



Sign up today for a product demo

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What Is Going On In My Lobby?

Know What is Happening in the Platform Side of Your Branch



Managing your branch network without the proper performance information can often **seem like you are in the dark**. The FMSI Lobby Tracking System™ (LTS) illuminates your lobby with the decision-support information you need.

- Improve service by having real-time tracking of account holders — from the minute they walk in the door — to the minute they leave.
- Service ALERTS are sent out — such as long wait times — **before they become an issue**.
- 17 unique management reports including Individual Performance Reports, Account Holder Tracking Volume Reports, and Cross-Sell Reports will help support your critical decisions.



“FMSI’s Lobby Tracking System™ not only significantly improved our lobby sign-in process, but it also gave me the reports I needed that ultimately led to an increase in sales and productivity.”

*- VP of Membership and Development
Wright-Patt Credit Union*

Illuminate Your Branch Network

LOBBY TRACKING SYSTEM™ Easy To Read Detailed Reports

West Arlington

Account Number: _____ Person Requested: --Not Applicable--
 First Name: _____ Last Name: _____
 Service(s) Requested: [Show Services] Notes: _____ [Add Account]

Account Number	Last Name	First Name	Person Requested	Service	Notes	Wait Time	Action
94545	Sullivan	Tracy	System Admin	Credit Card	Five Services	2:51	[?] [?] [?]
	Amanda	Collins	John Schneider	Automatic Transfer	House Mortgage	3:32	[?] [?] [?]
	Oram	Jacob	John Schneider	Direct Deposit	Cash Deposit	4:32	[?] [?] [?]
	Bord	Shane	Branch Managers	General Questions		5:15	[?] [?] [?]
	Johnson	Samuel	System Admin		Edited Account		

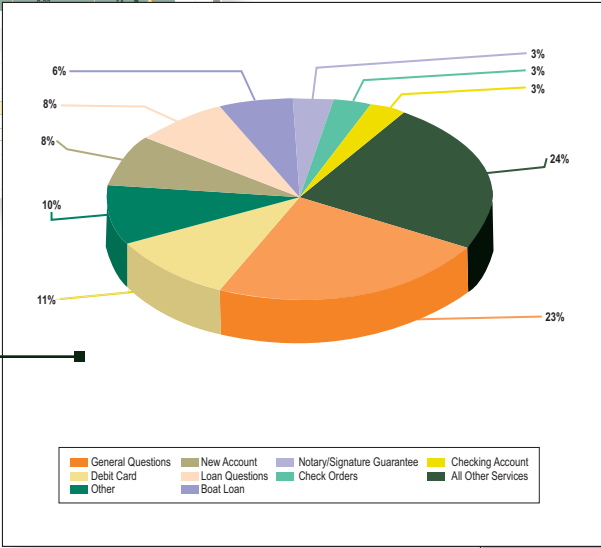
System Admin is Signed In [User Icon] [Sign Out]

SR Status

SR	Sign Out Reason	Currently Assisting	Service
Andrew Smith		Hilary Kent	Credit Card
John Schneider			
Sally David	Just Signed Out		
System Admin			

**Monitor Traffic
in Real-Time**

**Products Sold
Graph**



**Total Accounts
Assisted -
Per Service Rep**

FSR	Day				TOTAL
	T 1	W 2	T 3	F 4	
Total Products Sold: 7			6	1	7
Total Products Sold: 53	12	7	16	4	39
Total Products Sold: 19		7	6	4	17
Total Products Sold: 28	2	8	6	6	22
Total Products Sold: 5	3		1		4
Total Products Sold: 3	1		1	1	3
Total Products Sold: 20	5	3	3	3	14
Total Products Sold: 48	3	15	15	6	39
Total Products Sold: 22	2	8	8	3	21
Total Products Sold: 57	7	14	18	3	47
Total Products Sold: 14	3	5		4	12
Total Products Sold: 56	11	6	15	5	37
Total Products Sold: 1		1			1
Total Products Sold: 45	16	8	7	5	37
Total Products Sold: 1	1	11			1
Total Products Sold: 54		15	17	7	39
Total Products Sold: 9	3	4	1	1	9
Total Products Sold: 3	1		1		2
Total Products Sold: 25	6	1	9	5	21
Total Products Sold: 9	4		4		8
Total Products Sold: 12		5	3	3	11
Total Products Sold: 53	15	11	12	3	41
Total Products Sold: 43		9	12	3	29
Total Products Sold: 16	3	1	4	2	10
Total Products Sold: 20	5	3	3	5	16
Total Products Sold: 43	8	14	12		34
Total Products Sold: 9		1		6	7
Total Products Sold: 40	10	5	9	11	35

VantagePoint
Please visit www.fmsi.com and subscribe to our monthly newsletter, which is filled with in-depth case studies and tips on enhancing branch staff performance.