### balact: Life Unqueued

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Monday	07:30 AM - 03:30 PM 07:30 AM - 03:30 PM			Swipe to canc	el ticket sa
Wednesday	07:30 AM - 05:30 PM				
Thursday	07:30 AM - 03:30 PM				
Friday	Closed			×	
Saturday	Closed				

# Say goodbye to queues and waiting in line!

BALADOR FOR TECHNOLOGY SOLUTIONS www.balador.io

### Transform your business today with Balador's cutting-edge technology!

Balador is the leading regional SaaS platform readily available to businesses and individuals.

This multi-tenant app lists service provider, from both public and private sectors, along with the sections and branches according to proximity and availability.

Making it easy for consumers to access services with no lines, no waiting, and no hassle.

Balador serves as a customer touchpoint, offering an extra sales channel for service providers to reach their target audiences.

### balader.

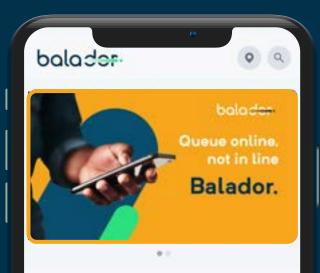
### **Balador In One Year**

- **2 2 Million Transactions**
- 350K+ App Downloads
- **30K+ Transactions Daily**
- 1100+ Agents
- **11** 30 Merchents



Balador has become a key player for many businesses in Jordan and beyond.

### **One App for all merchants**



What would you like to do today?



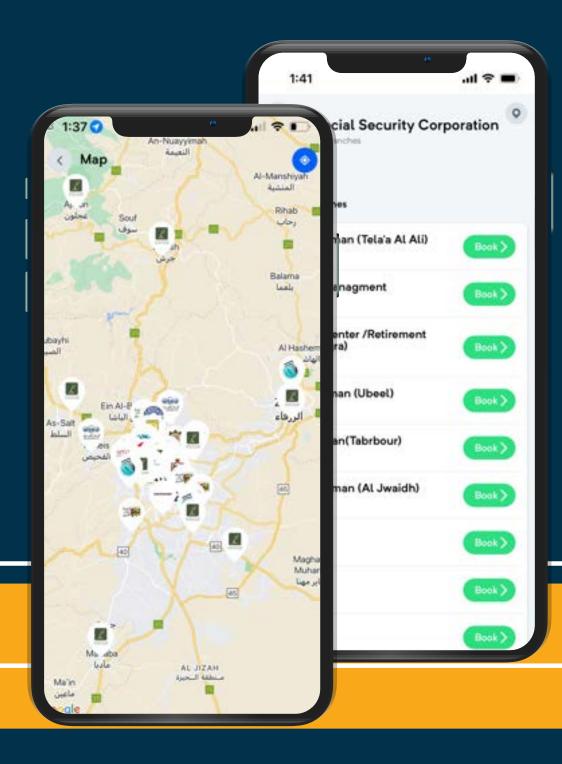
#### User

The multi-tenant app enables end users to access numerous merchants without downloading many applications.

### **Easy Search**

Customers can easily search for their service provider through Balador's Merchant list.

### **Support Different Languages**



### Get know the nearst branch

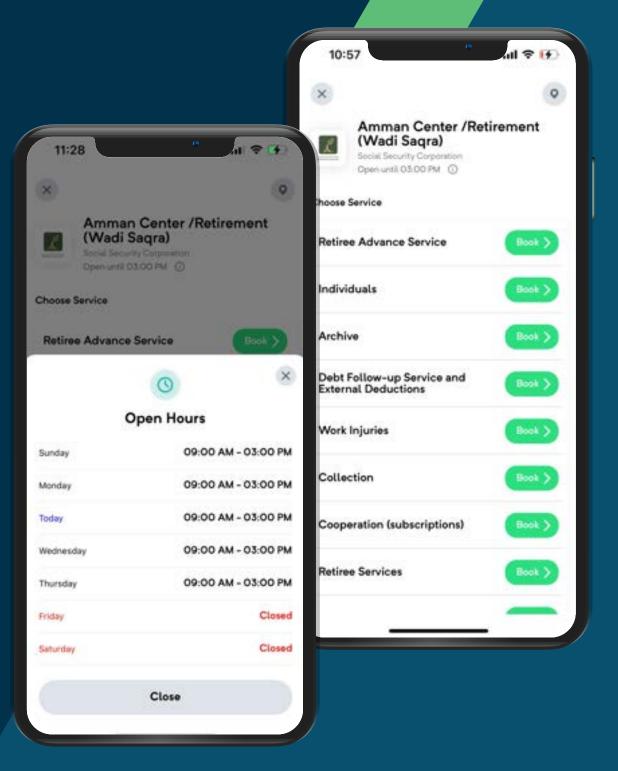
Balador recommends the nearest and fastest branch through "Al"

### **Branch Working Hours**

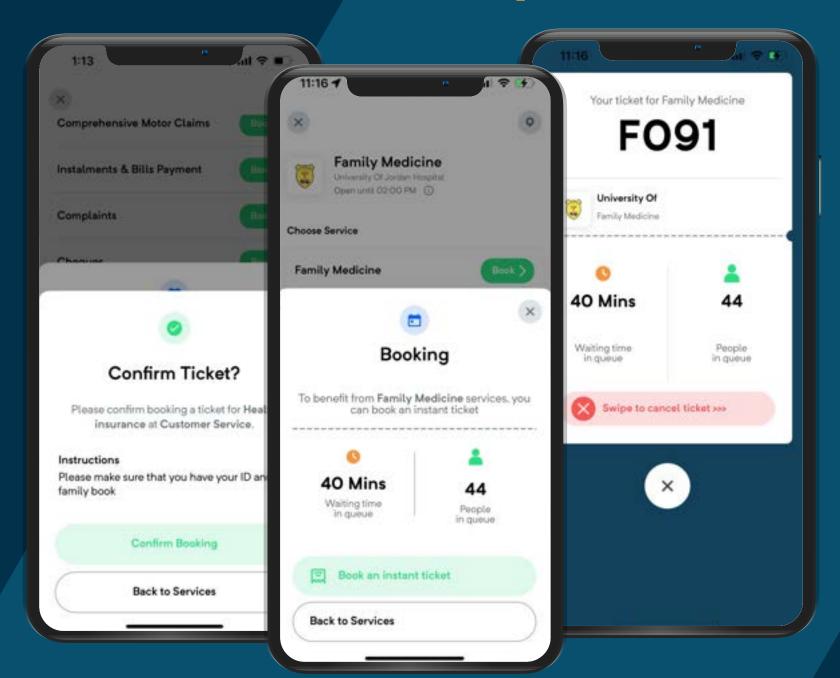
Balador provides up-to-date information on branch working hours, vacation days, and any relevant updates in real-time.

### **Services List**

Choose your service provider and Preferred service.



### All from your mobile



### **Service Note**

Knowing details about the service before the customer comes.

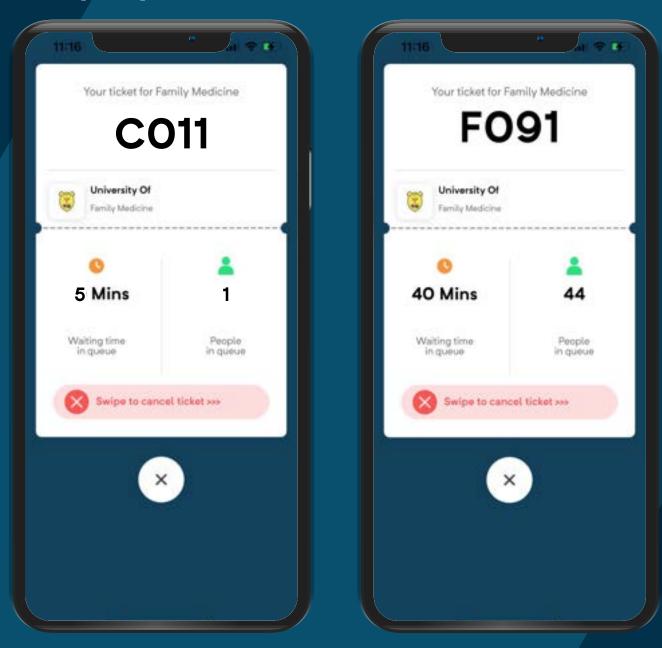
### Virtual Ticket

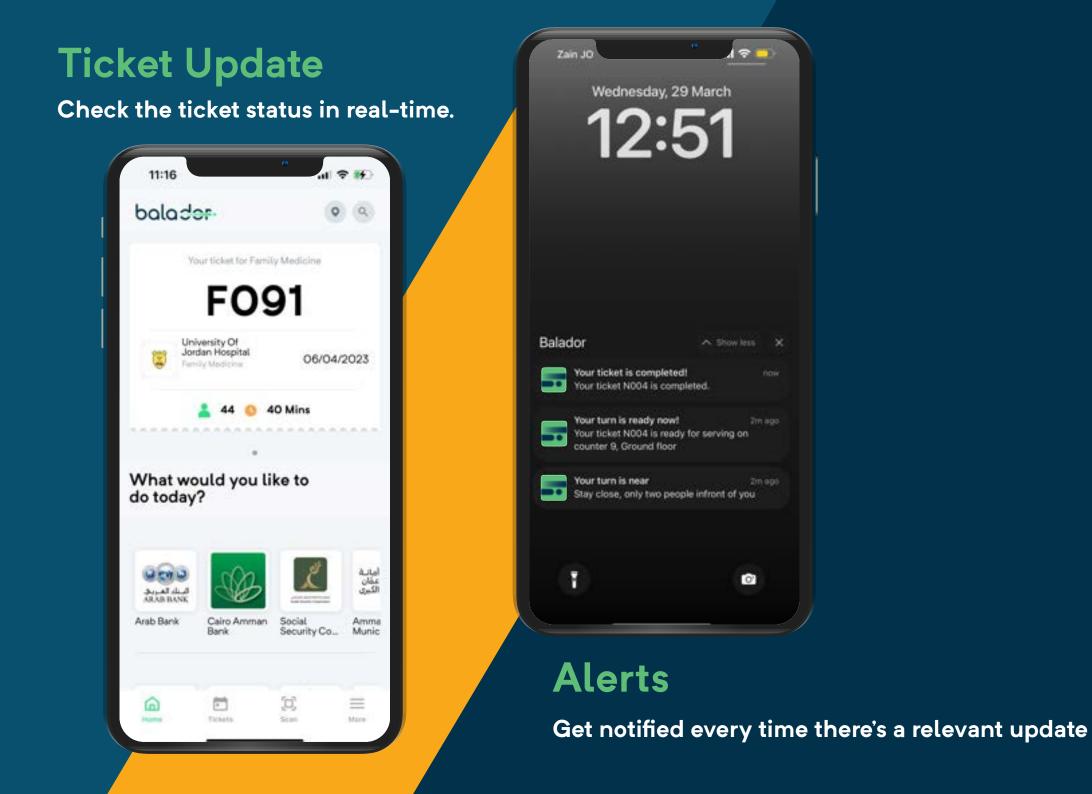
Booking tickets in advance.

### **Branch Status**

Average waiting time and the people in the queue.

Balador's VIP segmentation feature ensures receive priority service and enjoy a seamless and personalized experience, enhancing their satisfaction and loyalty to the brand.





12:4	1	" 💼 🕈 🔳
7	Tickets	Forms
	University Of Jordan Hospital Family Medicine	06/04/2023
Missed	your turn! You can stil and get served with	hin 60 min
Tickets		View All
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University Family Me	y Of Jordan Hospital edicine	Family Medicin
You	can re-book you 240 minu	ır ticket within ıtes
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	239 : <sub>Min</sub>	<b>17</b> Sec
		Sec
	Min Re-bool	Sec

### BUT What if the customer TUTM misses their

#### **Re-book Feature**

Ability to re-book or cancel tickets if they need to.

1:10 II 🕈 🗰 What is your feedback for this service? Branch 1 Open Account



Write a note

### **Customer Feedback**

After the user gets the service, the app will ask the user to rate the service. (Audio and Text Feedback)

### For Walk-in Customers

 All walk-in Customers can conveniently scan a QR code at the Merchant's location without the need to install the APP

Concierge



Display Merchant name and logo Customizable background **Multi-languages** E-Banking Object to Traffic visitation tickets Cultonar Service Sáry. Airtal with baladte **Customer Service** Open New Account Cashing (Darks and Lash Loana Cestr 0 vectory. Exchange of banknotes and coins Cash deposit

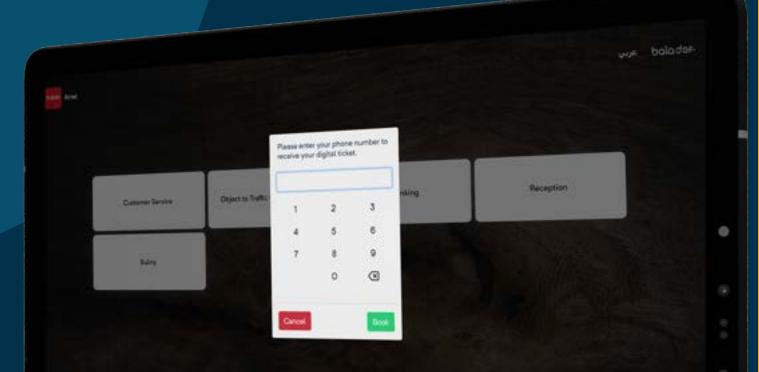
### Service display-Sub service optionavailable

Reception

whe baladee

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#### The ability to book tickets by entering phone number



Web and android version available Paperless tickets (SMS)

### **Agent Portal**

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North Internal American		Object to Traffic	c violation tickets	
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		PO	02	
		Ideal Service	Time 5 minutes	
		Actual Se	ervice Time	
		004	00.09	
Hello . Abdellah Seken		1.0		1
and a second sec	0	-	0	
balador @	No Show	Real	Sandar	hold

Agent (such as Teller, Customer service..) gets notified with the Customer's flow ahead of time with the services needed. Agent can easily plan & manage the customer's Journey through Balador portal as per the KPI.

Web and android versions available

### Manage Queue (Next, No-show, Hold)

Help agents manage the queue of customers waiting for service.

With this feature, agents can see which customer is next in line to be served, mark a customer as a no-show if they fail to show up, or put a customer on hold while they deal with other issues.

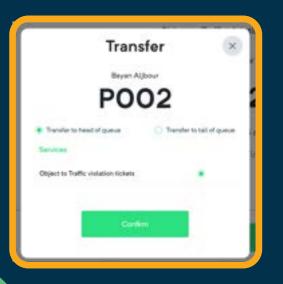
### **Recall Customer Tickets**

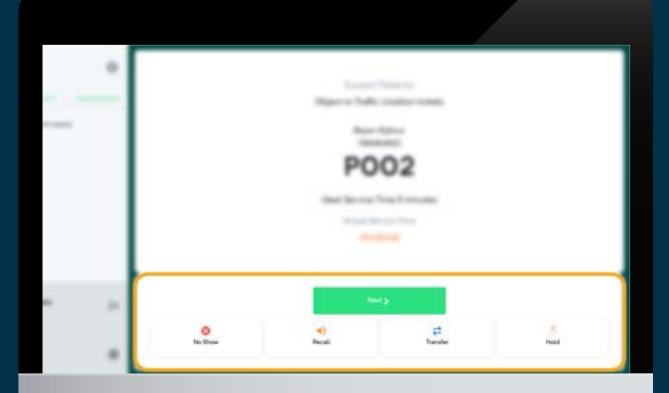
The agent can recall a ticket if the customer did not show up on time.

### **Transfer Tickets**

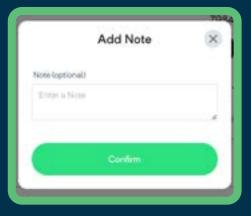
(Agent & Service level) - (Head & Tail of the queue)

Help agents transfer tickets from one agent to another or from one service level to another.







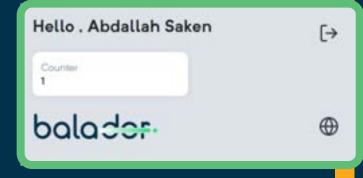


### Adding Notes to the Ticket Before Transferring it to Another Agent

This feature ensures that the receiving agent has all the relevant information they need to provide the best service and support to the customer.

### Multi-Language Interface

Allows agents to switch between different languages, ensuring they can communicate with customers in their native language.



#### Current Ticket for

Object to Traffic violation tickets

Bayan Aljbour 7984646

P002

Ideal Service Time 5 minutes

Actual Service Time

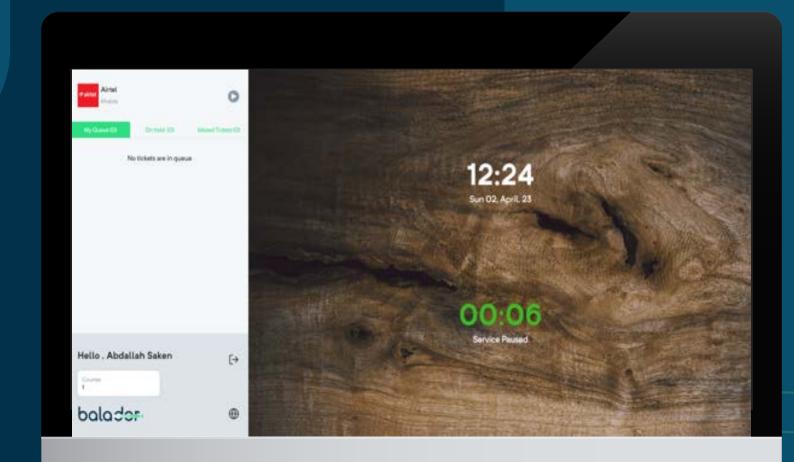
00:00:09

### **Customer Information Display**

Helps agents personalize interactions with customers and provides them with the relevant information they need to provide the best service and support.

#### **Break/Unbreak Button**

Allows agents to take a break from attending to customers. When agents click the break button, the system marks them as unavailable, and their tickets are transferred to another available agent. When they return from the break, agents can click the unbreak button, and the system marks them as available again.



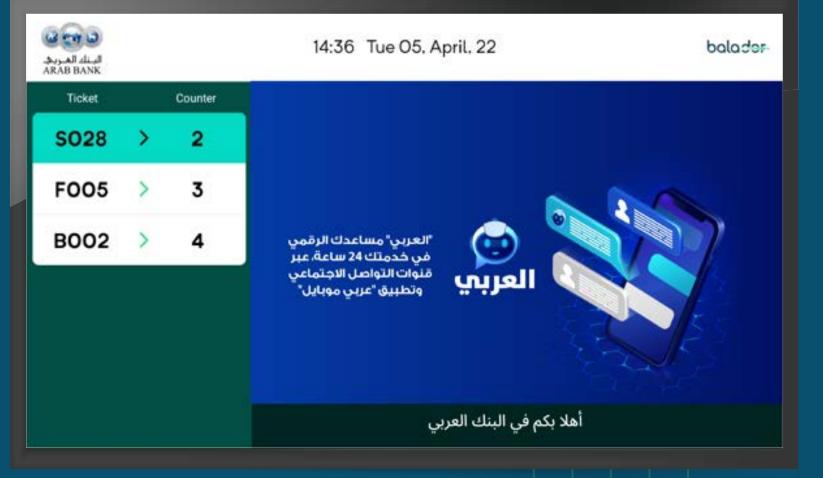
### Digital Signage (All In One)

Display date & time

Display Merchant Name and logo. Branch Name

Display Marketing Material (Video/Image)

Display Current Queue /Tickets Distribution

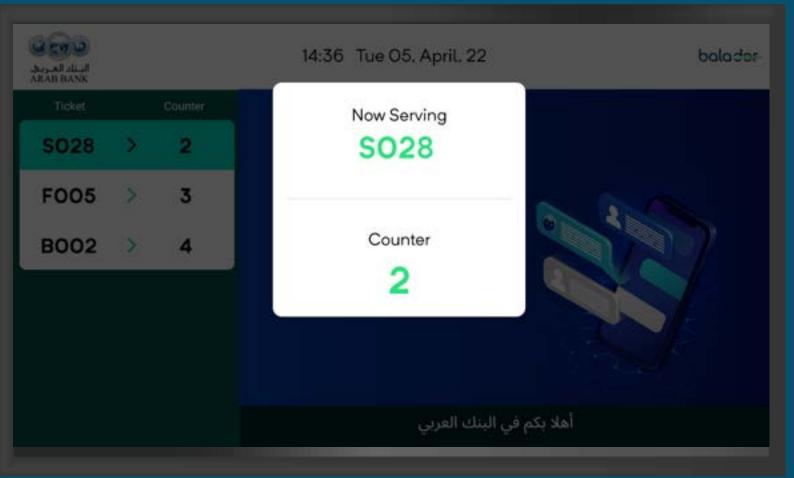


Announcements bar, with the ability to integrate with third-party API to have the announcement bar feed auto-updated, can be used for currency display, etc



#### **Call Tickets**

#### (Arabic & English Language)



#### Centralized Management System for Digital Signage

## Do you want to take your customer service to the next level?

Unlock the Power of Your Customer Service Operations with Our Advanced Dashboard

Our advanced dashboard is designed to make it easy for you to track your customer service metrics and make data-driven decisions.

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	4.00 Arg. Customer Rating	157 Tatal Reviews	251 No Show	246		
balador	and compare upped		The general	- and a rest of the second		

### **Search Filters:**

With our dashboard, you can search by date, branch, service, and agent. This allows you to quickly and easily find the data you need to make informed decisions about your business.

Dashboard					🕀 English	Airtel 🗸
Date	-	Branches All Branches	Services All Services		Agents All Agents	151
E All		All Branches	All Services	×	All Agents	

### **Customizable Reports:**

Getting the metrics that matter the most helps you make quick and intelligent decisions. You can also download reports in Excel and PDF formats.

eports						⊕ t	English Airtel 🗸
Type of Reports		Date		Branches		Agents	
Agent Performance	1941	🛱 Ali	· •	Alt	1.41	Alt	× 1
Agent Performance	~	₩ AL		Alt		Ail	v

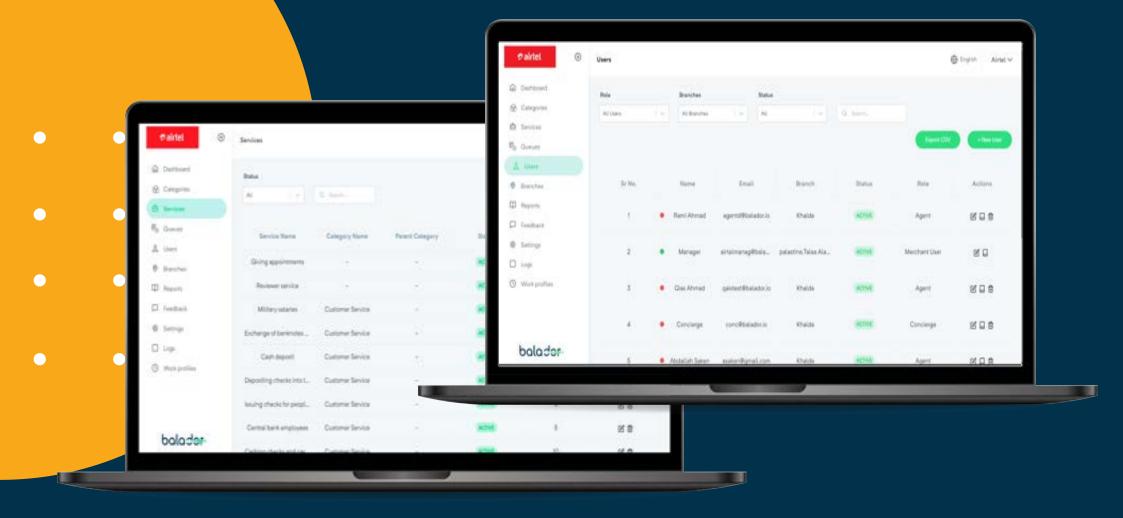
### Real-time insights:

You will get real-time insights of what's happening with a holistic view of branches, services, and agents.



### **User and Service Management:**

Effortlessly manage your team and guarantee their access to essential tools while customizing your services and satisfying your customers' needs through easy addition, deletion, and updating of both users and services.



### Segmentation:

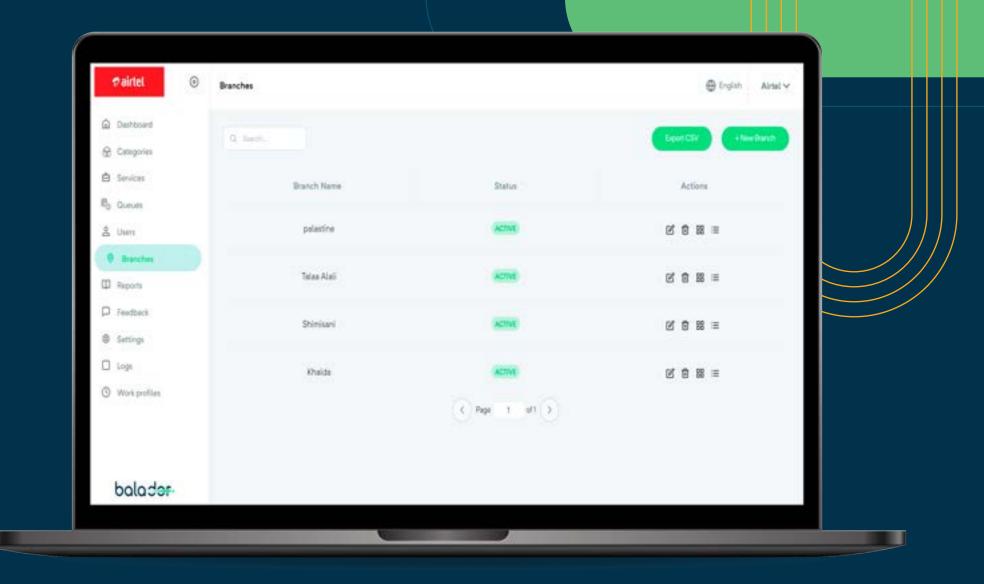
### Segmentation based on Customer level and service level.

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🖨 Services	Time and Location Segm	entation Dig	ital Signage Holidays	Abus	e System Logs A	Pis Configurat	ions	
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	eman akseei	emanulrai@baladoxio	Agent	Taxes stand ( )	Select	- C
balader	Name O	Enal	Role	Queues	Other Services	Active

### Multi-Queue:

Enabling you to manage multiple queues simultaneously. This can help you serve more customers and improve their overall experience.



### **Branch Management:**

Easily add, delete, and update branches. You can include essential details such as the branch name, location, and working hours. This makes it easy for your customers to find your branches and know when they are open for business.

### **Monitor Performance:**

Understanding the number of customers served and speed of agents. with the ability to view customer information

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🕀 Categori	es	Agent Performan	C#	- 1	B AL	Ξ.	AL	14	AL.	14
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Ø Branche	s	Agent Name	Branch Name	Service	Tickets served	No Show Tickets	Longest Weiling time	Average Walting	time Shortest We	iting time Lo
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### **Customers' Feedback:**

Feedback filtering and searching by customer, branch, and agent. The feedback section displays customer details, ratings, comments, branches, agents, counter, waiting, and serving time.

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0 Branches		Customer Name	Customer Mobile	Custor	ner Email		Comment/A	udia	Rating	Branch	Service	Agent	Ticket C
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balader	5	login		Aintel	marchant.	172.70.85.202	4/11/2023. 3:04:28 PM	

### System Logs:

Log all the system transactions, providing you with a complete record of all your employee activities that have taken place.

### Digital Signage:

Allows to upload digital signage material, such as photos and videos, for each branch. This can help you promote your business and engage with your customers more effectively.

9 airtel 💿	Settings English	Airtel 🗸
Dashboard		
😪 Categories		
Services	Time and Location Segmentation Digital Signage Holidays Abuse System Logs APIs Configurations	
RD Queues	Allow third party API	
음 Users		
Ø Branches	Announcements and Important Updates Alternate images every how many seconds	
🛱 Reports	Smile ) 5	
P Feedback	Upload Images	
Ø Settings		
🗆 logi	Upload File or Drop Image / Video here	
Work profiles	Notes: Supported image: jpg. png and Mp4 Videol Maxille size: 5040 width: 2560ps. height:1600px	
bala <del>der</del>	E CONTRA DE LA CON	

### **User Permissions:**

You can add new users to the system with different permission levels, ensuring that each user only has access to the features they need. This can help you maintain security and control over your business operations.

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					User Permission					
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### Limitation and Abuse Settings:

Settings to limit and prevent abuse.

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Note : Admin allow to book	e maximum of 15 biskets f	ter system				-

### Hidden Service:

can be useful for managing special requests or services that are not available to the public.

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### **Counter Locations:**

You can define and display counter locations for your users.

# Sucess Stories

### **Client: Jordan University Hospital**



The scope of work for the project with Jordan University Hospital involved implementing multiple components of Balador system to streamline the patient journey, reduce wait times, and improve overall patient satisfaction.

Jordan University Hospital has achieved significant improvements in patient flow, wait times, and overall patient experience

### **Client: Al Hussein Technical University**



HTU was experiencing significant bottlenecks in its student services department due to long wait times and crowded areas. Students were frequently forced to wait hours to complete simple administrative tasks such as registering for courses and paying fees. This resulted in frustrated students, low staff productivity, and a negative experience for everyone involved.

With Balador's innovative solution, the university saw a significant reduction in wait times and queues, with many students now able to complete their administrative tasks in minutes instead of hours. Staff productivity also improved, as they could manage their workload better and respond to changing demands. Finally, students reported a much more positive experience, resulting in higher satisfaction rates

### **Client: Social Security Corporation**



Social security is a general solidarity insurance scheme that aims to protect people socially and conomically. The law determines the benefits and funding sources of this scheme. Social Security Corporation faced several challenges, including long wait times, inefficient use of resources, and a lack of visibility into branch performance. Balador worked with Social Security Corporation to implement comprehensive customer flow management in 24 branches, including a mobile app for citizens, digital signage at the branches, and a manager dashboard.

The manager could manage all the branches from his dashboard, which provided a centralized view of the performance of all branches, allowing for data-driven decision-making and improved resource allocation.

Social Security Corporation overcame its challenges, provided a much-improved experience for its citizens, and optimized their operations for improved performance and efficiency.

Start saving your customers' time, reducing your costs, and increasing the efficiency of your business with a system that puts you in full control of your customers' journey based on instant data that enables you to achieve their full satisfaction.

# THANK YOU!

