SILEX

Innovation, *beyond imagination*

SILEX I-Kiosk

SILEX
Interactive Kiosk

MULTI-PURPOSE
INTERACTIVE INFORMATION
KIOSK COUPLED WITH
HUMAN ASSISTANCE
AND BUILT AROUND
INTERACTIVITY

SILEX: Smart Interactive Live Experience

SILEX I-Kiosk, is an interactive information kiosk fully ruggedized for demanding environments.

For verticals which involve customer interaction, guidance, multi-lingual support and more, the SILEX I-Kiosk can be the answer. Adaptable and fully customizable, this innovative kiosk is coupled with human assistance and is built around interactivity. Requesting information has never been as interactive as asking form a live person.

SILEX I-Kiosk offers a unique three in one functionality.
• It is used to advertise about products and offers using an integrated digital signage system.

• The kiosk becomes a video call centre solution suitable in many industries such as retail, shopping malls, banks, museums, airports, or any other public place. When an agent is requested over video, he / she can help in doing live active advertisement or simply give assistance and guidance on the kiosk by sharing content with the customer.

• It is an intuitive multi-touch information help desk.

Why SILEX I-Kiosk

SILEX I-Kiosk comes with a dual screen system. The upper screen of the kiosk is a multimedia screen used for advertisements or to display the remote agent's video. The lower screen is a Multi-touch application screen where the user can browse for information through an intuitive graphical interface. This combination allows you to:
• Expand your customer reach at low cost.
• Promote your services and offers easily and efficiently.
• Make the best of your current professional resources   without the need of hiring in all your branches.
• Improve your customer support with the implementation of a video call centre.

3

SPECIAL
FEATURES
& BENEFITS

Information at your fingertips

From the embedded multi-touch surface of the kiosk (the lower screen), users have easy and intuitive access to information. The customized graphical interface connects the different applications, web sites, platforms or documents that the supplier chooses to share, giving the user a single point of touch.
The Kiosk connects to the different existing applications of the supplier, without modifying their core functions.

Instant video assistance

The kiosk comes with embedded discrete videoconferencing tools allowing the user to call a professional agent over video with a click of a button. When the call is established, the video agent appears on a dedicated screen (the upper screen of the kiosk), leaving the content untouched on the lower screen. This configuration helps improve the videoconferencing experience and the given assistance.

Video call centre functionalities

When multiple kiosks are deployed, they can be configured to call different pools of agents in the same video call centre, depending on the requested skills and information. A queuing system is in place in order to keep the calls on hold if the agents are busy. During the call waiting, the supplier can choose to run music or videos. With a video call centre in place, much functionalities can be implemented, such as:

Live content sharing
The agent can share any type of file in order to give additional information and directions or better promote services

Document scanning
If needed, the user can scan document from the kiosk. Those scanned documents are stored on a central server, accessible by specialized staff or agent. In the case of form filling and identification, this feature helps accelerate the processes.

Remote dry ink signature
In order to accelerate critical transactions where the customer's signature is needed, it is possible to digitally sign a document on the touch screen. This digital signature triggers a mechanism on the agent's side where the same paper document is signed in parallel in real time using a real pen.

Document Scanning

Remote dry ink signature

4
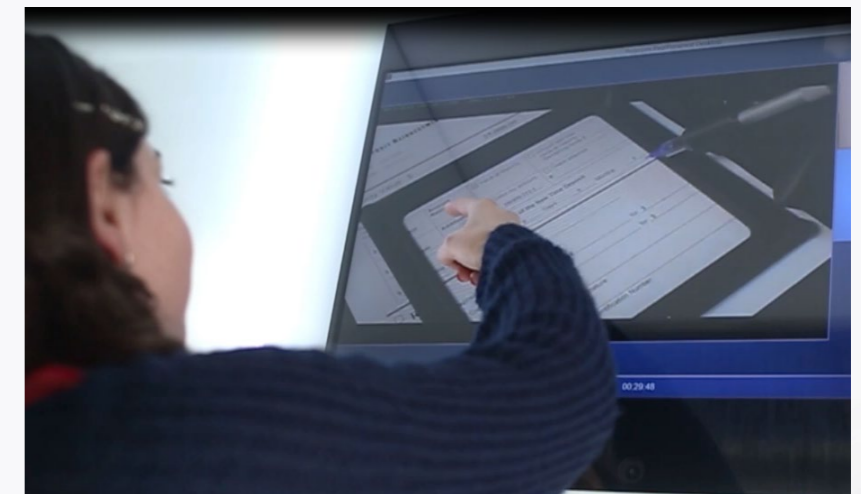
SPECIAL
FEATURES
& BENEFITS

Digital signage

On the upper screen of the Kiosk, the supplier has an advertisement space that he can use either to promote his own services and offers or to rent for others to advertise.
All content displayed on the kiosks is done from a single digital signage platform. The content updates can be scheduled to happen automatically, and each kiosk or group of kiosks can be configured to display its own content.

Security

Emergencies
In the unlikely event of an emergency, the kiosks can automatically trigger an emergency message to be displayed on the screens and coupled with an alarm. It can also establish recorded video calls with the agents for real time emergency assistance. Video session recording can gives valuable insights of the emergency problem.

Customer's benefits

- Improve customer service and customer reach
- Improve end customer satisfaction
- Improve customer loyalty and retention
- Improve overall Quality of Experience (QOE)
- Reduce cost (by deploying few expert agents in central offices instead of having one at each information desk)
- Attract new customers especially the young generation
- Expand very quickly (by deploying small kiosks in public spaces instead of full-fledged branches)
- Easily market new services from a central location

User's benefits

- Access information and applications from a single point of touch
- Request instant video assistance
- Enjoy a human touch instead of machine-only interaction
- Receive, scan and sign documents to finalize transactions on the go

GENERAL
TECHNICAL
SPECIFICATIONS

Main system components
- Customized software as per customer's needs
- Digital signage system
- Tempered glass
- Presence detection system
- 1080p HD camera
- Professional microphone
- White LED lights
- Document scanner

Screens
- 29" High brightness, high contrast full-HD LED (x2)
- 1920 x 1080
- 16:9 widescreen

Touch screen
- Capacitive touch technology
- White LED lights
- Document scanner

Video
- H.264, H.264 SVC, H.264 High Profile
- H.263++, H.261
- Video encode: Up to 720p / 30 fps
- Video decode: Up to 720p / 30 fps

Audio
- G.722.1 Annex C (14Khz)
- G.722 & G.722.1(7Khz)
- G.711U, G.711A, G.729
- Full duplex
- Automatic Gain Control (AGC)
- Automatic Echo Cancelation (AEC)

Content sharing
- H.239 (H.323)
- BFCP (SIP)
- Encode: Up to 720p / 5 fps
- Decode: Up to 720p / 5 fps

Video call security
- H.460 firewall traversal
- AES - 128 bit media encryption

Interoperability
- Microsoft Lync
- Dual stack H.323/SIP

Operating system
- Microsoft® Windows® 8.1 Professional

Optional features
- Customized logo
- Smart glass for privacy
- Remote dry ink signature
- Thermal printer
- Barcode reader

Connectivity
- 1 power plug
- 1 network plug

Dimensions
- Width: 31.49" (80cm)
- Height: 76.77" (195cm)
- Depth: 35.43" (90cm)

Temperature
- Operating temperature: -10C to +55C
- Storage temperature: -20C to +70C

SILEX