balader.

Life Unqueued

Say goodbye to queues and waiting in line!

BALADOR FOR TECHNOLOGY SOLUTIONS

www.balador.io

Transform

your business today with

Balador's

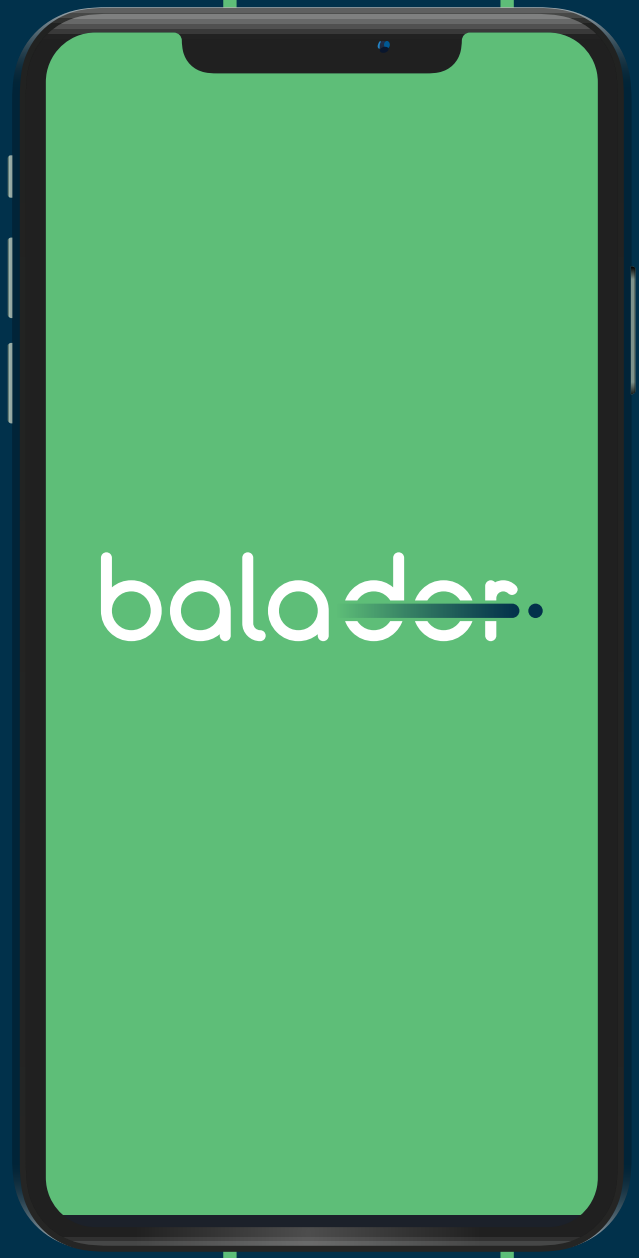
cutting-edge technology!

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.



Balador In One Year

2 Million Transactions

350K+ App Downloads

30K+ Transactions Daily

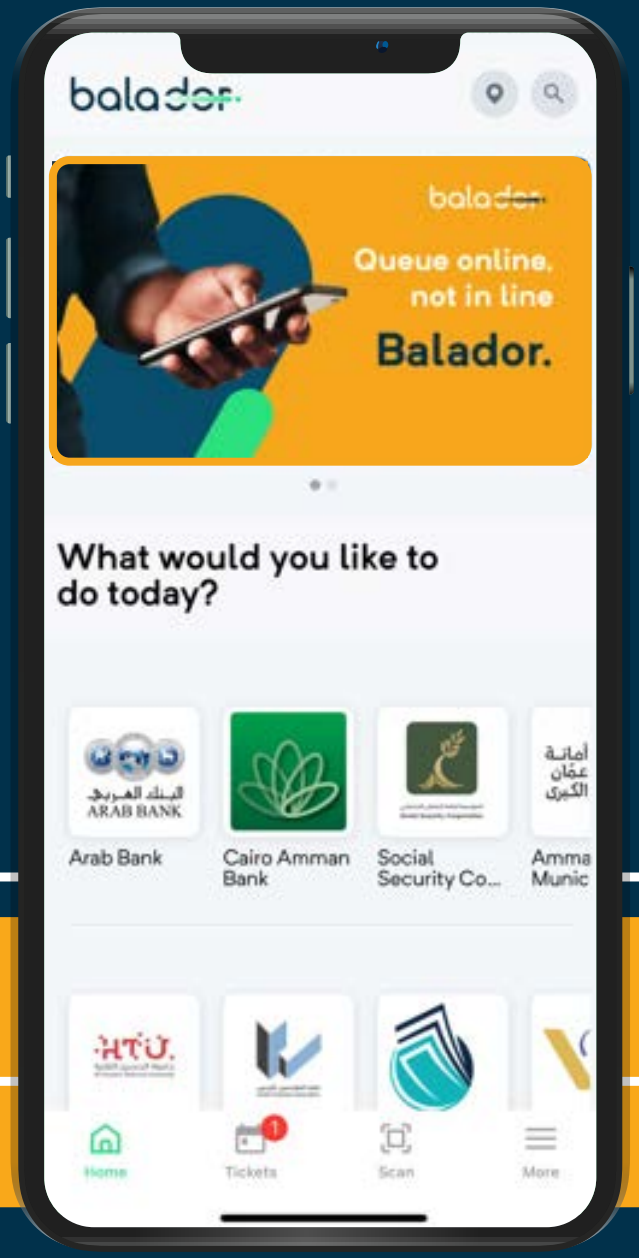
1100+ Agents

30 Merchents

70+ Branchs

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

One App for all merchants



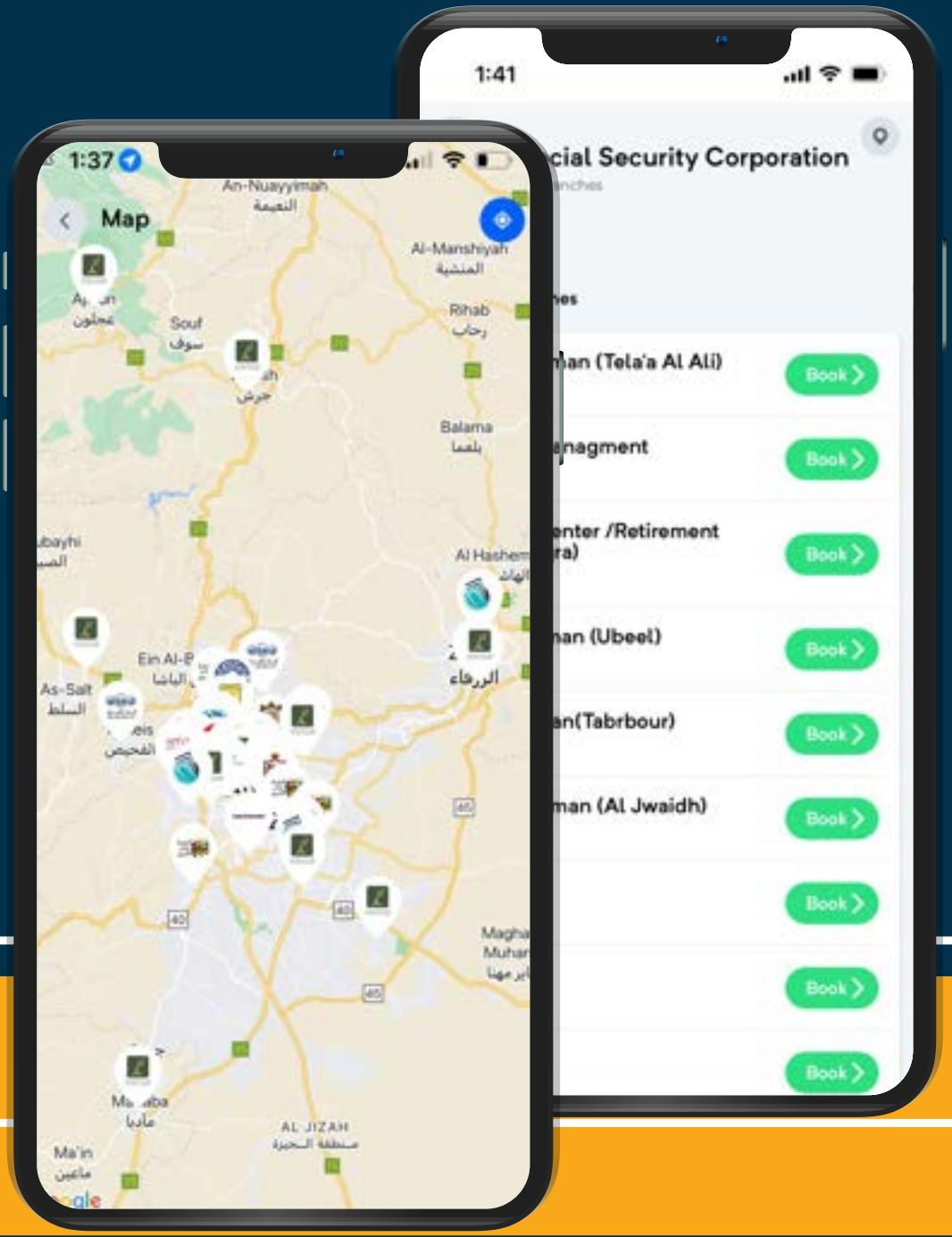
User

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

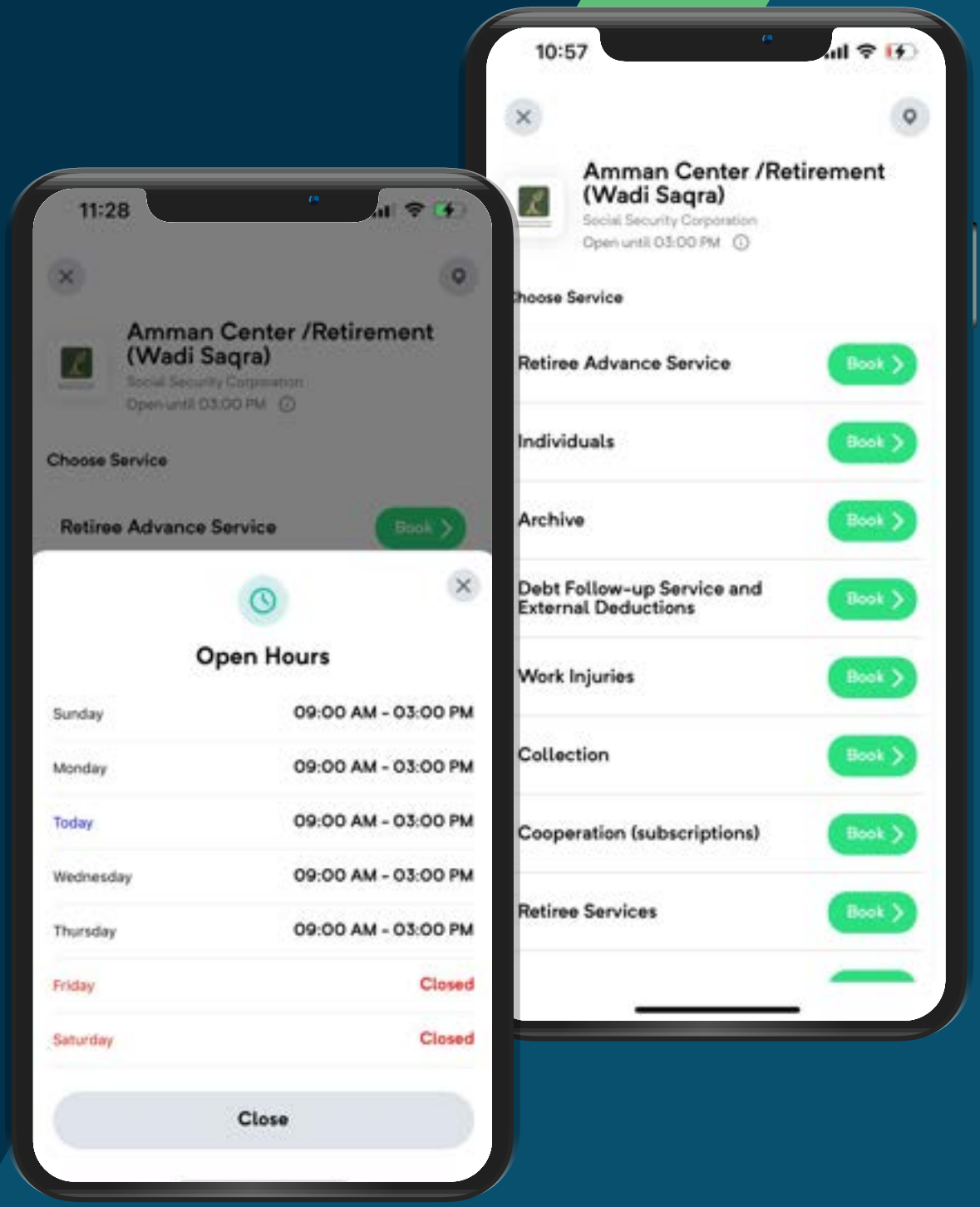
Balador recommends the nearest and fastest branch through “Al”

Branch Working Hours

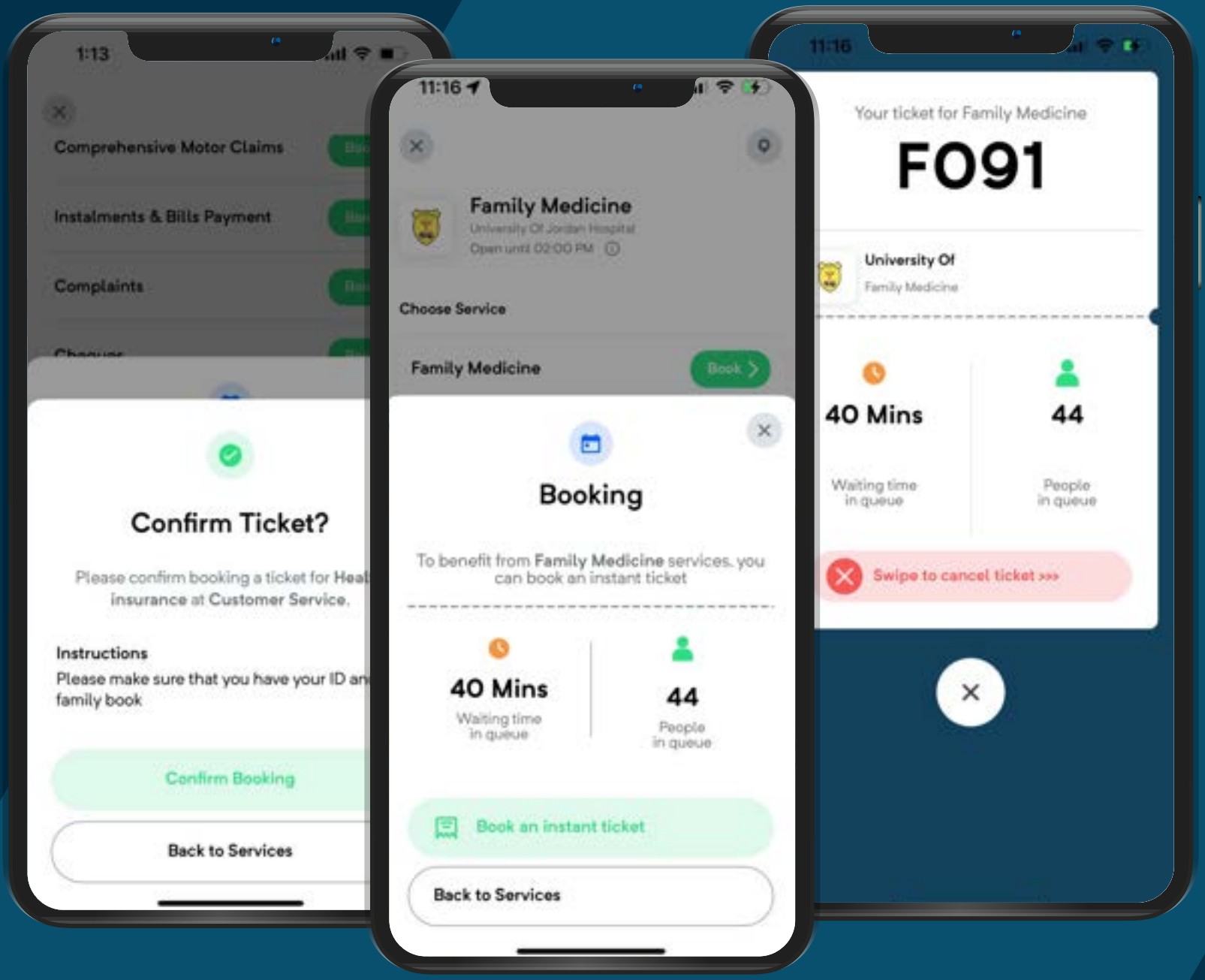
Balador provides up-to-date information on branch working hours, vacation days, and any relevant updates in real-time.

Services List

Choose your service provider and Preferred service.



All from your mobile



Service Note

Knowing details about the service before the customer comes.

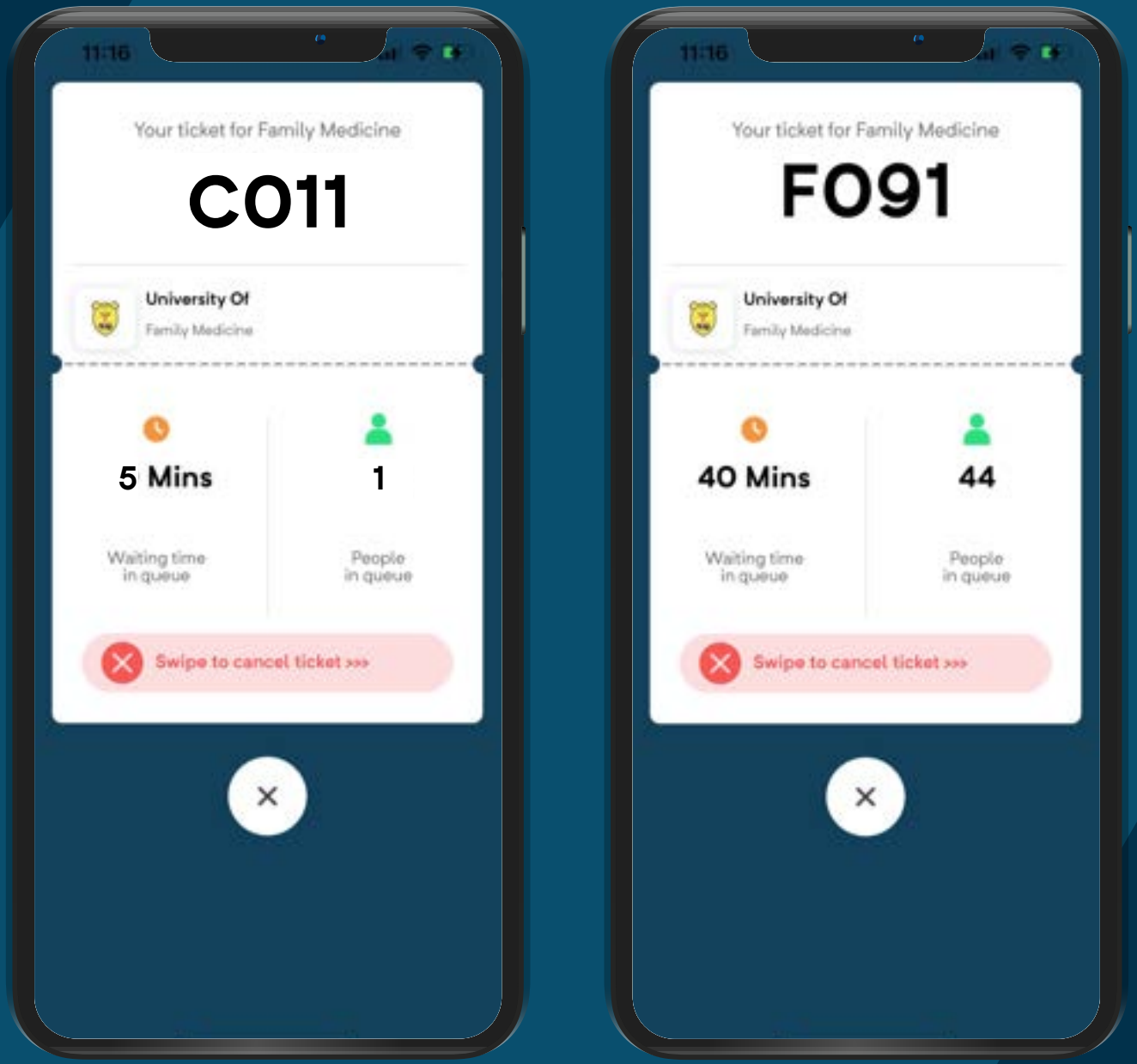
Virtual Ticket

Booking tickets in advance.

Branch Status

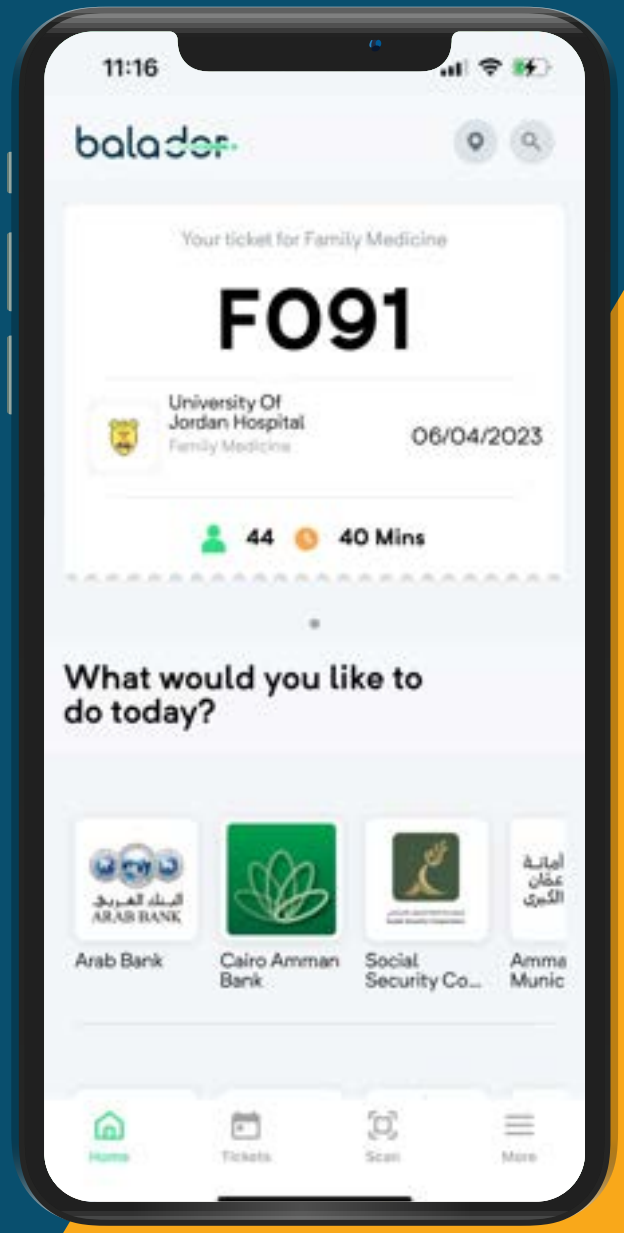
Average waiting time and the people in the queue.

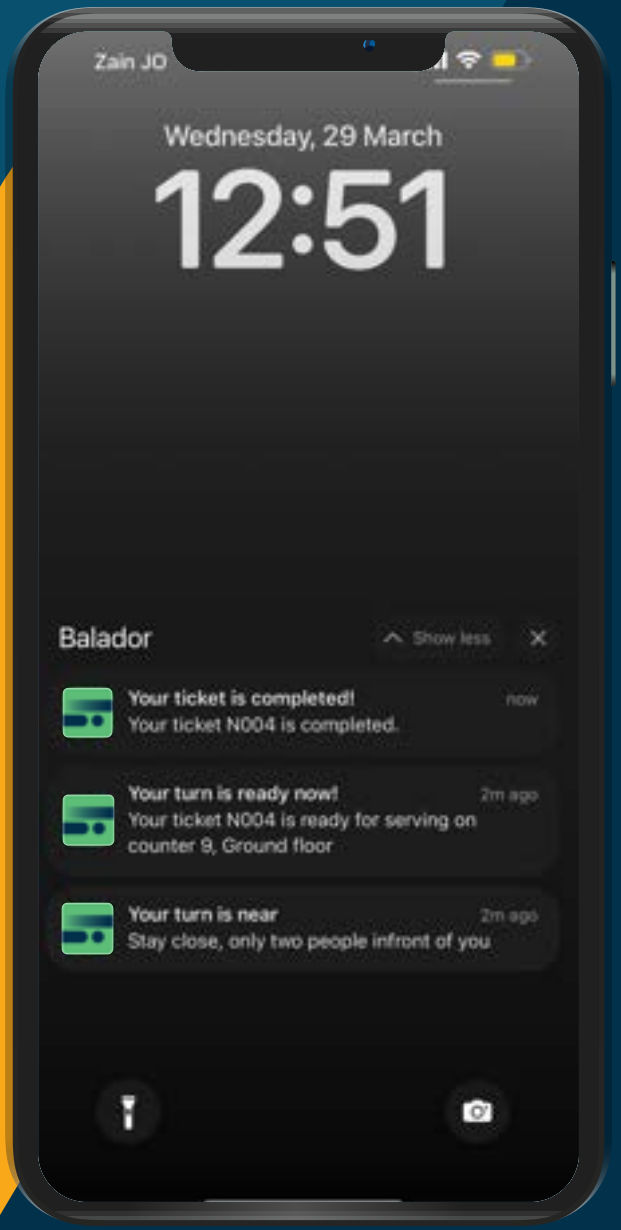
Balador's VIP segmentation feature ensures receive priority service and enjoy a seamless and personalized experience, enhancing their satisfaction and loyalty to the brand.



Ticket Update

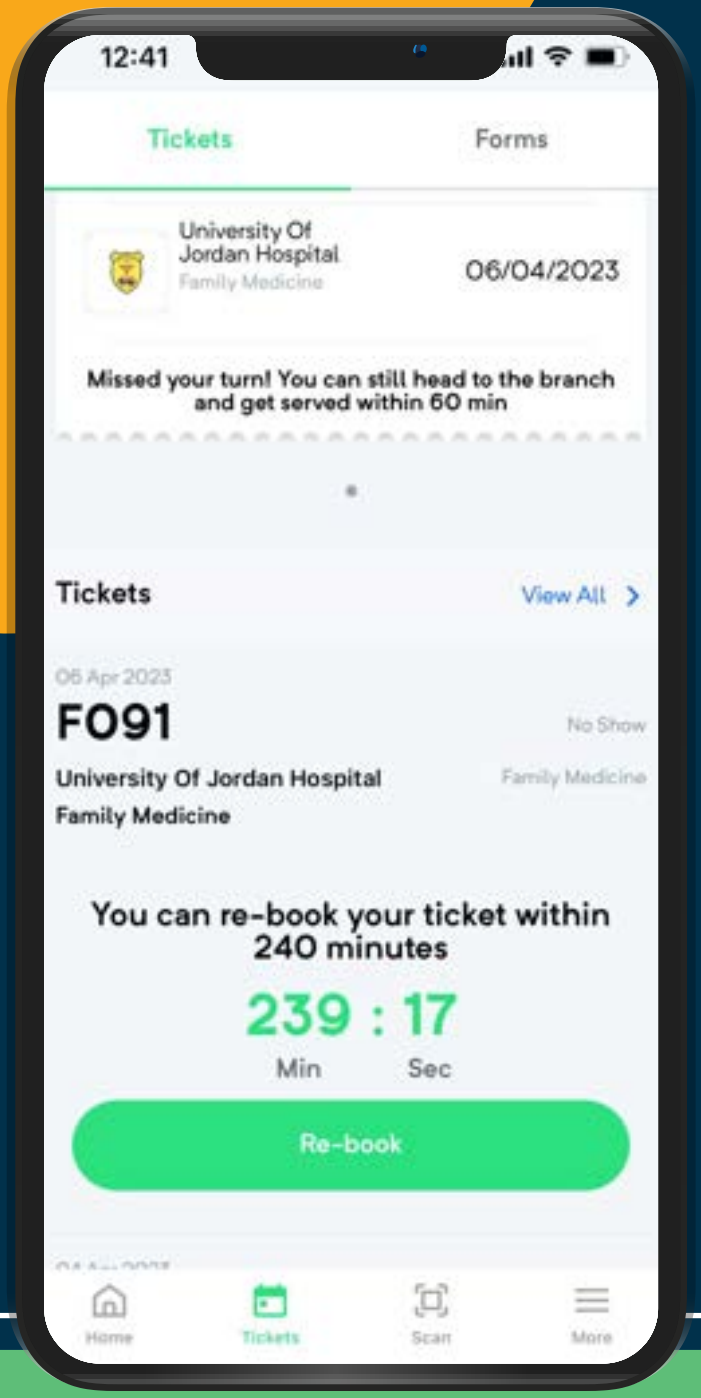
Check the ticket status in real-time.





Alerts

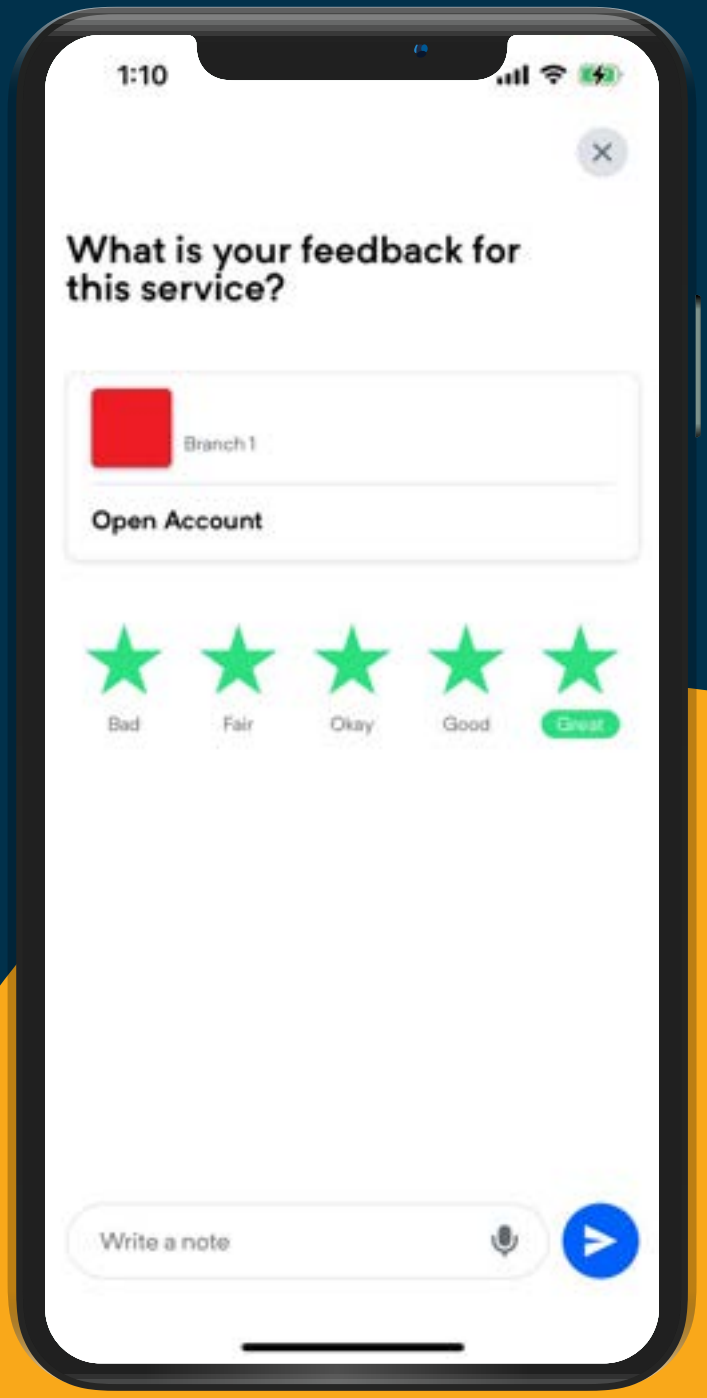
Get notified every time there's a relevant update



BUT What if the customer misses their Turn

Re-book Feature

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



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

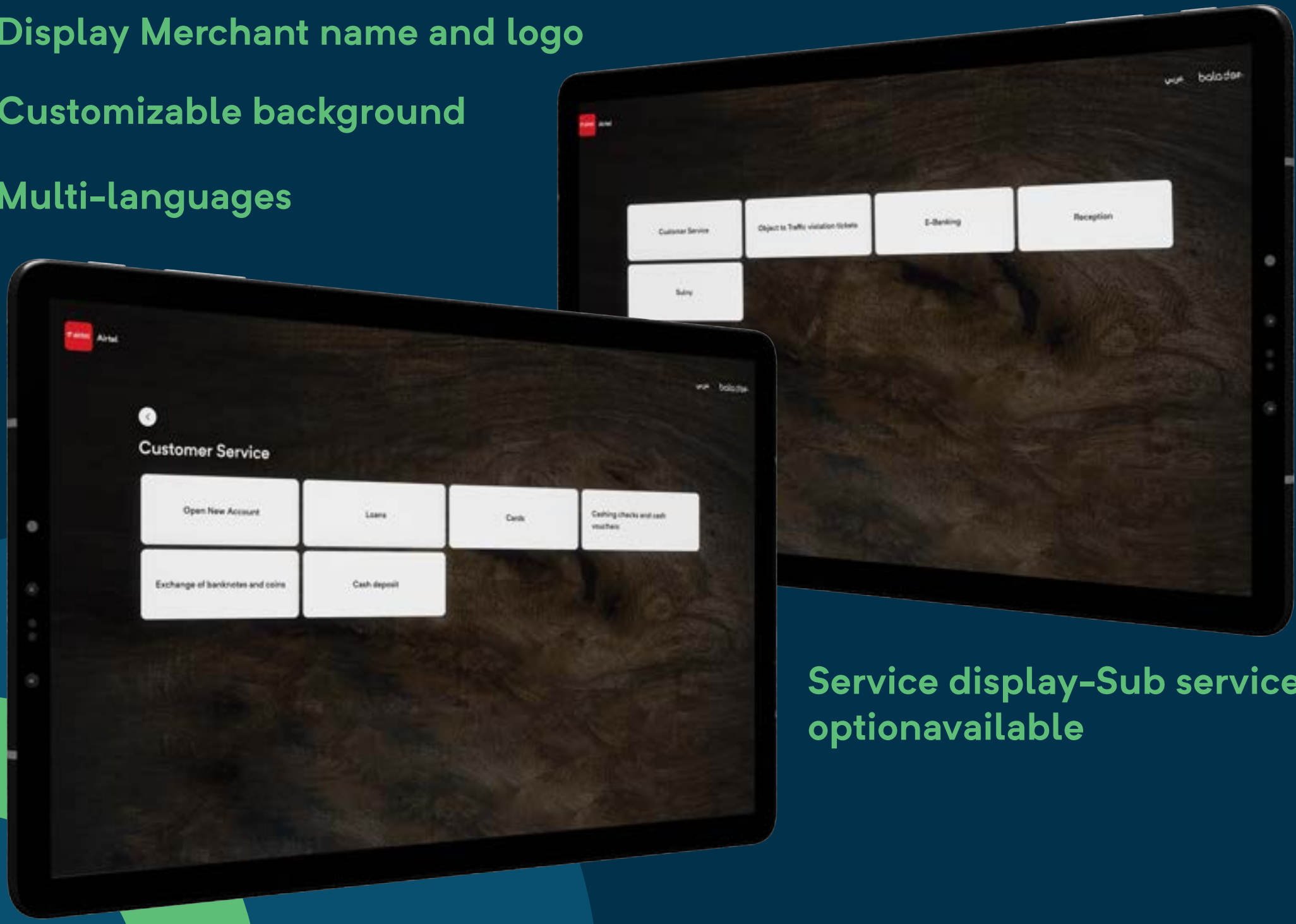
- Concierge

Concierge

Display Merchant name and logo

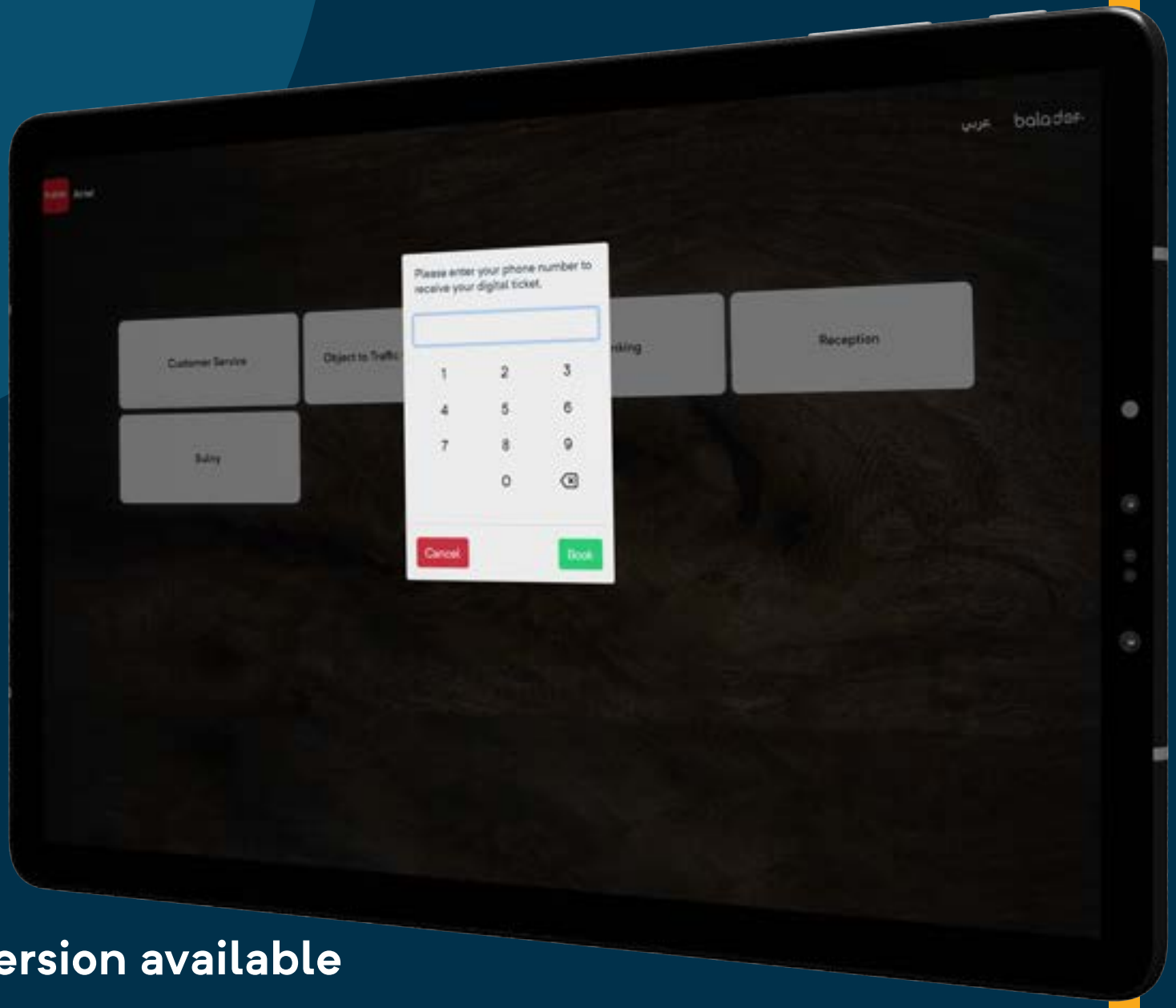
Customizable background

Multi-languages



Service display-Sub service optionavailable

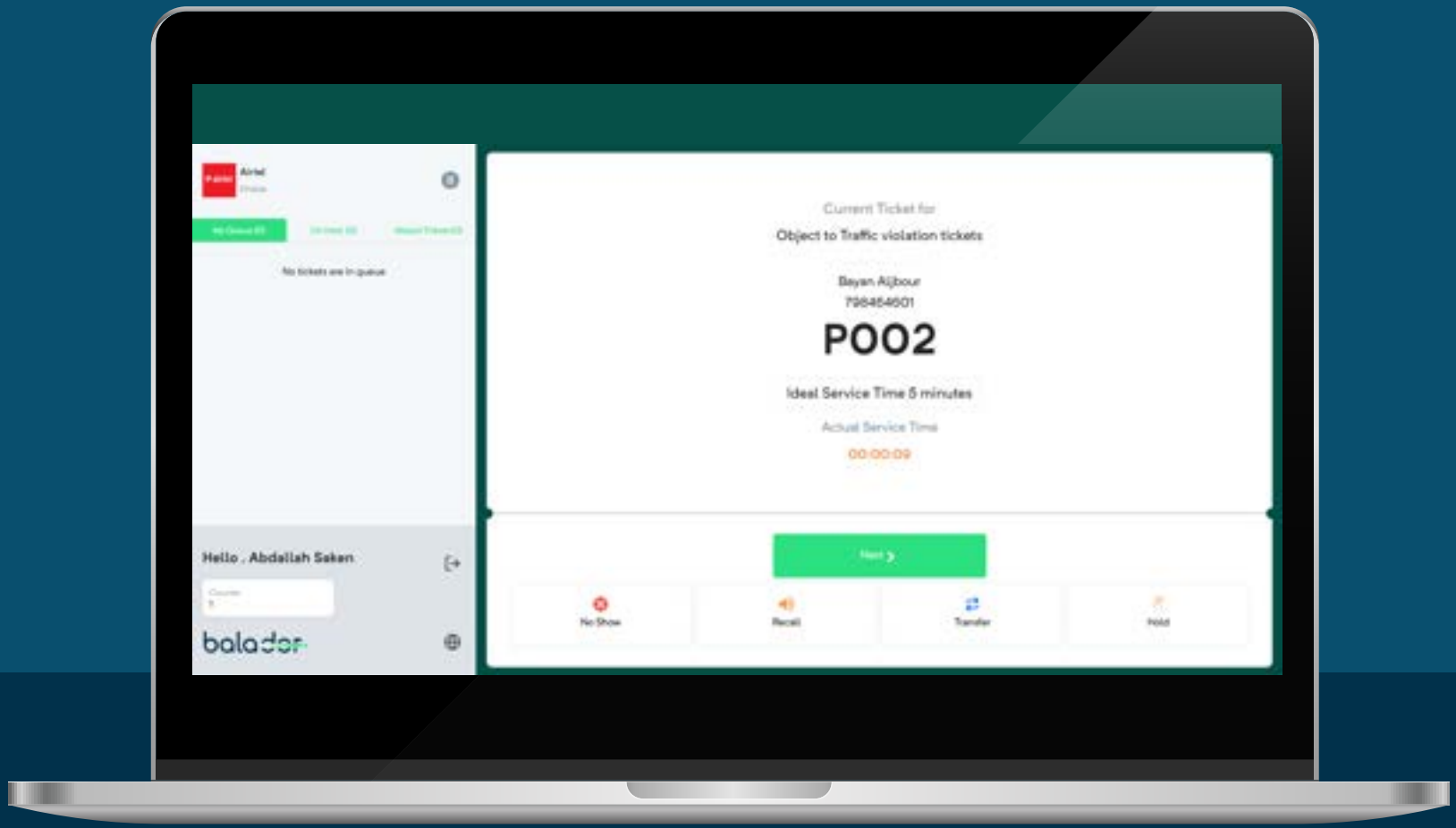
The ability to book tickets by entering phone number



Web and android version available

Paperless tickets (SMS)

Agent Portal



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.

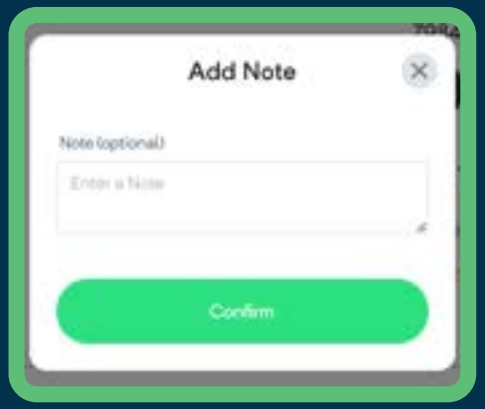
Recall Customer Tickets

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.

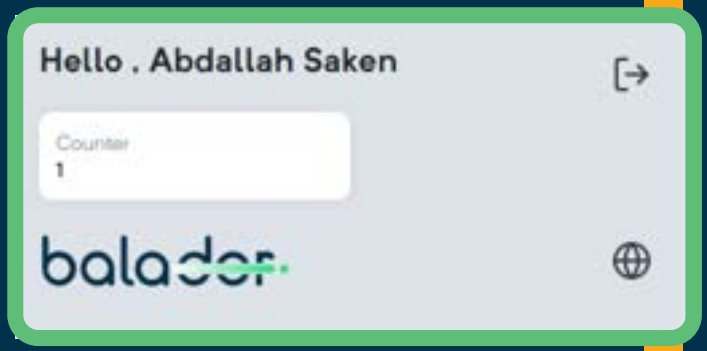


Adding Notes to the Ticket Before Transferring it to Another Agent

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.

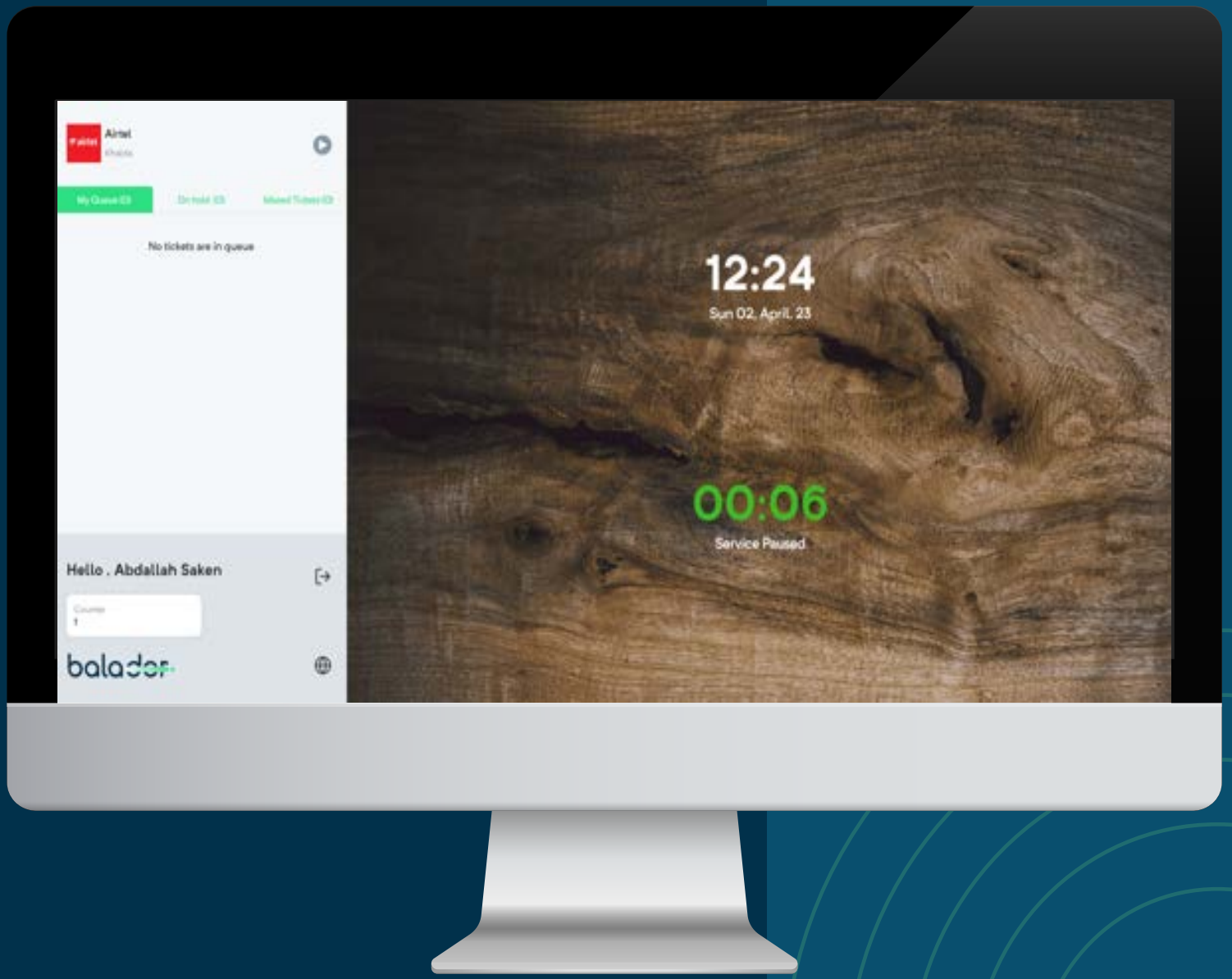


Customer Information Display

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 Merchant Name and logo.

Branch Name

Display Marketing Material (Video/Image)

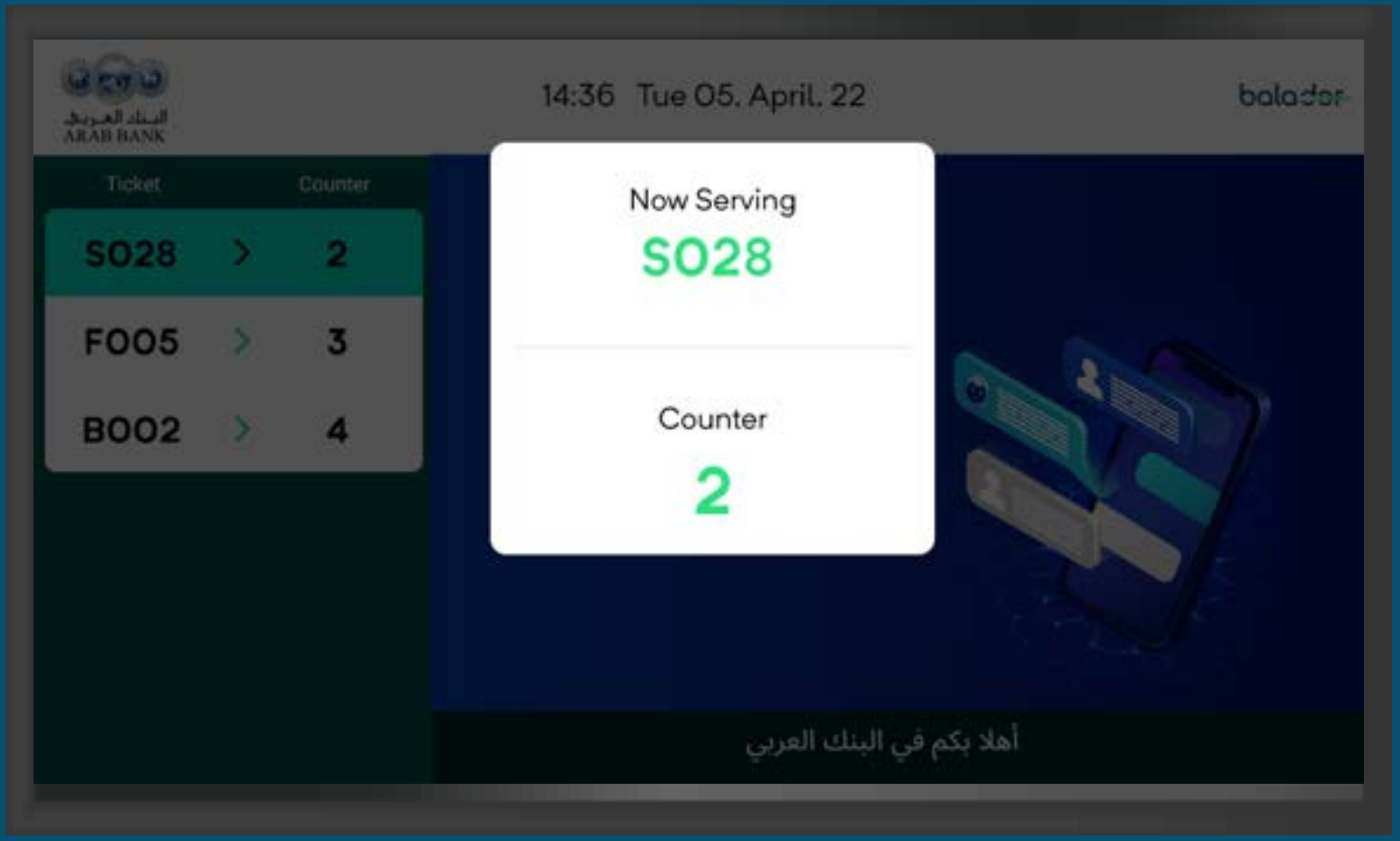
Display Current Queue /Tickets Distribution

Display date & time

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)

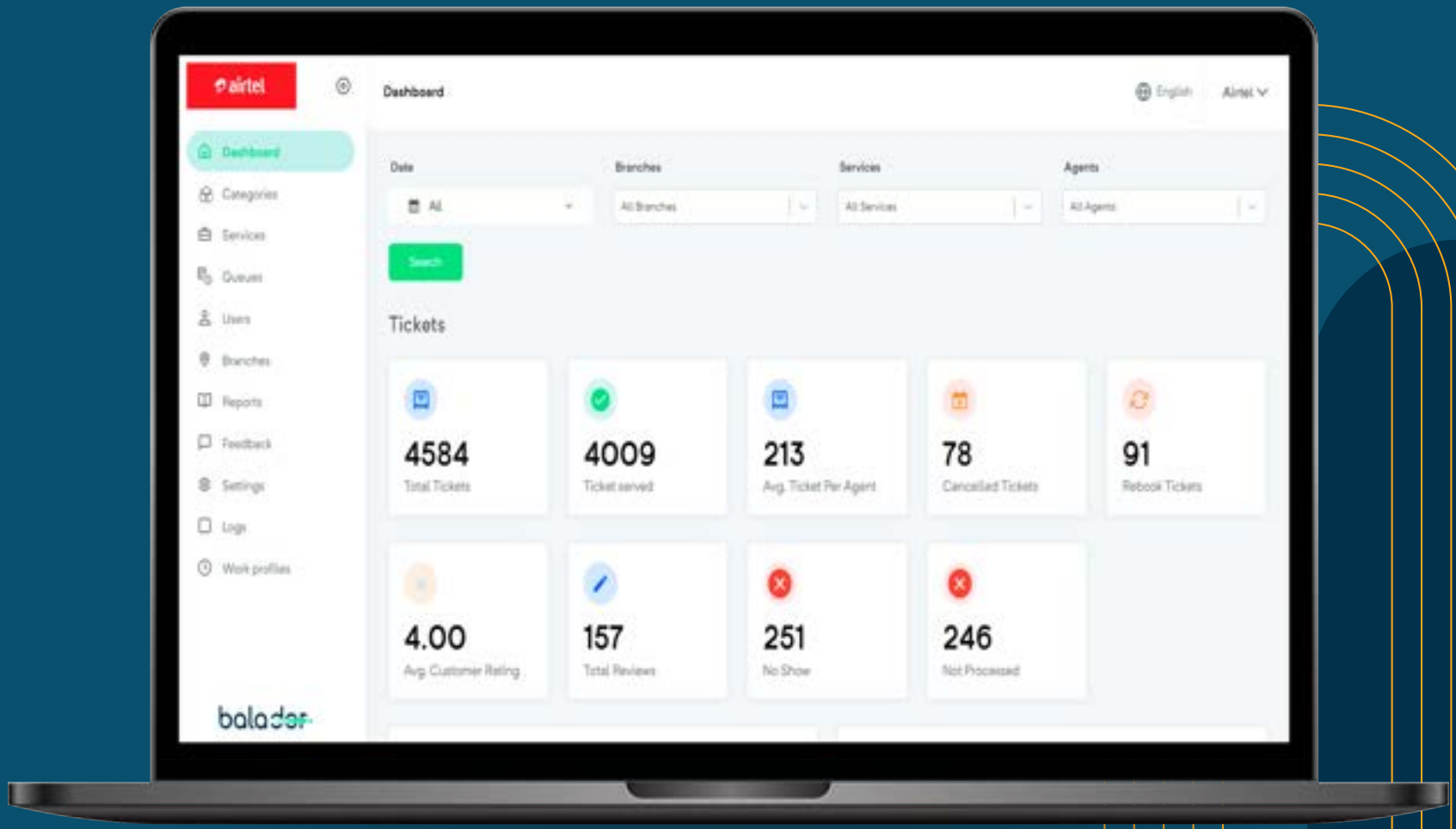


Centralized Management System for Digital Signage

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

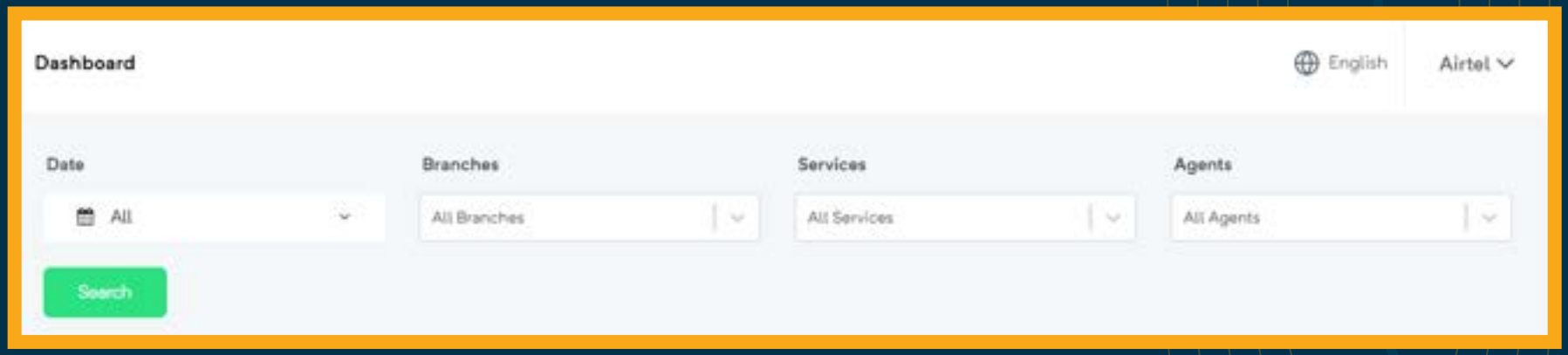
Unlock the Power of Your Customer Service Operations with Our Advanced Dashboard

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



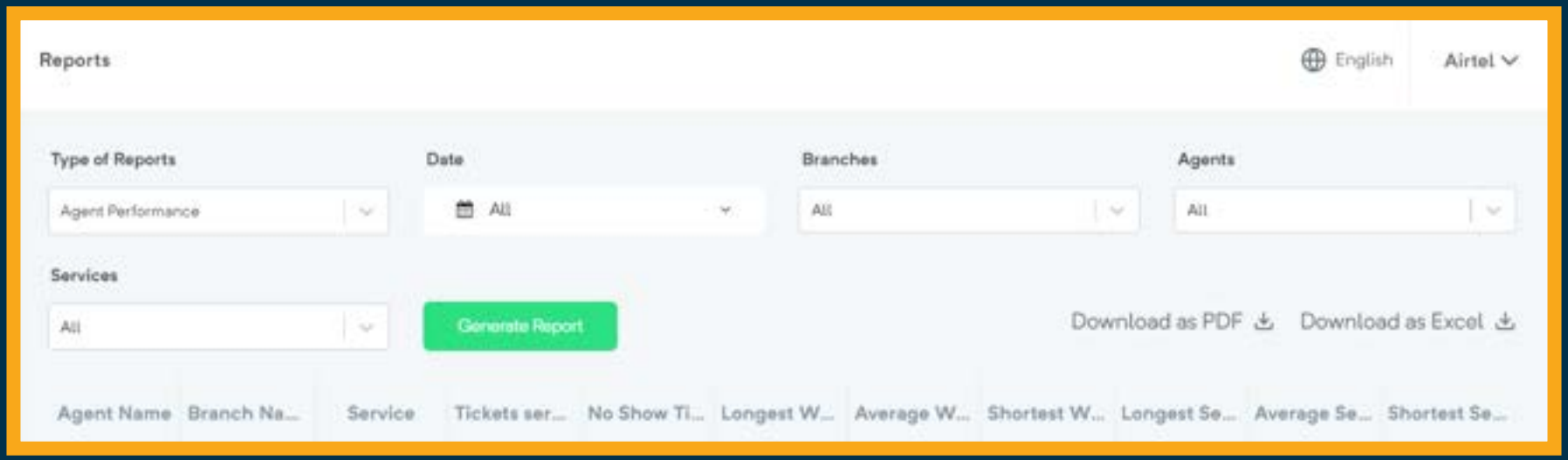
Search Filters:

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.



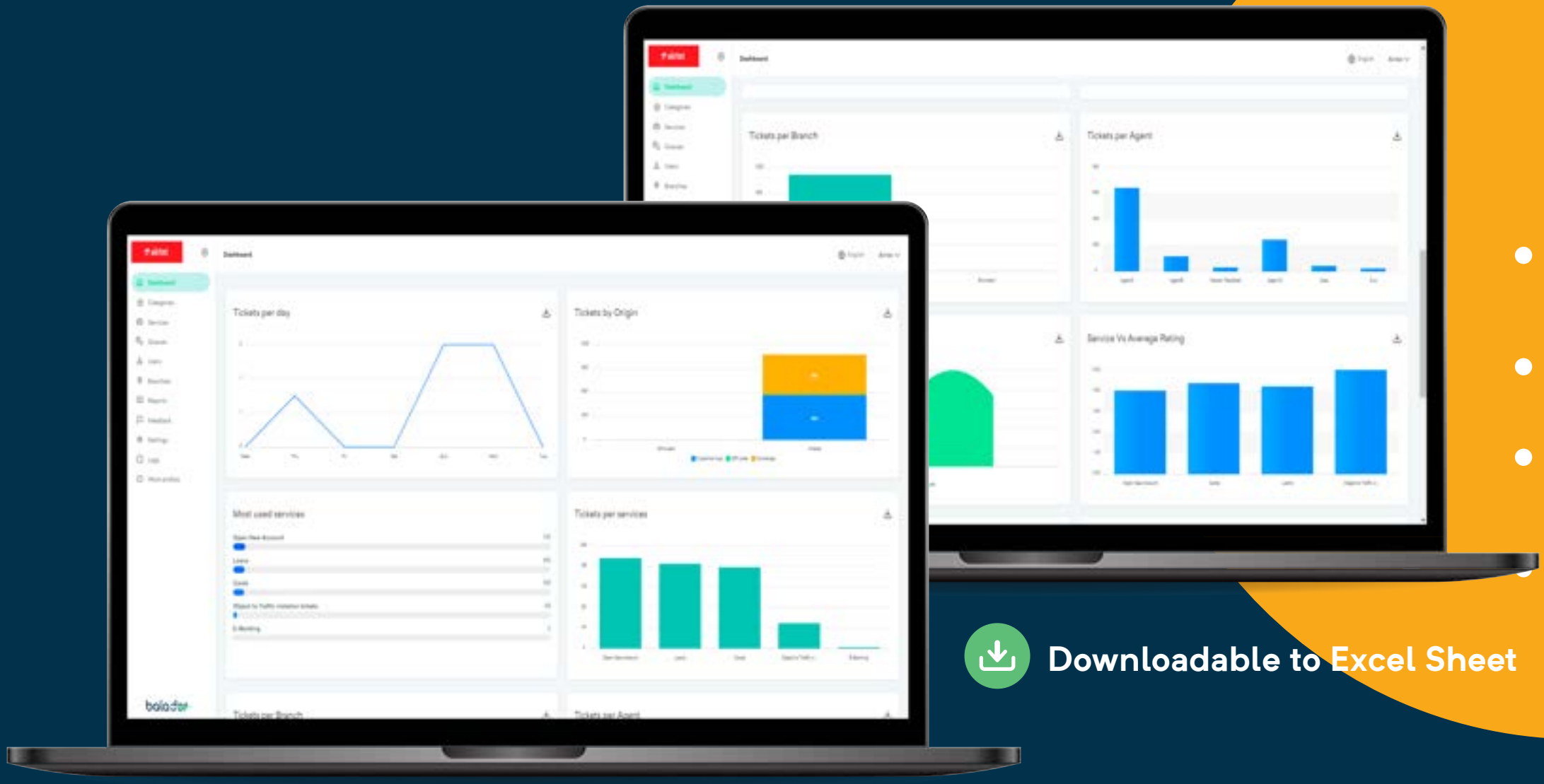
Customizable Reports:

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



Real-time insights:

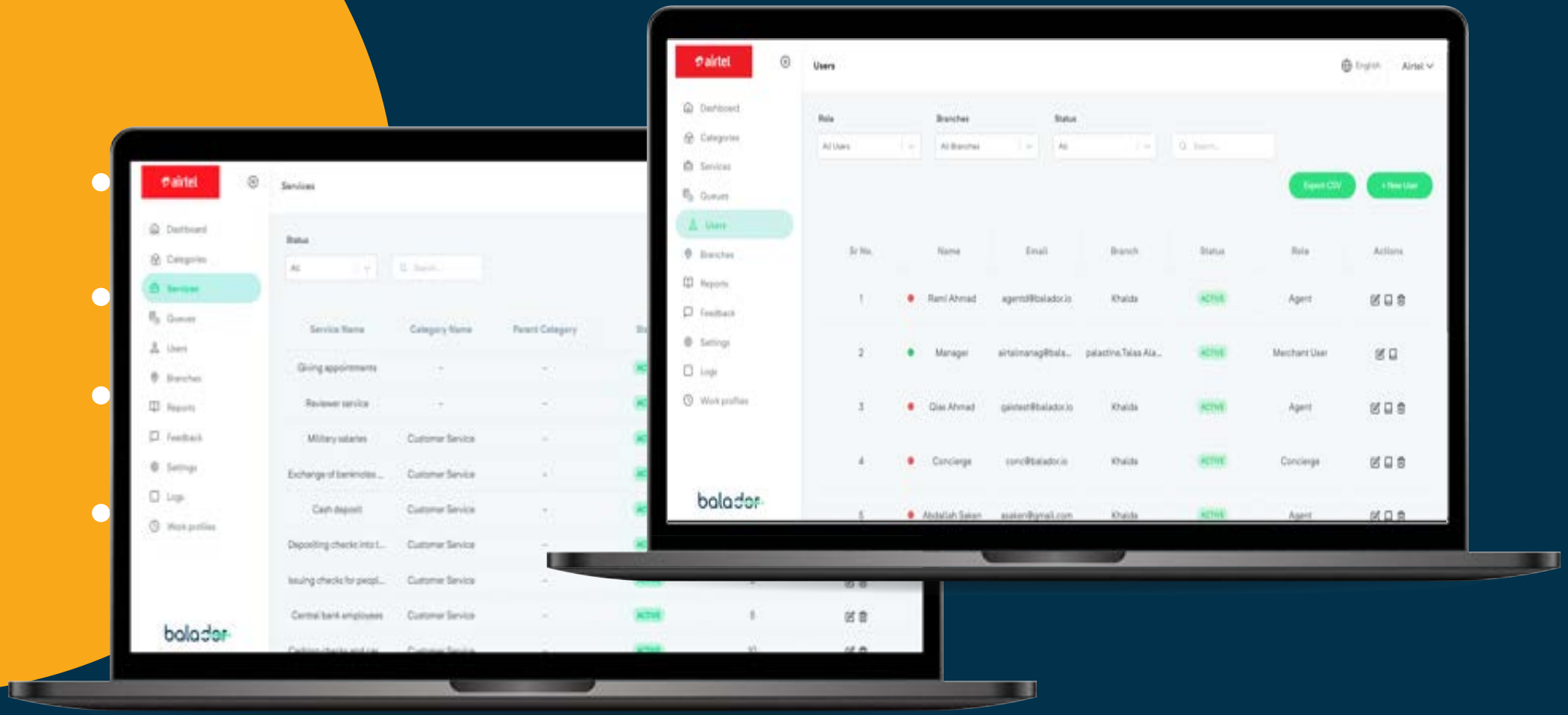
You will get real-time insights of what's happening with a holistic view of branches, services, and agents.



Downloadable to Excel Sheet

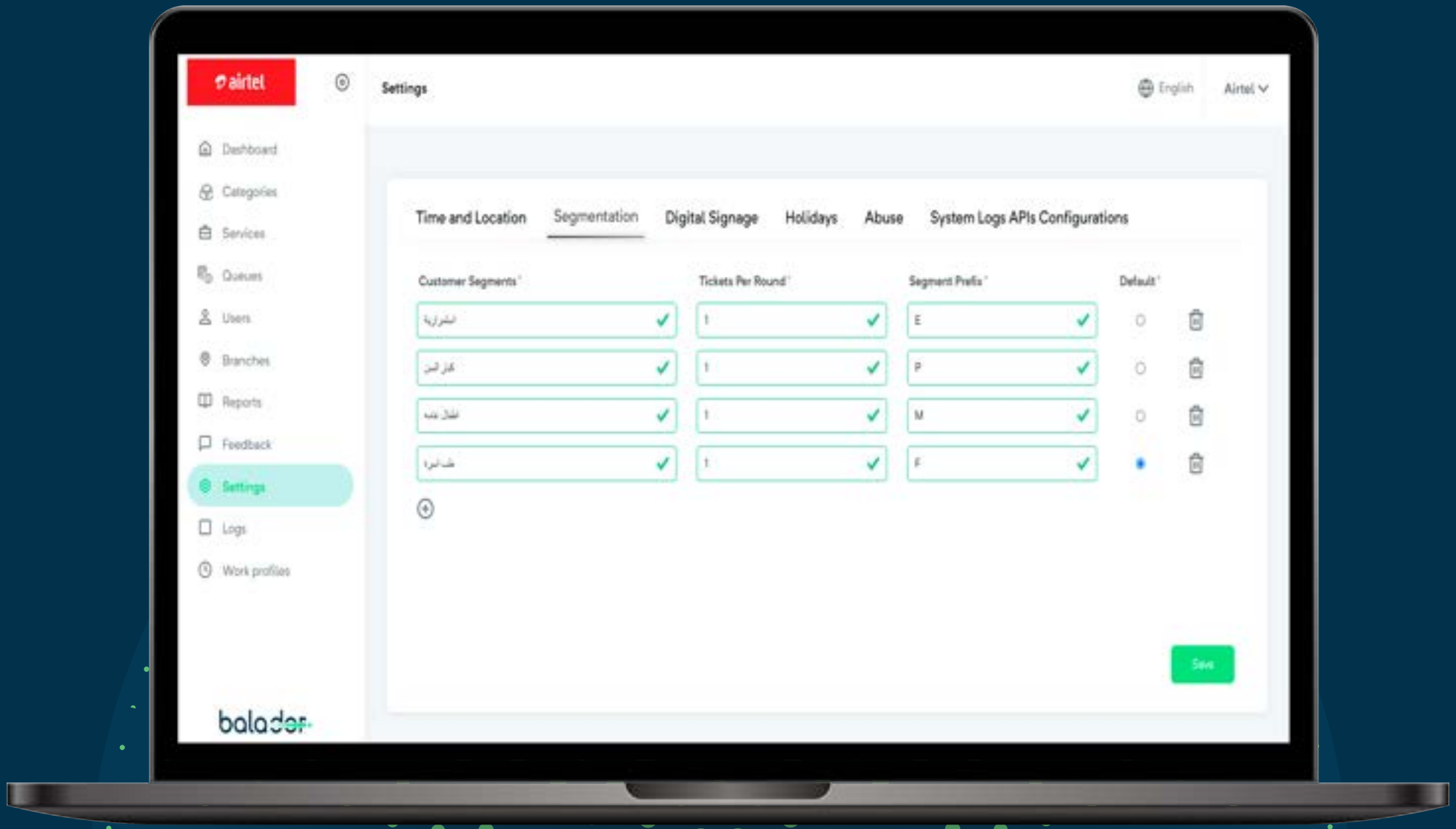
User and Service Management:

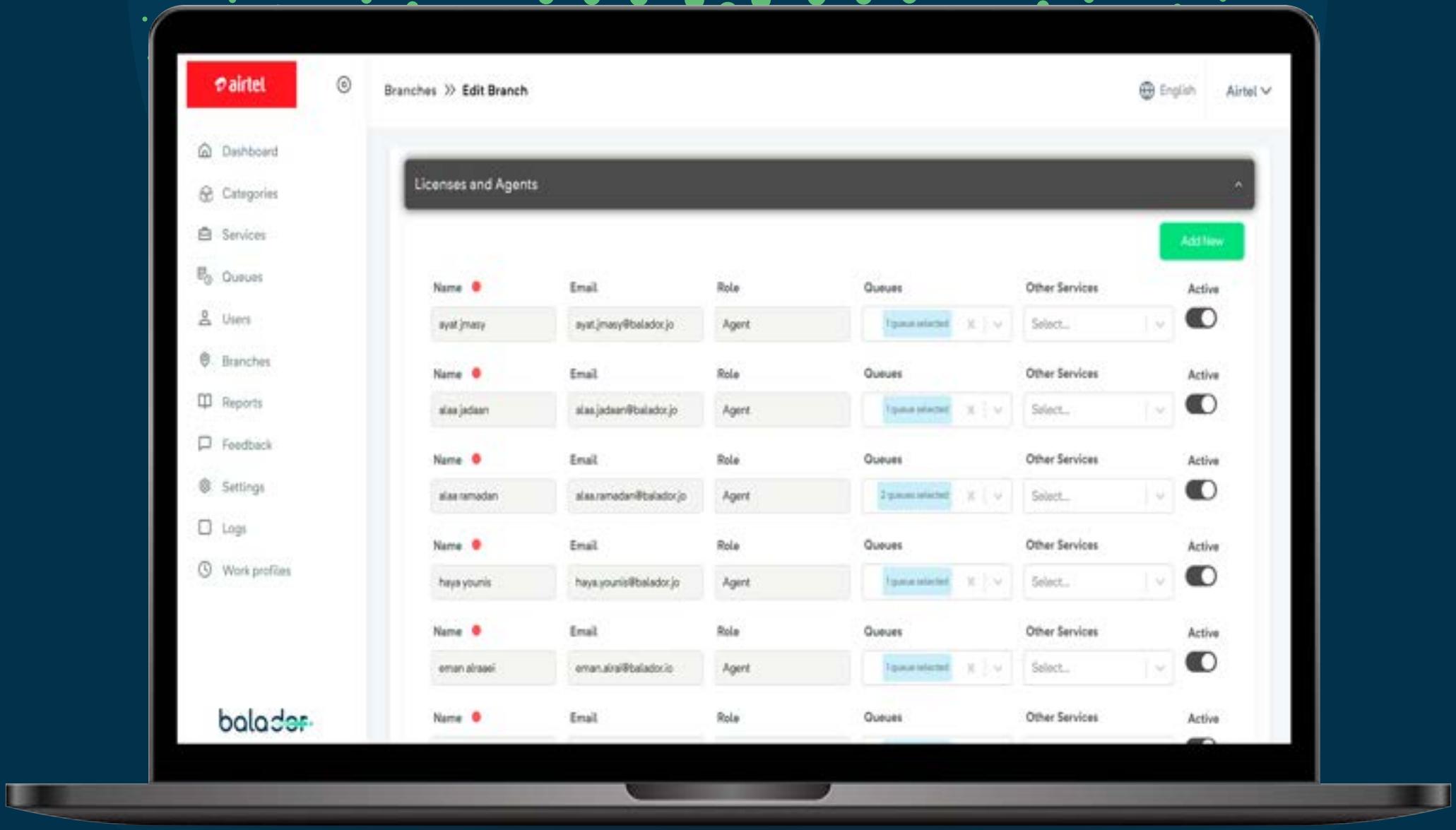
Effortlessly manage your team and guarantee their access to essential tools while customizing your services and satisfying your customers' needs through easy addition, deletion, and updating of both users and services.



Segmentation:

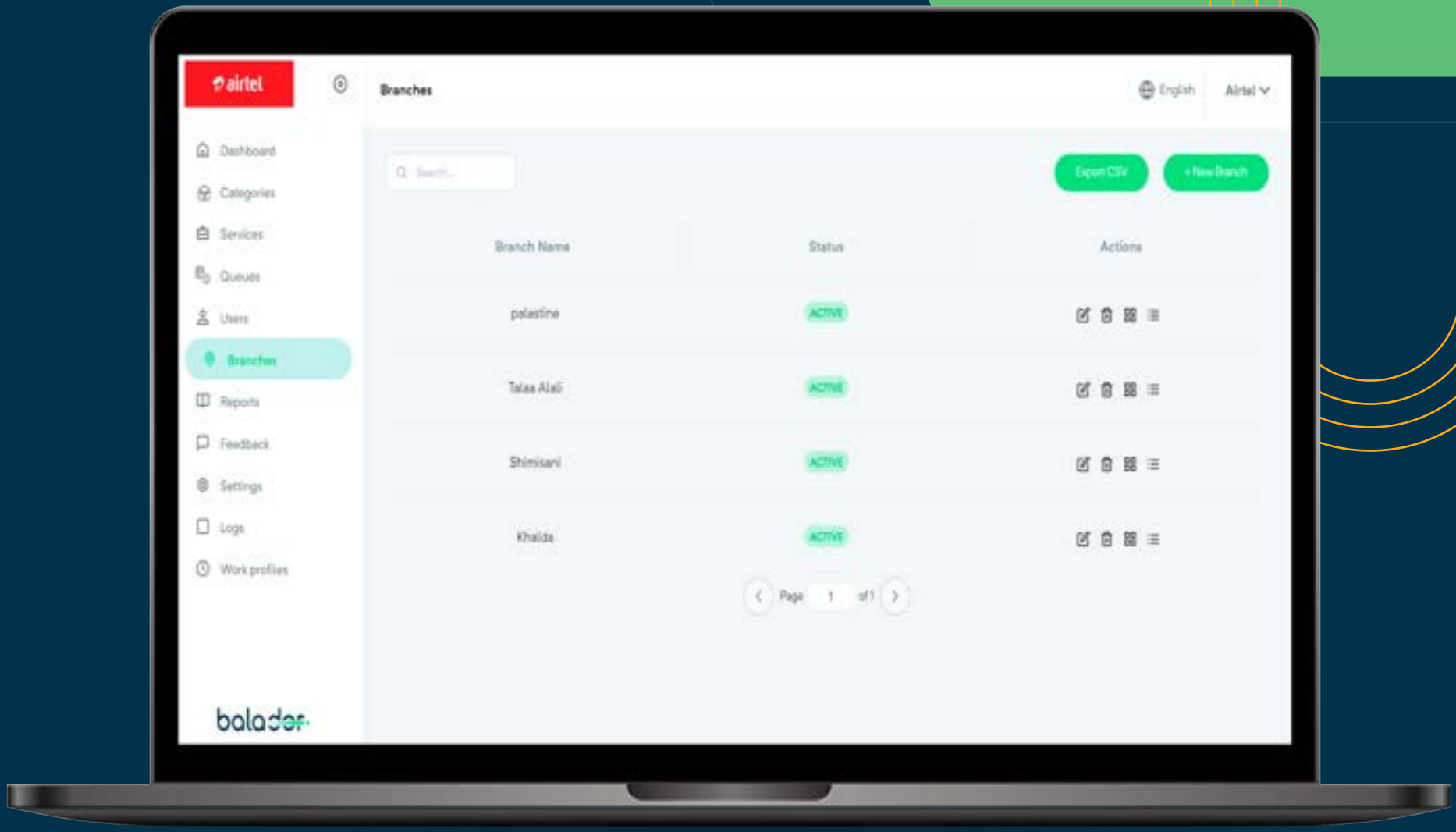
Segmentation based on Customer level and service level.





Multi-Queue:

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

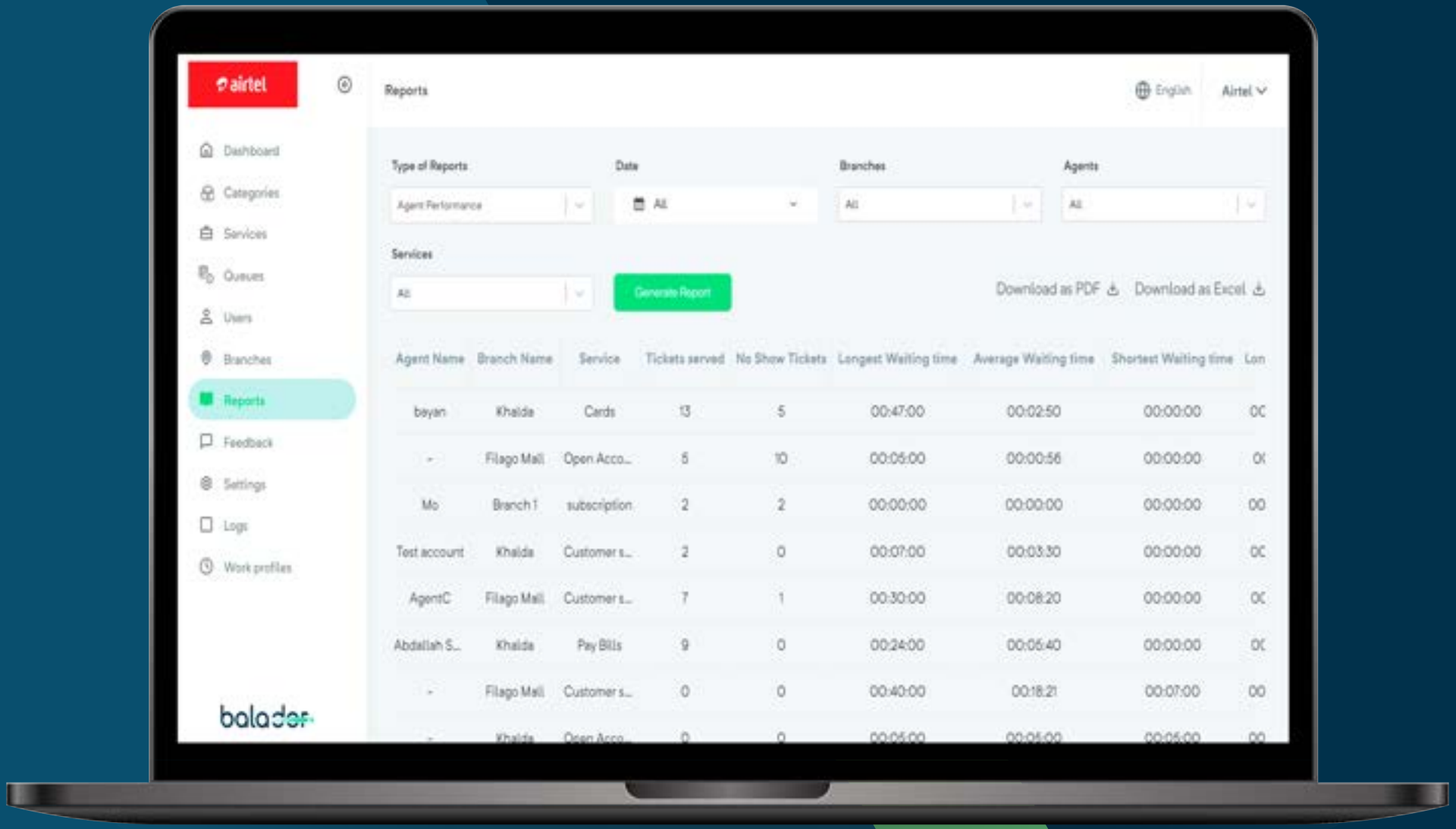


Branch Management:

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.

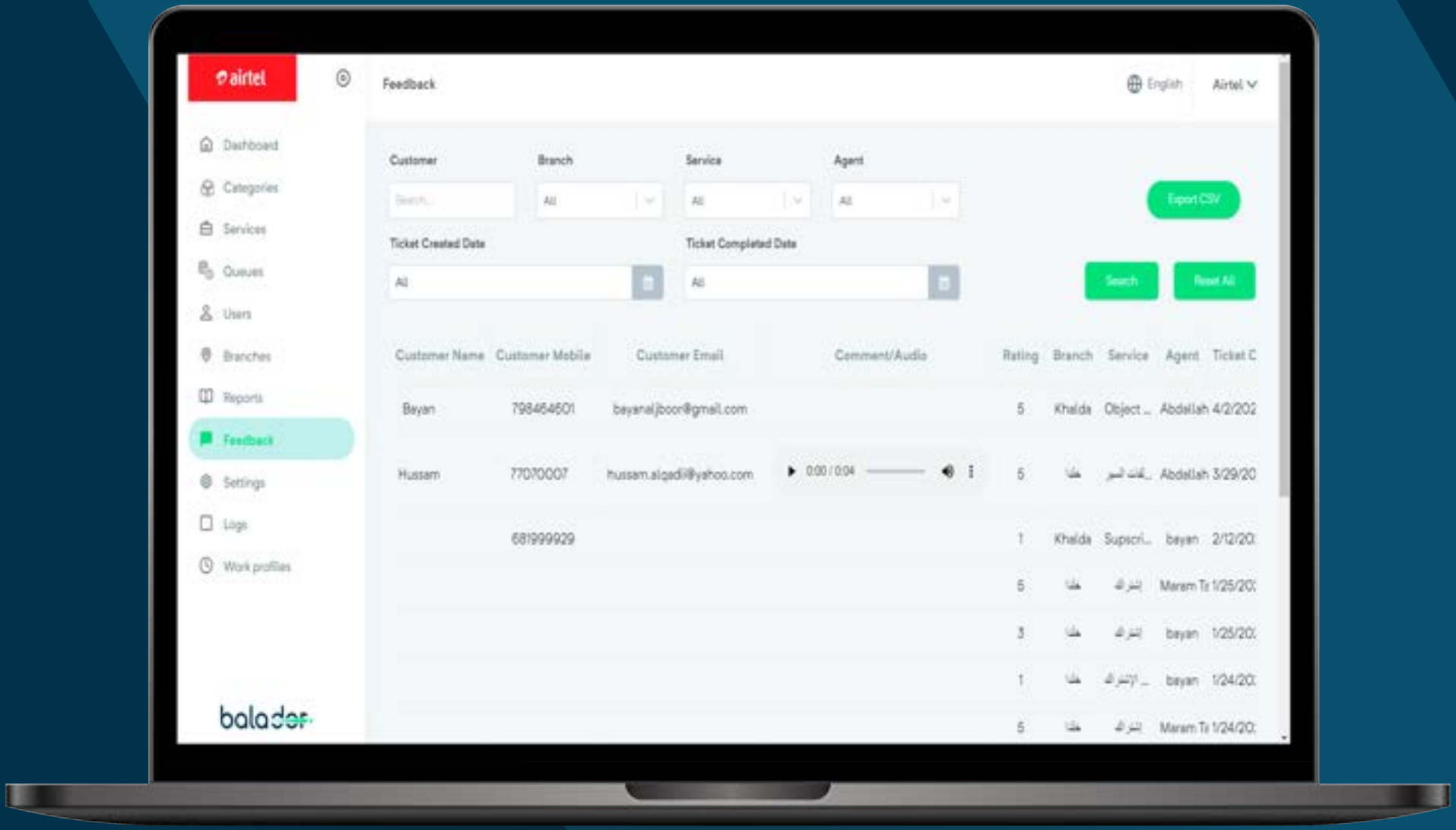
Monitor Performance:

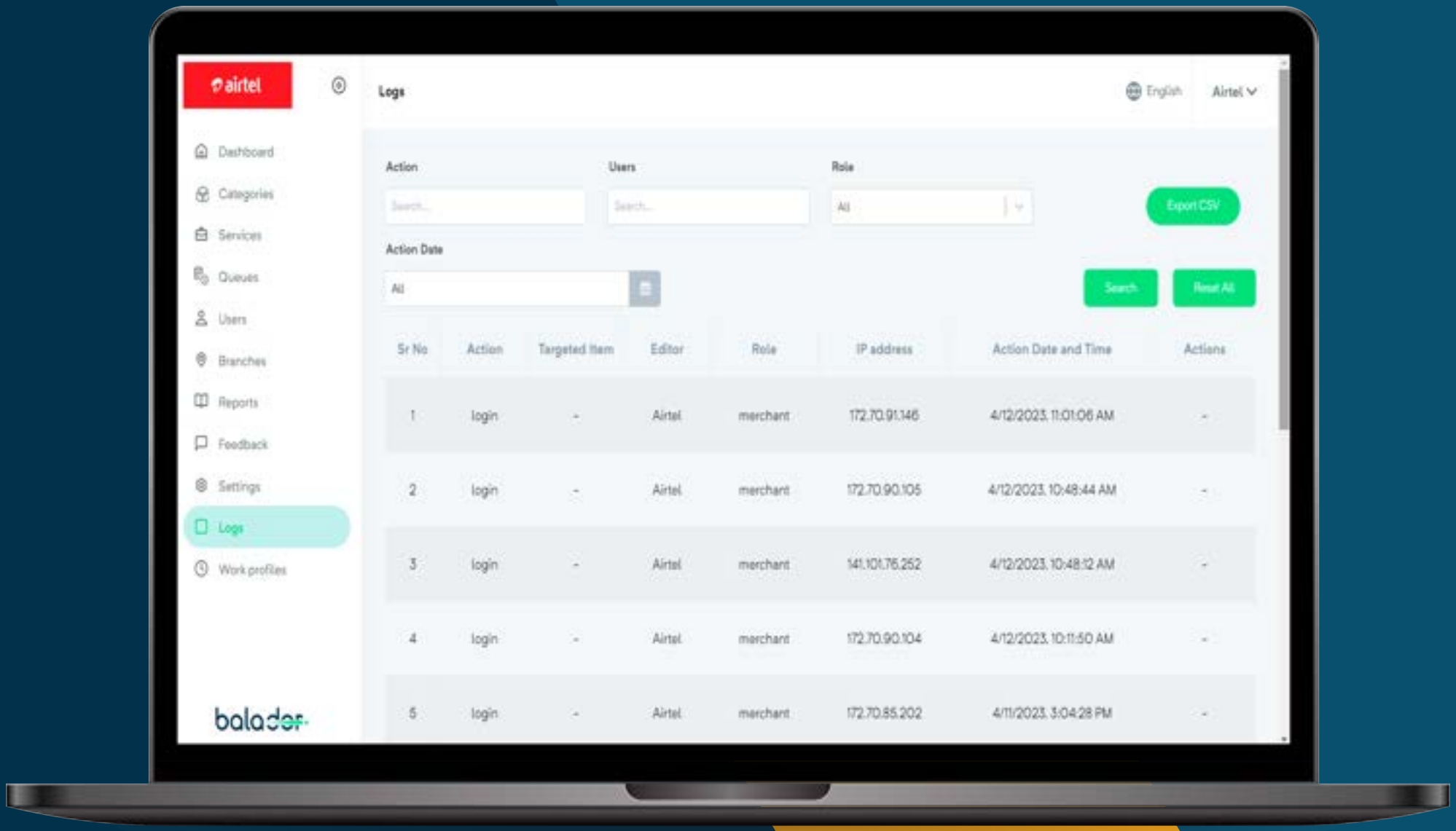
Understanding the number of customers served and speed of agents. with the ability to view customer information



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.



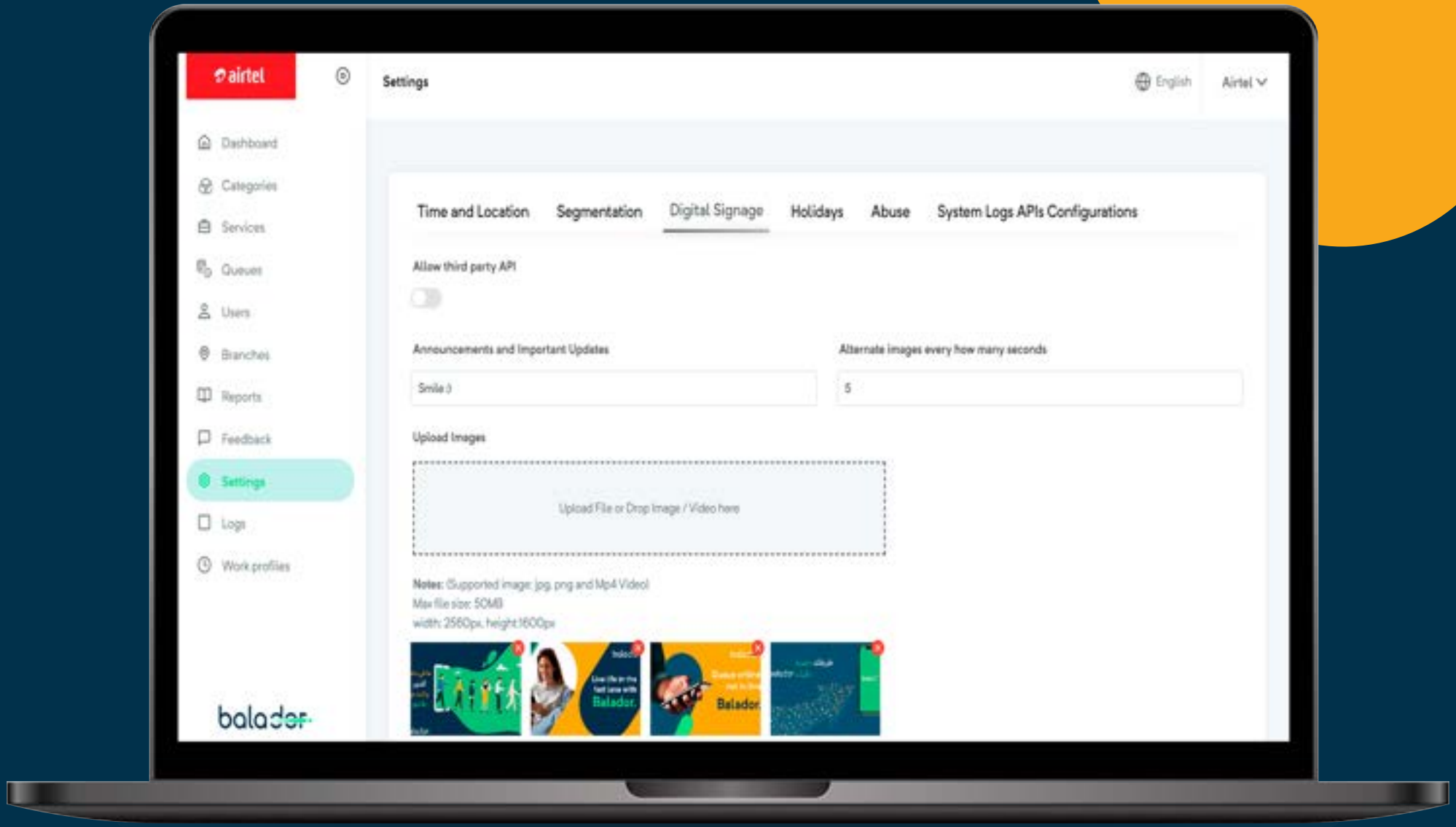


System Logs:

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

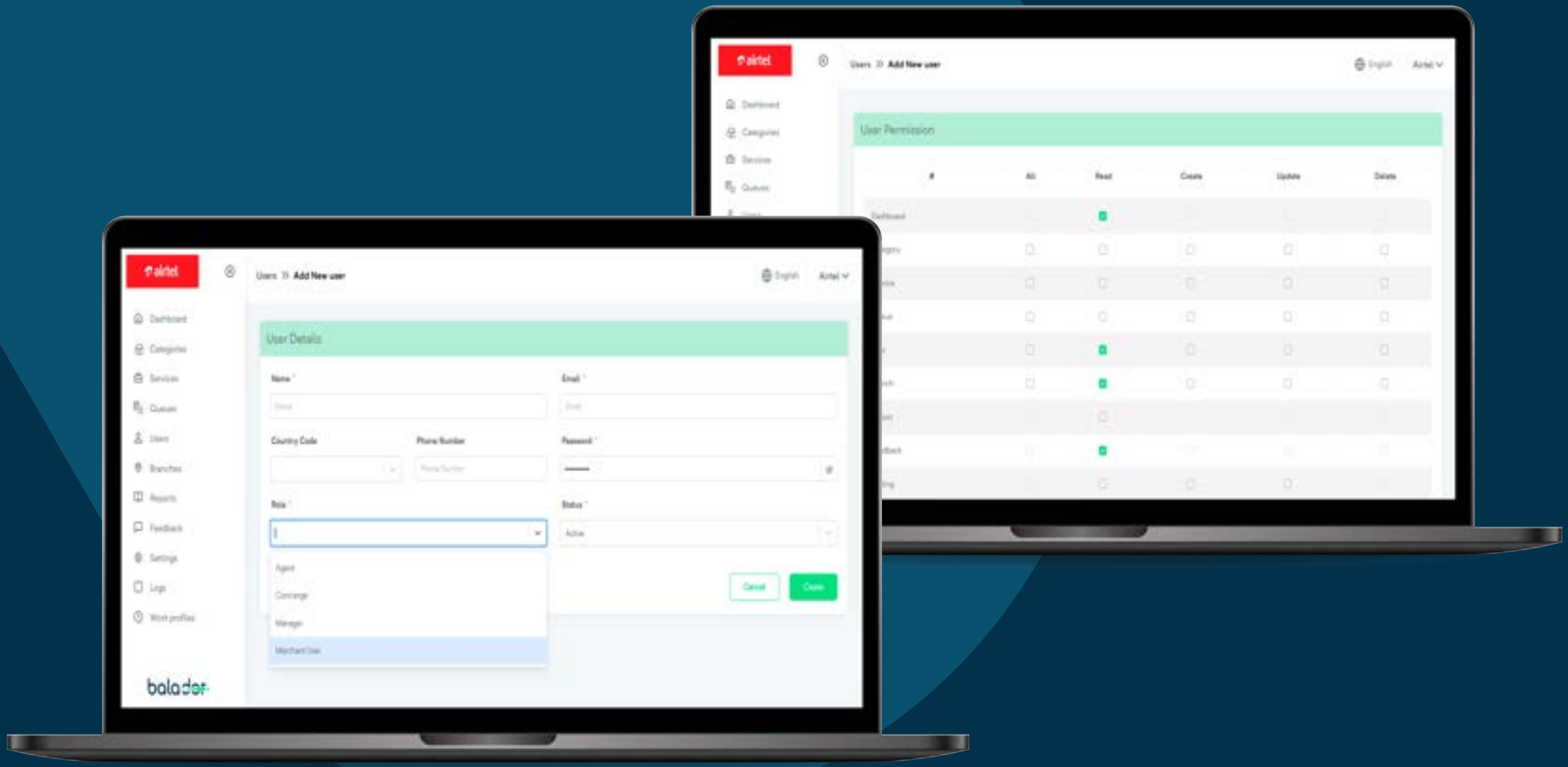
Digital Signage:

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.



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.

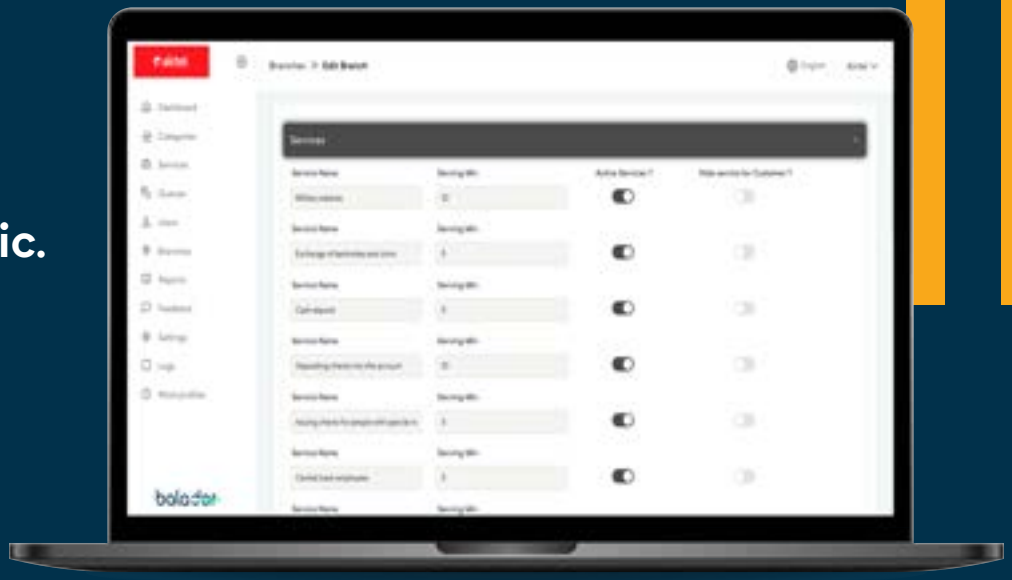


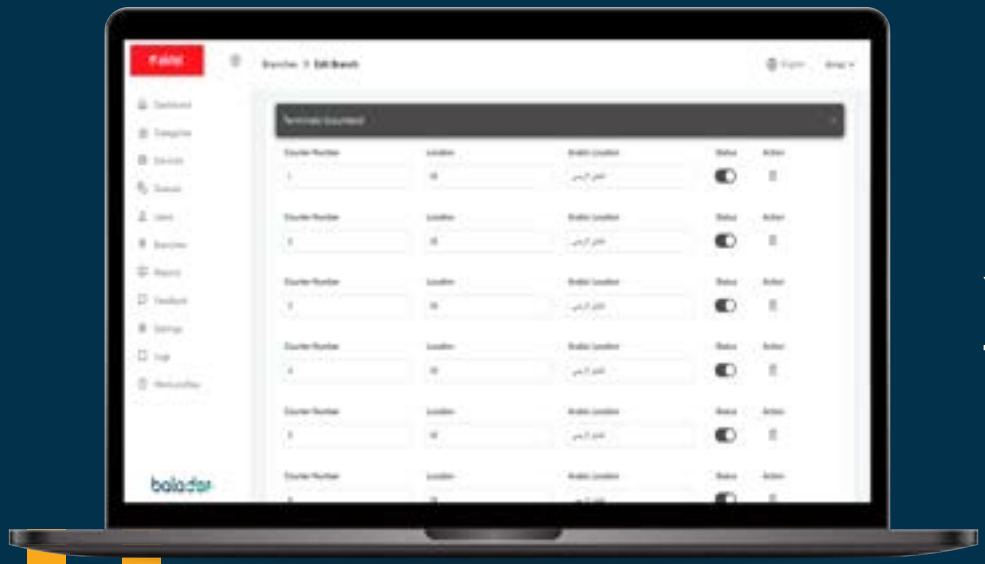
Limitation and Abuse Settings:

Settings to limit and prevent abuse.

Hidden Service:

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





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!

balador.