



ANNOUNCEMENT

THE PINAL COUNTY CLERK OF THE SUPERIOR COURT MAJOR CUSTOMER SERVICE IMPROVEMENT

QMATIC (www.qmatic.com) is an automated system used to improve lobby service for Clerk of Court customers based on customer need for services provided by the office. The system is designed to manage the flow and priority of our customers while ensuring everyone is assisted in the most efficient and timely manner possible. Not only does the system allow Clerk staff to better serve the public, it will also assist the office in gathering vital data for future planning and improved services.

Effective May 19, 2014, QMatic will replace the current numbering system used in the lobby of the Florence office. While the new equipment has only been installed in the Florence lobby it will be expanded to include all satellite locations in the coming months.

Most of our attorney customers are accustomed to receiving service from our desk located in the main lobby of the courthouse at our Concierge desk; the QMATIC system will also be used there. The Clerk assigned to the desk will assist customers and assign a ticket based on the services needed.

As attorneys, you are our top priority and we hope you find our new system expedites your visit. We have designed a specific queue to allow Clerk staff to process Attorney filings as soon as possible. Once in our lobby, we ask you, or your staff, to stop at the kiosk and make the appropriate selections on the screen. A ticket will be dispensed and Clerk staff will assist you as soon as possible.

We are focused on continuous improvement opportunities and would like to hear from you. Please feel free to share your comments with us during your visit or by emailing me or my Chief Deputy, Steve Vilhauer (svilhauer@courts.az.gov) anytime!

Thank you,

Chad A. Roche, MBA, CCM
Clerk of the Superior Court
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