CUSTOMER TRACKER

Application by incwebs
web application design
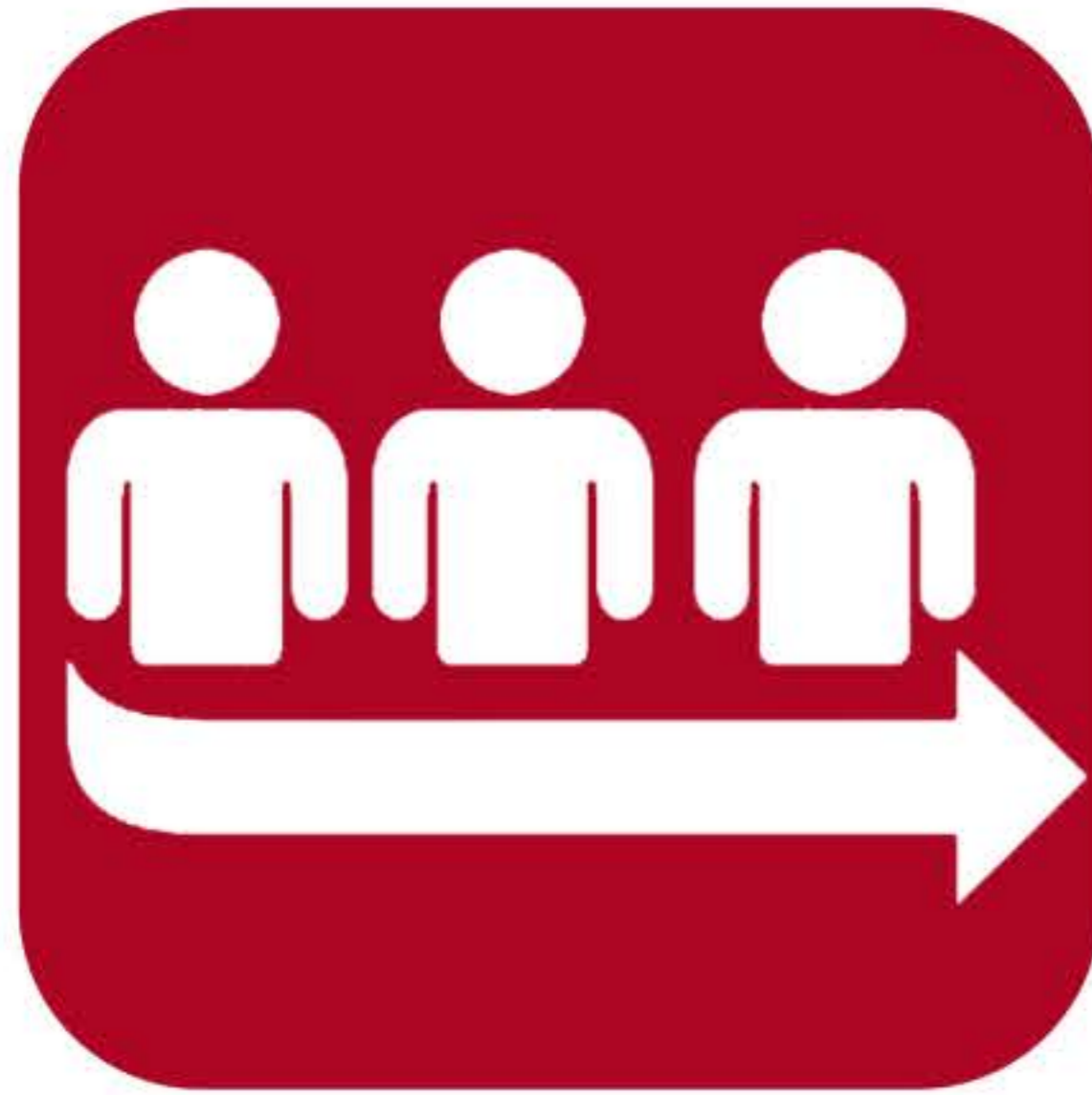
queue management

queue

Customer queue management automatically documents wait times, and manages exceptions for

program

Track programs and services rendered for customers by location.

license-scan

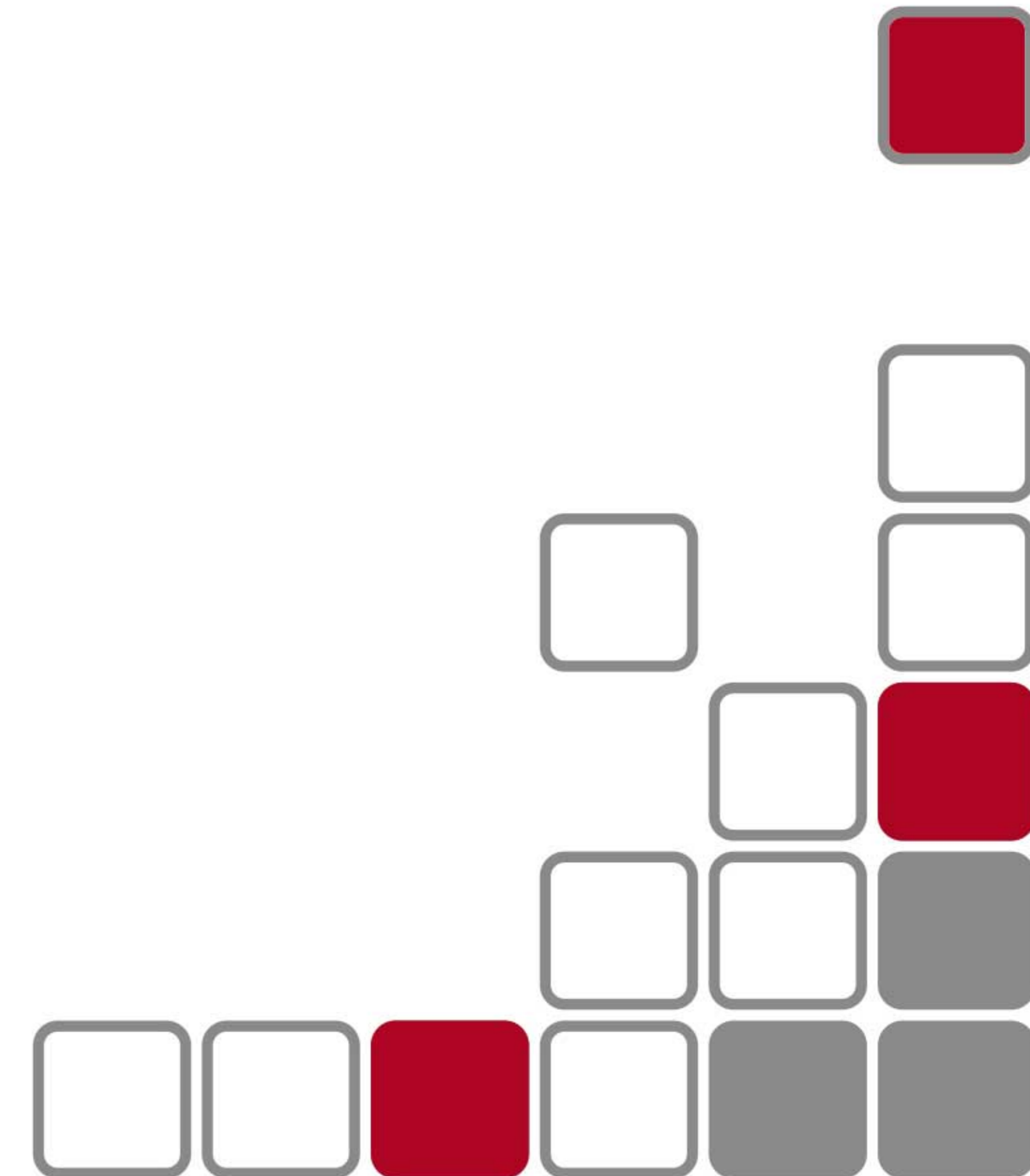Optical barcode scan of PDF-417 code on Florida Driver's License

MANAGE CUSTOMER QUEUES, TRACK PROGRAMS AND SERVICES, AND PROVIDES DETAILED REPORING ON ALL FACTORS

Individual Customer Tracking

Queue time starts for each customer when driver's license scanned, with metadata added as the customer is serviced.

- Program (WIOA, Youth, etc.)
- Service(s) Rendered
- Location/Office
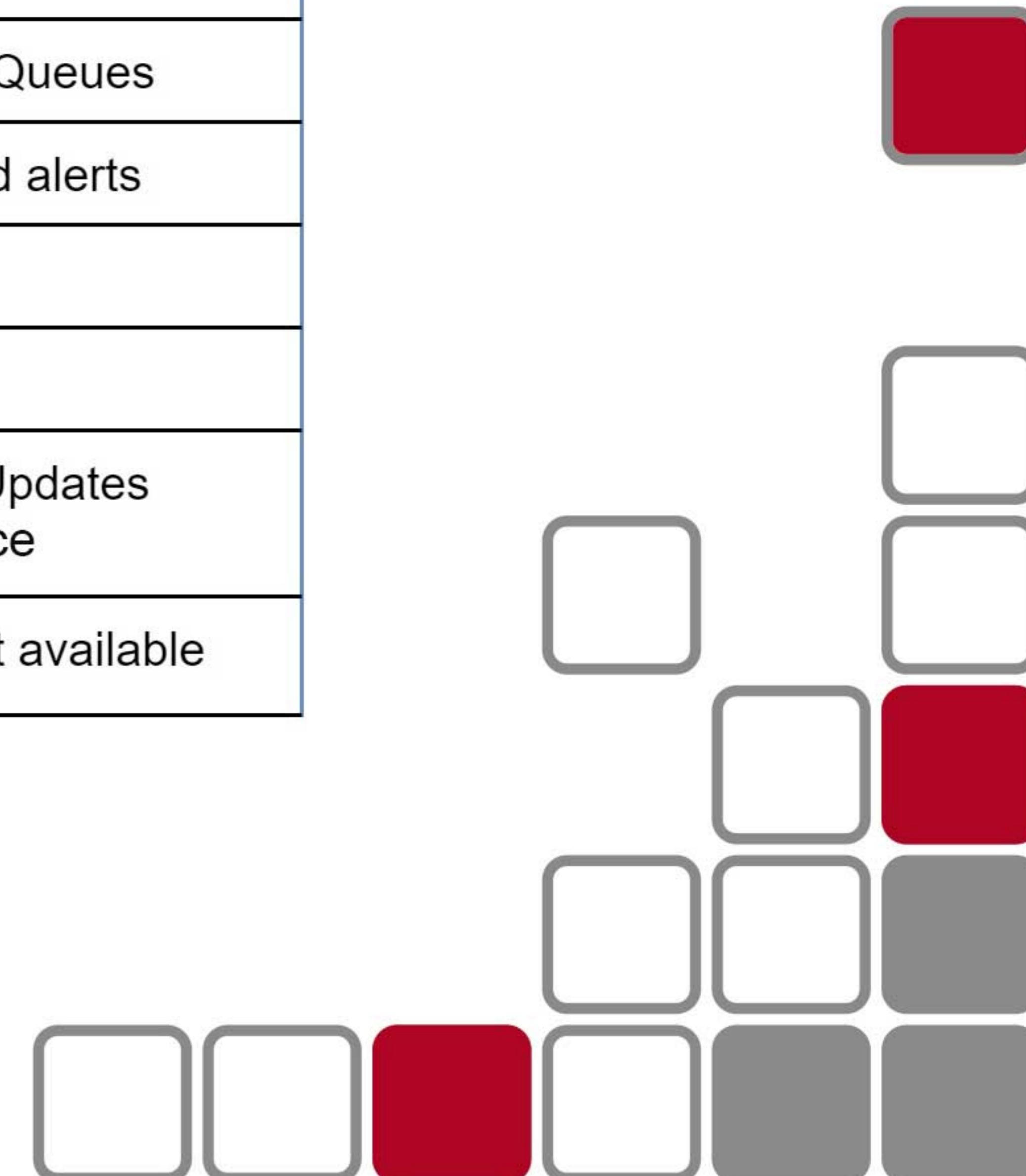- Customer Service Person
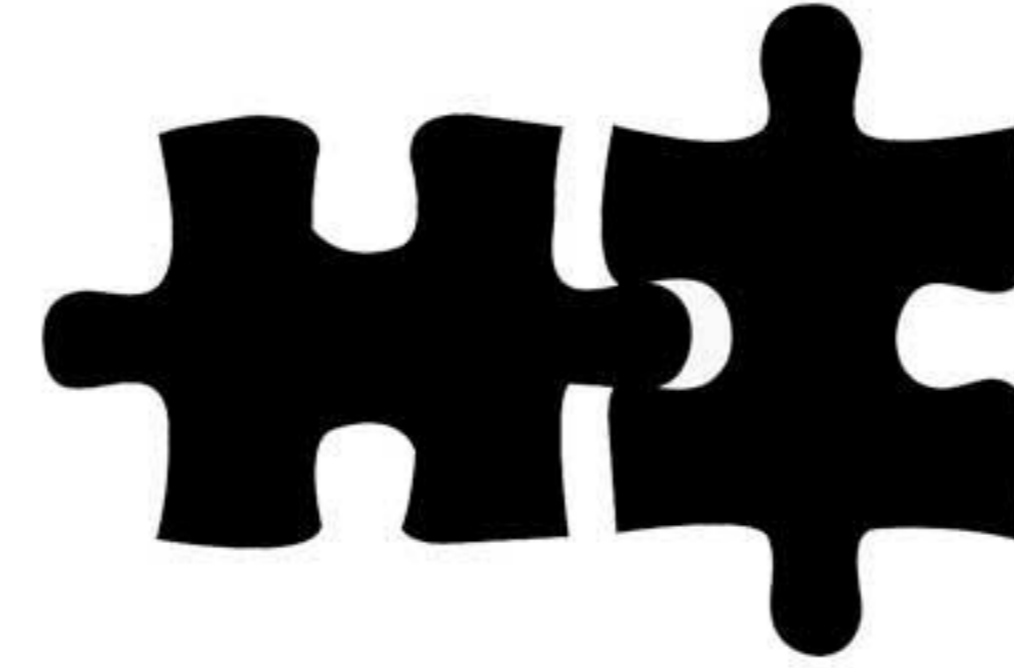- Demographics

Customer Tracker Highlights

Licensed per Workforce Board	
	Unlimited Users
	Unlimited Customers
	Unlimited Programs
	Unlimited Locatons
	Unlimited Services
	Unlimited Resource Rooms
	Unlimited Resources

CustomerTracker Modules	
	FrontDesk
	Customer Service
	Direct Service
	Resource Rooms
	Reports
	Administration

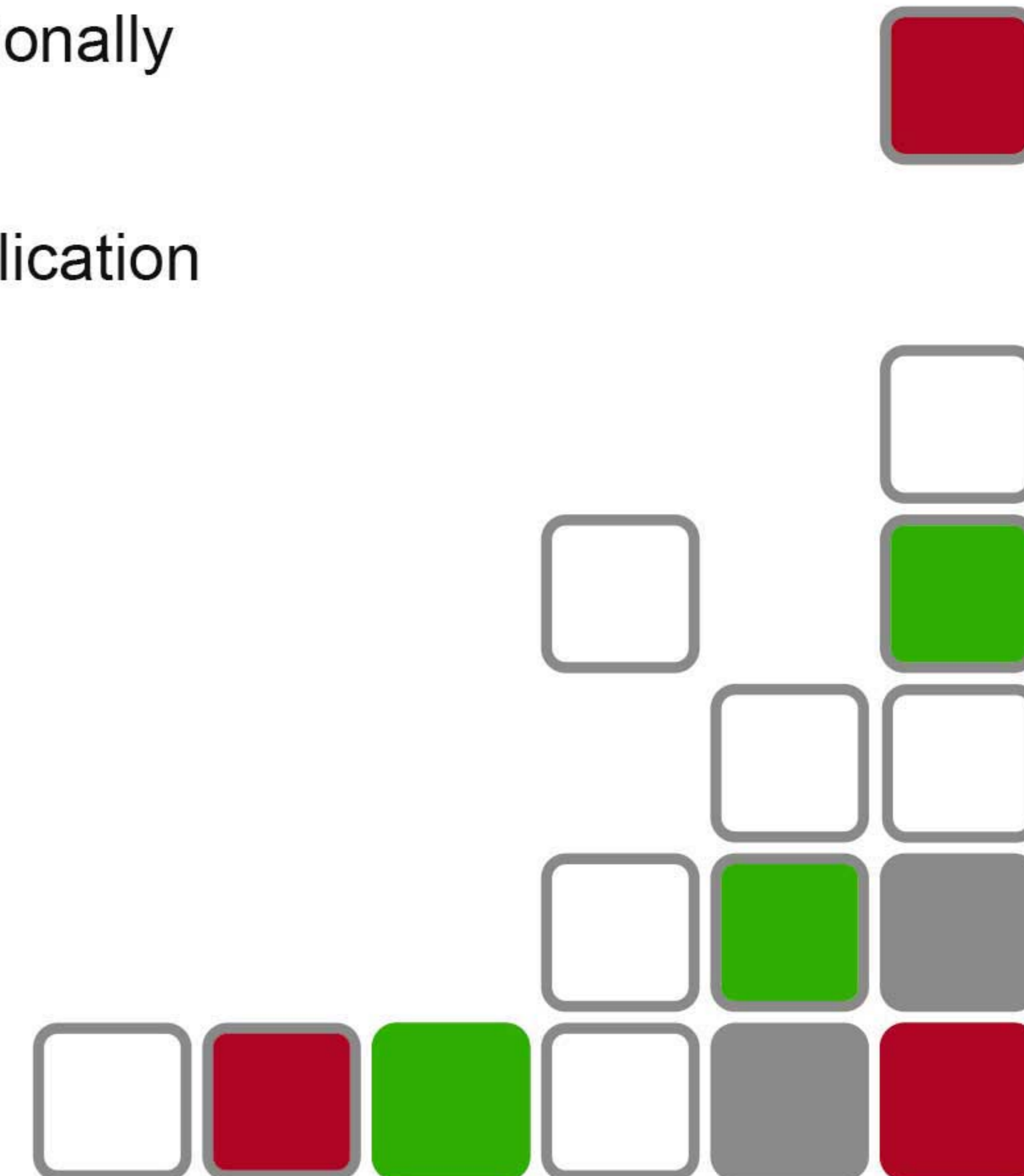| CustomerTracker Features	
	Cloud Based Service
	User sees only enabled modules
	User sees only enabled locations
	Individual Customer Queues
	Real-time reports and alerts
	System Dashboard
	Dynamic Reports
	Ongoing Support & Updates prevent obsolescence
	Custom development available

Applications Work together seamlessly

CustomerTracker and CardTracker work seamlessly together or apart. If you have both applications common elements like users, programs and locations are shared and managed as a single application. Users have access to the application elements specifically assigned both functionally and for reporting purposes.
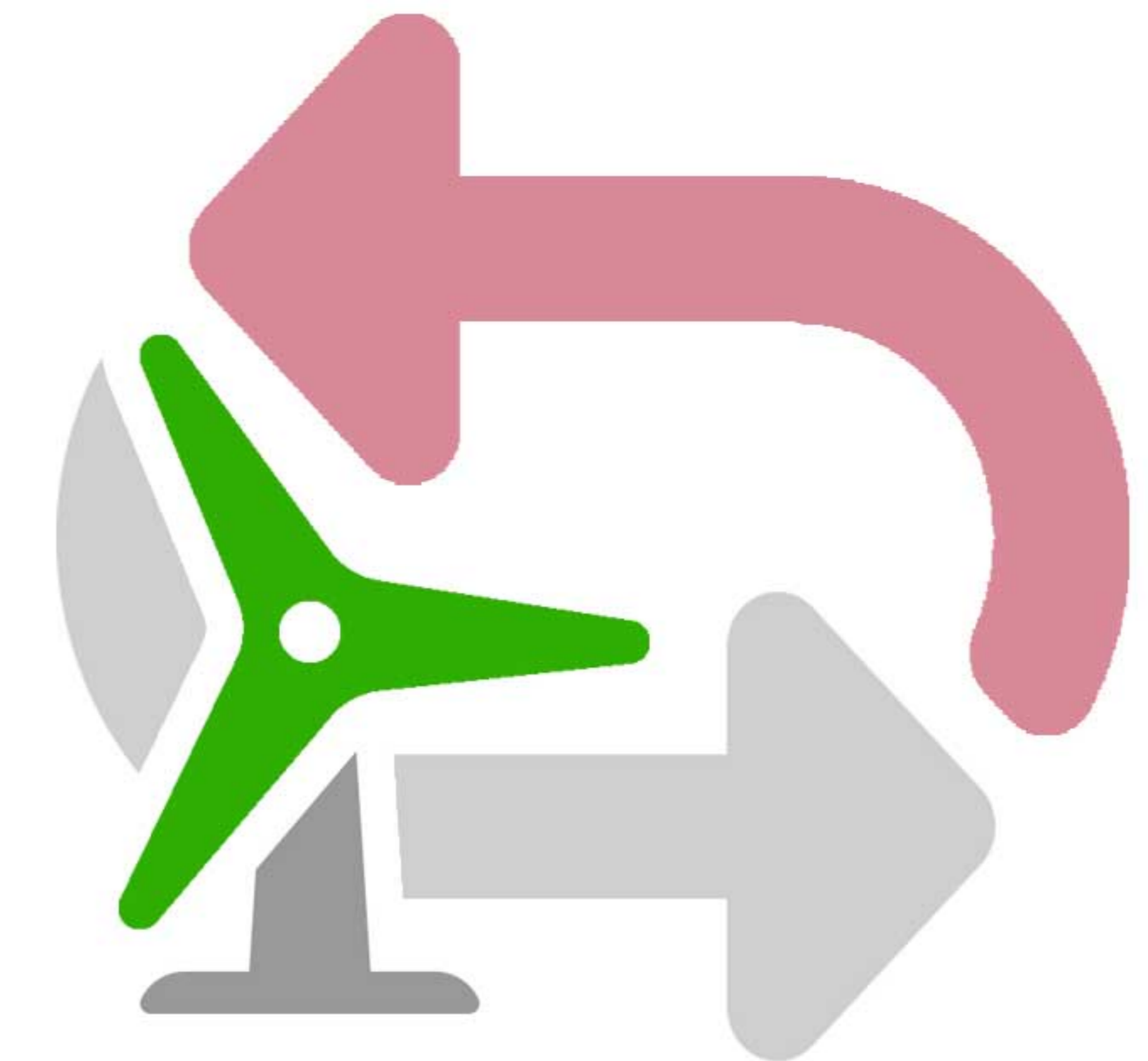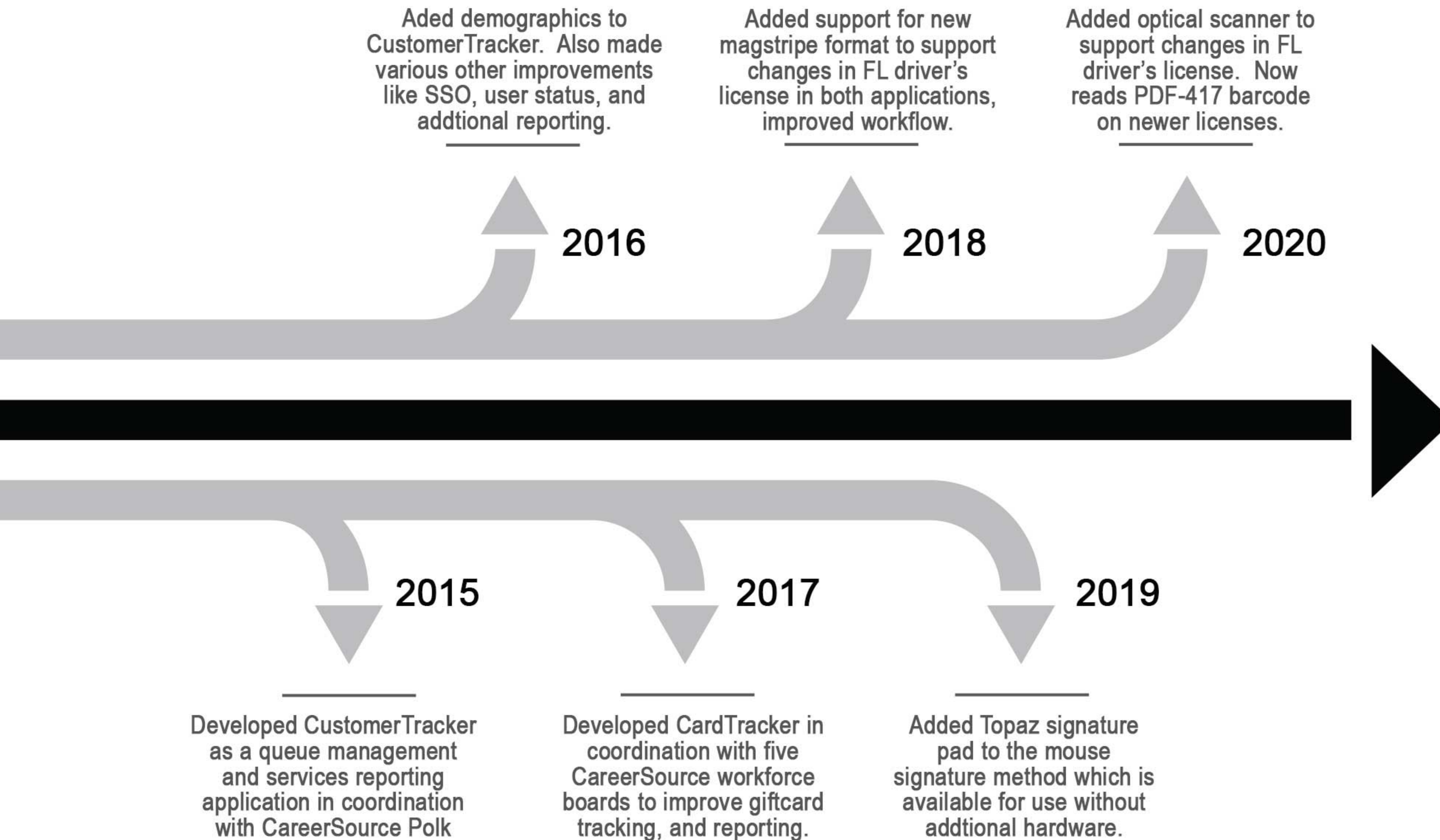
• Cloud based application, access from anywhere with internet application with nothing to install *

• Shared hardware for scanning driver's licenses

• SSO option available

* Optical scanner hardware requires some simple configuration
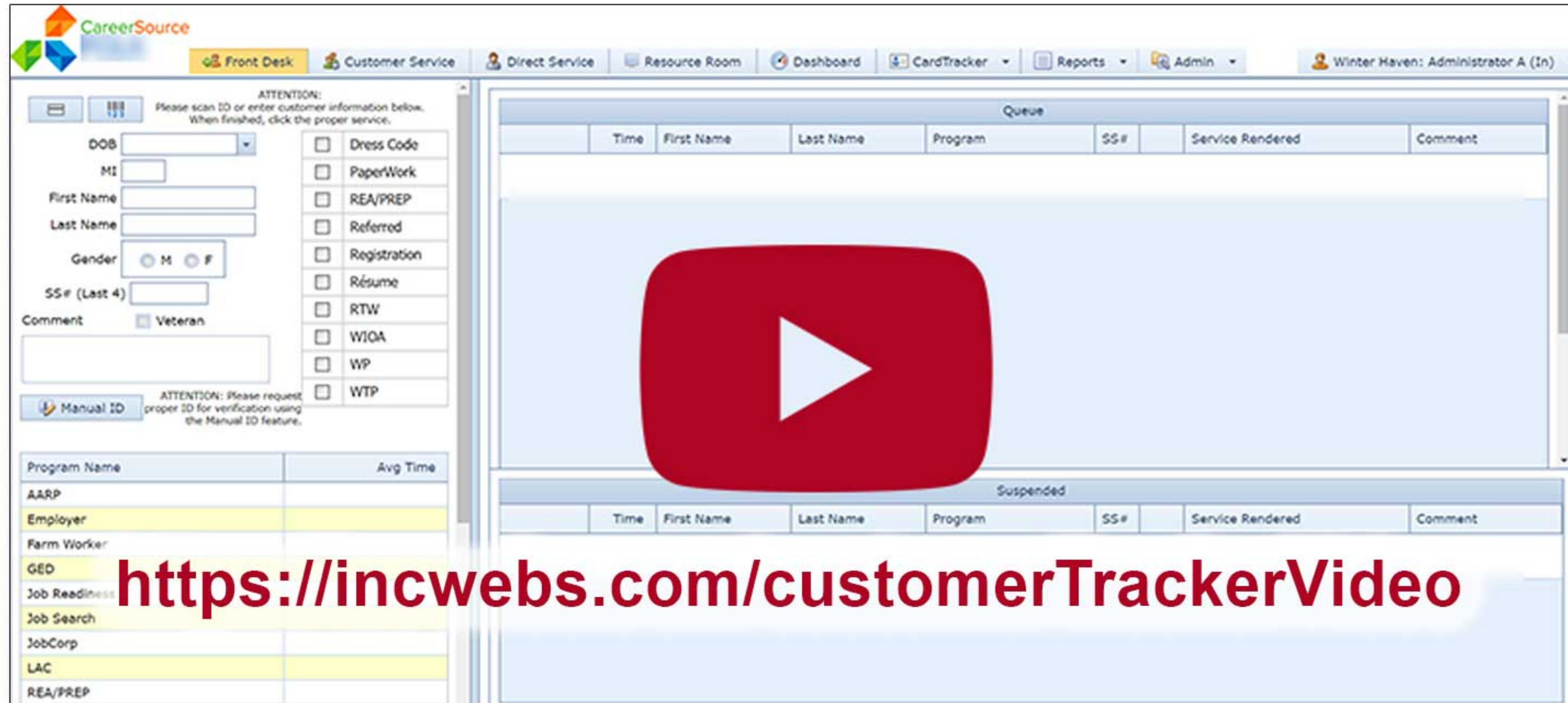
CustomerTracker & CardTracker

Ongoing Development Prevents Obselence

Aded demographics to CustomerTracker. Also made various other improvements like SSO, user status, and addtional reporting.

Added support for new magstripe format to support changes in FL driver's license in both applications, improved workflow.

Added optical scanner to support changes in FL driver's license. Now reads PDF-417 barcode on newer licenses.

2016

2018

2020

2015

2017

2019

Developed CustomerTracker as a queue management and services reporting application in coordination with CareerSource Polk

Developed CardTracker in coordination with five CareerSource workforce boards to improve giftcard tracking, and reporting.

Added Topaz signature pad to the mouse signature method which is available for use without addtional hardware.

Continuous Improvement

Both applications will be kept up-to-date to work in modern browsers.

Contact us for a free online demonstration of the application

https://incwebs.com/customerTrackerVideo

CUSTOMER
TRACKER

P: (800)-815-2158 x401
E: nathan@incwebs.com
W: incwebs.com/saas

Incwebs, Inc.
108 Bobwhite Quail Way
Ponte Vedra, FL 32081