

Qmatic Business Success Story

Public Services Agency under Ministry of Justice of the Republic of Uzbekistan



Insight Solutions reduced citizens' wait time with Qmatic

INSIGHT
S O L U T I O N S

With 140 different public services that needed to be provided to citizens and a planned strategic government initiative, there was a need for a solution that combines various state agencies and that reduced citizen wait time. There was also a need for a solution that can monitor and evaluate the performance of the public bodies and other organizations in the provisioning of public services.

QMATIC AND PSA

The public service agency (PSA) and established Public Service Centers (PSC) throughout the country implemented the solution Qmatic Orchestra 7 in order to cover the entire citizen journey. Thanks to the solution the government managed to create a completely new environment in the public services sector with the help of 203 PSC, which handles more than 40,000 appeals a day. The Qmatic Orchestra 7 solution helps to manage the entire chain of services, from appointment booking to customer feedback. According to the conducted survey, more than 78% said that they spend less time waiting for public services and 64% noted an improvement in the service quality. 69% said that

with the advent of the PSC, the process of obtaining public services became more convenient. This has largely been possible thanks to implementation of the Qmatic solution that helps to solve a whole range of tasks to manage the citizen flow every day, from self-service kiosks to business analytics and monitoring of the situation in real-time of each PSC in the country.

Reduction of waiting
time by

78%

Based on that, highly effective decisions are made to improve service quality and reduce citizens' wait time.

QMATIC
PREMIER SOLUTION
PARTNER

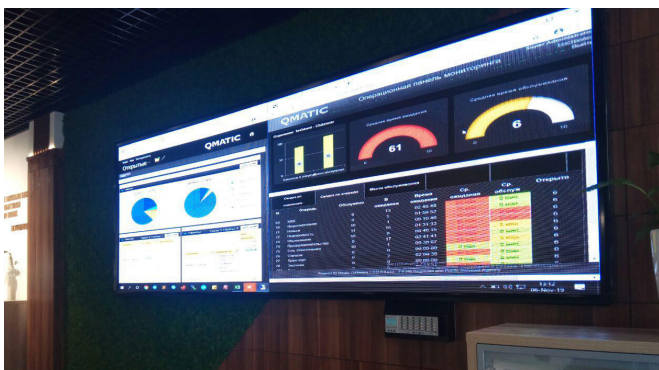
Anyone who is planning to visit one of the centers can use Qmatic Appointment Booking or Mobile Ticket for more convenience. They are designed to reduce waiting time in queues and creates additional comfort for visitors by offering flexibility on where to wait. Also, these services significantly transformed the citizen flow into electronic channels, which in turn reduced workload of the centers, especially in rush hour.



CUSTOMER SERVICE

When visiting the PSC, visitors need to choose a service or services. For that purpose we placed Qmatic self-service kiosks with a large display and user friendly interface in the entrance. After that, visitors pass on into the waiting area.

Waiting experience falls into two categories, actual and perceived. Therefore, it is so important to take into account the satisfaction of visitors at this stage, since waiting directly affects the criteria for evaluating the entire journey. After the actual service, visitors have the opportunity to leave feedback on the delivered service via customer feedback.



With additional visualization and information modules like Media Display and Digital Signage a high level of visitor satisfaction has been achieved. Media displays shows information about queue status, as well as the most relevant and useful messages related to public services.

Each center employs universal operators who provides all kind of public services, this has been done in order to increase the speed of service and to prevent operational outage of operators, as some of the services are more in demand than others.

“It is a great honor and responsibility for UNDP to contribute to public services development. Have got acquainted with the activities of the PSC, I have a full vision on how to improve this sector and make it more innovative”

UNDP Resident Representative in Uzbekistan

FEEDBACK

For this purpose, special consoles with five options were placed in front of each operator. If a visitor is not satisfied with the quality of service Qmatic collects data and provides feedback to the management of different levels. In turn, this shows citizens how seriously PSA takes to improve the service quality in the public services sector.

MANAGING

Today, Qmatic solutions are key tools in managing service processes, monitoring visitor wait times, and employee efficiency. Thanks to prompt data acquisition, management is able to derive wait and service times statistics and evaluation of staff performance.

Effective workload and workforce allocation allows for optimizing working hours, increase or reduce staff on shifts, and effectively leverage resources to support big amounts of employees.

Contact us to know more

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