



ÇİZGİ TEKNOLOJİ

Digital Signage & Kiosk Solutions

artech
art of technology

Self-Service Customer Support Kiosk

Artech Self-Service Customer Support Kiosk: Turn Journeys into an Enjoyable Experience

- Artech Self-Service Customer Support Kiosk offers a first-class solution for passenger information and guidance in busy locations such as airports and train stations. It provides interactive and video call technology as a call centre. This solution allows you to interact with your customers, support them, and offer a pleasant experience.



Scan the QR code for detailed information about ARTECH Self-Service Customer Support Kiosk.



Why Artech Self-Service Customer Support Kiosk?

Make the journey experience more meaningful and seamless with Artech Self-Service Customer Support Kiosk. Engage and assist your customers and offer a solution-oriented journey with technology.



Passenger-Oriented Design: With a user-friendly interface and modern design, the Artech Self-Service Customer Support Kiosk makes passenger information a pleasant experience.



Video Call Technology: Video call technology allows you to connect to call centres, allowing you to communicate with your customers one-on-one, answer their questions, and find solutions to their needs instantly.



Passenger Information and Guidance: The Artech Self-Service Customer Support Kiosk provides instant information to passengers, including comprehensive information on arrival/departure times, routes, and terminal maps.



Multi-Language Support: Multi-language support allows passengers to be served in different languages, covering everyone in an international environment.

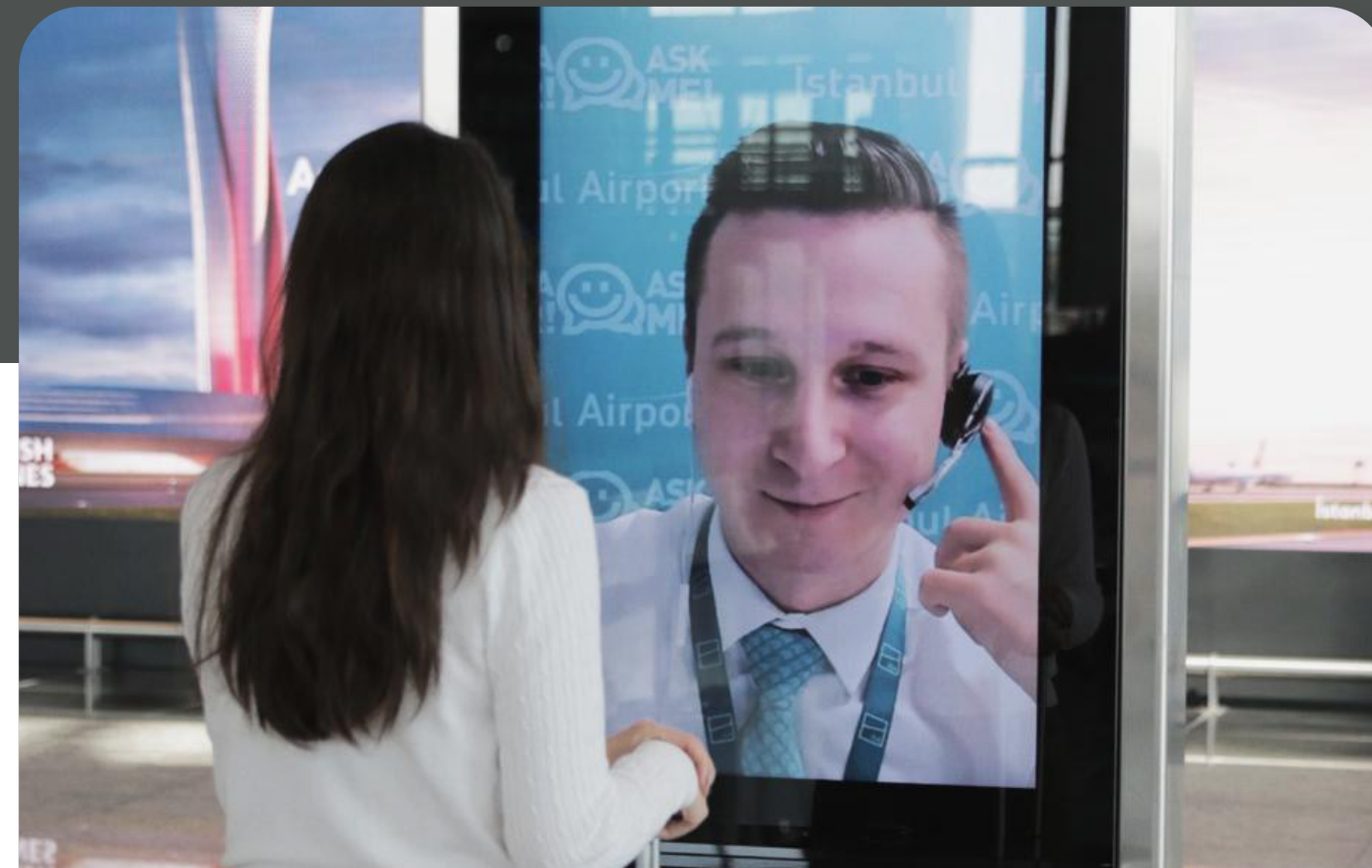


Continuous Access and Fast Solutions: 24/7 service capability and fast response times ensure customers get help anytime.

with Artech Self-Service Customer Support Kiosk



➤ Press the Button



➤ Connect to
Customer Service



➤ Get Fast Service

Efficient, Customer Oriented and Cost-Effective Solution: Artech Self-Service Customer Support Kiosk

- **Reducing Congestion at Information Points:** The Artech Self-Service Customer Support Kiosk reduces congestion at physical information points, facilitating a faster and more organized customer flow.
- **Artech Customer Information System Call Center Application:** The Kiosk integrates with the Artech customer information system and call center applications, enabling customers to directly contact the expert support unit regarding issues they need help with.
- **Increased Customer Satisfaction and Service Quality:** Fast access and direct expert support increase customer satisfaction, while quicker and more effective solutions increase service quality.
- **Personnel Cost Optimization:** With its self-service approach, it significantly reduces personnel costs by reducing your operating costs.



General Features

- **Video Call Center Support:** Artech Self-Service Customer Support Kiosk allows customers to interact with video call centre support, which enables contactless transactions.
- **Fast Transactions with Touch Screen:** The touch screen allows users to quickly complete applications and transactions, facilitating the user experience.
- **Document Scanner Feature (Ticket Reading Support):** The document scanner feature allows documents to be easily scanned and transferred to the system. It also supports ticket reading, making transactions more efficient.



General Features

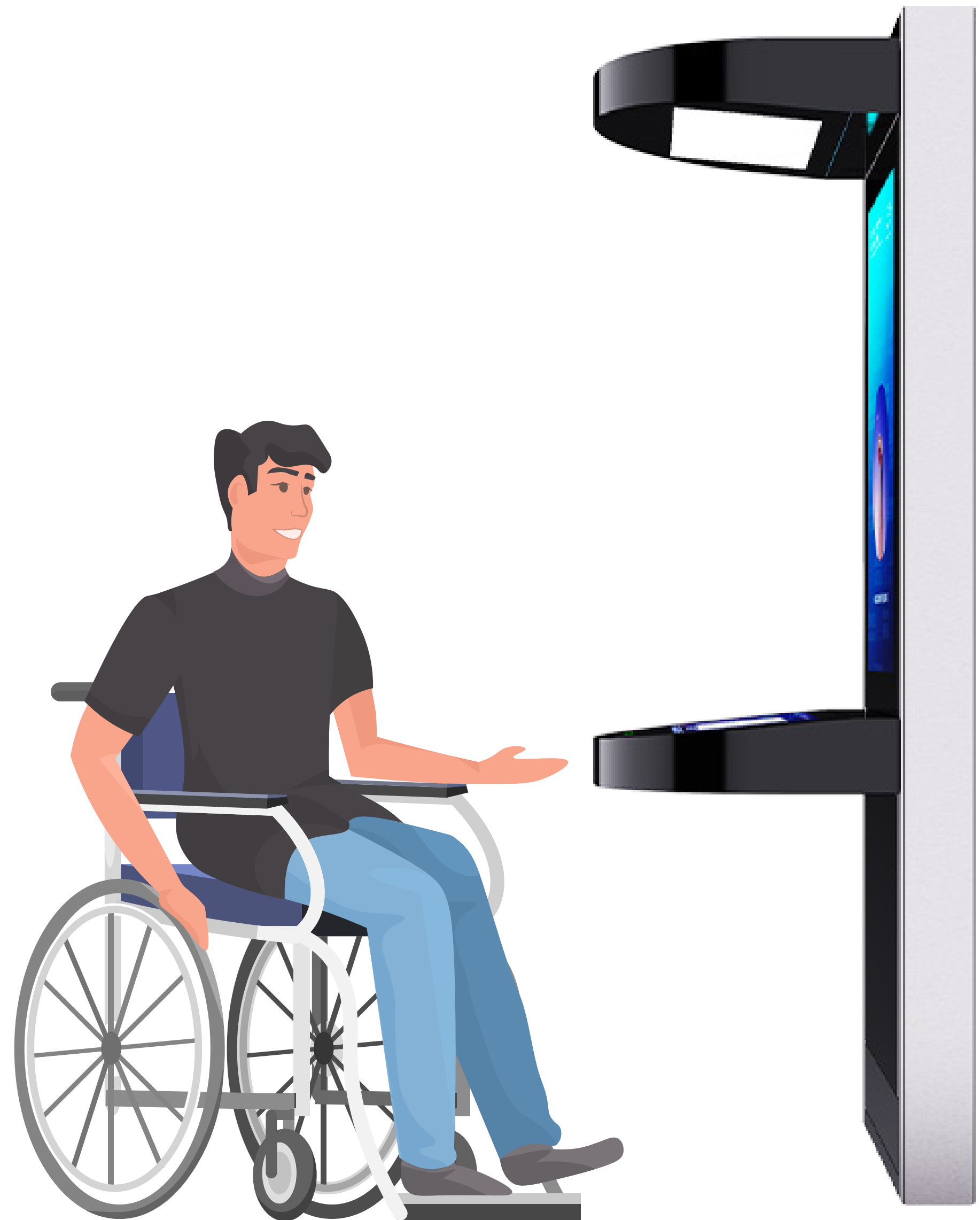
- **Durable and Robust Construction:** The robust construction withstands bumps and knocks, making the kiosk long-lasting and reliable.
- **Waterproof IP65 Screen Protection Class:** The kiosk's water-resistant IP65 screen protection class increases cleanability with disinfectant liquids and maintains hygiene standards.
- **Remote Communication Capability:** The system maintains social distancing by enabling customers to communicate with officials remotely. This feature provides a safe and interactive customer experience.



With contactless call centre support, the risk of infectious disease spread is reduced, and your organization becomes a health-safe area.

We Produce Barrier-Free Solutions:

- **Design in Compliance with International Standards:** The Artech Self-Service Customer Support Kiosk is designed by international standards so everyone can use it easily. This ensures an accessible experience for all types of users.
- **Camera Arrangement for Customers with Special Needs:** One of the kiosk's cameras is designed for customers with special needs and is placed at the wheelchair-eye level. This allows all users to interact with the kiosk and receive support for their needs.
- **Ergonomic User Screen:** The user screen is ergonomically designed at an inclination and height that allows wheelchair users to perform transactions efficiently. This feature makes it easier for everyone to interact with the kiosk and enhances the user experience.



Artech Self-Service Customer Support Kiosk and LPPD Information:

ARTECH Self-Service Customer Support Kiosk cares about the user experience and provides a reliable service by providing transparent information about LPPD to its users.



LPPD Information Text in Kiosk Use:

When passengers who will use the Artech Self-Service Customer Support Kiosk press the passenger information button, the LPPD Information Text is shared with them on the main screen.



When LPPD Information Text is Accepted:

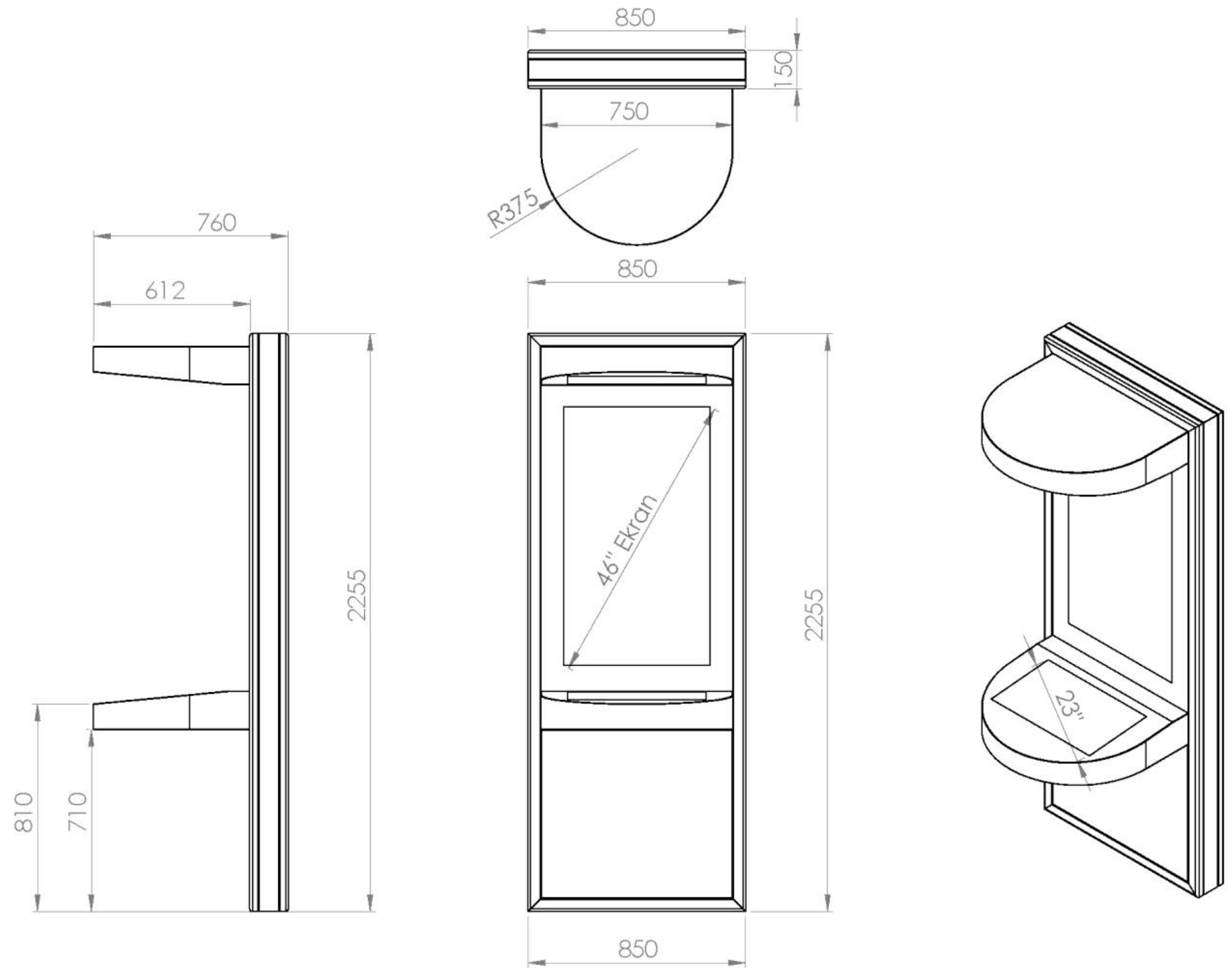
When the passenger accepts the LPPD Information Text, they are queued for their transactions, and their transactions are carried out smoothly.



When the LPPD Information Text is Not Accepted:

If the passenger does not accept the LPPD information text, they are directed to the airport's customer service via the number shared on the screen. The customer can then get more information or request support according to their preference.

Kiosk Sizes



Kiosk Structural Features

- **Sturdy Floor Mounting:** The Kiosk prioritizes user safety and durability with a robust floor mount.
- **Temperature Control and Climate Conditions:** The kiosk is designed with temperature control, ease of maintenance/support, an electrical system, and boxing in mind. Extra precautions for heating and cooling can be taken by considering the region's climatic conditions to be installed.
- **Durable Material and Colour Options:** The kiosk is made of galvanized sheet metal that is resistant to corrosion for at least five years and coated with electrostatic powder paint that can be painted in any corporate colour.



Kiosk Structural Features

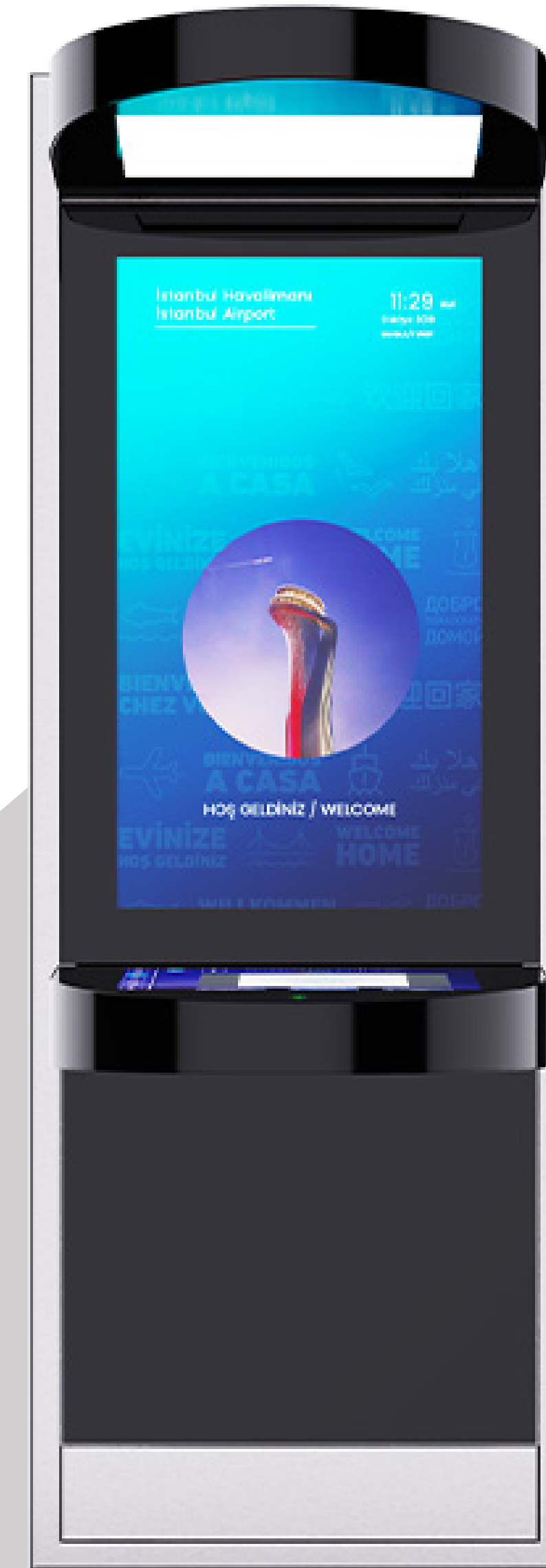
- **Accessible Hardware and Mechanism:** The kiosk's hardware and mechanism sections can be accessed through the service doors, and the cabin and doors are designed to prevent intervention from outside except authorized personnel.
- **Speaker System with High Sound Power:** The body has a speaker system with sufficient sound power, which provides users with an effective sound experience.
- **Built-in Web Cameras:** The kiosk has two built-in web cameras. One is placed at wheelchair eye level for passengers with special needs.



User Screen

Features

- **Widescreen Experience:** The kiosk features a 46" screen to support the interactive user experience and provide users with a wide and detailed viewing experience.
- **Touch Capability and Durability:** LCD screens are touch-enabled and utilize Capacitive technology. The touch panels are vandal-proof and made of 4mm thick tempered glass that is shatter- and scratch-resistant.
- **LVDS Connection:** The main board is connected to the display via a low-voltage differential signal (LVDS), which ensures smooth transmission of high-resolution content.
- **Optimum Resolution:** The display has an optimum working resolution of 1980x1020, delivering clear and sharp images.
- **High Brightness and Long Life:** With a minimum brightness rating of 450 cd/m², the display features a lamp that can operate for 50,000 hours without problems, ensuring long-lasting use.



Second Information Screen Features

- **Widescreen Experience:** The second digital signage features a 24" LCD and 16:9 widescreen format, giving users a wide viewing area.
- **HDMI Connectivity:** The display is connected via HDMI to support high-definition multimedia content and ensure high-quality picture and sound transmission.
- **Optimum Resolution:** The display's optimal working resolution is 1920x1080, providing a detailed and clear viewing experience.
- **High Brightness and Long Lifespan:** With a minimum brightness of 450 cd/m², the display is suitable for long-term use with a backlight life of 50,000 hours.



Software Features

Wayfinding:

Provides directions to the points defined as POIs within the airport by drawing them with animation from where the kiosk is located and querying the approximate transportation time.





MAIN MENU



PLACES



CITY TOUR

Passenger's Name/Surname:

Flight:

You can go to the flight gate

From:

Date:



To:

Time:



Check-in:

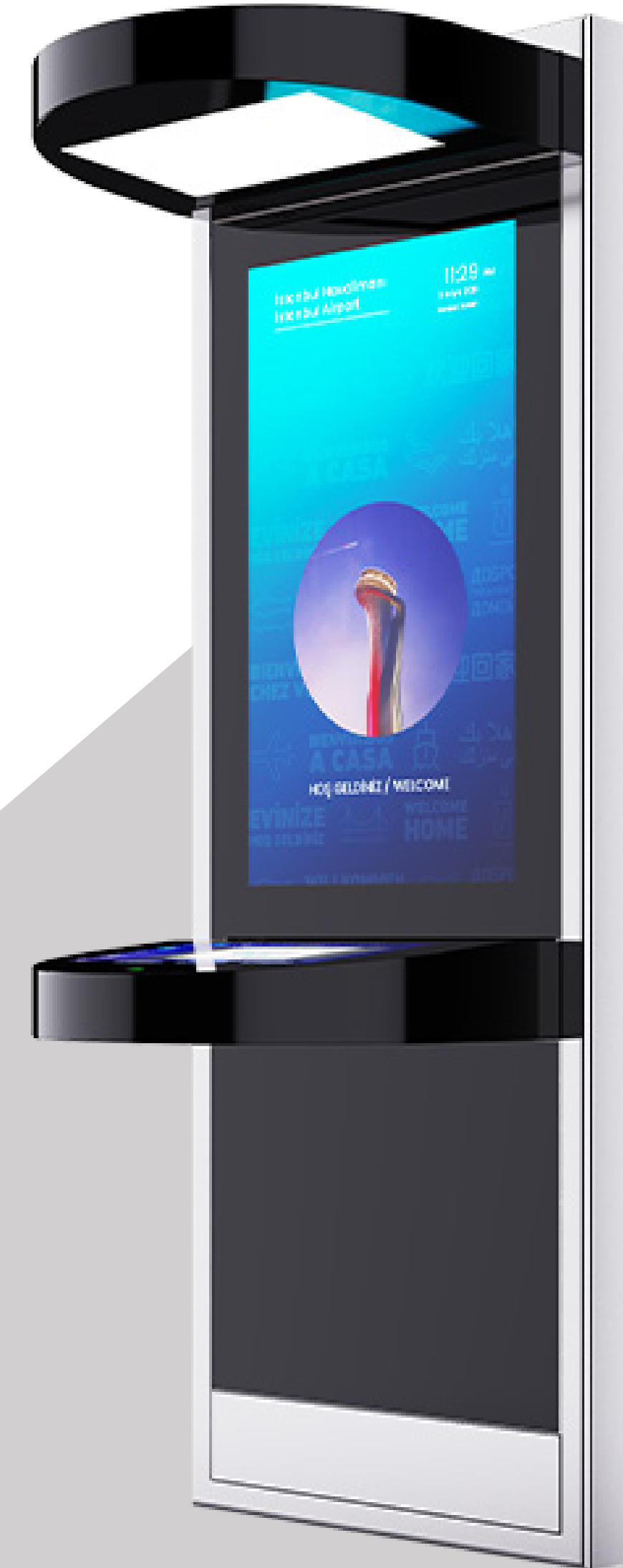
Boarding:

Gate:

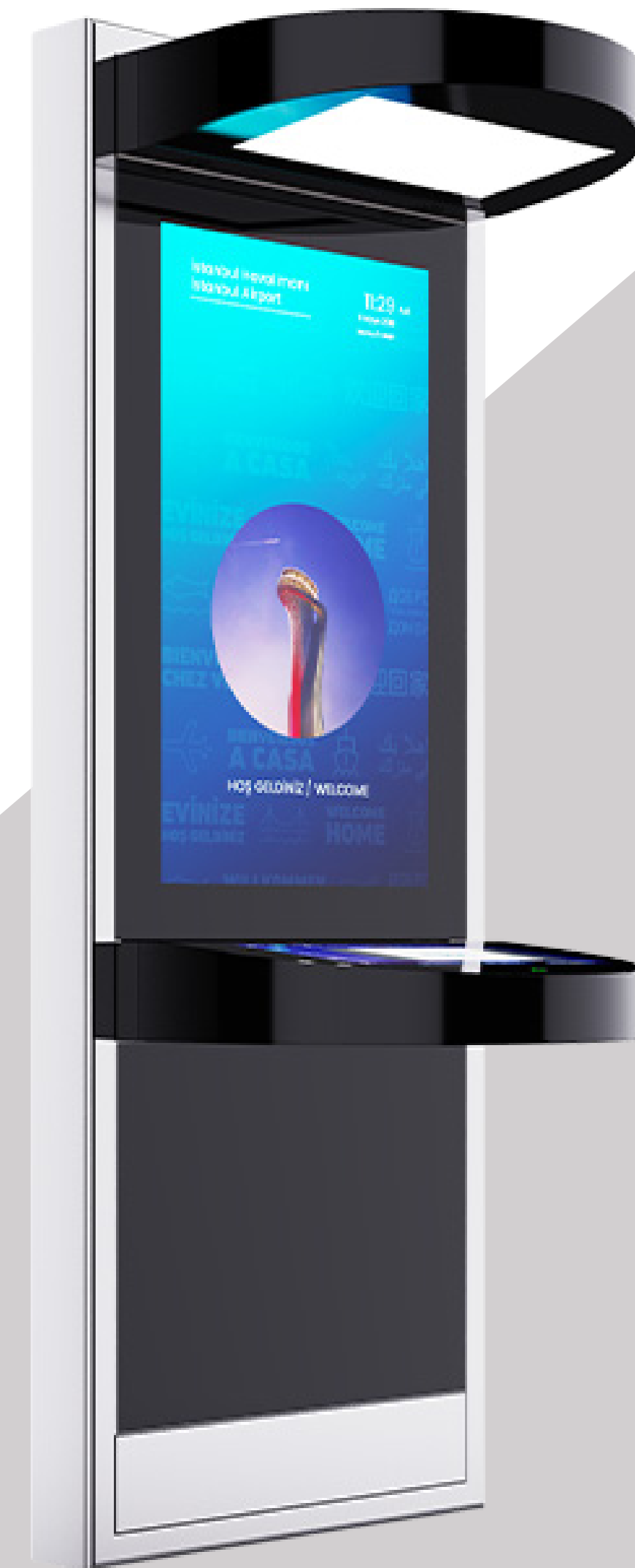
Seat:

Take to the flight gate

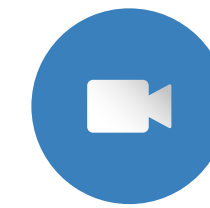
- **Destination Information:** The passenger can query the weather and time information at the airport and destination location.
- **Flight Information:** Integrated with FIDS, it enables querying the status, arrival and departure times, and gates for arriving and departing flights.
- **Arrival Information:** Allows arriving passengers to query the location and information of the baggage collection lanes of their flights.
- **Transportation Information:** This allows the passenger to query alternative transportation options and departure and arrival times for transportation from the airport to the city (Metro, Shuttle Bus, Taxi, Car Rental, Parking, etc.).
- **Health and Safety Information:** This provides access to health and safety services that the passenger needs. The system is linked to health, safety, and security systems, and public information can be generated for exit/evacuation messages.



- **Announcement and Advertisement:** The content management function ensures that the desired warning, announcement, information, and promotional advertisement content is delivered to the passengers.
- **Agent Communication:** The passenger can make audio and video calls with the airport service and support desk operator.
- **Central Management & Monitoring:** System administrators and operators can manage and monitor system functions and access necessary reports.
- **Multilanguage Support:** The system is configured according to the language spoken by the user. The call is directed to the representative who speaks that language.



Dashboard Functions and Reporting



Video Interview Recordings: The video recordings of the kiosk and agent meeting and the duration of the meeting can be viewed, and Excel printouts can be taken.



Call Recordings: Acceptance of the call requested by the kiosk to the call centre, and if accepted, who can be reported between two dates, and Excel output can be taken.



User Log Records: Kiosk and call centre records can be printed out in Excel.



Reporting: Between two dates, all or kiosk-based LPPD acceptance or rejection, the number of calls by language, the number of answered or missed calls, and the number of button presses can be seen.

Call Center & Call Center Agent User Interface

- Call language and call requests come as a notification to the agent.
- Agent can transfer calls.
- The agent can mute and unmute their microphone.
- The agent can change the volume of the kiosk.
- The agent can see the location of the kiosk.
- Agent can send route animation to the desired kiosk.
- Agent can preview the route before sending it.
- Agent can scan the document in the kiosk.



Face Camera



Disabled Camera



Camera Selection

Microphone Selection

Speaker Selection

USB2.0 Camera

Microphone (Realt

HP 27ea (Intel(

Microphone (Realt

Software Application Features

- ROL-based user
- Single Sign
- Audit Trail
- Error Registration
- Central Monitoring
- Reporting
- Flight Information System (AODB / WEB Service / AIDX)
- Central Time System (NTP)
- Scada System (Web Service)
- Transportation Information System (Web Service)

You Can Access Videos

About Artech Self-Service Customer Support
Kiosk by Scanning QR Codes





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ve Üretim A.Ş.



Cizgi Technology
Artech-Art of Technology