

Compunetix Video Call Center™ for Kiosks



KEY BENEFITS

- **Keep the Personal Touch**
Replicate in-person interactions through live video communications and build meaningful client connections
- **Contact Center**
Allows queuing, call transfer and skills-based routing functionalities to connect clients with the right agent
- **Easy to Connect**
One-click connection with no download required for clients or agents
- **Customizable**
Deliver a customized user experience tailored to your brand and industry workflow
- **Mobile Ready**
In addition to Android and iOS kiosks, clients can reach the call center via PC or mobile devices

Personalized Service Via Kiosks:

Allow customers to communicate face-to-face with your remote professional representatives

The latest trend among retail self service solutions like kiosks is to offer more choices and options to customers, thus providing greater opportunity for the customer service function to deliver a truly personalized experience. As increasingly techno-savvy customers continue to demand more from retailers, enabling video chat for digital kiosks will attract their attention by:

- Offering additional support during peak seasons or high-traffic periods
- Delivering a more personalized customer service experience.
- Ensuring immediate, expert support to meet the needs of even the most demanding customers.

Compunetix Video Call Center (VCC) is the ideal solution for enhanced customer experience. VCC enables customers to sit or stand in front of a secured touchscreen kiosk and engage in face-to-face conversations with a remote representative—all without leaving the department. VCC's HD video and audio allows for clear and crisp communication, while its transfer and routing capabilities let the kiosk representative direct the call to the right specialist.

How Can You Use VCC for Kiosk:



Sample customer view for kiosk Integration

Retail: Enhance in-store assistance by providing technical support and a personal touch

Healthcare: Facilitate face-to-face care coordination and patient triage

Government: Improve efficiency and security in handling public-facing services

Banking/Financial/Insurance: Strengthen trust with customers by offering immediate, personalized video assistance for transactions and account management

Video Call Center Delivers:

Video Customer Engagement

- One-click connection (no download required)
- Visual IVR: Intelligent queuing and skills-based call routing with transfer and triage options
- Quick assessment of user needs and seamless specialist transfer
- Capability to escalate into multi-party calls

Collaboration Capabilities

- Application and desktop sharing
- Real-time customer/agent chat
- File sharing & note-taking
- Session recording

Versatile Network Connectivity

- Adapts AV quality for optimal, low-latency performance
- Supports high definition video and voice connections

Kiosk Features

- Kiosk remote control
- Secure screen lock mode
- Touchless screen mode w/ face detection
- Secondary camera, focus and hi-res photo capture/editing
- Fully branded

Performance Monitoring

- Invisible call monitoring and whisper coaching
- Real-time display dashboard
- Historical reporting
- Diagnostics

Website Integration

- Brand integration-ready
- Simple colors/logo customization
- White-label flexibility
- Customizable in-take forms

Confidentiality & Data Security

- Secure and encrypted media and data connectivity
- Secure password authentication
- Locked screens
- Single sign-on support

Deployment Options

- Cloud serviced to offer industry-leading uptime, scalability, and global availability as a hosted service
- No proprietary equipment needed for customer and agent
- (Optional) on-site deployment

Hardware Agnostic

- Compatible with Windows, Android, macOS and iOS
- Works with current Chrome, Edge and Safari browsers

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