UKG Lobby

Minimize congestion and set expectations for wait times

Easily manage wait times

UKG® Lobby enables your lobby sign-in process to meet and exceed student demand. Students can sign in ahead of their visit on their mobile device or upon arrival, via tablet or self-service kiosk.

They can select the service they need assistance with and monitor individual wait times. Now visiting the office is easier and less stressful, boosting student satisfaction and managing staff frustration.

Students can even see lobby wait times before they ever step foot in your administrative offices by checking the times remotely. UKG Lobby lets you quickly add remote wait time viewing to your university's website or student portal, allowing students to remotely check in and receive text alerts when it's their turn for service.

Pair with UKG Appointments for additional value

When students schedule an appointment, UKG Appointments automatically matches them with the best-fit employee based on that employee's specific talents, abilities, and availability. This feature also improves the staff-scheduling process by ensuring appointment requests are covered by the optimal staff member. Additionally, the software allows for scheduling an individual employee at multiple locations.
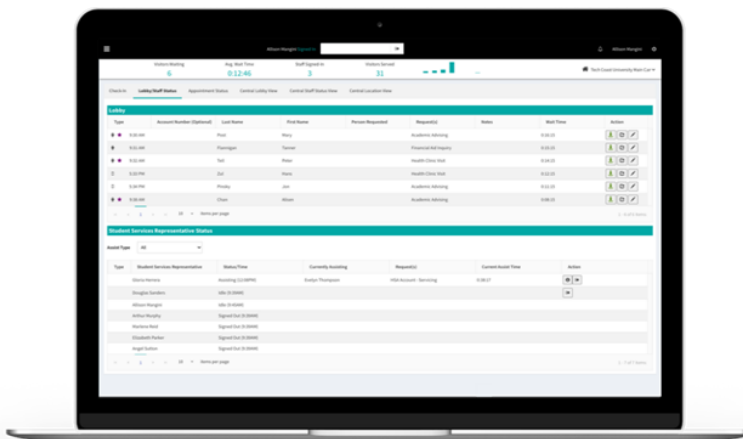
Key benefits

Manage visitor sign-ins
View sign-ins and total wait times from a desktop, tablet, or kiosk

Check lobby wait times
Students can view lobby wait times from your website or student portal using Wait Smarter

Alert staff
Alert critical members of your staff when wait time thresholds are not being met or when interactions may be running long

Improve employee efficiency
Create checklists for employees to deliver a consistent student experience with each interaction

UKG Lobby

Real-time information keeps management in the loop

Improved sign-in and wait time notification won't improve the students' experience if management is unaware of unusually long queues. Make sure administrative staff are aware of critical lobby service thresholds. With UKG Lobby, customizable alerts immediately notify vital members of your staff, like when students are experiencing extended and unacceptable wait times. Real-time dashboards provide summaries of daily traffic patterns and students' most frequent service needs.

Reduce servicing errors with checklists

Lobby employees help students with a variety of interactions. Avoid time-consuming missteps that can happen when different departments require different forms and procedures through the Check List feature.

Employees work from a step-by-step list of the procedures that are associated with each department. And they can easily view, select, and print important forms and documents right from the UKG Lobby solution. Students appreciate the consistent, professional experience they receive every time they visit your office.