across any industry.

# The challenges businesses face today

Critical gaps that degrade the customer experience.

## Unpredictable wait times

Static queues create anxiety and frustration, driving customers away and reducing loyalty.

## Peak-time chaos

Sudden surges overwhelm staff and infrastructure, causing bottlenecks and poor service.

## No-shows & idle staff

Without smart scheduling, resources are wasted and customer journeys break down.

## Lack of data insights

Without real-time analytics, managers can't anticipate demand or optimize operations.



# Simplify queues, improve experiences

Discover how efficient queue management reduces wait times, increases satisfaction, and optimizes your operations, making every interaction count.



**Trusted by leading brands across Retail, Banking, Airports, and a wide range of industries.**



**Lufthansa**

CFG BANK



**DELTA**



# A seamless, flexible, and intuitive cloud-based software

From branches to devices, our web-based platform puts everything at your fingertips.



## SaaS and Cloud-Based

Access Moviik anytime, anywhere, with cloud flexibility.



## Web-Based Convenience

Manage everything from your browser.



## AWS-Powered Performance

Enjoy reliable, fast, and scalable operations with AWS.



## Customizable & Feature-Rich

Easily tailor tools and features to your business needs.



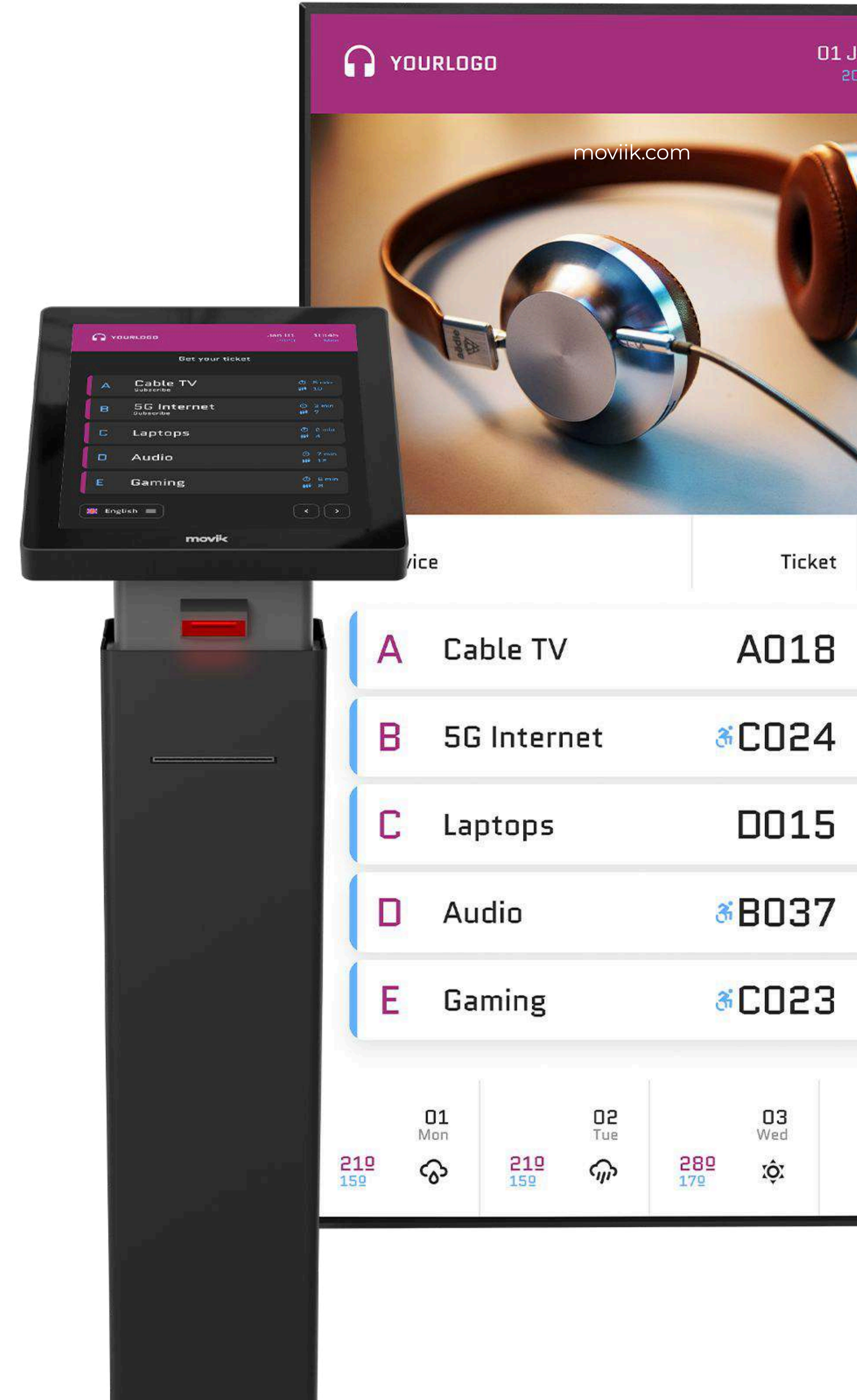
## Robust REST API

Integrate seamlessly with your existing systems.



## Dedicated Support Team

Count on expert help whenever you need it.



# One platform. Every stage of the customer journey.

Modular, cloud-based, and built to scale across any industry.

01

## Appointments

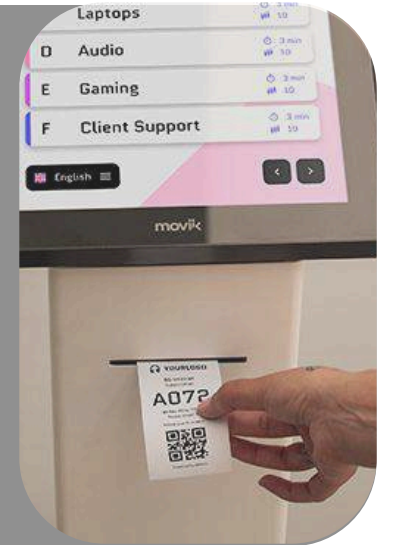
Book in advance, reduce no-shows



02

## Check-in

Paper, digital & SMS



03

## Counter Service

Organized desk & service flow



04

## Video Attendance

Remote human support, 24/7



05

## Signage Player

Dynamic displays & messaging



06

## Analytics & BI

Real-time KPIs & reporting



01 / Appointments

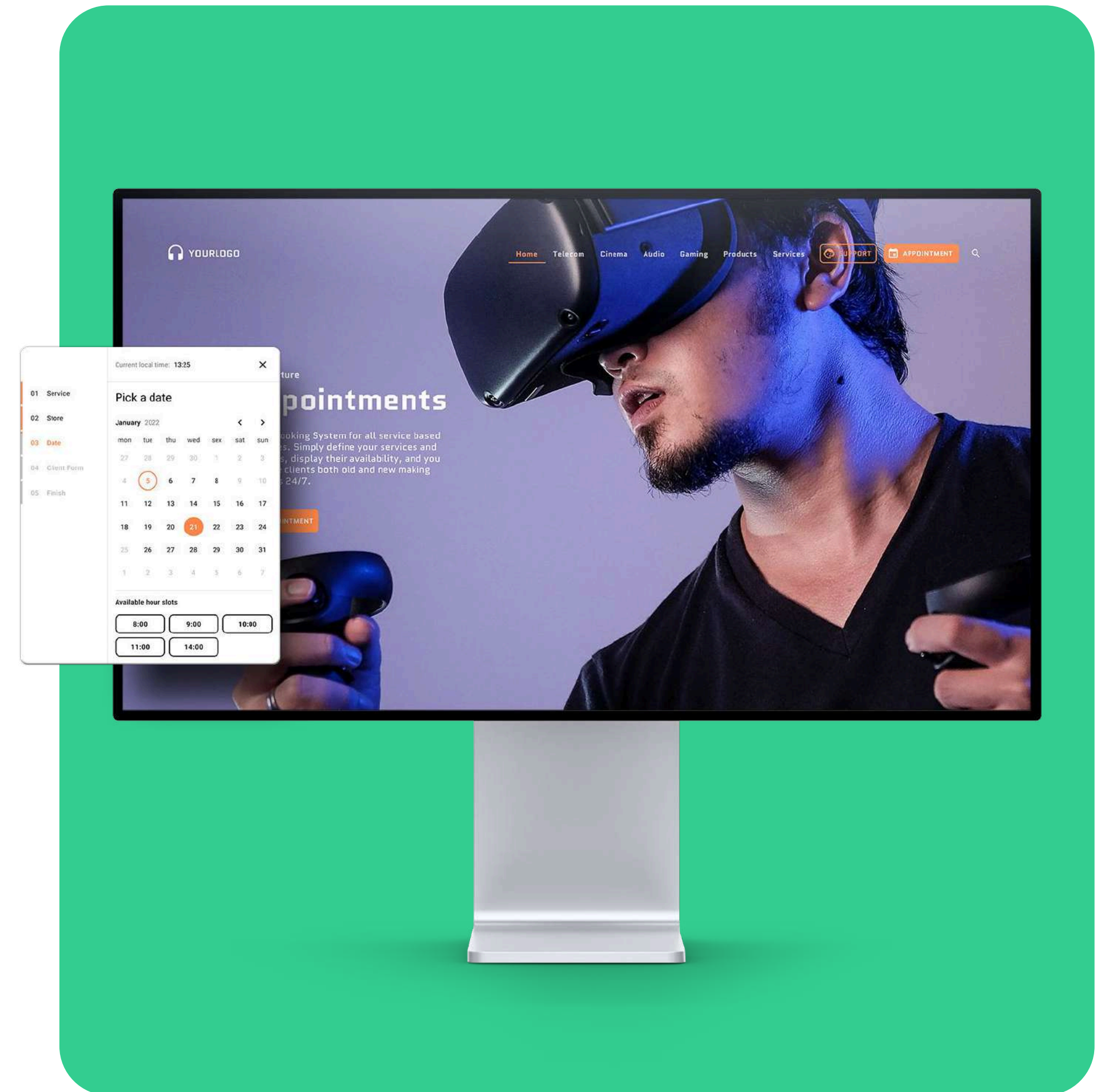
# Eliminate wait times. Boost satisfaction.

Let customers book appointments in advance through any channel — web, app, or in-branch kiosk. Automated reminders minimize no-shows and allow staff to prepare.

- ✔ Book via web, mobile app, or kiosk
- ✔ Automated email & SMS reminders
- ✔ Reduce no-shows by up to 70%
- ✔ Staff can prepare before the visit

**-70%**  
reduction in no-shows

**-45%**  
reduction in wait times



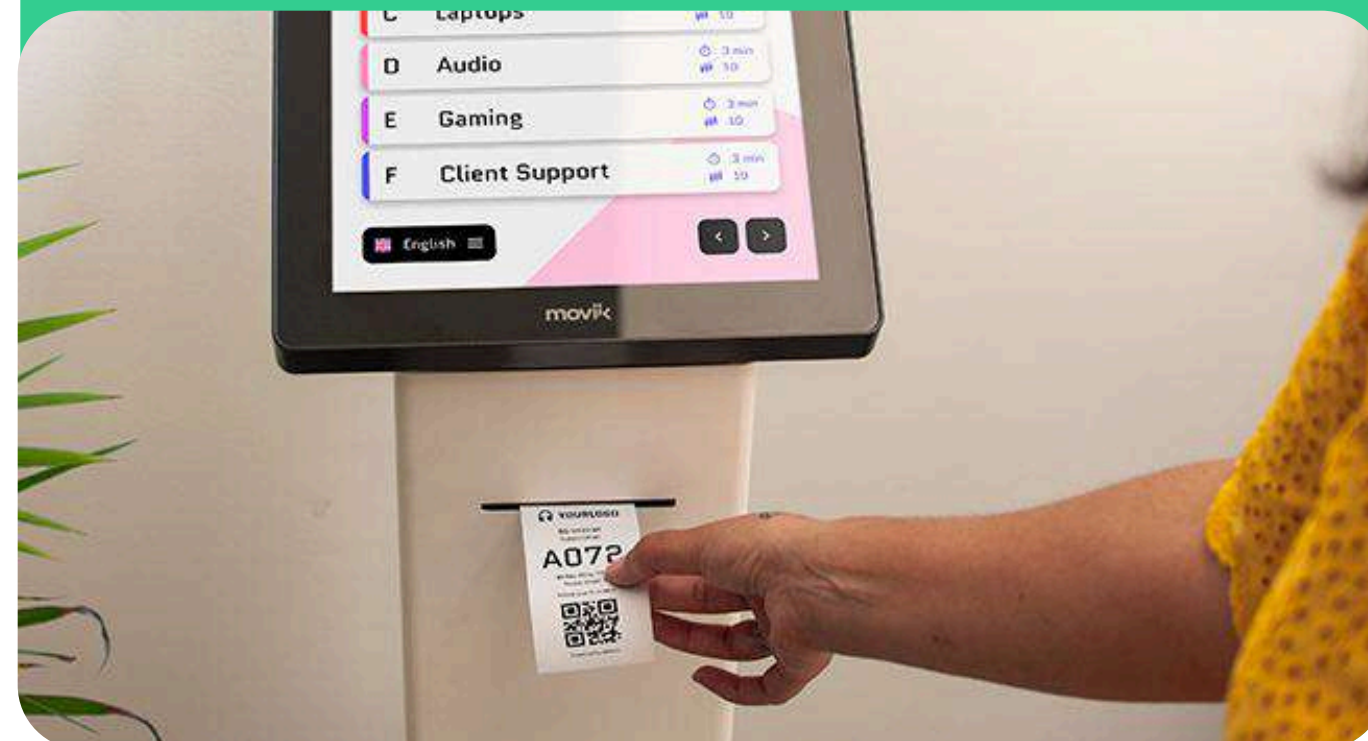
02 / Check-In

# Eliminate wait times.

Professional human assistance across any terminal, anywhere.

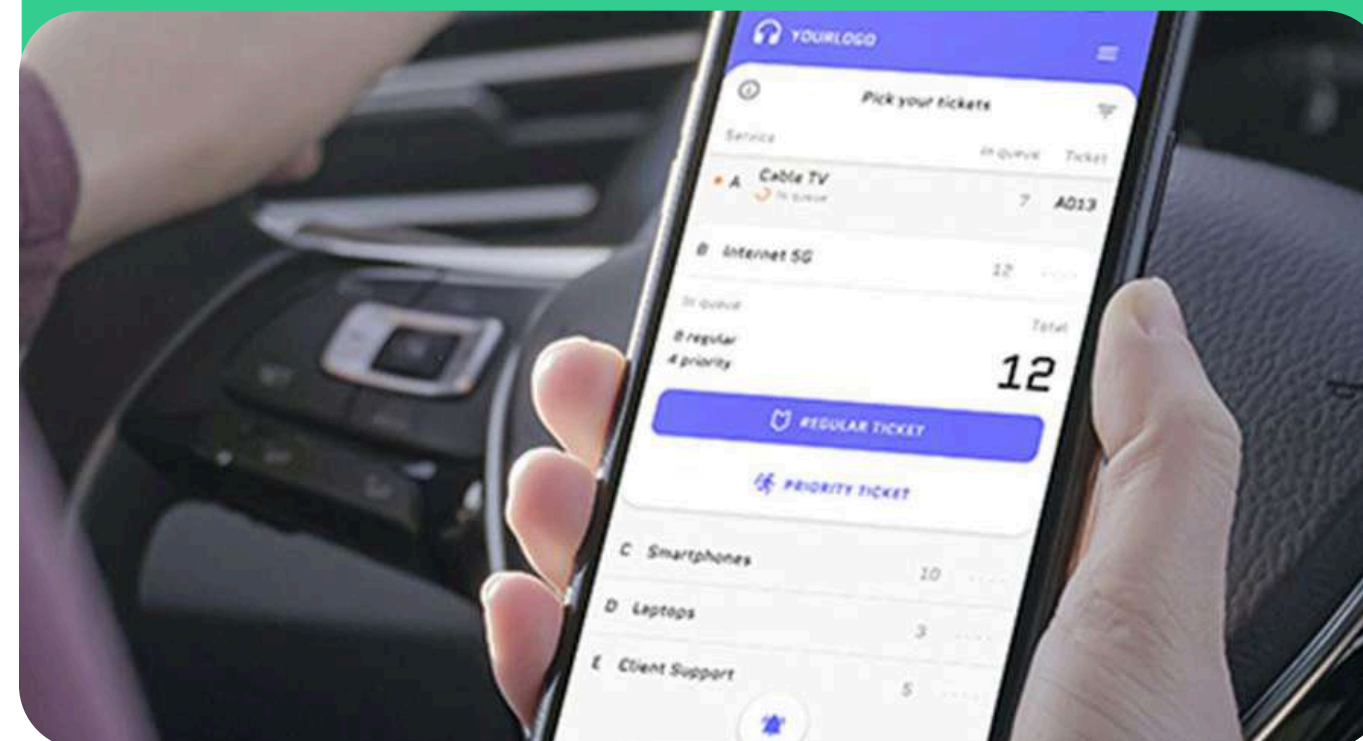
## Paper Ticket

Traditional kiosk-printed tickets with QR codes. Fast, reliable, and familiar for all customers.



## Digital Ticket

Contactless mobile ticket via web browser or app. Real-time position updates and notifications.



## SMS Ticket

Join the queue via SMS. No app download needed and it works on any phone.



03 / Counter Service

# Intelligent service desk management.

Staff use the Moviik Counter App to manage tickets, serve customers, and collect feedback, all from a single interface that works on any device.

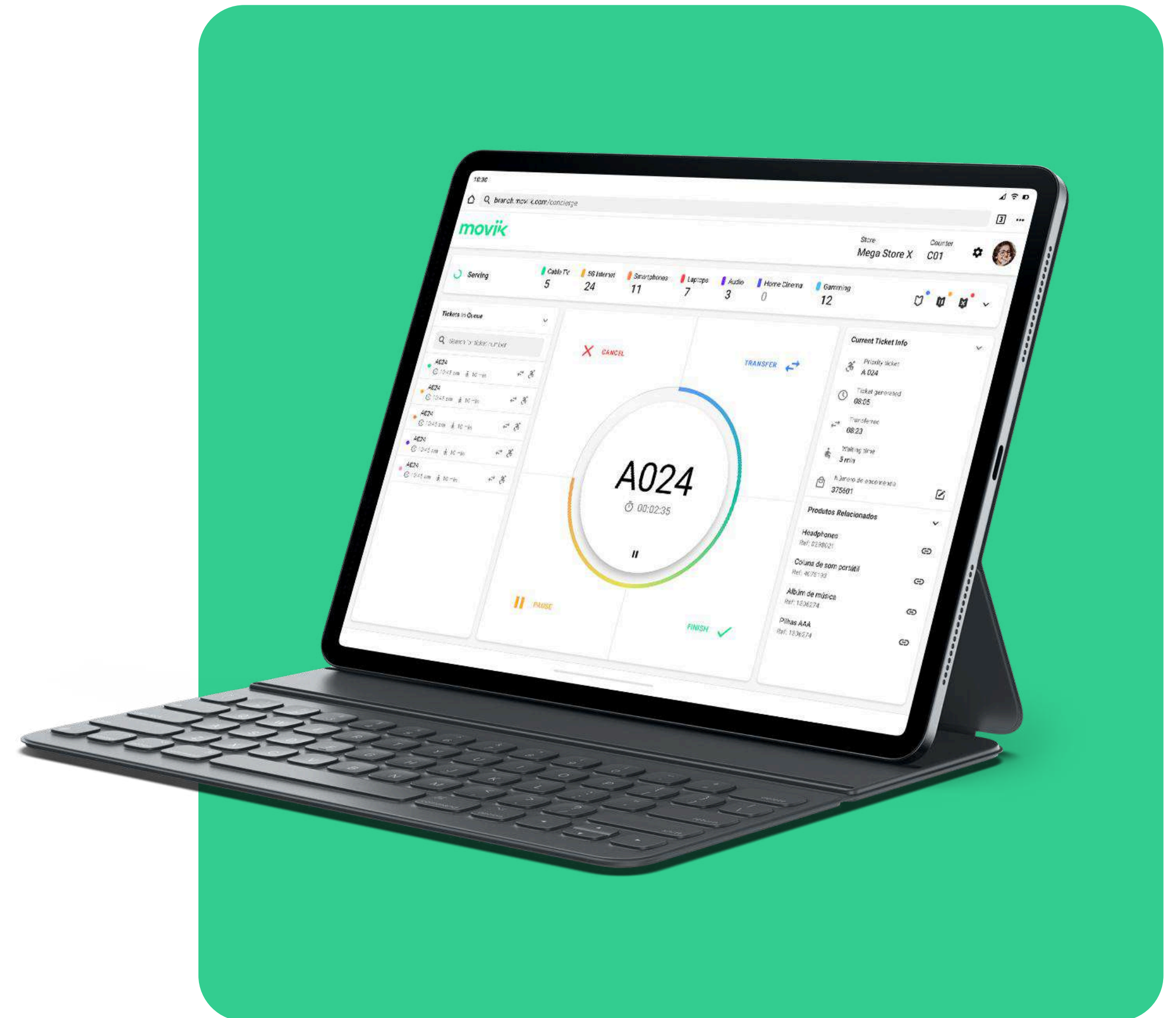
- ✔ **One-tap call next:** Staff call the next ticket instantly from tablet or desktop.
- ✔ **Priority management:** Flag VIP or priority customers for immediate service.
- ✔ **Multi-service routing:** Route customers to the right desk or agent automatically.
- ✔ **Live queue visibility:** Every agent sees the full queue in real time.

**+35%**

staff efficiency

**-25%**

operational costs



04 / Video Attendance

# Human support. Anywhere. Anytime.

Video Attendance module connect customers to remote agents instantly. Deliver professional, face-to-face support without the cost of full on-site staffing.

 **Multi-language support**

Match customers to agents in their language.

 **24/7 availability**

Professional support around the clock.

 **Reduce HR costs**

Centralise agents serving multiple locations.

 **Remote locations**

Support busy stores far from staffed service hubs or other empty stores.



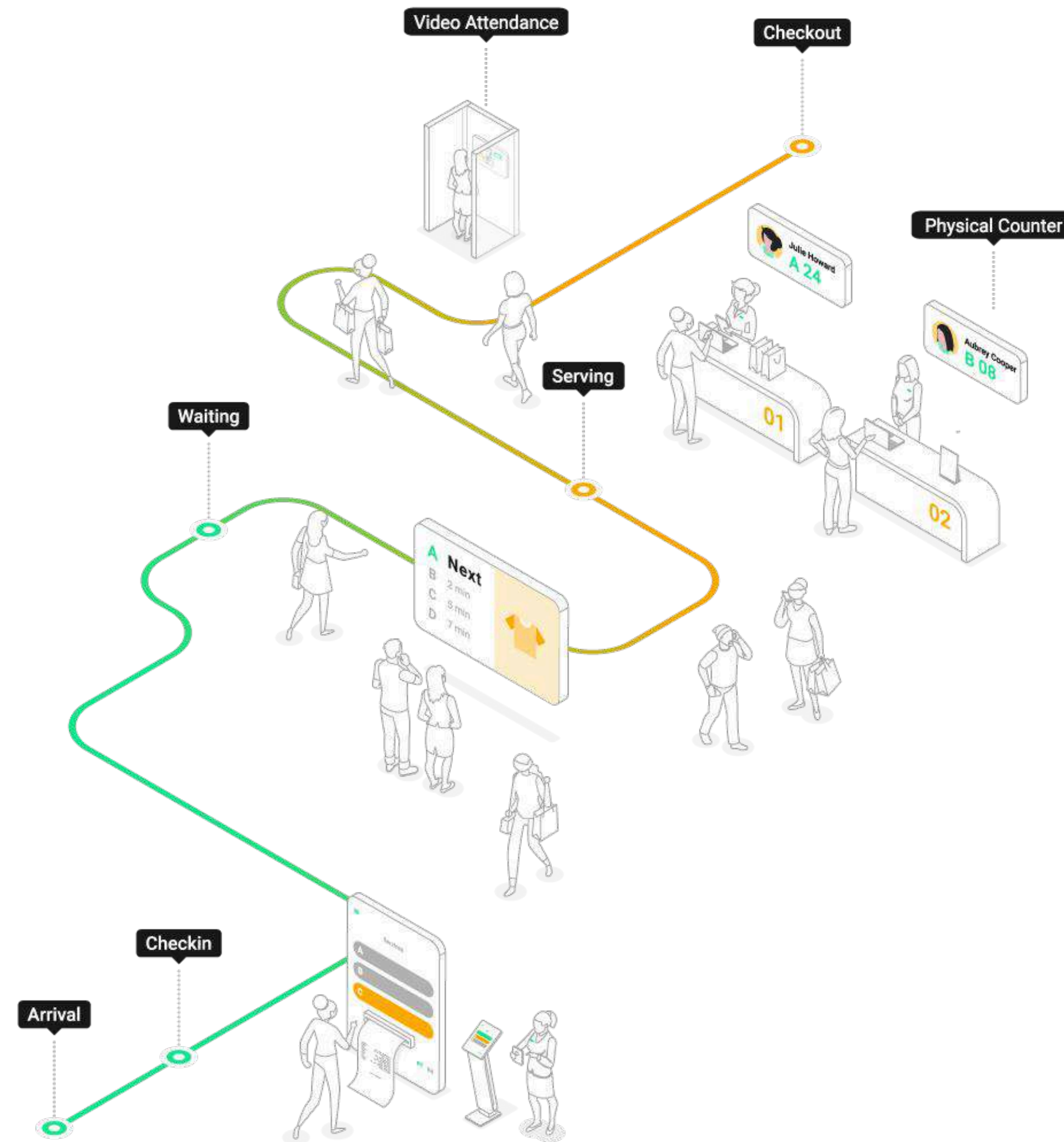
## Video Attendance extends your existing queue into a remote service channel without disrupting the customer flow.

/ Connect customers to physical counters or remote specialists.

/ Centralize expert teams while supporting multiple locations.

/ Extend service availability without opening additional counters.

/ Balance peak-hour demand across stores or branches.





04 / Video Attendance

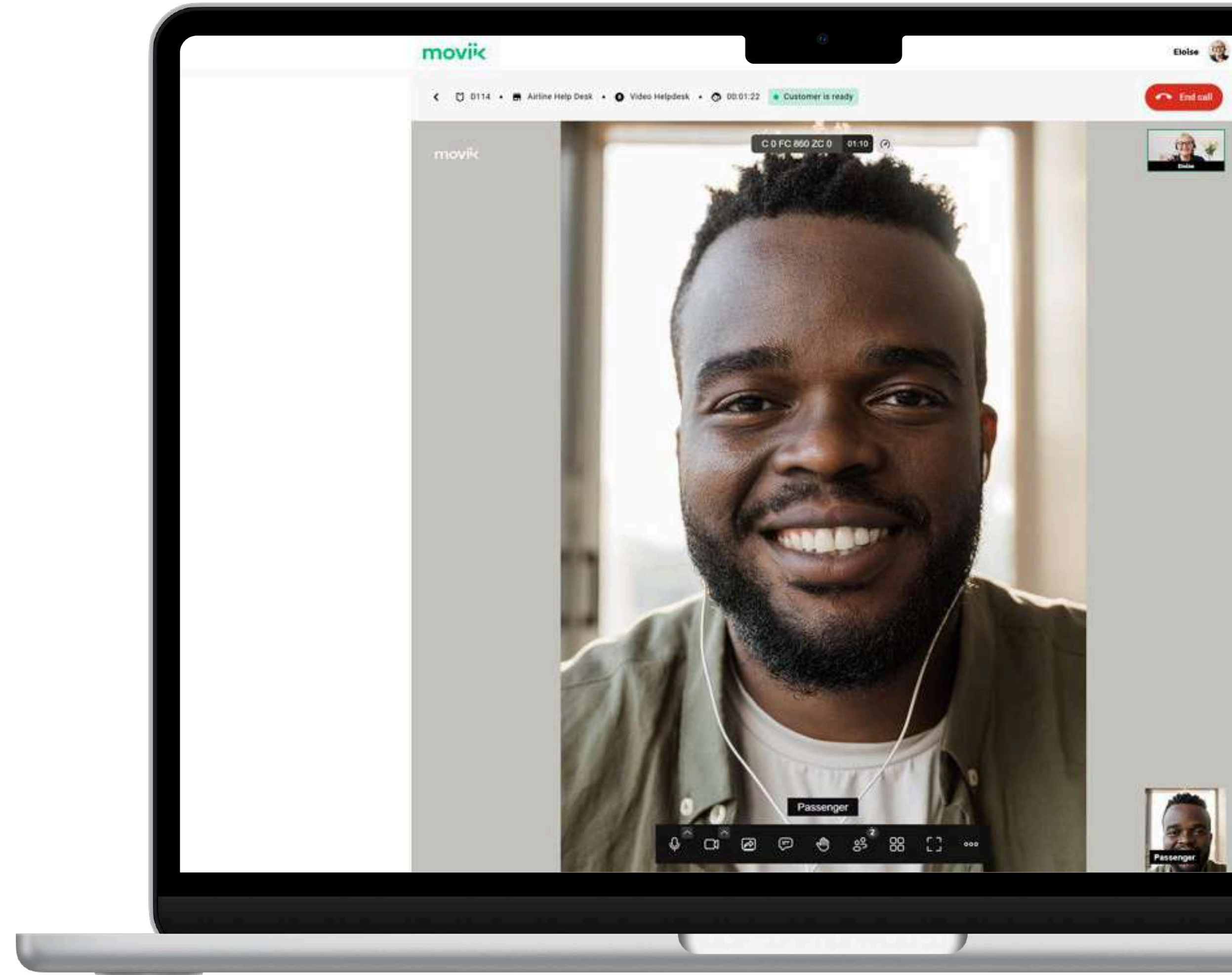
**Connect customers to staff for immediate human support. From any location, at any time.**

**See how it works**

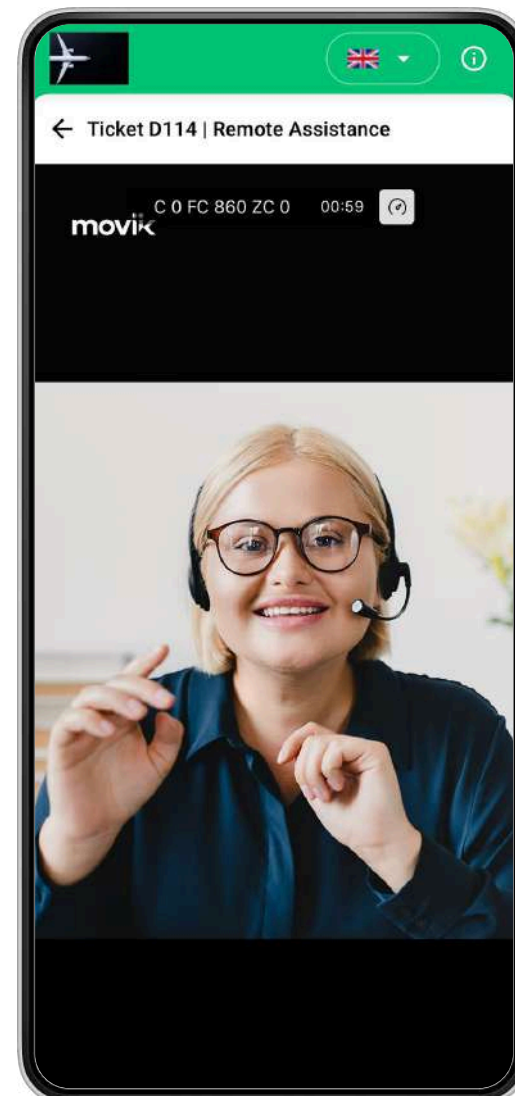
[Watch video](#)

moviik.com

Staff view



Customer view

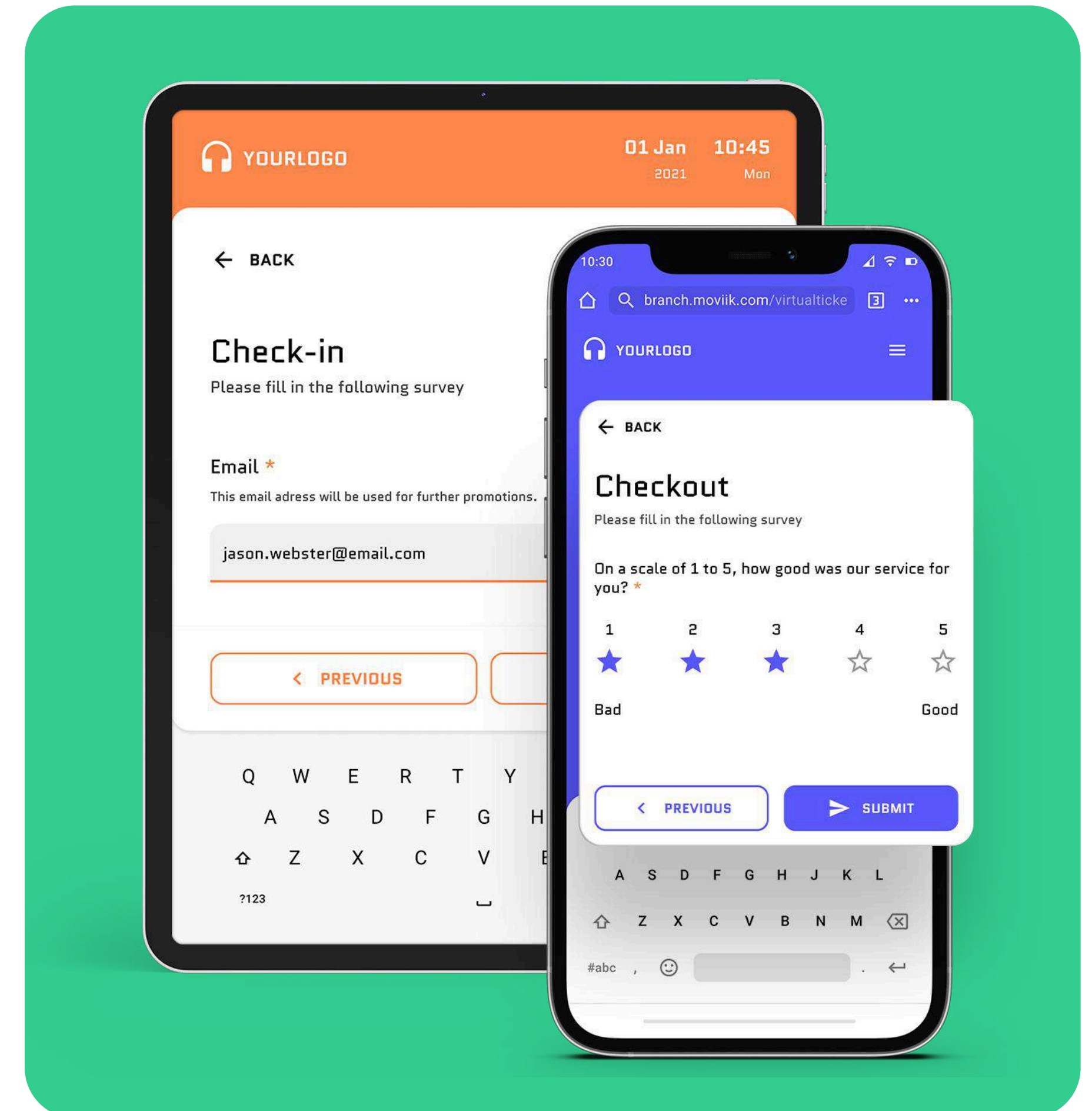


05 / Feedback & Checkout

# Close the loop. Capture real insights.

Transform silent waiting time into a dialogue. Capture real-time sentiment at the moments that matter: Check-in, Waiting, and Checkout.

- ✔ **Omnichannel pulse:** Engage visitors exactly where they are - via kiosks, mobile tickets, or SMS - ensuring no voice is left unheard.
- ✔ **Journey-specific insights:** Deploy targeted forms at entry to gauge intent or at exit to measure satisfaction, capturing the "why" behind the data.
- ✔ **Data-driven evolution:** Move beyond guesswork by reconciling feedback with wait-time metrics to identify and fix service bottlenecks.
- ✔ **Loyalty through listening:** Build deeper brand proximity by proving to your customers that their opinion directly shapes their future experience.



# Make data-driven decisions.

Real-time insight at your fingertips so you can optimize staffing, reduce wait times, and improve every customer experience.

## > Live Monitoring

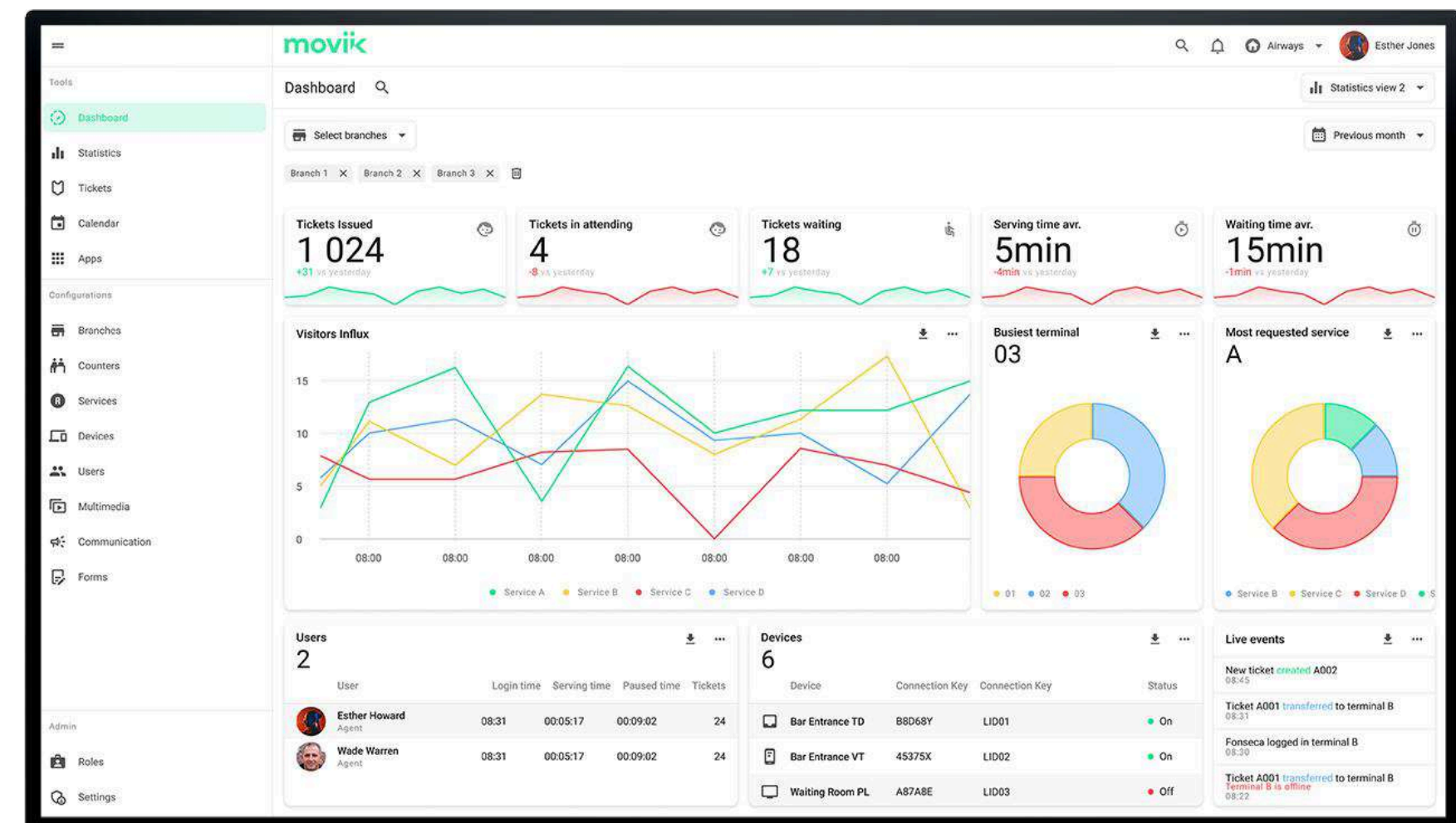
Oversee every module and checkpoint from a single, unified dashboard. Track real-time queue lengths, staff performance, and service utilization to make immediate operational shifts.

## > Predictive Analytics

Use historical data to forecast customer surges before they happen. Analyze flow patterns across stores to optimize staff scheduling and ensure resources are ready.

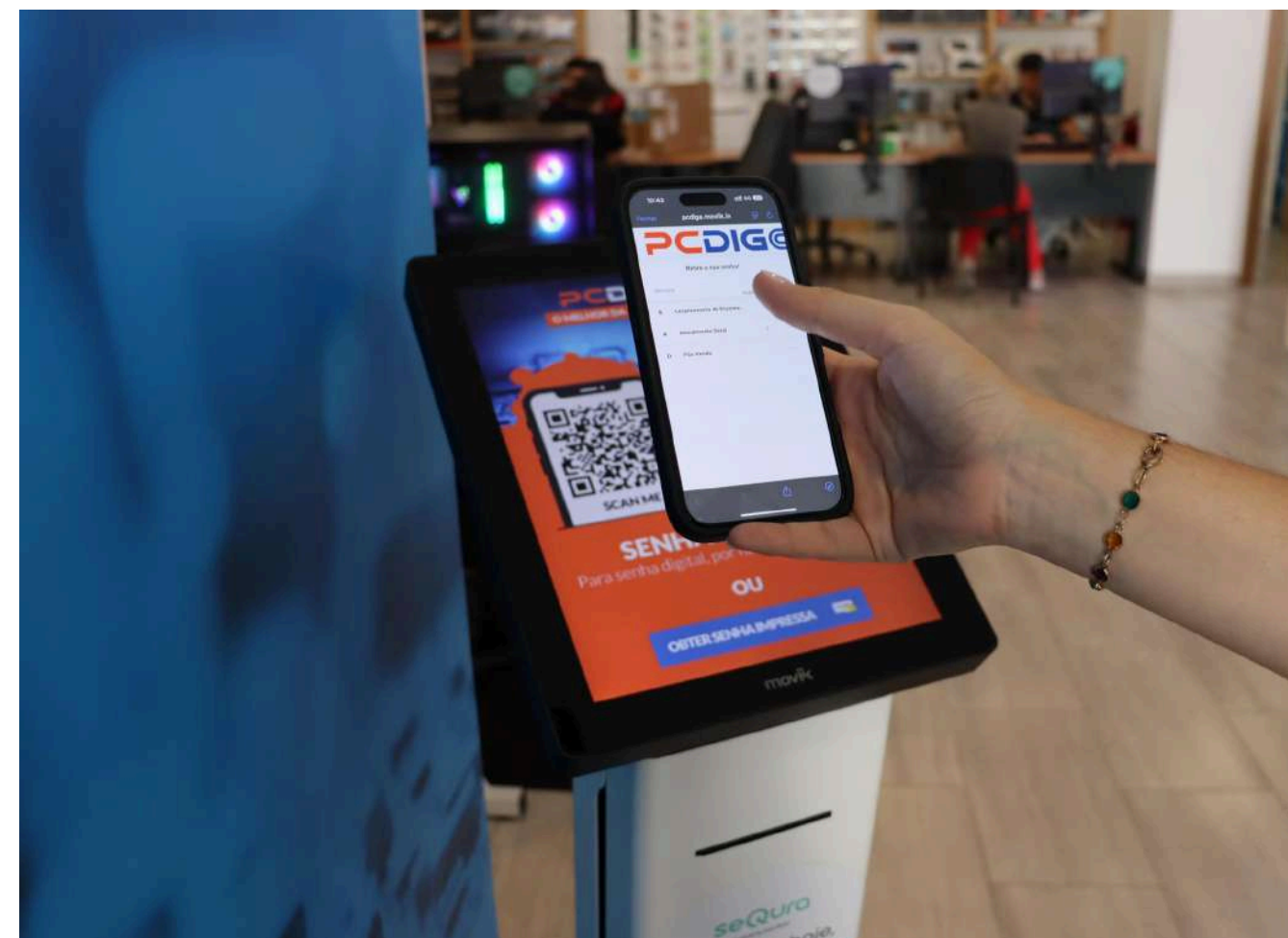
## > Custom Dashboards

Monitor wait times and service volumes across all locations and services, and generate exportable reports by date, location, service, or staff to guide strategy.



# Proven success: real results, real journeys

See how leading organizations across sectors have leveraged Moviik to eliminate friction and unlock operational excellence.

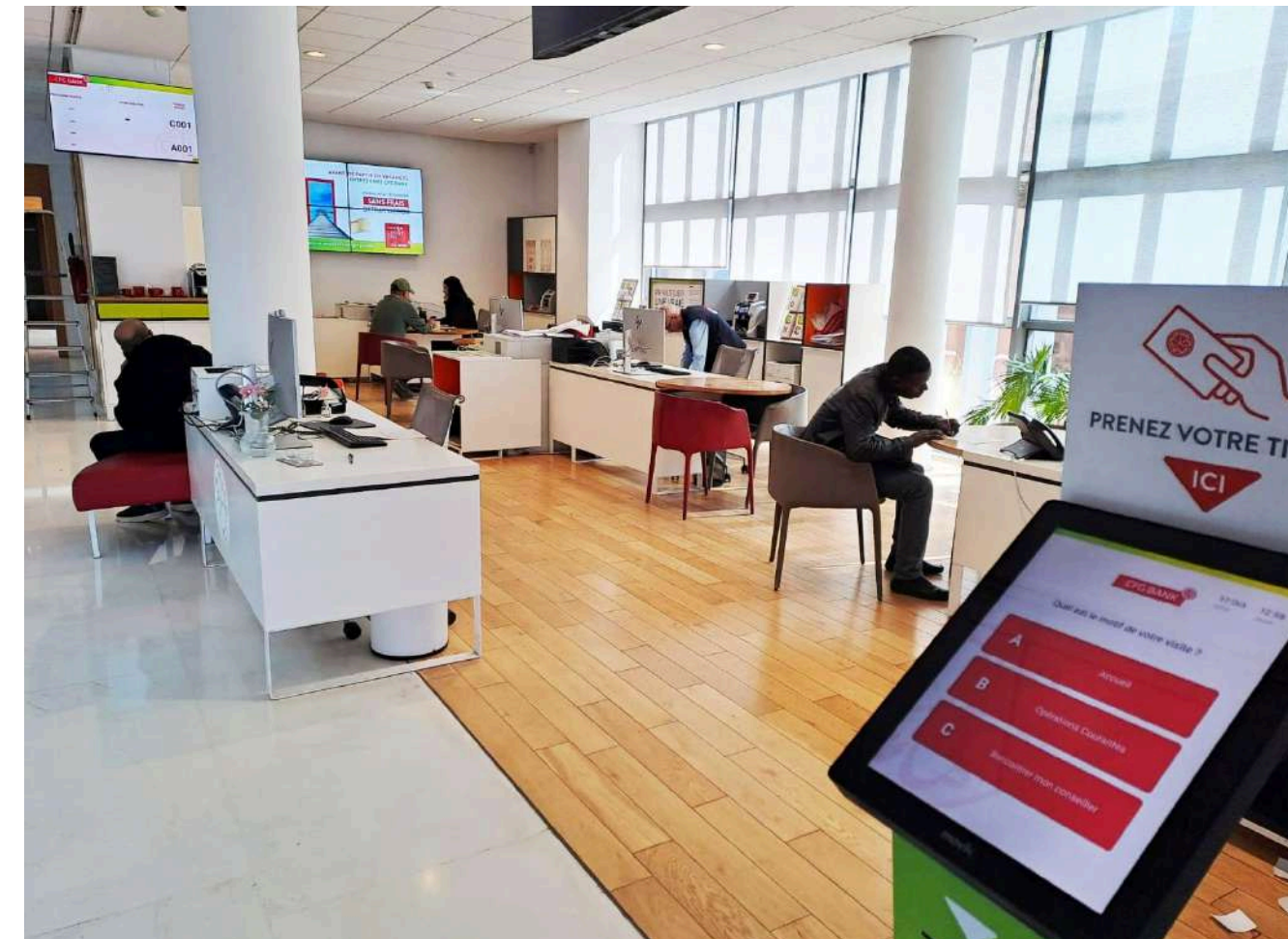


Retail

## PCDIGA

Revolutionized high-volume storefronts using Digital Tickets and Tiik kiosks. Managed massive daily visitor traffic while easing staff pressure and eliminating physical line friction.

[Read Case Study](#)



Banking & Finance

## CFG Bank

Transformed the in-branch experience by synchronizing walk-in and scheduled flows. Drastically reduced wait times and optimized staff allocation during critical peak banking hours.

[Read Case Study](#)



Transportation

## DSB Denmark

Improved passenger journeys across major transit hubs. Combined real-time displays with smart kiosks to organize passenger flow, cutting wait times and increasing terminal efficiency.

[Read Case Study](#)

# Easy integration & Rapid ROI

A future-proof, cloud-ready ecosystem designed for immediate impact.

## ✔ Works with existing infrastructure

No rip-and-replace. Moviik integrates with your current hardware, systems, and networks without costly overhauls.

## ☁ Cloud-based & flexible scaling

Deploy individual modules or the full suite. Scale at your own pace as the platform evolves with your needs.

## 📊 Rapid measurable ROI

See improvements in NPS, dwell time, and efficiency within weeks. Our data-driven approach delivers fast returns.

## ✔ Enterprise-grade reliability

Built on AWS with high uptime, real-time monitoring, and the security required for high-volume operations.



# Delivering satisfied customers & efficient stores

Driving efficiency and customer satisfaction across retail, banking, airports, healthcare and more.

**-30-40%**

## Reduced perceived wait times

Real-time status updates and digital position tracking eliminate waiting anxiety. When visitors are informed, the wait feels significantly shorter.

**-50%**

## Abandonment & friction rates

Journey transparency prevents "walk-outs" and "no-shows." Keeping customers in the loop secures revenue that would otherwise be lost.

**+25-30%**

## Increased throughput

Use historical data to align staff agility with real-time demand. Serve more people in less time without increasing your headcount.

**+15-20%**

## Staff productivity & wellbeing

Balanced visitor flow reduces employee burnout and peak-hour stress, ensuring high-quality human interactions and team retention.

# Built for every industry

One platform. Infinitely adaptable.

## > Retail

Eliminate walk-outs by turning physical queues into digital browsing time. Boost basket size and conversion rates by engaging shoppers with personalized offers while they wait to be served.

## > Telecom

Manage high-volume tech support and sales flows with ease. Reduce store congestion during product launches by providing real-time SMS updates that keep customers informed and relaxed.

## > Airports & Airlines

Optimize passenger flow at check-in, security, and boarding gates. Transform stressful terminals into seamless transit hubs by providing travelers with transparent, real-time journey data.

## > Banking & Finance

Bridge the gap between digital and physical branches. Synchronize scheduled appointments with walk-in traffic to ensure high-value clients receive personalized, priority service every time.

## > Healthcare

Prioritize patient care by streamlining the check-in and triage process. Reduce waiting room anxiety and overcrowding by allowing patients to wait safely and comfortably from their vehicles.

## > Public Services

Restore citizen trust with efficient, transparent service delivery. Use data-driven insights to manage peak loads in government offices, reducing citizen frustration and staff exhaustion.

# Ready to transform your customer experience?

Let's co-create a seamless experience for your visitors and a smarter operation for your team.

**Explore our full suite of tools. Experience the unified dashboard, mobile ticketing interface, and real-time analytics through a personalized, hands-on demonstration.**

**Request a Live Demo**

**Start small with a single branch or service module. Prove the ROI and witness the boost in customer satisfaction firsthand before scaling across your entire network.**

**Launch a Pilot Program**

**Our team and global partners are ready to design a custom flow strategy tailored to your unique physical layout and operational goals. Let's build the future together.**

**Contact our Experts**

moviik

**A Better Waiting Experience**

moviik.com | hello@moviik.com