Journey Tracker and Wait List Update

Introduction

We are working towards a single check-in experience for our customers and integration between store Wait List and CSL functions.

The Journey Tracker is a customer-facing status tracker where customers can check their status and what to expect next. The Wait List feature gives customers the opportunity to check-in and let stores know they're on their way so stores can better plan for incoming customers.

Release Summary

- Integrates store Wait List and Service Tracker functions.
- Customers can view the status of their journey and check in from appointment confirmation messages.
- Customers receive personalized arrival times based on their location (if customer's location services setting is on), and stores can see estimated customer arrival times.
- Customers will automatically be flagged as "Arrived" on the Wait List when they arrive at the store (if their location services setting is on and they checked in).
- Customers will receive one link to track their Wait List and service experience (instead of multiple links).
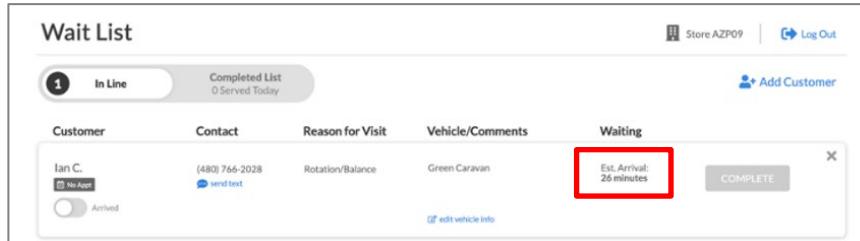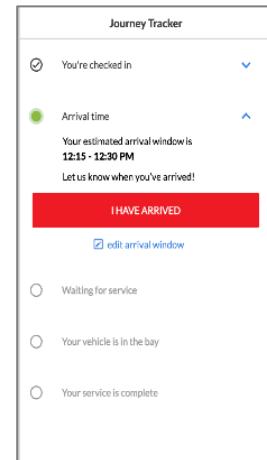
Store Reminders

- Verify the customer's phone number so we can send them status updates.
- You must still opt-in customers for "text when done" for service updates.
- Regularly manage and monitor the Wait List to plan for customer arrivals.

Related Resources

Journey Tracker Best Practice
Managing the Wait List QRGs
Customer Wait Times and Appointments (KC page)
Greeter Role (KC page)

Contact

If you have questions, please use the feedback button in the POS.