



AIREZ QUEUE™

Customer Flow & Security Intelligence for Financial Institutions

UNDERSTAND THE LINE. WATCH THE SPACE.

AIREZ QUEUE™ uses supported camera analytics and the AIREZ Physical Intelligence Layer™ to help banks and credit unions understand customer movement, developing queues and configured conditions that may deserve attention.



THE PROBLEM

Serve customers efficiently, Maintain a secure environment. Queues change, ATM users need personal space, and people may remain in sensitive areas. Recording activity is not the same as understanding it.

THE AIREZ APPROACH

AIREZ adds context through counts, direction, dwell time, location and proximity. Supported analytics can monitor configured boundaries and zones, then surface operational conditions for appropriate personnel to review.

WHEN ARRIVALS OUTPACE SERVICE

Separate illustrative service period

18
ENTER QUEUE

7
PROGRESSED

QUEUE
+11



SERVICE THRESHOLD REACHED

The institution determines when to notify personnel that additional service capacity may be needed.



UNDERSTAND THE BEHAVIOR. DON'T ASSUME THE INTENT.

AIREZ surfaces conditions. Authorized personnel decide what they mean.

ONE CAMERA. MORE CONTEXT ABOUT WHAT'S HAPPENING IN THE BRANCH.

AIREZ™ — THE PHYSICAL INTELLIGENCE LAYER™

See More. Understand More. Respond Faster.

airez.com

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AIREZ QUEUE™

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FROM CUSTOMER FLOW TO SECURITY AWARENESS

Different zones. Different questions. The same supported camera infrastructure.

CUSTOMER FLOW



People
entering



People
exiting



Queue
accumulation



Service
throughput



Changes
in demand

Configured counting boundaries can reveal when arrivals exceed throughput and create an operational event for review.

Know when demand changes. Respond before the experience does.

LOITERING & DWELL AWARENESS

Configured dwell-time parameters can surface extended stays near entrances, ATM vestibules, employee-access points and other defined areas.



EXTENDED DWELL DETECTED

Configured zone — review recommended

ATM PERSONAL-SPACE AWARENESS

A configured ATM zone could monitor whether another person remains within the institution-defined proximity area around an active ATM user.



ATM OCCUPIED



SECOND PERSON WITHIN
CONFIGURED PROXIMITY ZONE



PROXIMITY CONDITION DETECTED



Depending on institution policy and technical configuration, an event could potentially notify personnel or trigger a neutral local reminder:

“For customer privacy and security, please allow additional space.”

ONE ENVIRONMENT. MULTIPLE QUESTIONS.



ENTRANCE

How many people enter and exit?



TELLER / SERVICE QUEUE

Is demand exceeding throughput?



ATM

Is appropriate customer space maintained?



VESTIBULE / SENSITIVE ZONE

Has dwell exceeded the configured threshold?



EMPLOYEE / CONTROLLED AREA

Does activity in a configured zone need review?

PRIVACY-CONSCIOUS PHYSICAL INTELLIGENCE



UNDERSTAND THE BEHAVIOR. DON'T ASSUME THE INTENT.

Focus on counts, movement, dwell, proximity and configured conditions—not demographic profiling, emotion detection or assumptions about criminal intent.

AIREZ surfaces the event. Authorized personnel determine what it means and what action, if any, should follow.

YOUR CAMERAS ALREADY SEE THE BRANCH. AIREZ HELPS YOU UNDERSTAND WHAT'S HAPPENING IN IT.