

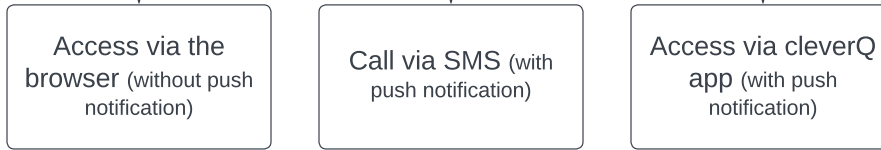
Retail flowchart | Use of our e-ticket

By this, neither a terminal nor a desktop printer and no call monitors are required.

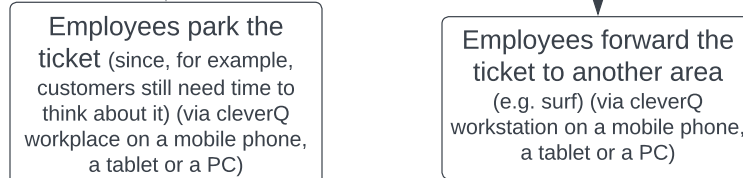
For example, customers enter a shopping center. QR codes are posted there (printed on a paper) for different areas (Ski or surf) so that you can then use your cell phone to get a ticket. This means the QR code is scanned with the cell phone camera and the digital ticket opens in a browser.

Customers have the option of leaving the browser open and tracking the views there (in this case, however, you will not receive a push notification). But you also have the option of being notified via SMS, then in the next step you have to enter your cell phone number via your own cell phone or you can transfer the ticket to the cleverQ app. If the app is not yet available, you will be forwarded directly to the App Store to load the app and then the ticket will be automatically accepted there. This ensures that you receive a push notification when you call it.

Customers can look around in the shop and be inspired to other products while waiting



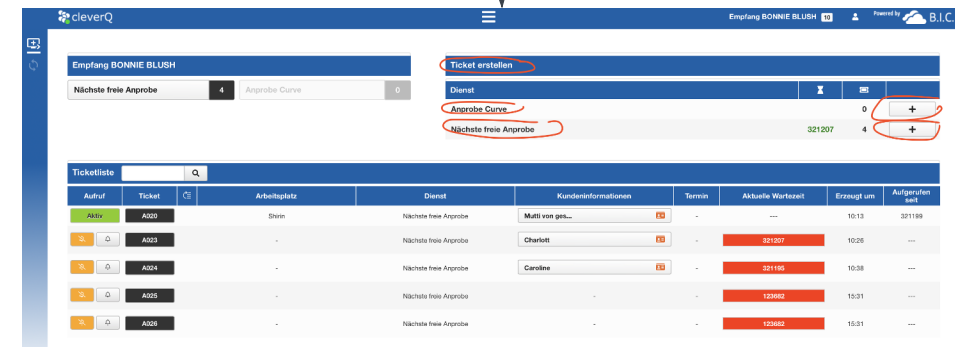
Call is made from the respective departments (e.g. from the cabin staff for a personal consultation (via cleverQ workstation on the mobile phone, a tablet or a PC)



possibility to call up again via browser, SMS or cleverQ app.

At the end of processing, a ticket will be closed. This can also be done if, for example, customers do not appear after the call.

Additionally: Employees also have the option, if there is a reception, for example, to create a ticket via the cleverQ workplace and, if also available, to print and hand over the ticket via a table printer or the mobile phone number of the customer via the workplace, for an SMS notification to deposit the call.



The 'Ticket erstellen' form contains the following fields:

- Vorname: Rebecca
- Telefonnummer: Deutschland (dropdown), 0160 12 3123123
- Information: Schwarze Kleider bevorzugt

A 'Ticket erstellen' button is located at the bottom right of the form.