

ClearQueue

A PRACTICAL SOLUTION FOR CITIZENS TO REDUCE EXPOSURE TIME WHILE WAITING



Cloud-based web application available on any mobile device. Manages the flow of visitors, reducing safety risks and ensuring regulation compliance.



ClearQueue allows people to conveniently book an entry time slots from the comfort of their home and check in real time the immediate availability of their preferred location.



As a result, people can avoid long queues and conglomerations outside their preferred establishment. No more uncertainty and wasted time.



Once the time slot is reserved, a confirmation e-mail is sent containing

- selected location
- selected time
- reservation number/QR Code

Amidst the current health crisis, mundane activities such as going to the bank, visiting a museum or running errands have become a source of distress for many citizens. Government imposed lockdowns and other safety measures, such as a restriction on the amount of people entering establishments, means that more planning and thought needs to be devoted to these activities.

As a result, Sopra Steria developed a cloud-based application thought to handle the reservation of entry time slots electronically, avoiding long lines and unnecessary exposure. ClearQueue is based on our COD@CASA asset, which offers a similar solution for retail services

ClearQueue: An innovative solution

Given the current restrictions and health measures, unnecessary exposure is a major concern for customers. ClearQueue allows citizens to conveniently book a time slot for their activities from the comfort of their homes, via desktop or smartphone application.

Upon arrival, a clerk will verify the reservation QR code allowing the Check-In. Once the visit is completed, the clerk will record the Check-Out, in order to allow the next customer entrance. In any case, a missing exit recording or a missing next reservation entrance will update the reservation system automatically. The purpose is to avoid empty reservations and no shows and ensure the proper flow of customers into the establishments.

ClearQueue's objective is to reach all citizens, also those that are less technology savvy. People unable to make a reservation via Internet or their smartphone application can contact a dedicated phone number and receive confirmation on the time slot and the reservation number directly.

As a business owner or public service provider, government-imposed health measures and citizens genuine fear might be affecting activities, sales and cash flow to a considerable degree. With more people opting for online services alternatives, to avoid exposure in public places, service providers need to provide clients with innovative solutions to remain attractive. With ClearQueue, private companies and public service providers will be able to reassure their customers by having complete control of the flow of people coming in and out of the establishment at any given time. The application has a low entry threshold and guarantees a moment-to-moment overview of their facilities.

About Sopra Steria

Sopra Steria, European leader of digital transformation, proposes one of the most complete end-to-end solution offerings available on the market: consultancy, systems integration, software development, infrastructure management and business process services. Public and private leading companies in the field rely on Sopra Steria for the delivery of successful digital transformation projects aimed to the most complex and critical challenges of their business. By combining high value innovation, added value and performing services, Sopra Steria allows its customers to make the best use of digital technologies.

+50 years of experience

• Over 46 000 employees

• 25 countries

• Revenue of 4,4 billion € in 2019