

Wait time and Dwell time

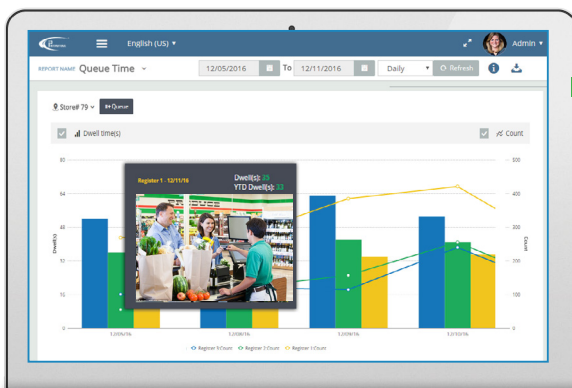
STAY IN CONTROL OF YOUR STORE AND EXIT POINTS WHILE CREATING THE PERFECT LAST IMPRESSION WITH WAIT TIME/DWELL TIME FROM i3.

Wait time

No one likes to stand around waiting to check out, yet in-store resources aren't unlimited. Between express lanes, self-check-out and multiple open lanes, there may not be a miracle solution but there is a tool that allows you to better manage customer traffic and optimize staffing.



- ✓ Wait time is a module of CMS by i3. It helps you better manage your schedule and the cost associated with overhead.
- ✓ Its user-friendly dashboard and real-time reports, help you understand traffic patterns and compare the daily or weekly distribution of customers and **build the right strategy** or **jump into action quickly** to leave the best possible last impression with your customers!



+ Dwell time

A powerful metric to see what is happening in store, dwell time module shows you the time spent by customers in specific areas.

- ✓ Studies have revealed that there is a correlation between more time spent in-store and increased sales. The number one way of keeping your customers around longer is to offer an amazing one-on-one customer service experience or at least a touch point. Dwell time helps you better connect with your customers; its user-friendly graphs and dashboard will provide you with enough insights to know the high-traffic and areas where customers are dwelling for an extended period of time, allowing you to be **prepared with an action-plan** and **more staff** in these areas.



Region	06/18/17		06/19/17		06/20/17		06/21/17	
	Count	Dwell(s)	Count	Dwell(s)	Count	Dwell(s)	Count	Dwell(s)
Shelf 101	63	46	118	23	120	25	150	20
Shelf 102	13	16	24	41	19	24	42	30
Shelf 103	113	37	87	46	146	49	129	44

Wait time + Dwell time

Maximize the use of your traditional video surveillance system and turn it into an innovative way of building **customer loyalty and satisfaction** while **empowering your store managers** with the right information!

DON'T WAIT OR DWELL ON IT.

WAIT TIME AND DWELL TIME MODULE IS THE RIGHT SOLUTION FOR OPTIMIZING THE IN-STORE AND CHECK-OUT EXPERIENCE!