

DETROIT, Jan. 22, 2014 /PRNewswire/ -- [QLess](#), the worldwide leader in line management solutions, today announced that it has been selected to provide a dynamic line management solution for Michigan Secretary of State Offices. QLess will be implemented initially at offices in Detroit

,  
Flint

,  
Grand Rapids  
and  
Lansing, Mich.

that handle auto and driver related issues, such as driver licenses and vehicle registrations. By using QLess, visitors will be able to check into a customer line remotely from their phones and mobile devices, or via in-office kiosks.

"We are committed to improving the experience we offer in Secretary of State offices," Michigan Secretary of State

Ruth Johnson

said. "Smart technology solutions like QLess are a huge benefit for our customers and our organization. By improving how customers experience wait times, we also provide a more productive and positive environment for our staff members."

QLess helps busy government and commercial organizations manage the flow of customers through their facilities. Field-proven through its successful implementation at government, retail, airport, education, and healthcare facilities, among other sectors, QLess provides both government and vehicle registration and licensing offices with an extensive list of timesaving and productivity benefits. This includes the ability for an organization to share real-time information on a per office basis of how many customers are in line at any given point. In addition, government offices that use QLess improve customer satisfaction and reduce pressure on the office's staff. Using QLess, customers have the ability to join virtual lines and make appointments from waiting areas, their mobile phones, tablets, or an organization's website. QLess reduces wait times, cuts waiting room crowds, and optimizes yield, throughput and time slot management.

Written by Australian Business

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"With a mission to liberate consumers from waiting in line, we are pleased to partner with the Michigan

Secretary of State's Office, helping the organization take a major leap forward with its customer service," said Dr.

Alex Backer

, founder and CEO, QLess. "Beyond the scale of their organization, the Michigan

Secretary of State has a really enlightened strategic and customer-centric vision that makes our partnership all the more gratifying."

## ***About Michigan Department of State***

The Michigan Department of State is responsible for licensing drivers, as well as registering and titling vehicles. The department also licenses auto mechanics, regulates auto dealerships and repair facilities, and oversees the state's elections process. The department operates 131 Secretary of State offices, which perform 13 million transactions a year, or about 52,000 a day, and collects more than \$2.2 billion in revenue each year. For more information, please visit <http://www.michigan.gov/sos>

***About QLess***QLess is a worldwide leader in line management solutions. The company plays a key strategic role in helping organizations reduce wait times and no shows by engaging effectively through touch screen kiosks, text messages delivered via phones, and online through cloud-based systems. QLess also provides customers with valuable data analytics to further improve customer metrics such as wait time and conversion rates in retail, education, healthcare, government and everywhere people wait. QLess Clients span five continents and include DMVs, universities, urgent care centers, restaurant chains, and multinational phone carriers such as Vodafone and T-Mobile. For more information, please visit <http://www.qless.com>

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