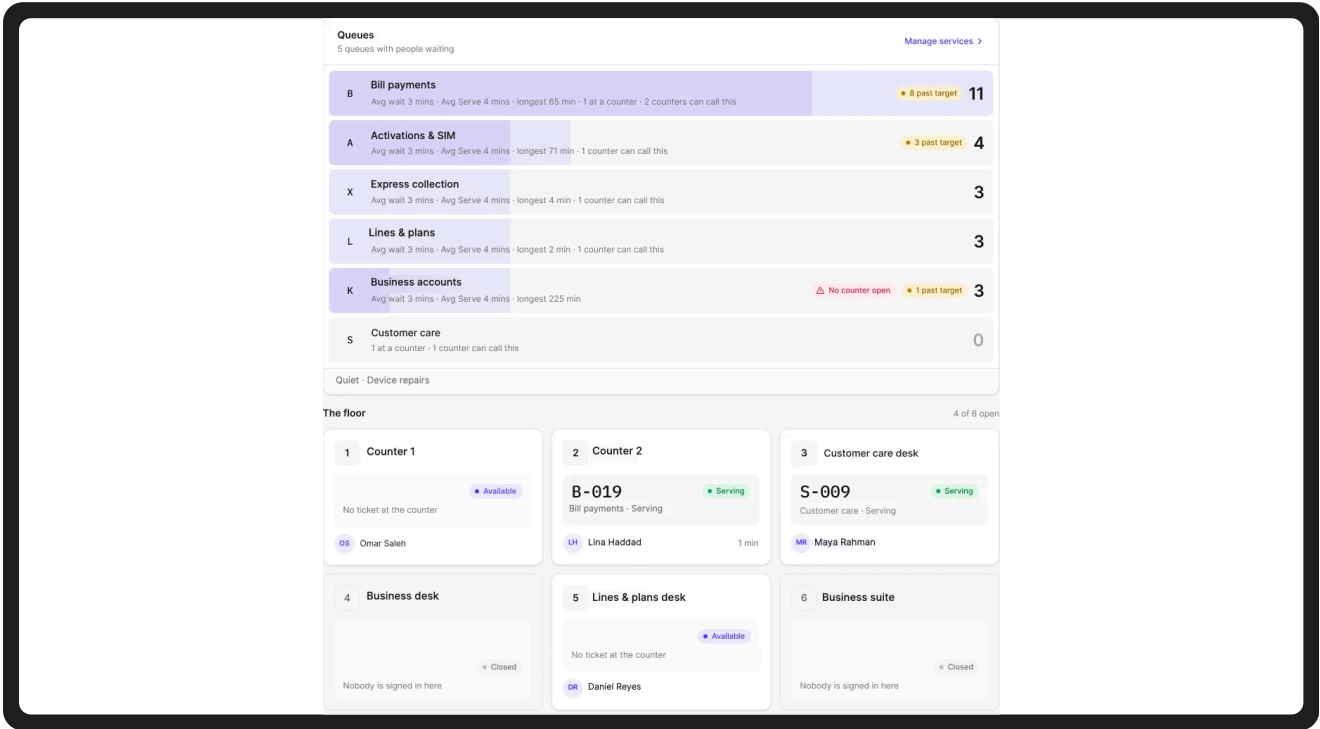


DATASHEET

NEXUS QUEUE.

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



Live floor: queues and counters

81

capabilities

7

capability areas

2

deployment options:
cloud or on premises

1

console and sign-in for
every Nexus Cloud
product



Arrive

Customers take a ticket for the service they need.



Wait

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



Serve

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

CAPABILITIES.

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



Service configuration

Define each service once: its names in two languages, its ticket numbering, its time targets and where it is offered.

Service catalogue per branch

Each branch presents a consistent, named list of services, so customers join the correct queue.

Service-time targets and capacity limits

Branches stop issuing when a limit is reached and supervisors see which tickets have passed the internal target.

Required customer data before a ticket is issued

Details arrive with the ticket in a validated format, so the counter starts with what it needs.

Customer cancellation and rescheduling

Customers release or move slots themselves.

Add one service to many branches at once

A consistent service catalogue across the network, rolled out in one action.

Apply booking settings to many branches at once

One booking policy rolled out across the network.

Ticket numbering by service and source

Ticket numbers are predictable for staff and readable for customers on tickets and displays.

Service availability by kiosk or staff issue

Self-service and assisted services run side by side under one queue.

Online booking settings per branch and service

Branches control how far ahead and how late customers can book, which services can be booked, and when a booking counts as missed.

Pause a service from taking tickets

A service can stop issuing tickets without being deleted.

Booking capacity, daily caps and special dates per service

Bookable time matches what each service can actually handle on each day.



Ticket issuance

Customers take the right ticket at a kiosk or at reception, with their place in line and a wait estimate.

Self-service kiosk ticket journey

Customers take the right ticket in a few steps without staff help.

Priority selection at the kiosk

Priority customers are identified at intake and called according to published rules.

Kiosk language selection

Customers complete the journey in the language they choose.

Printed paper ticket

The customer carries their number, service and next steps.

Wait estimate and people ahead

Customers can decide whether to wait or return.

Online booking page for customers

Customers reserve a time slot at a branch before they travel.

Kiosk check-in for booked visits

Booked customers get their ticket at the kiosk from their reference.

Receipt designs chosen per service and kiosk, with a branch default

Different services can print different tickets (e.g. a documents checklist for loans).

Reception-issued tickets

Assisted visitors join the same queue and reports as kiosk users.

Ticket and receipt designer

Tickets carry the organisation's logo and the instructions each branch needs.

QR live-ticket tracking

Customers follow their position from their phone.

Booking confirmation with reference and QR code

One reference turns the booking into a ticket on the day.

QR code on screen instead of a printed ticket

Kiosks without a printer can still issue a followable ticket.

Booking list for staff and automatic no-show marking

Front-desk support for booked customers and no-show data for planning.



Waiting-area experience

Hall boards and spoken calls tell people which ticket is being served and where to go.

Voice announcement of called tickets

Calls are both seen and heard in the waiting area.

Two languages on one screen

Arabic and English speakers read the same board.

Hall board per zone: chosen desks and number of recent calls

Each waiting zone shows only the desks that serve it.

Hall board: now calling and recently called

Customers see when and where they are called.

Hall board with every desk, queue lengths and estimated waits

Waiting customers see all desks, their queue and expected wait at a glance.



Counter and caller operations

Staff call, serve, hold and transfer tickets from one counter application.

Desk sign-in and session start

Customers are called to the desk where the staff member actually sits.

Call next

Each call follows the configured order.

Called state: start serving, call again, no-show

Staff recall or close absent tickets in one action and the outcome is recorded.

Hold, resume and reopen

Paused visits resume without a new ticket.

Call out of turn

Exceptions are possible and traceable.

Ticket history in the caller

Staff see prior steps such as transfers before serving.

Keyboard shortcuts

Staff run the call cycle from the keyboard.

Desk screen: now serving and up next

Customers confirm the right desk on arrival.

Staff desk-app sign-in with employee code and PIN

Counter staff use a separate, simple sign-in from administrators.

Start serving automatically on call

Fewer steps per customer and service timers that start at the call.

Serving and complete

Each visit ends with a recorded completion.

Transfer ticket

The customer moves to the right service without a new ticket.

Cancel ticket with reason

Cancellation reasons feed reporting.

Queue overview and status in the caller

Staff see waiting load and late tickets for their own services.

Staff break and unavailability reasons

Desk downtime has a recorded reason.

Desk screen closed and waiting states

Customers are told when a counter is closed instead of seeing a blank screen.

No-show reasons recorded in ticket history

Reports can show why tickets ended early (reports list "Why tickets ended early").

Call back a customer marked as absent

Late returners are served without losing their visit, and the history records the recall.



Queue rules and customer flow

Explicit calling policies decide who is next, in the same way at every desk that uses them.

Calling policies (first come or ordered rules)

The calling order is explicit and the same rules apply at every desk that uses the policy.

Customer types and priority weights

Priority rules are consistent across the network.

Further calling rules: past-target, transferred, returned and service priority

Transferred and overdue customers can be called ahead of new arrivals, and one policy keeps the order consistent across branches.

Rule shown on every call

Staff can explain each call.

Desk services, rotation and staffing

Each desk serves a defined mix and rotation.



Administration

Branches, desks, devices, users and the kiosk and screen designs, managed centrally with an audit log.

Kiosk flow editor

Operations teams adapt the kiosk journey to each service mix.

Design library and screen assignment

A design change reaches the selected screens together.

Branches, working hours and special days

Each branch follows its own calendar.

Users and roles

Configuration rights are limited to administrators.

Multilingual service content

Kiosks and screens show maintained translations.

Kiosk idle timer and automatic return to start

The kiosk resets for the next customer without staff action.

Kiosk text styling, clock and footer note

Kiosk wording and look can be adjusted without design tools.

Console accounts with temporary password and forced change

Accounts can be created and deactivated with a defined first-sign-in step.

Branch status and setup overview

Multi-branch operators see which branches are not yet configured.

Automatic end-of-day close

Branches start the day with fresh numbering and cleared desks, with an archive kept for reporting.

Signature design themes

Kiosk, hall and desk screens share one visual style per location.

Screen designer with live queue elements

Teams build screen layouts that fill with live branch numbers.

Device management

Administrators see and control each branch's queue devices.

Audit log of configuration changes

Changes to services, desks and rules are traceable.

Cloud and on-premises deployment

The same product can be adopted under either operating model.

Optional kiosk steps (show or hide each step)

Branches can shorten the kiosk journey to the steps they need.

Screen pairing for kiosks and displays

Configured kiosks and screens are bound to specific physical hardware.

Audit log filters by change type, person, branch and period

Administrators can trace who changed a setting, where and when.

Branch set-up templates applied in one step

A new branch starts from a consistent configuration in minutes, with a clean rollback if something fails.



Reporting and operational insights

A live view of the floor, and reports built from the tickets themselves.

Live floor console

Supervisors see the whole floor from one screen.

Demand by source

Channel mix is visible per branch and period.

Wait-time distribution

Managers see the share of long waits.

Report export (CSV, Excel, PDF)

Queue data moves into existing reporting.

Ticket action history report across branches

A filterable record of the actions on each ticket across the network.

Early warnings for late tickets and uncovered queues

Supervisors act on late or uncovered queues earlier.

Queue reports with filters

Managers review queue performance from ticket records.

Ticket-level history and outcomes

Any ticket's path can be reviewed.

Queue load and desk cover per service

Staff can be moved to the services that are under-covered before waits grow.



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.

See Nexus Queue in your locations. Book a demo at 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.