FORTH-ICS has, since 1983, a relatively long history and recognized tradition in conducting basic and applied research, developing applications and products, providing services, and playing a leading role in Greece and internationally, in the fields of Information and Communication Technologies.

The Human Computer Interaction (HCI) Laboratory of FORTH-ICS, established in 1989, is an internationally recognized center of excellence conducting basic and applied research in the development of innovative human-centered technologies, focusing on user interfaces of interactive applications and services that are accessible, usable, proactive and can be personalized to cater for the needs of different users in different platforms and contexts of use.
Virtual Queue

The virtual queue operates alongside the appointment system, used by who that don't have a booked appointment. Employees at reception desks can create and print personalized queue tickets that contain the necessary information for the customer request.

Real-time Notifications

Any TV or PC monitor can be turned into an information screen. Information screens display information regarding customer assignment to service desks with visual and sound announcements, estimated waiting times, as well as informative videos.

A specially designed version of the notification screen is available on mobile devices in order for customers to have on the go access to the status of their queue or appointment.

Success Story

HerQueueLess has been in operation in the Department of Transport and Communications (DTC) in the city of Heraklion in Crete, Greece since November 2015. DTC is a vital division of the Region of Crete, executing a heavy load of public sector administrative services for a large number of citizens/customers.

In the first quarter of 2017, HerQueueLess successfully handled a total of 6251 administrative cases requested by 4985 individuals. 60% of them used the online appointment service with an average waiting time of 13 minutes.