

Queue Analytics

Reduce waiting, prevent drop-offs and keep customers happy. Monitor queues in real time and anticipate service needs before they become problems.

Benefits of Queue Analytics

Turn intuition into action plan: where to optimize, when to intervene, and what truly moves the needle.

Monitor queues in real time

Continuously control queue length, wait times and flow during peak hours.

Optimize service and staff

Use queue data to dynamically adjust staffing and improve responsiveness.

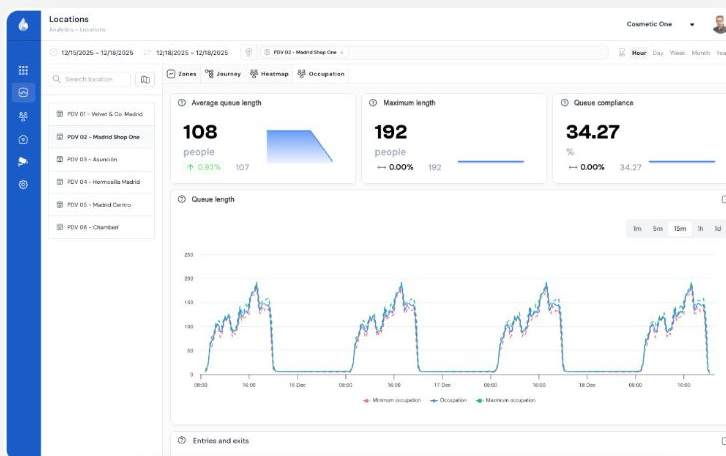
Prevent drop-offs

Identify long waits in advance, trigger automated alerts and reduce abandonment.

Automate and integrate

Connect via API to trigger staff notifications, signage and CRM updates.

THE PLATFORM **Reduce waits, prevent drop-offs**



Flame Queue Analytics measures occupancy, wait times and abandonment rates across service areas.

Visualize queue performance in real time, receive alerts when thresholds are crossed, and automate responses via APIs and integrations.

Real-time status

Queue occupancy

Wait time

Real-time activation

The metrics that change decisions

Cross visitors with operations and sales to discover actionable patterns.

01 Current queue per point

Visualize each checkout, kiosk or service area in real time.

02 Average wait time

How long the visitor really waits.

03 Abandonment rate

% of customers leaving without being served.

04 Saturation alerts

Automated notifications to reinforce staff in real time.

05 History by time slot

Patterns by hour and day for smarter scheduling.

06 Checkout comparison

Detect which counters underperform.

— HOW IT WORKS

Hypersensor technology

1 Runs on your existing CCTV

Flame measures queue size, occupancy of waiting areas and average wait time through AI video analysis on existing CCTV, with no physical sensors. It works at retail checkouts, ticket desks, check-in counters, information points or event entrances: it only needs a view of the queue area.

2 Tells a real queue from a crowd

Flame identifies linear groupings of people in predefined zones and combines person detection with spatial and temporal pattern analysis, above 95% accuracy in standard service environments and accounting for group behavior and varied queue shapes. No biometrics, no facial recognition.

3 Alerts and automated actions

When thresholds are crossed Flame alerts staff by email, SMS, mobile app or webhook (Slack, Teams, internal systems) in under 30 seconds, updates digital signage and triggers workflows in your CRM or workforce management system via API.

KEY FACTS

Queues	Automatic detection
Connection	Existing IP cameras via RTSP
Deployment	5-7 business days
Privacy	No biometrics · GDPR
Alerts	Email, SMS, app and webhook

Reduce waits. Recover lost revenue at the queue.

Queue analytics live in 5-7 business days, on your existing cameras and with no biometrics.