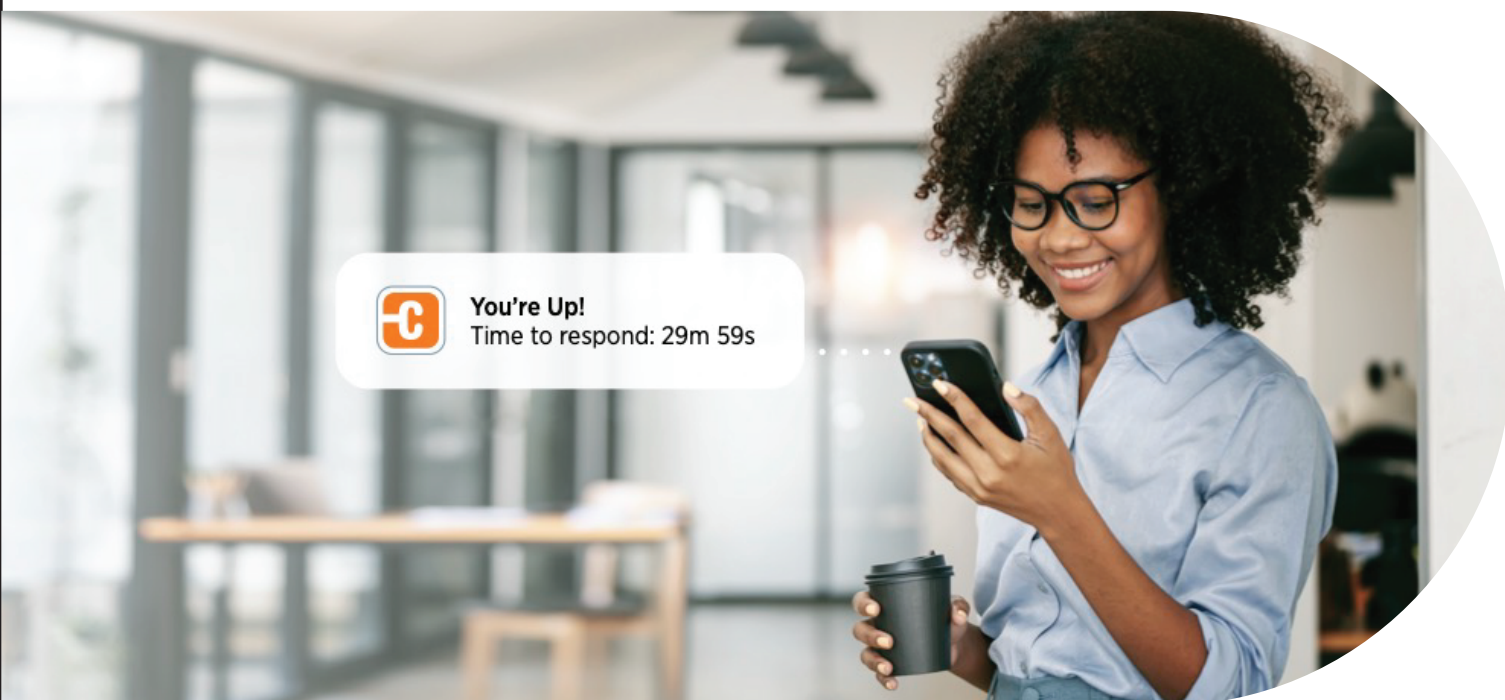


Unlock Seamless Charging & Maximize Utilization with Waitlist



The ChargePoint® Waitlist feature intelligently manages EV charging demand, ensuring every available charging spot is used efficiently. By automatically placing drivers in virtual queues and notifying them when a station frees up, Waitlist enhances driver satisfaction, reduces congestion at your site, and ultimately maximizes the value of your charging infrastructure – all without requiring your constant attention.

Boost station use:

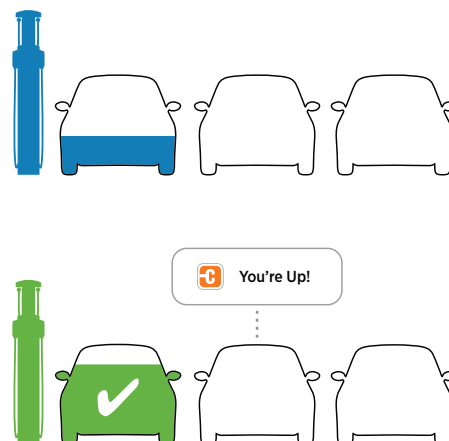
Ensure every charging spot is utilized as much as possible, even during peak hours, turning idle times into charging sessions.

Make drivers happy:

Provide a fair and convenient charging experience, reducing frustration and increasing driver satisfaction.

Simplify operations:

Once configured, Waitlist automates charger demand management, freeing up your time and resources.



How Waitlist works

Driver queue management:

- When all your stations are occupied, drivers can join a waitlist from the ChargePoint mobile app or by tapping their phone or ChargePoint RFID card at the station.
- Waitlist will notify drivers through the app when a charging spot becomes available and reserves it for their exclusive use

Configuration and control:

- Site administrators can set various configurations to curate the driver experience for Waitlist , including:
 - o A driver's maximum charging time, state of charge, or energy dispensed
 - o How long a station is reserved to drivers when it's their time to charge
 - o How many times a driver can defer when offered a spot
 - o What times of day a driver can join a Waitlist remotely

Monitoring and maintenance:

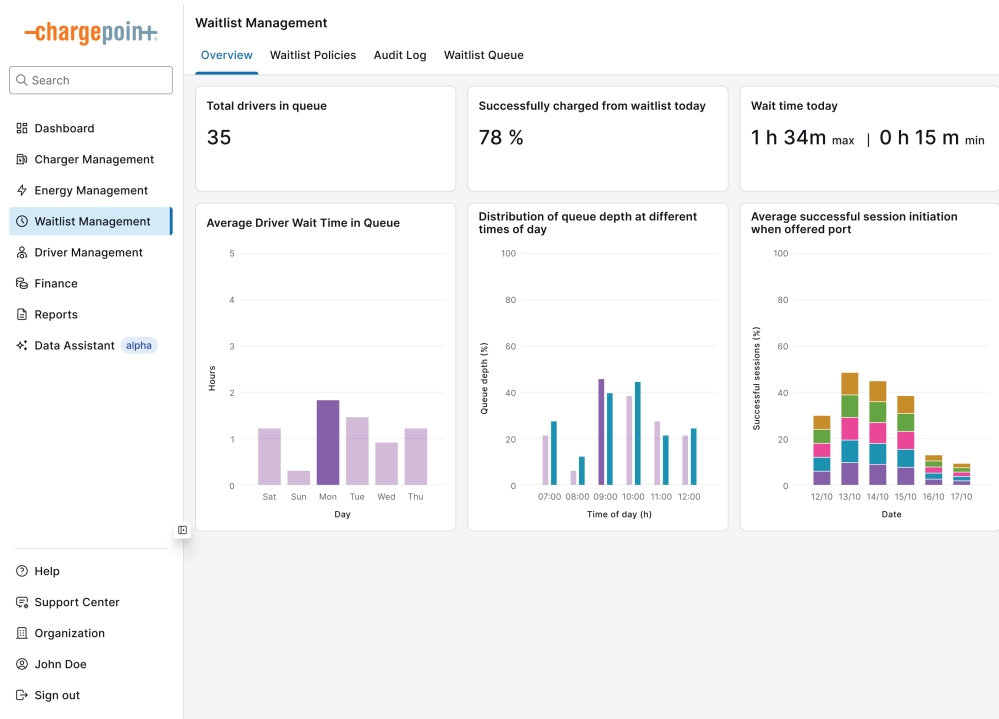
- Analytical reports provide data on Waitlist usage and driver behavior.
- Driver Logs allows you to see drivers actions easily.
- Waitlist can be temporarily disabled for individual stations or ports under maintenance in your account settings.

Key system requirements:

- Drivers need the ChargePoint mobile app to use Waitlist and receive notifications.
- Waitlist is supported on CP6000, CT4000, Express 250 and 280, and Express Plus stations.
- It is recommended to enable Waitlist across all eligible stations at a single.

What's New

- Queue priority intervention: Administrators can now manually move drivers in a waitlist to re-prioritize or remove them. All manual actions are logged in the audit trail for full transparency.
- More customizable waitlist policies: You can set waitlist policies that are active only on specific days and times, enhancing control and promoting alignment with peak business hours or demand periods.
- Enhanced audit logging: You can now see a consolidated, filterable audit trail for all Waitlist-related activity. This includes actions by:
 - o administrators (e.g. reprioritizing a driver and changing system configurations);
 - o drivers (e.g. joining or leaving the queue); and
 - o automated systems (e.g. sending notifications during operation).



Let's get started

We're always here to help you identify your charging goals, advise on the best approach and help evaluate your site.

[Connect with an Expert](#)