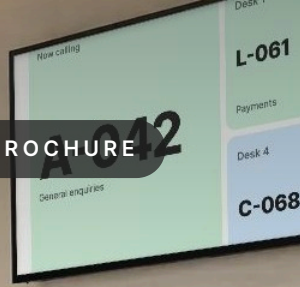


NEXUS.

BROCHURE



Illustrative scene. Screens show fictional content.

FROM THE FIRST TICKET TO THE RIGHT COUNTER.

Organise how customers arrive, wait and are served, from the first ticket to the service counter.

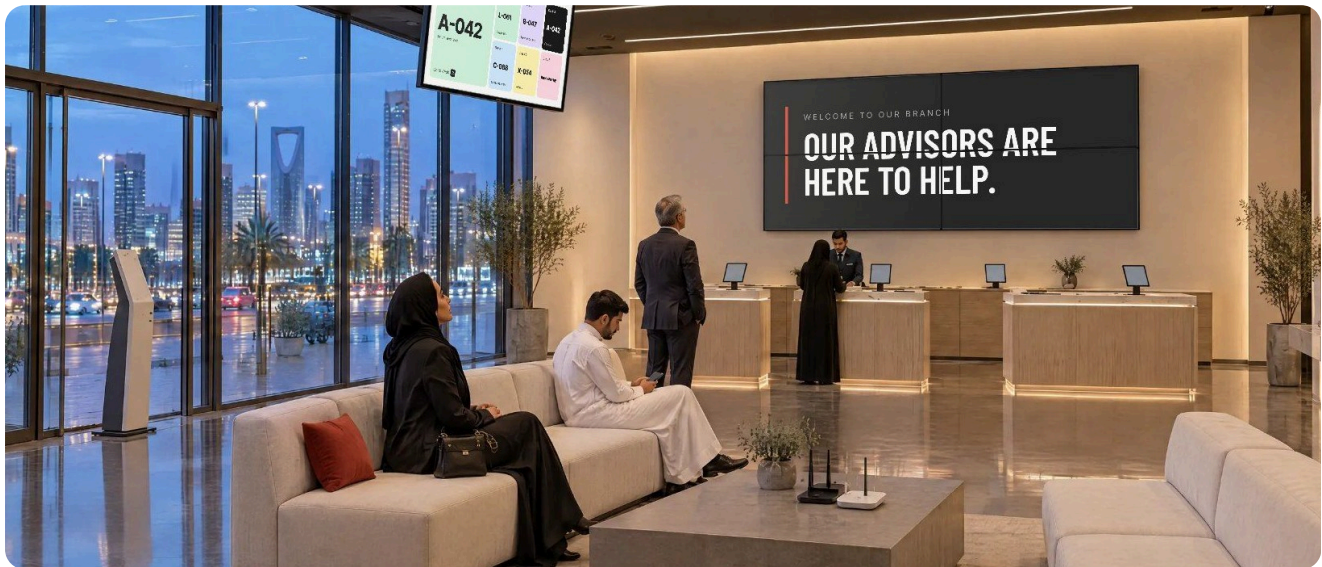


Nexus Queue · Queue and Customer Flow Management

NEXUS QUEUE

ARRIVE. WAIT. BE SERVED.■

Nexus Queue organises each step of a visit, so customers know where they stand and staff know who is next.



Illustrative scene. Screens show fictional content.



Arrive

Customers take a ticket for the service they need.

Customers choose the service they need at a kiosk and receive a ticket, so each counter serves the right queue.

Customers choose a sales, service or repair visit at the kiosk and take a ticket for that queue.



Wait

A clear place in line and clear calls to the right counter.

Nexus Queue hall displays show which ticket is being served and at which counter, so customers can see when and where they are called.



Be served

Staff call the next customer and manage the flow at each counter.

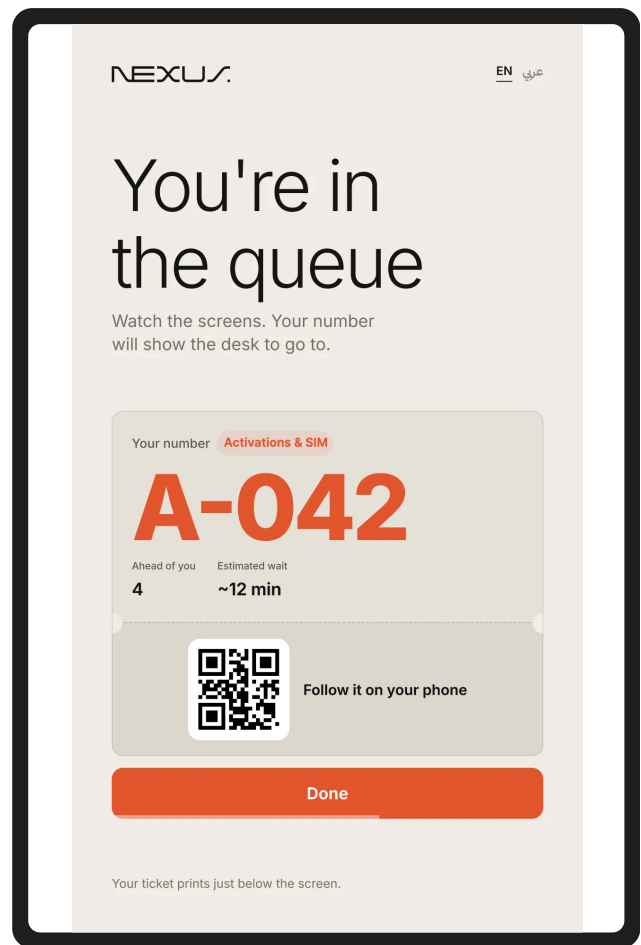
Issue tickets for returns, collections or repairs, so customers wait in order and staff call the next person to the right desk.

WHAT YOUR TEAMS WORK WITH.

EVERY VISIT STARTS IN THE RIGHT QUEUE

Customers choose their service at a kiosk, in a language they choose from those offered, and say if they need priority. The ticket shows their number, how many people are ahead and an estimated wait, printed or on screen, with a QR code to follow their turn.

The ticket shows the service, the place in line and an estimated wait, so customers know where they stand.



Kiosk: ticket issued, with wait estimate

SERVE, HOLD, TRANSFER: ONE COUNTER WORKFLOW

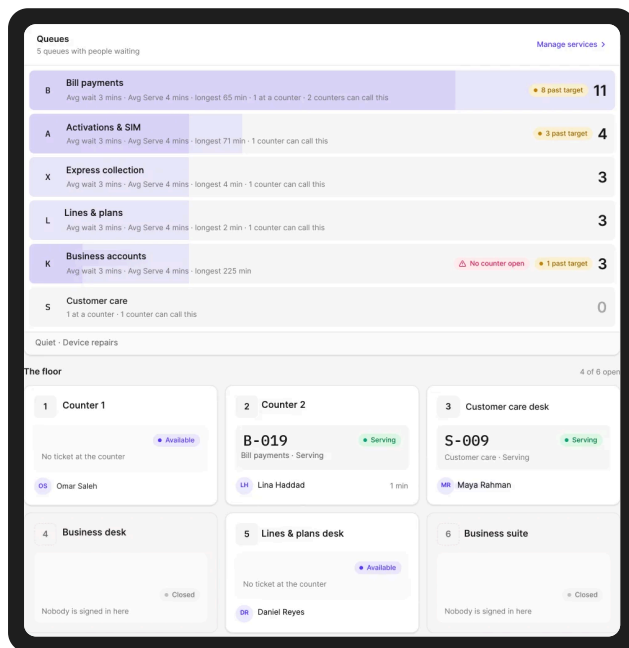
From the counter application, staff call the next ticket, call again or mark a no-show, put a visit on hold and resume it, or transfer it to another service. Single keys cover the common actions.

Exceptions are handled inside the system instead of around it, so every visit stays traceable from ticket to outcome.

WHO IS NEXT, AND WHY

A calling policy is either first come, first served or a ranked list of rules with a tie-break, set as the branch default or for one desk. Each call shows the rule that selected the ticket.

The order is explicit, so staff can explain it and branches using the same policy call in the same way.



Live floor: queues and counters

THE FLOOR AS IT STANDS

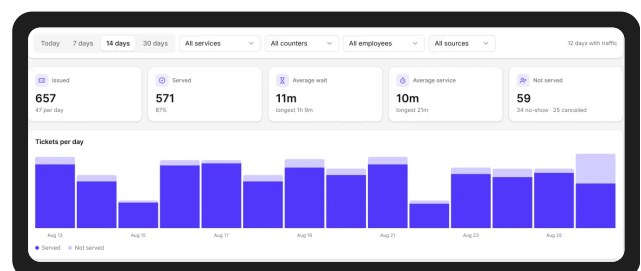
The live console shows every queue with its waiting count and longest wait, and every counter with who is signed in and what they are serving. It flags tickets past their target, and queues that no open counter can call.

Supervisors see late tickets and uncovered queues while there is still time to act.

REPORTS STRAIGHT FROM THE TICKETS

Choose a period and filter by service, counter or source. See tickets issued and served, average wait and service time, the tickets not served and why, how long people waited, and the history of each ticket. Reports export as CSV, Excel or PDF.

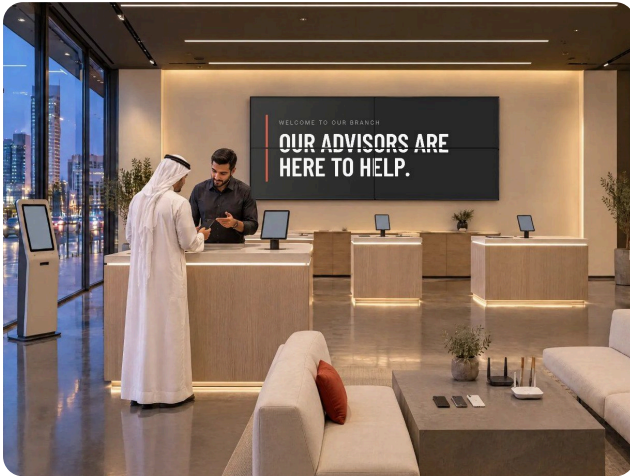
Staffing and service targets can be set from measured demand rather than impressions.



Reports: headline figures and tickets per day

WHEREVER PEOPLE WAIT TO BE SERVED.

Branches, stores and service desks: the same flow, set up for the services each location offers.



Sales, service and repairs

Nexus Queue hall displays and counter displays show who is next and where to go.



Illustrative scene. Screens show fictional content.

Returns, collections and repairs

Issue tickets for returns, collections or repairs, so customers wait in order and staff call the next person to the right desk.

Industries with Nexus Queue use cases: Retail & Shopping Centers · Banking, Finance & Insurance · Telecommunications · Healthcare & Medical Facilities · Education & Universities · Government & Public Services



Your experience platform. Your deployment choice.

Nexus Queue is offered in the cloud or installed on premises, according to your requirements. It runs in the same console, with the same sign-in, as the other Nexus Cloud products.

Technical requirements, sizing and infrastructure are confirmed with you for your environment.

QUESTIONS BUYERS ASK.

Can we start with Nexus Queue only?

Yes. Each product works on its own. You can add Nexus Signage or Nexus Surveys later, in the same console and sign-in.

Can we start with a few locations?

Yes. A deployment can begin in selected locations and extend across the network. Sites, scope and sequencing are agreed during the consultation.

Which kiosks and displays are supported?

Supported hardware is confirmed for your locations during the consultation, before any rollout commitment.



— NEXUS QUEUE

SEE NEXUS QUEUE IN YOUR LOCATIONS.

BOOK A DEMO

See the products in your environment.

CONTACT SALES

Talk to our team about your locations.

BECOME A PARTNER

For system integrators, resellers and distributors.

www.nexus-cloud.co

Capabilities described are those available in October 2026. Supported devices, limits and integrations are confirmed for each project. Images are illustrative.