

"Jackie" - Self-Service Kiosk Communication System

"Jackie" is our in-house developed self-service kiosk, communication management system.

"Jackie SSR", our self-service receptionist kiosk system is used to greet visitor's to business premises. Jackie is a touchscreen kiosk that is great for businesses to have in reception when they wish to offer visitor services in a modern manner and save on having a full time person behind the front desk.

You simply look up the name of the person you wish to visit by letter of the alphabet. Then touch "Call Telephone Extension" to talk to them and have them come out to greet you. "Jackie" works by turning the touchscreen PC into a speakerphone. If they are not answering, try their mobile. Jackie allows you to call the operator at any time for help. You can have shortcut quick links to any number of people and a trades and deliveries button.

Our user interface has been designed so there are no forward or back buttons, at all times it is simple to see how to contact the person you want. We generally only list about 12 staff per screen, so some customising of our interface may be needed if your organization has a large number of staff. Jackie is designed with automatic call termination upon the other party hanging up, plus we have a "Terminate Call" button for use at any time.



Include a PowerPoint type presentation about your business, so your visitors have something to look at to find out about your business while waiting for a staff member to come out. We suggest we convert it so graphically it looks similar to our standard graphical design. Or include an audio visual presentation on your receptionist kiosk. Video can be DVD quality MPEG-2 format.

The system looks great on an All In One Touchscreen PC with built in speakers, such as the Howie which is attached to a reception wall with a Sylex wall mount. For a conventional PC based unit, we supply the Elo 15" desktop touchscreen with built in speakers and microphone.

To make a bigger impression, operate "Jackie SSR" on a 30" LCD or 42" Plasma touchscreen. With all the screen real estate, there will be plenty of room for large product information sequences as well as operating "Jackie".



Extending "Jackie"

Visitor Management

"Jackie" can be used to allow visitors to be recorded and a printer added to print a visitors badge. This can be bar coded for easy entry/exit of the visitor. A virtual keyboard can be used with the touchscreen.

Building/Elevator Access

Consider "Jackie" for communication to allow access to elevators in large buildings. Use the Jackie kiosk in the lobby to contact the person you wish to see and they can tell you what floor to come up to. Extend this system by having a "Jackie" system on each floor.

Medical Applications

For a medical information touchscreen kiosk, if the user wants to speak to someone about their inquiry, then this is simply built with Jackie. This means from remote locations, kiosk users can get expert assistance on the spot.

Retail Stores

Imagine a self-service kiosk that allows instant access to experts across the country or around the world. With "Jackie" operating the kiosk you can. No more dealing with shop assistances without detailed product expertise. Touch one button to talk to the real expert. Even use a video phone rather than a speaker phone call.

Integrate With Digital Signage

We can integrate Jackie with our Digital Signage Content Management system, PowerPac Digital. This allows the remote control of audio visual displays anywhere with this leading Stills/Video over IP, Internet and TV technology system. Special offers and live TV from PowerPac Digital can be combined on a touchscreen that is split with part of the screen allocated to operating the "Jackie" system. See a special you want to talk to someone about now, like a cruise holiday? Then touch the screen and talk to an agent with Jackie.

Hardware

"Jackie" works on a standard Windows XP PC with one PCI slot for our telephony card. Touchscreens with built in speakers and microphone are required.

For wall mounted office reception kiosks, we suggest the Howie All In One Touchscreen PC. For situations where a stand alone PC is suitable, we supply the Elo 15" touchscreen with our built in speakers and microphone. We supply Tiny PC's that take up less space than conventional sized PC's.

Please call for more information.

the complete package

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