DMV
Customer Flow
Solutions

WAVETEC®
www.wavetec.com

CUT THE WAITS AND REDUCE CONGESTION AT YOUR DMV

United States' Department of Motor Vehicles offices have long been associated with frustratingly long waiting times. Wavetec's virtual queuing solution combined with appointments, SMS and web ticketing, Mobile App and untethered wireless ticketing can expedite your queues, provide real-time queuing information, and give your customers more control over how long and where they choose to wait.

Queuing solution integrates with self-service kiosks

ADA compliant Enterprise solution

Ticketing via different channels (Web, Mobile, Kiosk & Untethered)
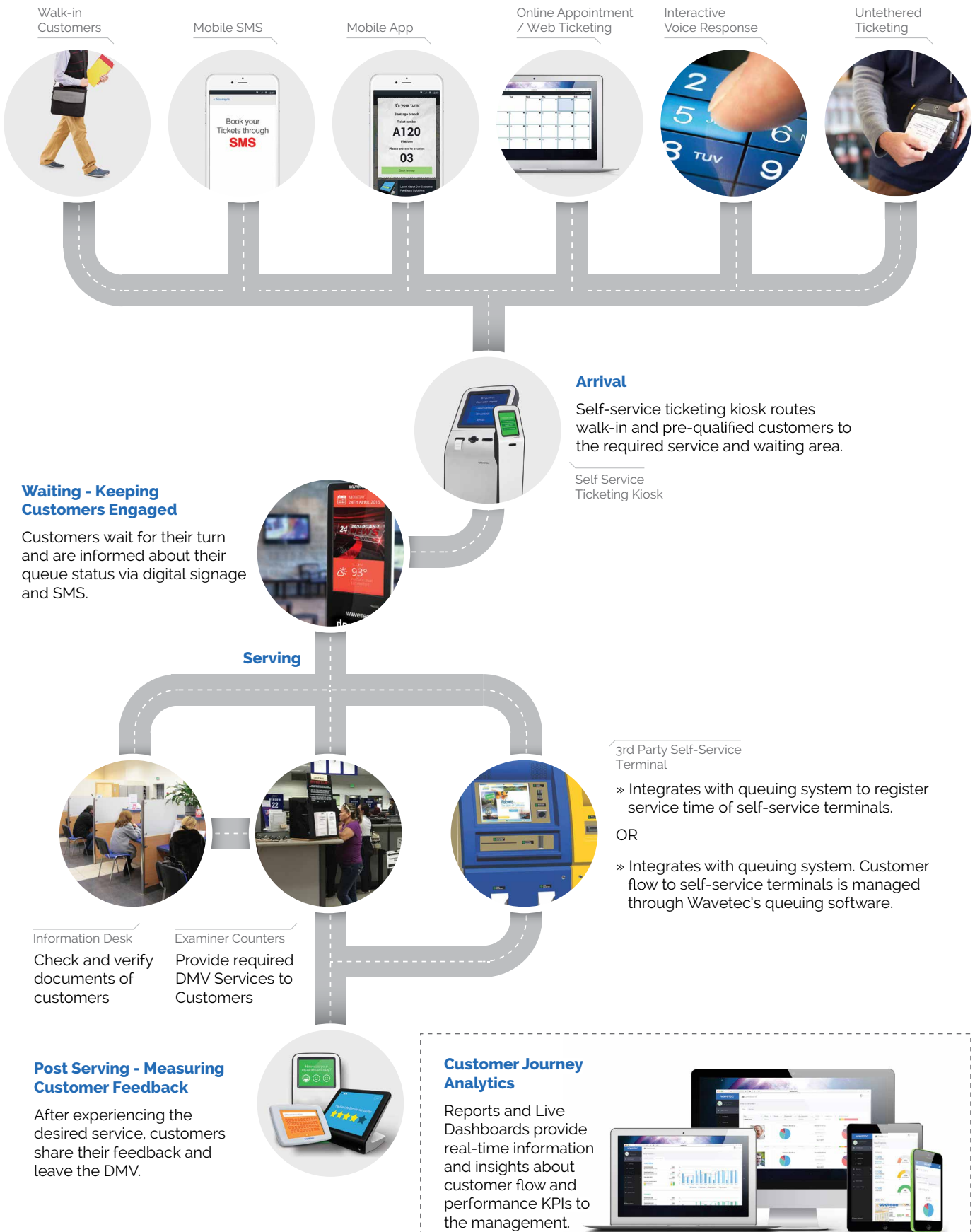
Customizable workflows to manage DMV capacity

Integration APIs for 3rd party systems

Key Features

» Integrate queuing, signage & customer feedback seamlessly.

» Organize customer journey and procedures in the DMV.

» Manage queuing from a centralized location.

» Decrease waits and increase customer satisfaction.

» Improve efficiency and reduce costs.

» Seamlessly balances appointments and walk-in traffic on priority and FIFO basis.

A TYPICAL CUSTOMER JOURNEY AT YOUR DMV

Walk-in Customers

Mobile SMS

Mobile App

Online Appointment / Web Ticketing

Interactive Voice Response

Untethered Ticketing

Arrival

Self-service ticketing kiosk routes walk-in and pre-qualified customers to the required service and waiting area.

Self Service Ticketing Kiosk

Waiting - Keeping Customers Engaged

Customers wait for their turn and are informed about their queue status via digital signage and SMS.

Serving

3rd Party Self-Service Terminal

» Integrates with queuing system to register service time of self-service terminals.

OR

» Integrates with queuing system. Customer flow to self-service terminals is managed through Wavetec's queuing software.

Information Desk

Check and verify documents of customers

Examiner Counters

Provide required DMV Services to Customers

Post Serving - Measuring Customer Feedback

After experiencing the desired service, customers share their feedback and leave the DMV.

Customer Journey Analytics

Reports and Live Dashboards provide real-time information and insights about customer flow and performance KPIs to the management.

OUR CUSTOMER EXPERIENCE SOLUTIONS FOR DMVS

Enterprise Queue Management Solution

Streamline customer flow at your DMV offices

Our solution for the DMV industry is custom-designed to revolutionize the DMV experience, and successfully manage the challenges you face. It is integrated with SMS, Web, IVR, untethered wireless ticketing, Mobile App and Push notifications.

» Allows customers with Android™ and iOS™ smart phones to find a local office with real-time wait times and provide turn-by-turn directions based on GPS location.

» Manages customer load from various touch points such as mobile app, appointment and walk-ins.

» Customizable workflows are available to manage your DMV customer serving capacity.

» Americans Disability Act (ADA) Compliance Module

» Boosts staff productivity as floor manager can automatize and manage resources at peak and off peak hours.

» Predictive Analysis & Customer Journey Mapping modules available.

» Provides performance insights via reports and dashboards.

» Collect information about hours, average waiting times, customer traffic, service demand etc. through standard or custom designed reports and live dashboards.

Adding Digital Signage to DMV Technology

Improve customer engagement at your DMV

Customer waiting experiences at DMV can be drastically improved with digital signage. Provide customized information and entertainment to DMV customers waiting to be served.

» Wavetec signage solutions support integration with 3rd party signage solution.

» Reduce perceived waiting times by allowing customers to see where they are in line.

» Use digital signage software and queue displays to show queue statuses, real-time news, policy updates and safe driving messages.

» Steer customers toward alternative services, such as online renewals or mobile app-based registration services.

» Plug n play signage solution makes it easy to centrally create, update, and manage content.

Collecting Customer Feedback at DMVs

Find out what customers have to say about your service

Collect customer feedback on-the-go with Opinion Plus -Wavetec's proprietary customer feedback solution.

» Measures customer satisfaction using the CSAT scoring system.

» Enables you to collect feedback through kiosk, tablets or mobile app & SMS.

» Can work in compatibility with existing systems.

» Presents reports of customer feedback which DMVs can utilize to improve on services.

» Works in integration with our queuing systems and digital signage solution.

» Alerts for negative feedback.

PROJECT MANAGEMENT, INTEGRATIONS AND CUSTOMIZATIONS

Selecting the right queuing solution for your DMV is very important as it directly impacts your customer flow. Our consultants understand your challenges and can help design a custom queuing solution for DMV customers. Contact us today!
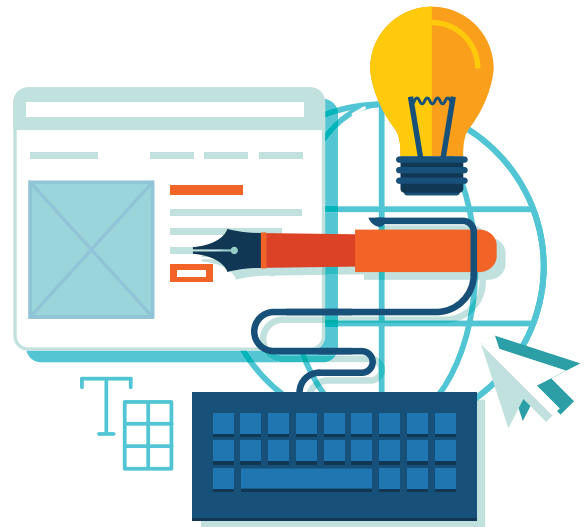
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