

UKG Lobby Datasheet

Optimize sales and service opportunities

About UKG Lobby

Our solution allows you to optimize the lobby of your bank or credit union, ensuring that this valuable space is focused on sales and service.

Designed specifically for financial institutions, the data-driven performance software lets frontline managers accurately measure both the lobby experience and employee achievements — or the lack thereof. With financial institutions everywhere seeking to keep their lobbies useful and relevant, UKG Lobby gives you the detailed information you need to make the right decisions at the institution, location, and employee levels. With access to key metrics such as the number of products sold, average wait times, and more real-time analysis, you can optimize locations to best serve account holders.

Easily manage account holder wait times

UKG Lobby enables your lobby sign-in process to meet and exceed consumer demand. Account holders can sign in ahead of their visit from a remote location or once at the branch via a tablet or self-service kiosk. They can select the service they need assistance with and monitor individual wait times. Now visiting the branch is easier and less stressful, boosting satisfaction with your financial institution.

Account holders can even see lobby wait times before they ever set foot in your branch by checking the times remotely. UKG Lobby lets you quickly add remote wait-time viewing to your institution's website, allowing visitors to remotely check in and for you to send text alerts when it's their turn for service.

Key benefits

See sign-ins

View sign-ins and total wait time from a computer, tablet or kiosk

Check lobby wait times

View lobby wait times from your website or mobile app

Alert staff

Alert critical staff members when wait-time thresholds are not being met

Improve employee and operational efficiency

Deliver a consistent account holder experience using checklists and reports

Generate additional sales

Use targeted coaching based on detailed cross-selling metrics

Increase branch revenue

Drive the right behavior with valuable cross-selling data and marketing information

UKG Lobby Datasheet

Transform your branch data into actionable insights

Real-time information keeps managers in the loop

Improved sign-in and wait-time notification won't improve the account holder experience if management is unaware of unusually long queues. Make sure lobby staff and branch managers are aware of critical lobby service thresholds. With UKG Lobby, customizable alerts immediately notify vital members of your staff when account holders are experiencing an unacceptable wait time.

Reduce internal errors with checklists

Lobby employees help account holders with a variety of transactions, from opening new accounts and debit cards to completing loan applications. With all these different products to sell and support, mistakes can occur. With the Check List feature, avoid costly missteps that can happen when products require different forms and procedures.

Employees work from a step-by-step list of the procedures that are associated with each of your financial institution's products. And they can easily select, view, and print important forms and documents right from the UKG Lobby solution. Account holders appreciate the consistent, professional experience they receive every time they visit your branch.

Enable branch managers to make better decisions

UKG Lobby gives branch managers the tools they need to make data-driven business decisions. With 25+ unique lobby service and sales reports — including employee productivity reports, account holder volume reports, cross-sell reports, and more — management is supported in making critical lobby management decisions that deliver an exceptional service experience to account holders.

Generate additional sales

Tracking cross-sell metrics allows financial institutions to provide targeted cross-selling coaching to individual employees for better results. Providing employees with better tools to do their jobs results in more engaged employees and a more successful overall account holder experience.



Our purpose is people

At UKG, our purpose is people. As strong believers in culture and building lifelong customer partnerships, we champion great workplaces to help organizations realize what's possible when they invest in people. Our Life-work Technology approach to HR, payroll, and workforce management solutions helps businesses anticipate and adapt to employees beyond just work. Visit ukg.com.