



Solutions for Improving Front Line Services Finance Sector

Tensabarrier® • eQ™ Single Line Queuing Call Forward Systems
eQ™ Virtual Queue Management Solutions • Tensator Virtual Assistant

Tensator Leading the Customer Journey

Tensator is committed to becoming the definitive global leader in the management of the 'customer journey'. Understanding the pressure for improved efficiencies, incremental sales and profit growth, Tensator commits to providing a diverse range of revenue and margin enhancement, labour savings and customer experience solutions.

The customer journey should begin from the moment the client enters the branch environment. It is this 'journey', the in-branch experience in its entirety, which will keep the customer engaged from arrival through transaction completion and branch departure.

Tensator's solutions are proven to:

- Speed customer throughput by 25%
- Minimise customer waiting times and reduce frustrations
- Improve productivity and operational efficiencies
- Increase satisfaction levels and improve customer retention rates

Provide a clear & visible waiting line

Provide a visible order to the waiting line and help reduce customer uncertainty as to where to queue, with Tensabarrier® retractable webbing posts. Transform space in front of cashiers from unused queuing space, with writing tops and browser points, enabling customers to queue and complete any necessary paperwork or documentation, maximising their queuing experience.

- Increase queue flow with organised queues
- Reduce customer uncertainty and provide directional guidance with post top signage
- Stylish, bespoke solutions
- Optimise available space
- Improve service times, as customers complete paperwork whilst waiting inline before arriving at the head of the queue



Reduce operational costs & speed queue flow

Tensator's Electronic Call Forward Systems serve customers in the order they arrive in branch, increasing efficiencies and helping to manage the distribution of waiting customers to available service positions. Tensator offers split screen functionality call forward systems, which combine call forwarding and media to enable branches to communicate product or service information to waiting customers.

- Improve staff utilisation and increase transactions per employee
- Increase customer flow by up to 25%
- Improve service times by 30%
- Save money by reducing operational costs
- Increase customer satisfaction by eliminating wrong queue frustrations
- Centralised media management can be used to control an estate of branches and control the product marketing centrally to increase uptake of sales



Match resources to demand

Virtual Queue Management Solutions allow customers to take a ticket in the order they arrive in the branch; leaving them free to browse or relax whilst they wait. When it is their turn to be served, their ticket number is called.

- Allow the correct member of staff to be matched to customer's requirements
- Improve operational efficiencies by matching resources to demand
- Monitor queue flow in real time
- Optimise available resources
- Meeter greeter or ticket dispensers can be used to allow customers to book their appointment



Communicate effectively with customers

The Tensator Virtual Assistant utilises cutting-edge technology to project an image, which creates the illusion of a live person and provides a unique advertising and instructional platform. It's a next generation digital signage platform that really enhances the in-branch customer experience.

- Completely customisable digital signage solution which can fit any brand image and messaging
- Adds value to any financial environment conveying consistent messages about new products or services, savings, accounts, mortgages, insurance or loans
- Brings product displays and promotions to life and fully engages with the customer to deliver revenue
- Innovative, eye-catching and never takes a break
- Ability to speak in any language



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