vQueue BoxOffice

vQueue BoxOffice improves system response, maximises revenue and increase customer satisfaction.

vQueue BoxOffice protects your ticketing system from peak loading by placing users in a queue.

vQueue BoxOffice can be implemented into any web-based ticketing system.

vQueue BoxOffice provides a simple queuing solution for web-based ticketing systems that experience high peak loads, that otherwise would stop functioning

vQueue BoxOffice allows only a preset number of users onto your Internet ticketing system at any one time. By managing the maximum number of users, the ticketing system operates at 100% efficiency all of the time. It will never fail again due to over demand Users attempting to buy a ticket when the system is working at full capacity are queued and allowed onto your ticketing system on a 'first come, first served' basis.

vQueue BoxOffice Standard Edition manages up to 5 queues each preset with a maximum concurrent user count. This user count can be simply and quickly increased or decreased in real-time according to system performance. Each user attempting access to the ticketing system over and above the maximum concurrent user count is held in a queue until capacity becomes available, and is then automatically admitted to the ticketing system. Whilst waiting, their queue position and a calculated waiting time is shown to the user.

Multiple queue functionality manages multiple queues for ticketing systems supporting a range of box offices. This ensures that all Box Offices work concurrently even if one Box Office is very busy. This allows ticket businesses to provide its' venue customers with a deliverable service level agreement even during periods when the ticketing system is in high demand. Up to 5 queues or Box Offices can be managed with the Standard Edition

vQueue BoxOffice Enterprise Edition vQueue BoxOffice is available for ticket vendors with 6 or more Box Offices working off a single system.

Both the Standard and Enterprise Edition provide you with real-time performance information including maximum queue size, average wait times and transaction data. Detailed logging assists you with capacity management and queue management.

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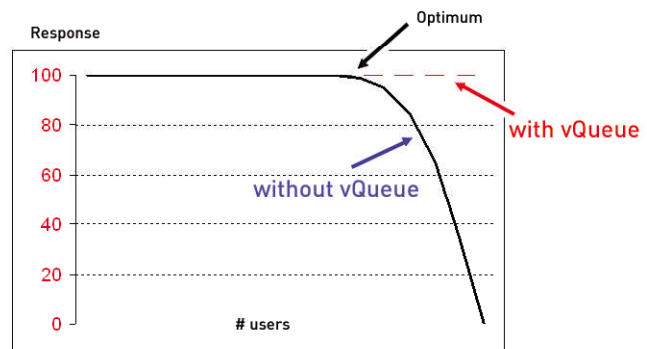**vQueue BoxOffice prevents ticket system failure due to overload.**

vQueue BoxOffice ensures all your Box Offices remain on-line working at 100% response.

By selling faster, increase your allocation from promoters and make more money

vQueue BoxOffice has been developed specifically for the on-line ticketing market. These ticketing systems always come under heavy load when 'hot' ticket sales such as Robbie Williams or Bon Jovi go on sale. Scaling your existing ticketing system is not economic, leaving customers, box office operators and promoters dissatisfied.
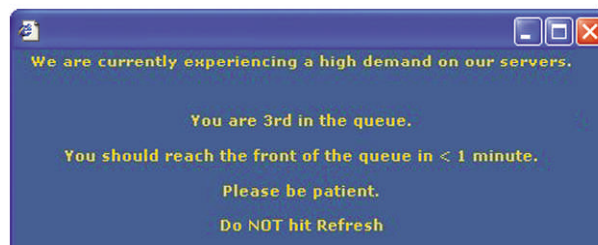
vQueue BoxOffice provides the following benefits

- Treats users fairly on a first come first served basis
- Ensures the system remains responsive
- Guarantees system meets SLA to 3rd party box offices
- Ticket sell faster protecting allocations and providing an opportunity for a second allocation

vQueue BoxOffice can be installed on-site in less than a day. For customers who do not want an in-house solution, vQueue BoxOffice can be provided from our own data centre. All that would be required is a URL and vQueue BoxOffice will do the rest, protecting your ticketing system from overload by only allowing a preset number of users through the vQueue BoxOffice system.

vQueue BoxOffice tells you what position you are and how long before you get access to the ticketing system

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