Interactive Kiosk Help Point Solution

acquire

Enhance your guest experience with our Acquire Remote Assistance solution. Instant, contactless help at your interactive kiosk.

Virtually *assist* your guests from anywhere.

The virtual solution for providing individuals with emergency assistance and customer support.

Features:

✓ Low latency two-way Webcam and voice call, Remote control of the kiosk

✓ Encrypted communications

✓ Assistant application caller group and call prioritization

✓ Assistant application options for availability, bus in call states with Mute options

✓ Easy Kiosk end integration with apps via API.

✓ Kiosk button hides when no Assistants are available.

✓ Configurable User Interface to seamlessly integrate with your kiosk app.

✓ Low bandwidth requirement (and highly configurable to meet with networking needs)

ST. MAYNE SHOP

Super Christmas Sale

Assistance

Take Control

Remote operate screens to assist individuals with additional support, helping them with planning a journey, books tickets for an event or assist in an emergency.
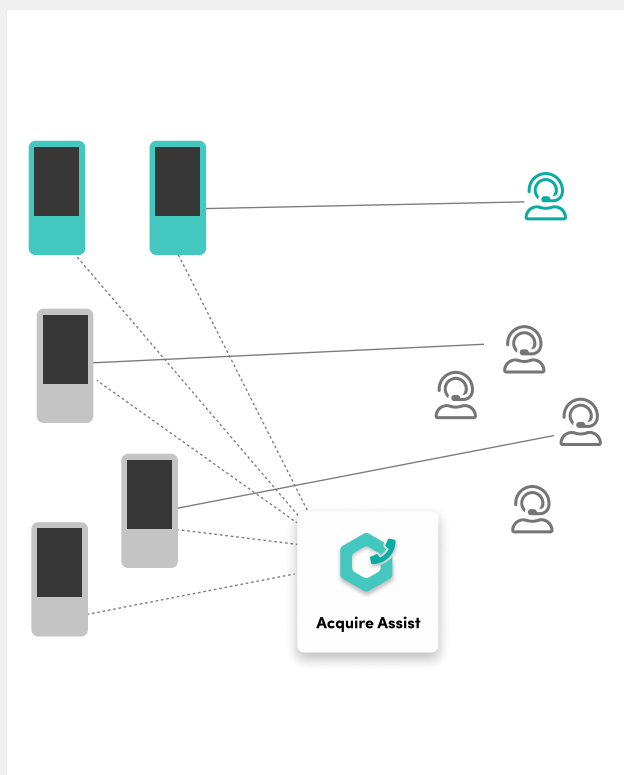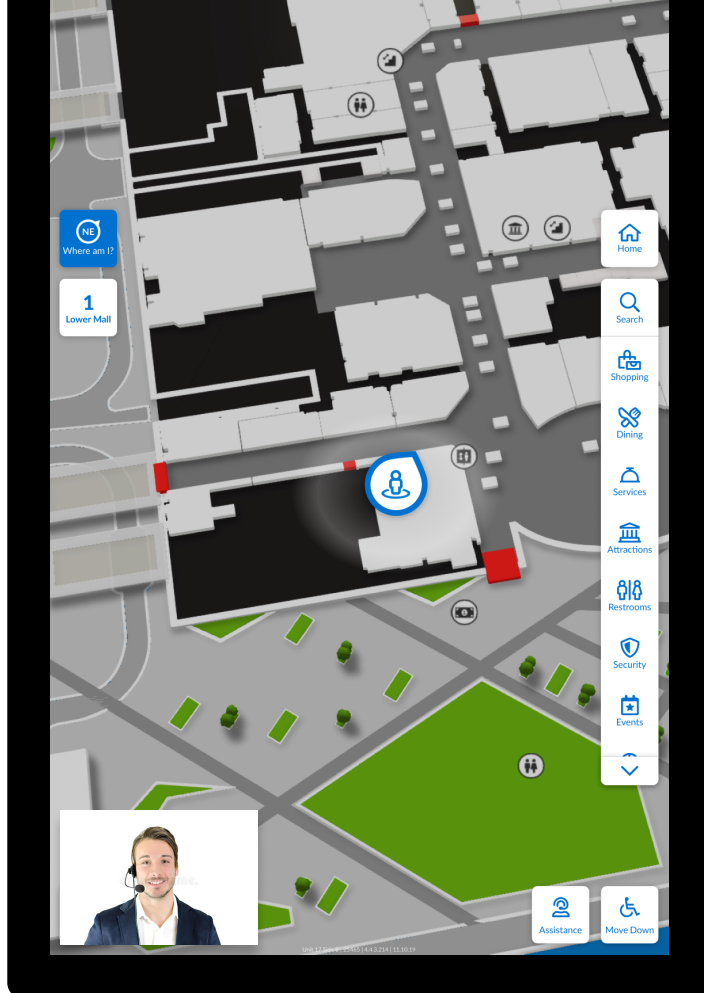
Acquire Assist

Even with the simplest of kiosk apps, some users can need help using the system or just want information not on there. The Acquire Remote Assistance solution provides a simple 'HELP' button on your kiosk application to allow assistance to be given to your users at all times – you can even make a kiosk with just this feature to give help and assistance at key locations.

Pressing the button connects with your customer service staff, in your NOC or anywhere in the world. Users can see the assistant with a webcam view on-screen, whilst the assistant can view the user if a webcam is present in the kiosk to view the user and anything they need to show.

Hold a fully managed, two-way conversation with the kiosk user, and use the integrated remote-control feature to operate the kiosk as if you are with them, guiding them to the information they require.