

eSirius™ *Eleven*

UPGRADE YOUR RECEPTION



New version

Expert in Customer Reception Management



RETAIL



HEALTHCARE



PUBLIC SECTOR



FINANCE

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SmartClient

Mobile call and reception

SmartClient is an integral part of our reception management solution.

Web module especially designed for your touch-screen tablets and other mobile devices (including PCs), SmartClient both calls and receives your customers.

Very simple to use, it allows a **fast operational start** and **total efficiency**.

SmartClient is a high-tech tool with "responsive design" technology: its contents automatically adapt to the size of your screen offering you optimal reading and navigation.

With SmartClient, **you transform your customers' visit into a personalised experience.** You go to meet them on their arrival, identify their needs and efficiently direct them.



Features

- Workstation & agent login
- Next customer call
- Support of a visitor without a ticket
- Direction to a service
- Entering of visitor information (last name, first name, id, phone, e-mail, postcode, comments)
- Entry of visit purposes
- Visualisation of queues
- Identification and direction of appointments
- Visualisation of appointments
- Ability to connect a portable ticket printer (subject to study)

Advantages

- Salesperson mobility
(compatible with all mobile devices and browsers)
- Web module, responsive design
- Easy-to-use, intuitive
- Personalised and modern reception
- Simple identification
- Effective directing of visitors
- Virtualisation of queues
- Enhancement of customer experience

Examples of use:

● Agent and workstation login



● Next customer call



● Interview





SmartWait™ Server

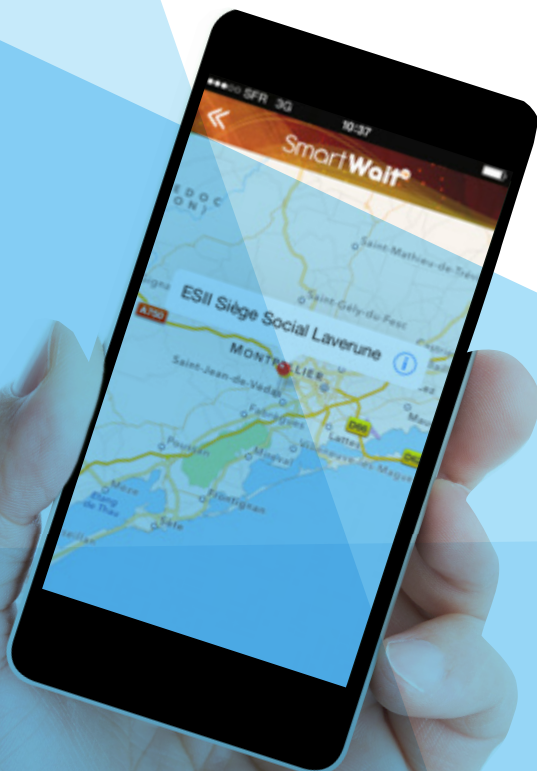
Mobile reception on Smartphone

SmartWait™ Server is an integral part of our reception management solution.

SmartWait™ Server is a mobile solution **that offers innovative reception services to** sites receiving visitors (retailers, health institutions, public agencies, etc.). Via your mobile application, it

allows users to locate **your site** and to find out about **waiting conditions** in real time. Users virtually take their place in the queue or make an appointment from their Smartphone and thereby gain time.

SmartWait™ Server allows you to increase **customer satisfaction and loyalty**, while conveying a modern and differentiating image.



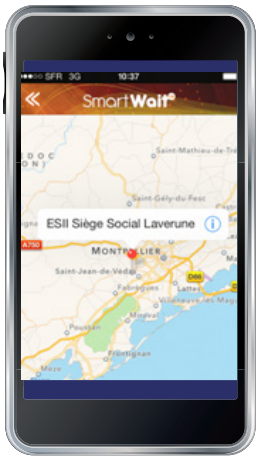
Features

- Server solution can be integrated into your mobile application
- Geo-location of your site
- Waiting conditions in real time by site and by service
- Taking of virtual ticket: selection of a service, a time, ability to postpone the call or cancel the visit, ...
- Alert before call (e.g. "You have taken a ticket for the Advice service. You will be called in 2 minutes.")
- Appointment booking (with identification on arrival, ability to postpone and delete)

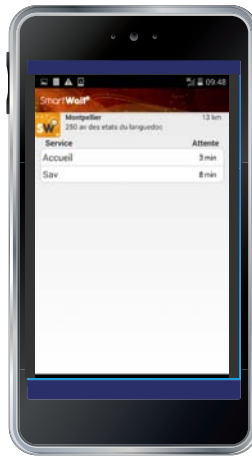
Advantages

- Interfacing with your mobile application for integration with your in-house style
- Remotely inform your customers about waiting conditions
- No fruitless waiting time, journey time deducted from waiting time
- Guaranteed call time
- Modern and innovative image
- Customer loyalty
- Receive your customers by appointment directly from your mobile application

Examples of use:



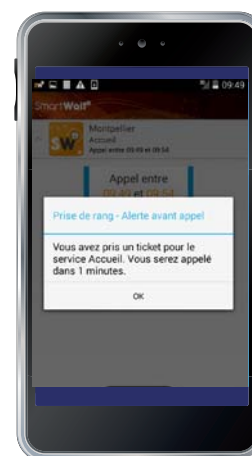
● Geo-location



● Waiting time per service



● Selection of arrival time



● Alert before call



● Call alert



● Selection of another service
(ability to simultaneously take several tickets)



Map Supervision

in real time with eVision

Map Supervision is an integral part of our reception management solution.

Web solution from the eVision module, Map Supervision allows you to monitor **your activity in real time**.

You supervise your reception on one or more sites and analyse flows by service at a glance.

With eVision, you receive alerts in the event of exceeding waiting thresholds that you determine in advance.



Features

- World map (OpenStreetMap)
- Monitoring of one or more sites
- Visualisation of services per site and their waiting conditions (people waiting, average estimated waiting time)
- Set of colours according to the estimated waiting time according to the maximum defined waiting time (blue, yellow, red, black)
- Alerts on exceeding thresholds

Advantages

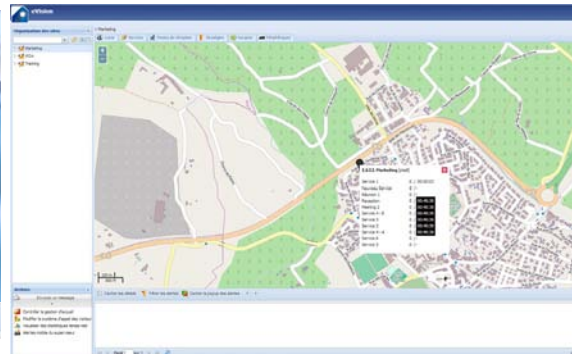
- Easy-to-use
- Overall monitoring in real time and at a glance
- Activity analysis (waiting conditions per service, and/or per site)
- Intuitive thanks to the set of colours
- Manager alerts
- Enhancement of customer reception management

Examples of use:

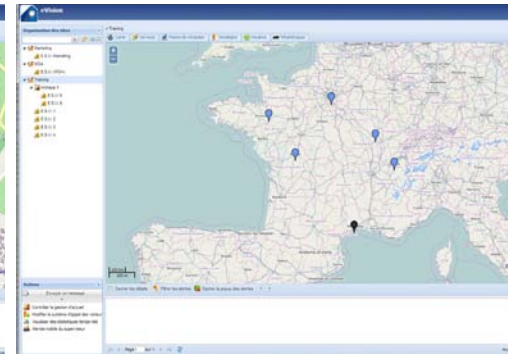
● Supervision of a site



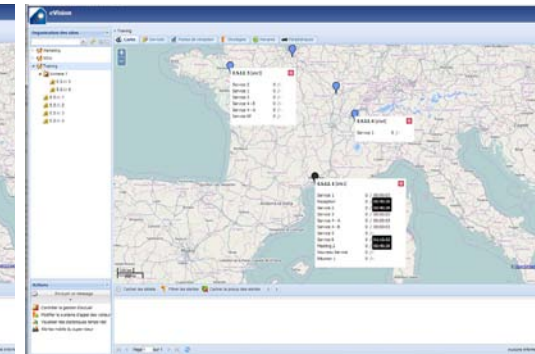
● Waiting conditions on a site



● Multiple site supervision



● Waiting conditions on several sites





VIP Reception

By appointment or spontaneously

VIP Reception is an integral part of our reception management solution.

A **web solution** from the eSirius™ software, VIP Reception enables you to receive **your VIP customers in a differentiated way**, whether their visit is by appointment or is spontaneous.



The **eAppointment™ module** allows your customers to make appointments directly on the Internet.

In a few clicks, they select the service, the date and time of their choice. An email and/or SMS confirmation, and then reminder are sent to them.

On the day of their appointment, your customers directly check-in on the TWANA™ interactive terminal and are immediately taken into account.

For spontaneous visits, your customers enter a code or scan their card (loyalty, member, etc.) on the interactive terminal.

The system **identifies your VIP customers and automatically directs them** to the predefined services.

An SMS or paper ticket is issued to them to confirm they have been checked in.

With VIP Reception, you offer **bespoke reception** to your visitors and enhance **customer experience**.

Features

- Online appointment booking (full web)
- Hosted mode possible
- Confirmation and reminder by email/SMS
- Identification by code or card
- Automatic direction to pre-defined services

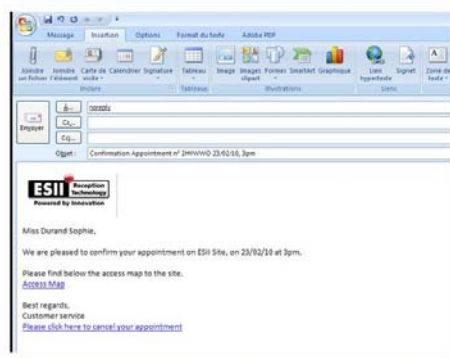
Advantages

- Easy-to-use web tool
- Fully linked with customer reception management
- Cuts down on unkept appointments
- Differentiated reception for VIP customers
- Enhancement of customer experience and satisfaction

Examples of use:



- Online appointment booking



- Appointment confirmation email

- Identification of the VIP customer on an interactive terminal





QUALII™

A unique satisfaction survey service in real time

QUALII™ is an integral part of our reception management solution.

A powerful online questionnaire & survey software in **SAAS mode**, easy and quick to adapt to each organisation's needs.

QUALII™ is a turnkey solution to evaluate reception quality and that meets the need to know users/customers' opinions at all times

This is a unique service **on the market** because you can correlate your satisfaction surveys with your reception management statistics.



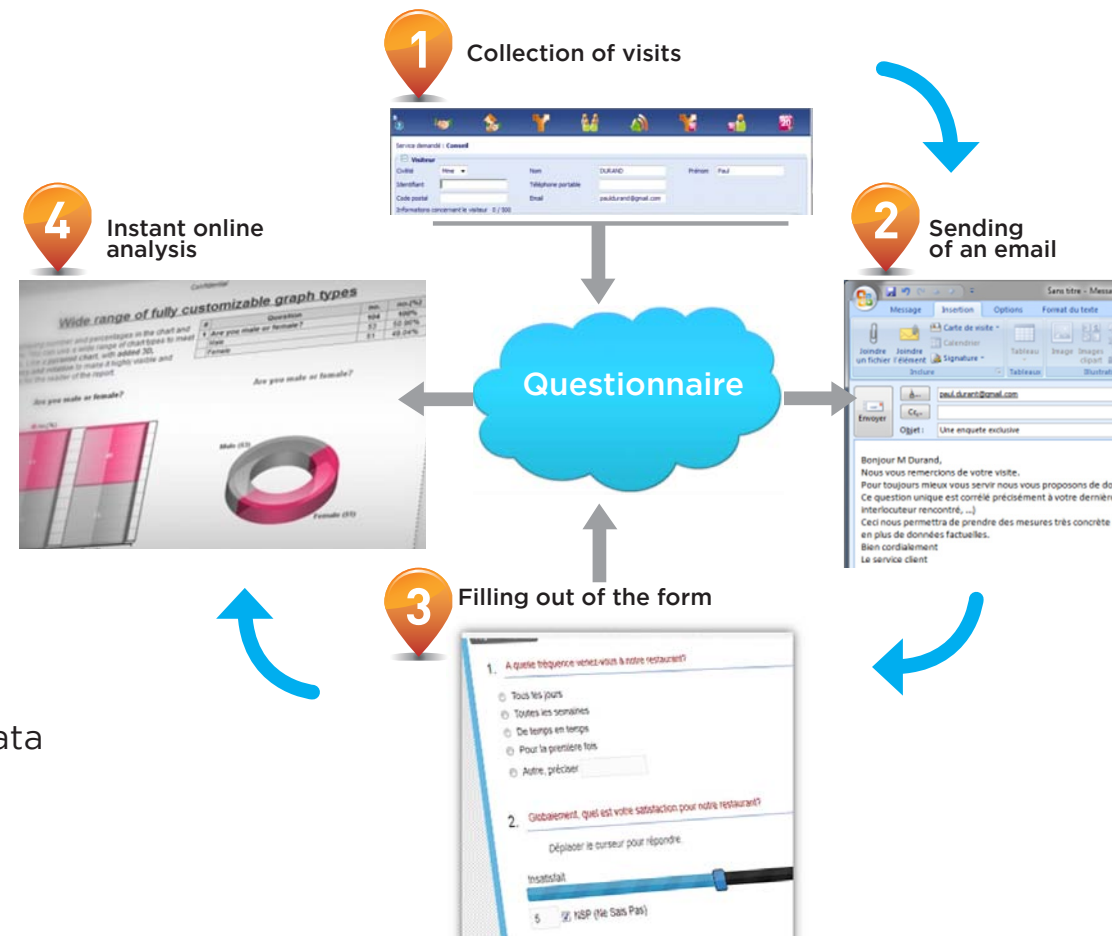
Features

- Random mode for optimising the number of questions
- Choice of thematic questions
- Multiple language management
- Completely configurable reports
- Messages by email, Facebook, Twitter, etc.
- Customisable design and questionnaires
- Automatic adaptation according to the size of the screen (PC, Tablet, Smartphone)

Advantages

- Turnkey solution to evaluate reception quality
- Unique service correlated with reception management data
- Analyses immediately available and easily distributable
- Questionnaire automatically sent
- A powerful tool for controlling activity and quality management (performance indicators)
- Allows you to position/ compare your organisation in relation to the sector/service benchmark and to complement feedback from the field

Operating principle



- > SaaS Mode, very simple to implement
- > Outgoing access only (secured)
- > Pre-created reports for even greater simplicity and facilitated comparisons



Patient Journey

The best experience for your patients

The **Patient Journey** is an integral part of our reception management solution.

This innovative solution facilitates reception, the direction and circulation of the patient, at each stage of the medical journey in hospitals and clinics.

The system accompanies the patient as soon as they make an appointment until they are discharged (invoicing included). At all stages in hospital, the patient has a **single ticket and is automatically directed to the right service.**

With the Patient Journey, **unkept appointments are cut down, waiting time is cut down and the level of patient satisfaction is improved.**

From an organisational point of view, **reception staff and medical teams are better managed**, costs are reduced and profitability is **improved**, in particular thanks to the entry and automatic update of consultations.

Features

- Online appointment booking or via a reception platform, interfaced with your information system*
- Reception by a reception agent or self-service on an interactive terminal (TWANA™ or CAMEO™)
- Identification of the patient with your own notifications (by entering a code or the scan of a bar code)
- Single reception and follow-up ticket for patients
- Call screens and/or displays for dynamically directing the patient
- Dynamic and effective communication screens
Call, reception, entry of consultations*, direction in a journey from the eClient module
- Management of general reception stages, management of the patient file, consultations, invoicing, etc.
- Supervision and statistical analysis tools
- Interfacing with your invoicing software*

Advantages

Improve reception and circulation conditions:

- Complete management of the patient journey (making appointments, first visit management, admissions, consultations, intermediate care stages, invoicing)
- Reduced waiting time
- Clear information and efficient direction

Improve productivity:

- Ergonomic interfaces for reception personnel and caregivers
- Interfacing and automation of the solution's processes with your information system
- From making appointments to the reporting of procedures.

Return on investment:

- Encourage physicians to price their consultations
- Measure the rate of occupancy of personnel and provide piloting tools (reception quality, management of waiting, encashments, etc.)
- Encourage patients to pay for their medical services before leaving the establishment

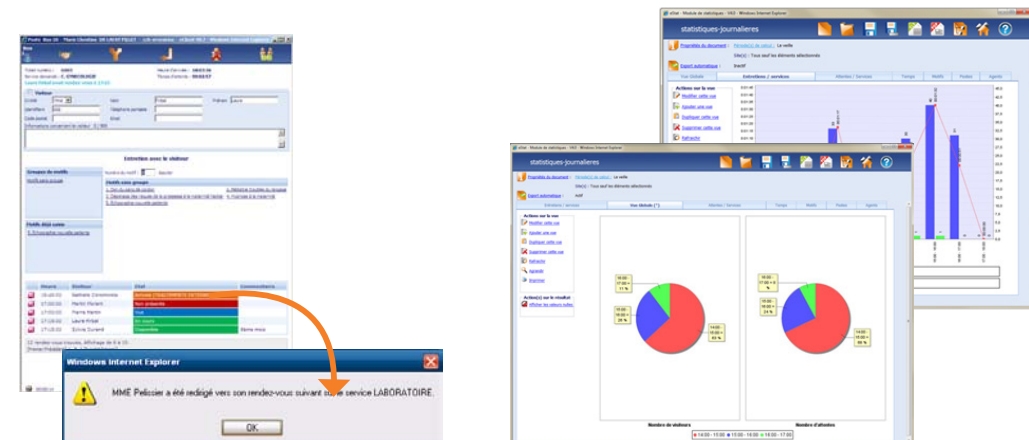
Examples of use:



- **Interactive reception terminal:**
Self-service check-in, single ticket, direction to services



- **Call screen**
Calls in progress, waiting conditions, dynamic communication (prevention campaigns, direction maps, etc.)



- **eClient module for physicians**
Visualisation of appointments, patients' status, direction within a journey, ...

- **Statistical reports**



ER Solution

Inform the patient and the accompanying person

The ER Solution is an integral part of our reception management solution.

Innovative system for the Emergency department in a health institution, **this solution automatically informs the patient and/or the accompanying person about their status.**

On their arrival, **the patient can be assigned to a queue according to urgency** (in accordance with the patient triage protocol).

The accompanying person is **informed at all times about the patient's situation** (while respecting confidentiality), either by scanning a single reception ticket on a reader or via SMS texts.



Features

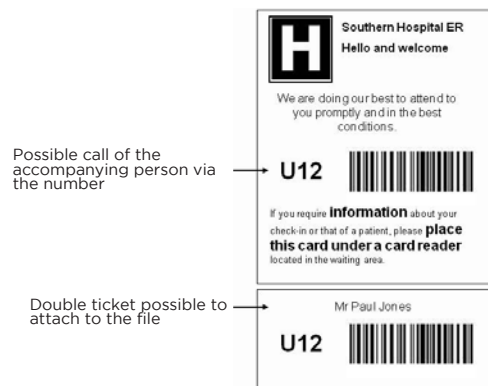
- Assignment of the patient to the queue according to degree of urgency
- Entry of the file into your software
- Automatic retrieval of information in our solution
- Bar code scan on reader to obtain the patient's status
- Sending of an SMS to the accompanying person to obtain the patient's status
- Configuration of messages (on ticket, reader and SMS) in several languages

Advantages

- **The patient is immediately taken into account**
- Interfacing of the solution with your software
- **Automatically informs the patient or the accompanying person about their status**
- Easy to use (simple scan, SMS)
- **Reduces perceived waiting time and reassures**
- Reduces the patient's stress and that of the person accompanying them
- Better working conditions for care staff

Examples of use:

● Information ticket with bar code



● Scan of bar code on the reader



For the patient: check-in and waiting conditions



For the accompanying person: information about the patient's status

● Sending of an SMS





NeoPlayer™

Digital Signage

NeoPlayer™ is an integral part of our reception management solution.

NeoPlayer™ is a **communication system** designed to enliven your areas.

It allows you to stream multimedia information in multiple media formats (video, video walls, interactive terminals, etc.) to make your communication more effective.

Combined with the eVideo module, **NeoPlayer™ interacts with your reception management.** Your playlists can **adjust automatically to the waiting time** or the **number of persons waiting**. Your communication is tailored to your activity and to the waiting conditions.



Features

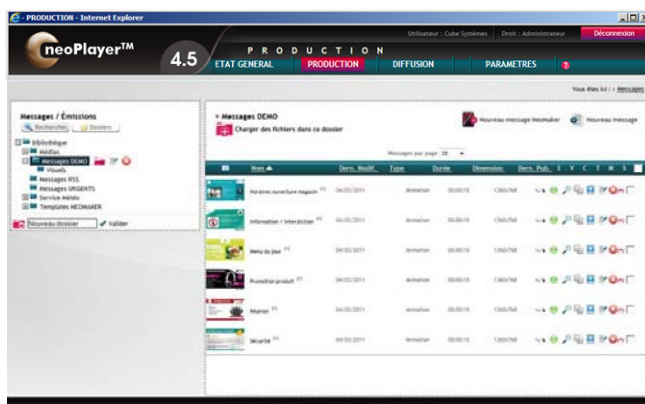
- Single or multiple site architecture
- Statistics management
- Management of a wall of screens
- Library of downloadable graphic models
- Dynamic multimedia content creation (flash, widget, etc.)
- Compatible with all formats (images, video, sound, text, etc.)
- Sending of instant messages to your screens
- Adjustable playlist depending on the waiting conditions

Advantages

- Map supervision of your sites and/or services
- Statistical analyses of your activity
- Strengthened communication impact
- Simple to install and use
- Communication tailored to your needs and tools
- Responsiveness
- Interaction with reception management

Examples of use:

- Library of messages



- Weather widget



- Interaction with reception management

Id	Libellé du service	Temps moyen d'attente	Temps max d'attente	Nombre de personnes en attente
1	Service 1	0	0	0
2	Service 2	0	0	0
3	Service 3	32	44	3
5	Service 4 - A	6	6	1
6	Service 4 - B	0	0	0
7	Service 5	0	0	0

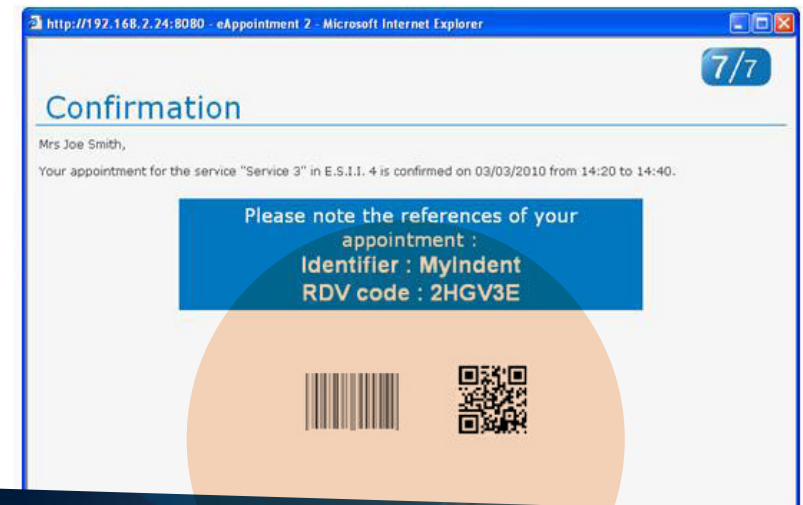


Management of bar codes

Now, eAppointment and ePlanning can manage 1D and 2D bar codes

eAppointment: a bar code is given to the customer in the summary after making an appointment / this same bar code is sent in the appointment confirmation email

ePlanning: a bar code can be inserted when printing out the appointment (which allows the bar code to be issued to a customer on site)



Ways of identifying the customer

3 types of readers are available on TWANA™ to identify the customer

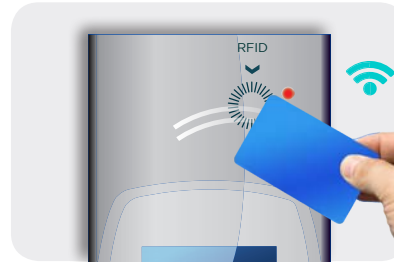
- Bar code reader
- RFID reader
- Smart card reader (e.g. health card, eID)



- Bar code and QR Code reader
Optional



- Smart card reader
(e.g. health card)
Optional



- RFID reader
Optional

> Integration of the health card update box (French market)





"Stand by" mode

Put the visitor call on hold

Management of the "stand by" mode allows you to suspend the visitor's wait.

For example, if the visitor wishes to go to another part of the shop, and if they have already taken their place in the queue, they can ask to temporarily suspend their wait.

When they wish to rejoin the virtual queue, the member of staff places them back in the system.

Visitors in "stand by" mode can be viewed via eVision.





Statistics

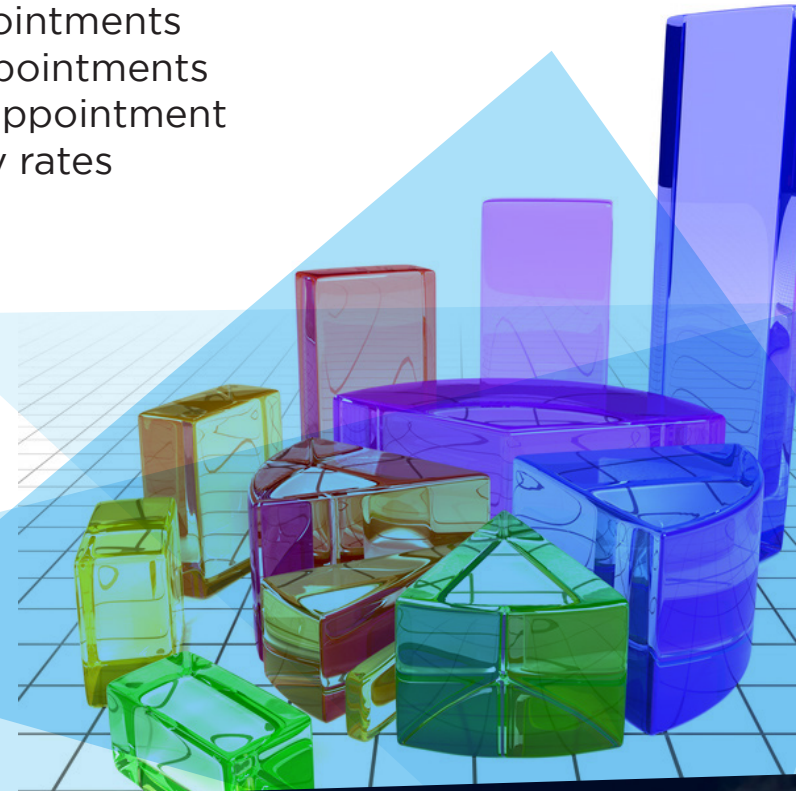
Manager tools

eStat's new features give:

- The percentage of waiting having lasted x minutes until the latest interview
- The percentage of visits by appointment
- The waiting time for resources
- New axes of analysis on the channel used to make appointments (telephone, Internet, face-to-face)

Appointment statistics:

- Number of kept appointments
- Number of unkept appointments
- Number of planned appointments
- Number of cancelled appointments
- Percentage of visits by appointment
- Appointment occupancy rates





Appointment

Optimisation of your appointments

It is now possible to identify the channel used to make appointments and take tickets

eAppointment's new features

allow you to include organisations and to add an input mask to the login (visitor information entry stage) for greater confidentiality

Synchronise ePlanning

appointments with Outlook or certain iPhones (ICS compatible calendars)

Make a check to prohibit making appointments if too many appointments have not been kept over a certain period

Clear information on DISEO™ TS and CAMEO™ if an appointment arrives too early or too late

Priority appointment:

When the customer has chosen the site and the service, eSirius™ can propose the first available appointment.

Reception by appointment

- Management of several appointments made within the same time slot
- Multiple resource view in ePlanning
- Appointment-making scenario with choice of the service on several sites
- Monitoring of customer appointments on several remote sites
- Configurable locking for making several appointments for a particular service and purposes on the same day
- Configurable locking in respect of duration of the slots selected by the user until confirmation of the appointment on eAppointment





SMS

The eSirius™ eAppointment core enables SMS messages to be sent (appointment confirmation, threshold exceeded alert, bye-bye services, etc.).

Two solutions are available for sending SMS messages:

> **SMS BOX** (box for one or more sites and for small organisations)

- Works with a SIM card
- Sends SMS messages to multiple sites
- Sends characters in UTF8 format (Arabic, Spanish, etc.)
- Multiband modem (usable in all parts of the world)

> **Facilitators** (e.g. MOBYT and SMS MBLOKS) for larger organisations





Other features

More detailed visitor information in eVision

Multiple resource view in ePlanning: this new feature allows you to view several agents/workstations on the week view

Support for customer data encryption in eClient: customer data is encrypted in the database

Generation of new events associated with the workstation

Satisfaction surveys on console: entry of responses during the interview

Evolution of tools and prerequisites (Tomcat 7.0.42; JDK 1.7.0.25; MySQL 6.0.7; Apache 2.2.25)

Re-checking-in of an already received customer

Tickets

Immediate messages on tickets (4 dynamic lines)



Reception management

eClient banner always displayed

Management of a list of pre-reception appointment notifications (CSV file provided by the customer)

eClient launch by passing parameters (host name and login agent) under IE only

Reception management core

Configuration export (Databases, Files and log)

SMS messages management

Conditional SMS, automatic self-service proposal to choose between a paper ticket and an SMS ticket when significant estimated waiting time

Interface with SMS MBLOKS facilitators (internationalisation, US-Canada)

Statistics

Feed into a database for use with a Business Objects tool

Configuration module

Administration of the solution according to skill level (User, Administrator, Expert)

Multiple journey for visitors (sequencing of journey when the visitor has several appointments on the same day)



Head office

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