

# **Queue Management System Market Report by Offering (Solution, Service), Deployment Model (On-premises, Cloud-based), Mode (Virtual Queuing, Linear Queuing), Application (Reporting and Analytics, Real-Time Monitoring, Appointment Management, Customer Service, Query Handling, In-Store Management, and Others), Industry Vertical (BFSI, Retail and Consumer Goods, Healthcare and Life Sciences, Government and Public Sector, IT and Telecom, Travel and Hospitality, Energy and Utilities, and Others), and Region 2024-2032**

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## **Abstracts**

The global queue management system market size reached US\$ 574.7 Million in 2023. Looking forward, IMARC Group expects the market to reach US\$ 836.3 Million by 2032, exhibiting a growth rate (CAGR) of 4.13% during 2024-2032. The growing adoption in the healthcare industry for handling patient queries easily and avoiding the spread of diseases, increasing utilization to enhance customer engagement, and rising demand to manage customer traffic represent some of the key factors driving the market.

Queue management system is a software-based solution that is designed to streamline the process of managing and organizing queues. It generates data and analytics on queue performance and patterns, customer flow and behavior, and service metrics. It provides real-time updates on queue wait times and manages customer interactions. It also offers increased service transparency and reduces uncertainty or frustration among individuals during the waiting period. It increases customer loyalty and retention rates

and improves personalization of service delivery. Queue management system assists in improving customer experience, optimizing service efficiency, and decreasing waiting time. It aids in enhancing staff productivity by allowing staff members to focus more on guiding customers. Besides this, it is beneficial in increasing profitability of a business and streamlining communications. As a result, queue management system is widely employed in the healthcare, IT and telecom, travel and hospitality, and energy and utilities industries across the globe.

#### Queue Management System Market Trends:

At present, the rising adoption of queue management systems in the healthcare industry for handling patient queries easily and avoiding spread of diseases among individuals represents one of the key factors supporting the growth of the market. Besides this, the growing demand for queue management systems to manage customer traffic and movement to boost productivity in a store is positively influencing the market. Additionally, the increasing utilization of queue management systems to enhance customer engagement is offering lucrative growth opportunities to industry investors. Apart from this, there is a rise in the demand for cost-effective and efficient queue solutions that save time for individuals across the globe. This, coupled with the increasing adoption of queue management systems to avoid store overcrowding, is impelling the growth of the market. In addition, the rising emergence of advanced technologies, such as artificial intelligence (AI) and analytics, that provide real-time alerts and notifications is contributing to the growth of the market. Moreover, the growing demand for queue management systems to identify customer flow that helps in improving decision-making is offering a favorable market outlook. Furthermore, the rising adoption of automated queue management systems that automatically request customers to move forward to the next accessible counter is propelling the growth of the market.

#### Key Market Segmentation:

IMARC Group provides an analysis of the key trends in each segment of the global queue management system market, along with forecasts at the global, regional, and country levels from 2024-2032. Our report has categorized the market based on offering, deployment model, mode, application, and industry vertical.

#### Offering Insights:

- Solution
- Hardware
- Software
- Service

## Professional Service Managed Service

The report has provided a detailed breakup and analysis of the queue management system market based on the offering. This includes solution (hardware and software) and service (professional service and managed service). According to the report, solution represented the largest segment.

## Deployment Model Insights:

### On-premises Cloud-based

A detailed breakup and analysis of the queue management system market based on the deployment model has also been provided in the report. This includes on-premises and cloud-based. According to the report, cloud-based accounted for the largest market share.

## Mode Insights:

### Virtual Queuing Linear Queuing

A detailed breakup and analysis of the queue management system market based on the mode has also been provided in the report. This includes virtual queuing and linear queuing. According to the report, virtual queuing accounted for the largest market share.

## Application Insights:

### Reporting and Analytics Real-Time Monitoring Appointment Management Customer Service Query Handling In-Store Management Others

A detailed breakup and analysis of the queue management system market based on the application has also been provided in the report. This includes reporting and analytics,

real-time monitoring, appointment management, customer service, query handling, in-store management, and others. According to the report, customer services accounted for the largest market share.

#### Industry Vertical Insights:

##### BFSI

Retail and Consumer Goods

Healthcare and Life Sciences

Government and Public Sector

IT and Telecom

Travel and Hospitality

Energy and Utilities

Others

A detailed breakup and analysis of the queue management system market based on the industry vertical has also been provided in the report. This includes BFSI, retail and consumer goods, healthcare and life sciences, government and public sector, IT and telecom, travel and hospitality, energy and utilities, and others. According to the report, healthcare and life sciences accounted for the largest market share.

#### Regional Insights:

##### North America

United States

Canada

##### Asia Pacific

China

Japan

India

South Korea

Australia

Indonesia

Others

##### Europe

Germany

France

United Kingdom

Italy

Spain

Russia  
Others  
Latin America  
Brazil  
Mexico  
Others  
Middle East and Africa

The report has also provided a comprehensive analysis of all the major regional markets, which include North America (the United States and Canada); Asia Pacific (China, Japan, India, South Korea, Australia, Indonesia, and others); Europe (Germany, France, the United Kingdom, Italy, Spain, Russia, and others); Latin America (Brazil, Mexico, and others); and the Middle East and Africa. According to the report, North America was the largest market for queue management system. Some of the factors driving the North America queue management system market included the growing adoption to manage large customer queues, presence of various market players, increasing introduction of advanced technologies in the region, etc.

#### Competitive Landscape:

The report has also provided a comprehensive analysis of the competitive landscape in the global queue management system market. Detailed profiles of all major companies have been provided. Some of the companies covered include Advantech Co. Ltd., AKIS Technologies UAB, ATT Systems Group, Aurionpro Solutions Limited, Awebstar Technologies Pte Ltd., MaliaTec (Malia Group), QLess Inc., Q-Matic AB, Q-nomy Inc., Qudini Limited (Verint Systems Inc.), Skiplino, XIPHIAS Software Technologies Pvt. Ltd., Xtreme Media Pvt. Ltd, etc. Kindly note that this only represents a partial list of companies, and the complete list has been provided in the report.

#### Key Questions Answered in This Report:

How has the global queue management system market performed so far, and how will it perform in the coming years?  
What are the drivers, restraints, and opportunities in the global queue management system market?  
What is the impact of each driver, restraint, and opportunity on the global queue management system market?  
What are the key regional markets?  
Which countries represent the most attractive queue management system market?  
What is the breakup of the market based on the offering?  
Which is the most attractive offering in the queue management system market?

What is the breakup of the market based on the deployment model?

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What is the breakup of the market based on the application?

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What is the breakup of the market based on the industry vertical?

Which is the most attractive industry vertical in the queue management system market?

What is the competitive structure of the global queue management system market?

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