

Qwaiting Platform Adopted by 65,000+ Businesses Across Key Service Industries

Cloud-based queue and appointment scheduling platform now used by 65,000+ businesses in over 70+ countries to reduce customer wait times.

BIG SPRING, TX, UNITED STATES,
September 1, 2026 /EINPresswire.com/

-- Qwaiting, a cloud-based queue management and appointment scheduling platform, is now used by more than 65,000 businesses in over 70 countries, the company reported. Organizations across healthcare, banking, government, retail and education use the platform to organize customer and visitor flow, coordinate appointments and reduce time spent waiting for service.

According to company data, businesses using Qwaiting see an average 35

percent reduction in customer wait times after implementation. The cloud-based queue management platform combines virtual queue management, online appointment scheduling, self-service kiosks, digital signage, and people counting into a single system, allowing staff to track service demand in real time rather than relying on physical ticket dispensers or manual sign-in sheets.

Long queues and scheduling bottlenecks remain a persistent operational problem for service-based organizations, particularly in sectors where foot traffic is unpredictable or staffing is limited. Hospitals and clinics use queue data to route patients between departments more efficiently. Banks use it to separate routine transactions from appointments that require a specialist. Government offices use it to manage walk-in volume during peak hours. Retailers use it to coordinate fitting rooms, customer service counters, and curbside pickup.



Qwaiting Logo

In healthcare settings, Qwaiting functions as a patient flow and scheduling layer that integrates with existing hospital information systems, rather than a standalone medical records or hospital management platform. It also connects with tools such as Google Calendar, Salesforce, Zendesk, Twilio, and WhatsApp, allowing appointment and queue data to move between Qwaiting and the systems organizations already use for scheduling, customer records, and messaging.

Qwaiting offers plans starting around \$249 per month, with pricing scaling based on the number of locations, service points, and features an organization needs, such as facial recognition check-in or advanced analytics. The company maintains a U.S. office in Big Spring, Texas, alongside its broader international customer base. Organizations interested in evaluating the platform can request a trial or demonstration by contacting Qwaiting directly.

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