

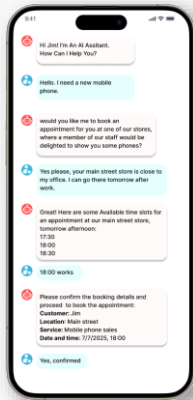


CUSTOMER JOURNEY OPTIMIZATION

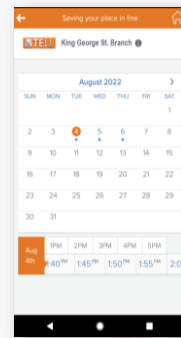
TELECOM & RETAIL USE CASES

What You'll See...

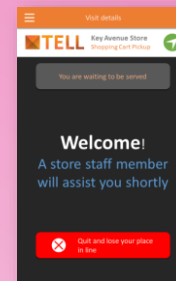
Five sample use cases, each presenting a possible customer journey delivered by Q-nomy.
The following Q-nomy software components take part in the journeys presented:



Agentic scheduling and routing: connect the enterprise chatbot to Q-nomy's appointment booking AI agent and provide human service when bot support is not enough.



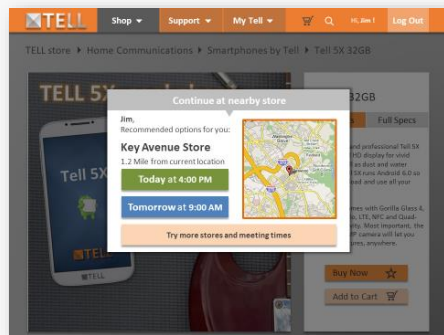
Optional “classic UI”
Mobile appointment
booking for digital
and in-store
appointments



Mobile check-in /
queue management
for store visitors



Video call routing,
with a “digital
lobby” for waiting in
the virtual line



Appointment
scheduling mini-site
/ frame embedded
in the corporate
website



Check-in kiosk for store visitors, self-service or greeter operated

“reminder: you have a store appointment today! Show this message on check-out for 10% discount on all mobile chargers”

Reminders and other messages via SMS / Whatsapp

Use Case #1 → Buy Online, Pick Up In Store



Customer browses mobile operator website, buys a product, and books a store appointment to pick it up.

Customer arrives at the store, checks in with his mobile phone, meets the agent and picks up his product, and a few more items.

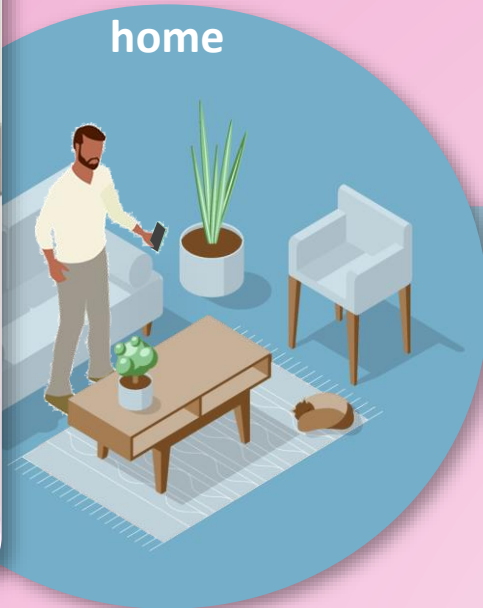
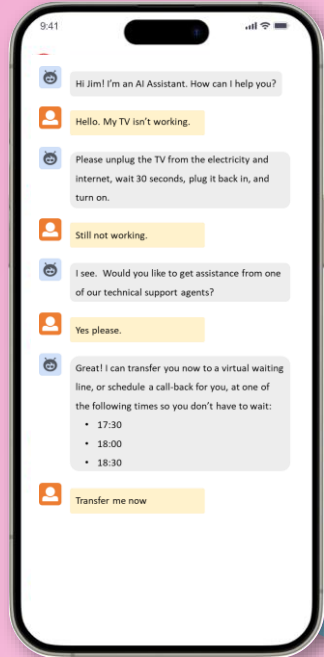
Use Case #2 → Online Ads For Store Visits



Customer on Facebook, sees the mobile operator ad, offering to see new products in the store. Clicks the ad to go to the store appointment booking.

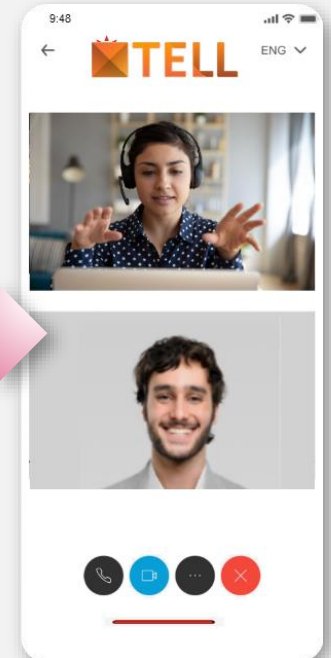
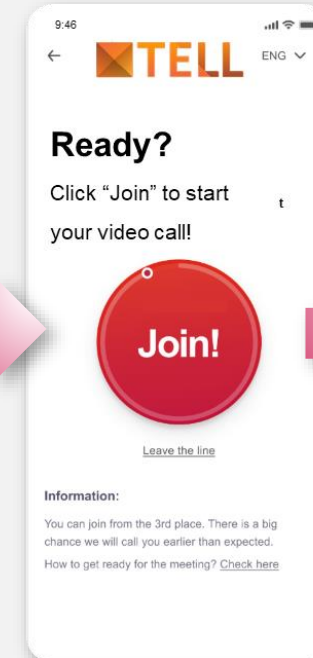
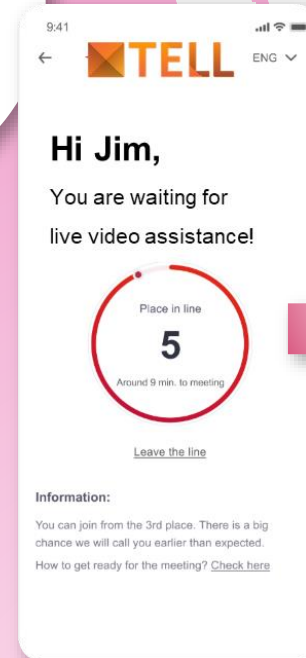
Customer arrives at the store, checks-in with his mobile phone, meets the agent and buys an item.

Use Case #3 → Video Call with Tech Support



Customer enters a virtual waiting line. When the agent becomes available, the customer can engage the call, and get live assistance.

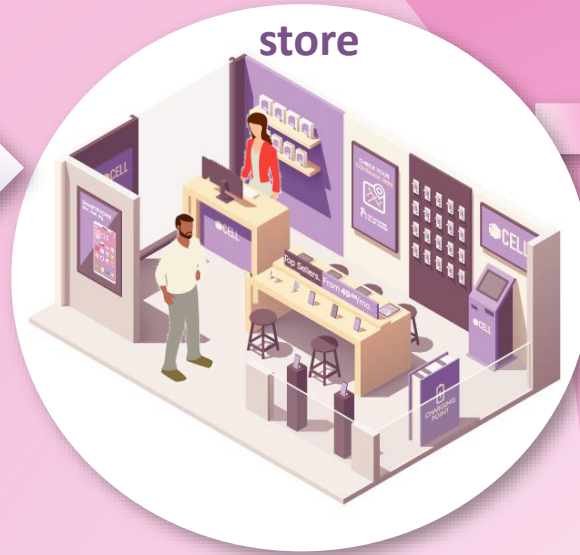
Customer browses telecom operator website, and tries to resolve a technical issue with the chatbot. In case of failure, the bot transfer the customer to a virtual queue to the human agent best skilled to assist.



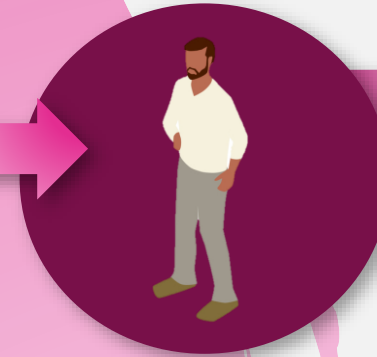
Use Case #4 → Repair Drop Off and Pick Up



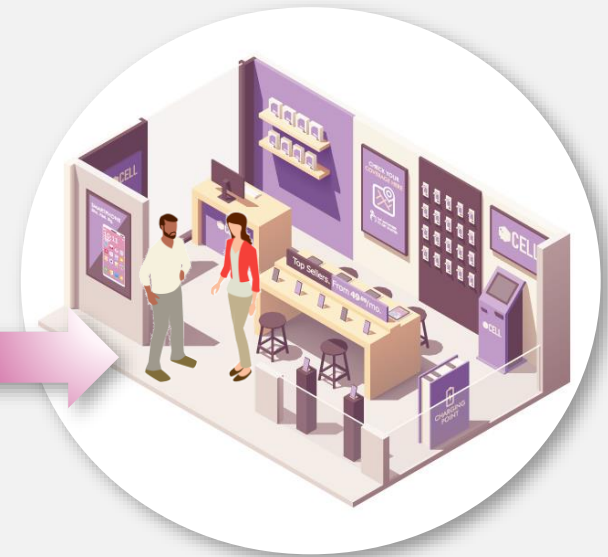
Customer has an issue with his phone, browses mobile operator website, clicks on “Schedule Repair”, and books a drop-off at a store.



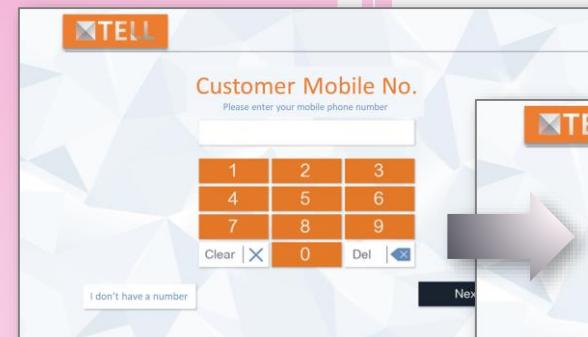
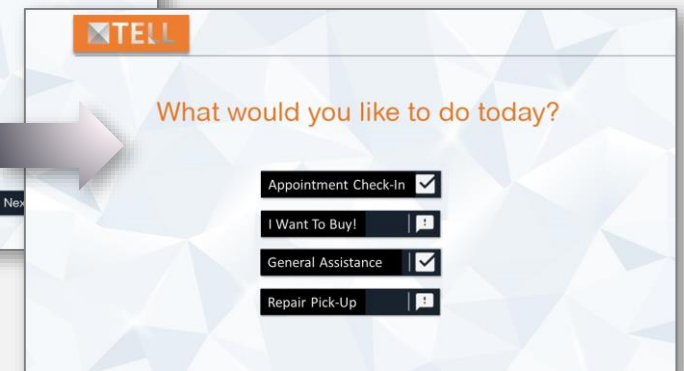
Customer arrives at the store, checks-in at the kiosk, meets the agent and after a quick check-up, leaves his phone for repair.



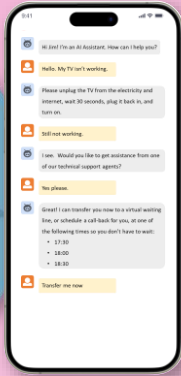
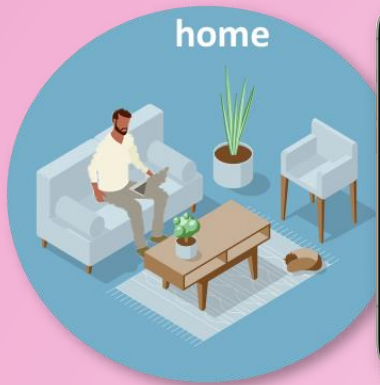
Customer goes away for a couple of hours.



Customer returns to the store, checks-in again, enters a quick pick-up line, and receives his repaired phone

A screenshot of a kiosk interface with the TELL logo. It prompts the user to enter their 'Customer Mobile No.' with a numeric keypad. The keypad has buttons for digits 1-9, 0, a 'Clear' button, and a 'Del' button. There is also a link for 'I don't have a number'.A screenshot of a kiosk interface with the TELL logo. It asks 'What would you like to do today?' and lists three options: 'Appointment Check-In' (checked), 'I Want To Buy!' (with a plus icon), and 'Repair Pick-Up' (checked).

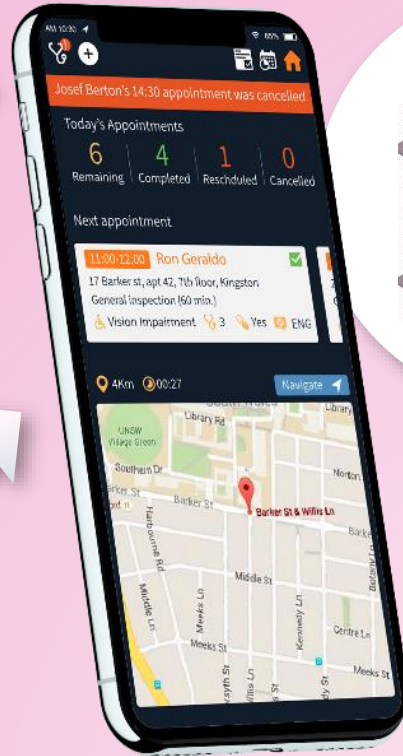
Use Case #5 → Field Technician Scheduling



Customer has an issue with home equipment; the chatbot suggest scheduling a “House Call”, and books a technician visit.



Network department initiates technician visit to a location after identifying a problem



technicians



The system assigns visits according to location, skills, workload and other business rules. Delays are communicated automatically to the customer.



Visit is recorded and the technician continues to the next destination assigned.

Our Advantages

Why delivering such use cases with Q-nomy's software makes sense:

- **All required components** in one place: applications for customers, agents, and managers, workflow and customer flow business logic.
- **Agentic scheduling and customer routing**, standalone, integrated with the enterprise customer-facing chatbot, or integrated with internal AI chatbot.
- **Managing the entire journey** on one platform ensures a seamless customer experience
- **Producing useful data** about customer behavior, workflow, service and retail operation performance, and more.
- **Flexible design** of the customer journey and workflow, can easily be adjusted to changing business needs, using our no-code Journey Builder.
- **Robust and scalable** servers that can handle any size of operation, and an unlimited variety of journeys.
- **Experience** gained from delivering successful solutions to the world's largest telcos.

THANK YOU!



 Q·nomy