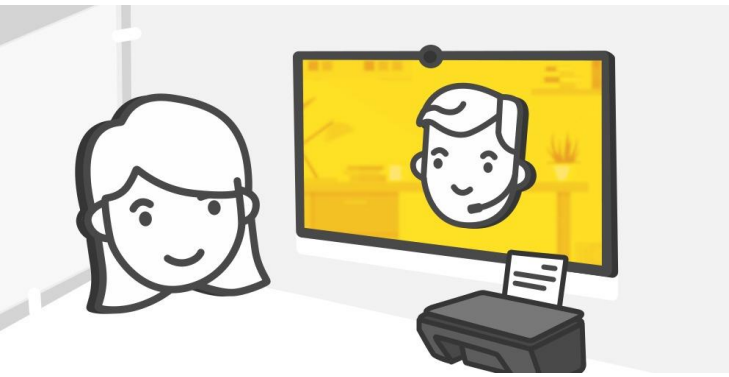


## Video kiosks

### Video kiosks



remote experts who help them configure the complex product and print the specification.

Video kiosks help businesses to increase their points of presence with low capital expenditure.

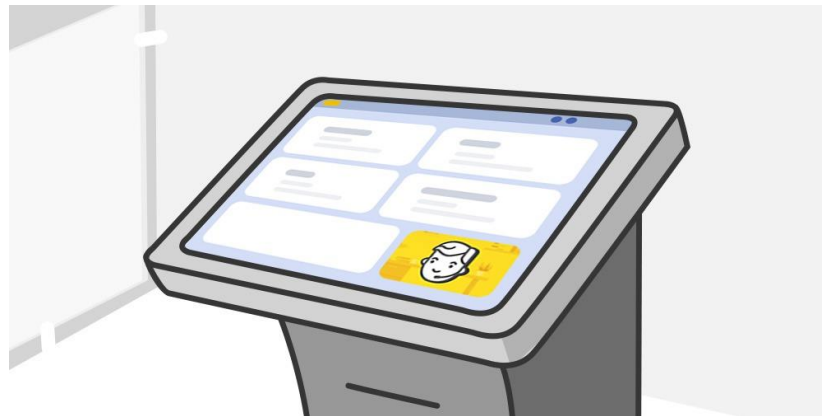
The typical business-cases are:

- *Information kiosk* in public areas to help visitors to get a better idea of their location and direct them to various points of interest.
- *Live expert station* connects shoppers with

### Live video expert for self-service kiosks

You can embed RichCall into your existing self-service kiosks. When a kiosk user needs assistance, he will only need to push a “Live Help” button to video call a remote expert.

The customer service rep receiving the call also sees the kiosk screen to understand better the context of the customer issue.



✓ RETAIL – live video expert for in-store kiosks

✓ GOVERNMENT – virtual citizen services

✓ INSURANCE – video sales

✓ TRANSPORTATION – information desks

## Belarusian Railway - self-service kiosks with live video option



Since 2018 Belarusian Railway offers live video assistance option embedded into self-service kiosks deployed on railway stations.

A contact center software with RichCall on top of it processes all the video calls. Queuing and call routing features are provided by a contact center platform while video and collaboration goes through RichCall.

### Feature set

#### Server:

- cloud-based or on-premise installation
- seamless integration with the contact center software – WebRTC-to-SIP g/w, integration with the agent desktop
- interactions recording

#### Kiosk:

- dual HD video
- integration with printer and scanner
- custom integration with other peripherals
- co-browsing for agent to see the kiosk screen

#### Agent:

- content sharing
- printer/scanner control

#### Admin:

- configurable call routing rules
- configurable agents and groups