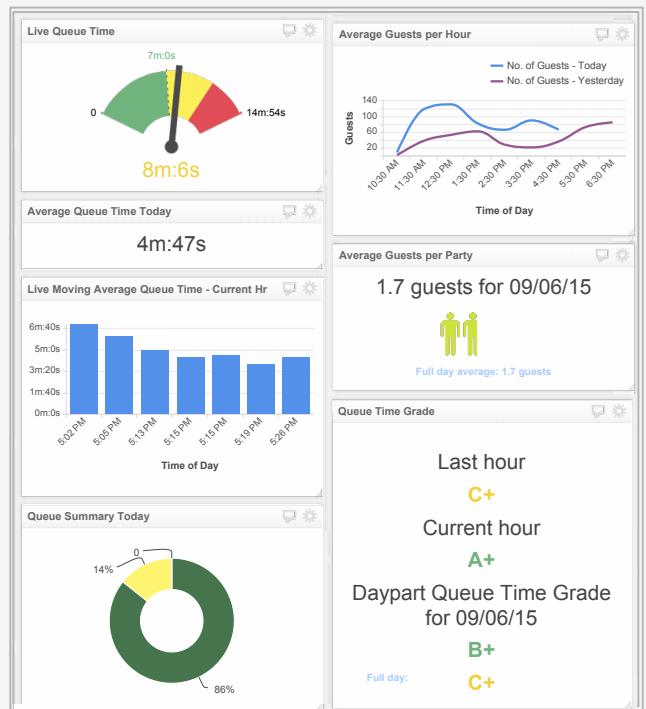# Are long wait times slowing your business down?

Lengthy customer wait times can cost you today's customers, repeat business and referrals. Start measuring your traffic and speed of service from the moment customers arrive until the time they leave. Rank and compare performance vs. your objectives at each stage of service delivery and across all your business locations by collecting a stream of real-time actionable insight. Apply what you learn to develop best practices in order to achieve your goal of operational excellence and profitability.

Pinpoint and quantify the effect of queue and operational bottlenecks, line abandonment, staffing, equipment, promotions and venue capacity by time of day. Test, measure and refine new approaches before you roll them out to all your business locations to create a better, more consistent customer experience.

Konnect combines on-premise sensors with cloud data management to detect the presence of your customers' mobile devices and create a statistically accurate record of service performance at every point of service delivery. No more subjective surveys or periodic measurements. We make collecting objective information affordable for every business. Find out what's happening throughout the day and over time to help you understand the factors that affect your customers and your bottom line.

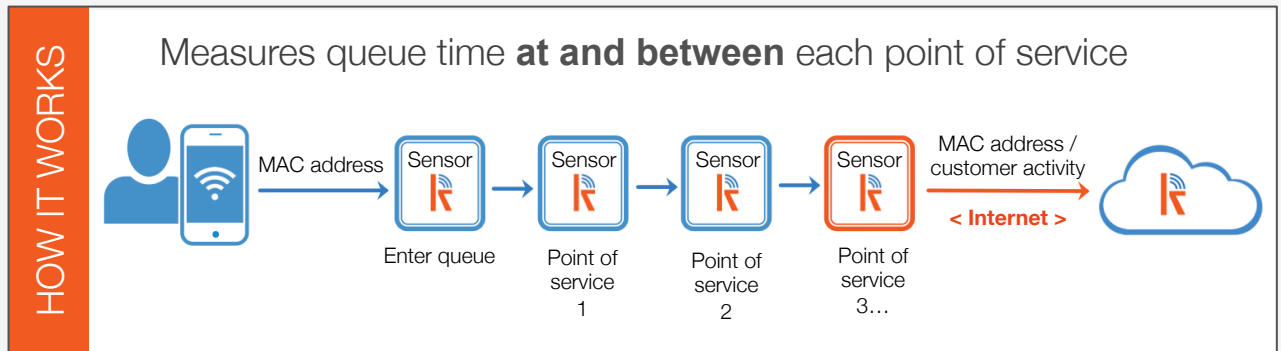## Compare performance vs. objectives across locations

Real-time dashboards measure customer activity and speed of service performance.
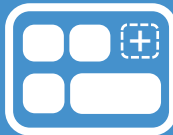
Faster service starts here

Konnect's sensors detect Wi-Fi signals emitted from customers' mobile devices to accurately measure customer activity at each stage of service delivery. For example, plug in a sensor at a restaurant's entrance, another at the order placement counter, register and order pickup area. Konnect continuously updates the time it takes for customers to pass from one sensor to the next, revealing how long people waited in line, how many abandoned the line, how long they were engaged at each point of service and how long they visited. Track activity online and receive instant alerts when performance falls short of objectives. Display queue data to workers to drive improvement and to customers to manage expectations.

HOW IT WORKS

Measures queue time at and between each point of service

MAC address → Sensor — Enter queue → Sensor — Point of service 1 → Sensor — Point of service 2 → Sensor — Point of service 3... → MAC address / customer activity < Internet >

Konnect supports any business involving any number of points of service, indoors or outdoors.

Wi-Fi Sensor Setup

- Plug in Konnect's 2" square x 1" tall Wi-Fi sensor with USB antenna into AC power or Power Over Ethernet at each point of service

- Connect one sensor to your Internet service via Wi-Fi or Ethernet

- Enter a few details online including performance goals and you'll be up and running in minutes

Dashboards and Alerts

- Customizable dashboard with detailed views for Traffic, Speed of Service Performance Exceptions and Trend Analysis

- View all locations and rank performance by each metric

- Receive queue performance alerts via SMS or email

- Receive daily activity email report, download activity on demand or import via API

Secure Cloud

- Processes and stores customer activity in real-time via secure, scalable cloud

- Remote sensor monitoring

- Remote sensor updating

- Privacy options to allow/ disallow tracking repeat visits or visits across multiple locations

- Detection of mobile devices is unaffected by MAC address randomization

Try Konnect for free. Visit us at www.konnectsolutions.com.