

APPLICATION EXAMPLE

Video for customer contact.

- Multi-site application
- Video kiosks and videophones
- Out of hours operation
- Video streaming
- Bespoke user interface

The AP-500 video kiosk is ideal for extending customer services to the point of need whilst making efficient use of staff resources. Typical examples include staff to help at ticket barriers, lobby staff for buildings, information bureaux.

Kiosks may also be used in manned areas to provide cover for unsociable hours, staff sickness, or to supplement staff for times of peak demand. Application areas include airports (e.g. car rental, taxi booking, hospitality, airport shuttle bus services) or for access control.

The advantage of using a video kiosk is that the element of human contact is retained whilst increasing the productivity of the staff.

Additionally staff may work from any location providing an ideal solution for out of hours support.



The solution covered in this application note uses a number of video kiosks deployed to the location where the service is required, a videophone or software video client used in a contact centre or any location required by the agents, and a video PBX to provide the correct call routing, interactive video response, video streaming, and status.



The video kiosk installation requirements are as follows:

Location:	Internal
Mounting:	Wallmount
Connections:	Network, Power
Lighting:	External lighting required
Sound:	Handset for noisy areas Hands-free for quiet areas
Connection:	Business broadband or better. (512k upstream)
Power:	100-230 VAC 50-60 Hz

The PBX makes a number of facilities available to the caller including:

- One touch dial to next available agent
- Access to live or recorded video
- Interactive video response
- Queue status information when busy
- Music on hold
- Conferencing and transfer to 3rd party

AuPix AP-100 videophones and APS-50 softphones are compatible with the kiosk and the PBX for vcommunication with the video kiosk from a reception area or contact centre.

Sample Configuration

The diagram below shows three kiosk locations, a contact centre with a video PBX, and a home worker with a laptop running a video client application.

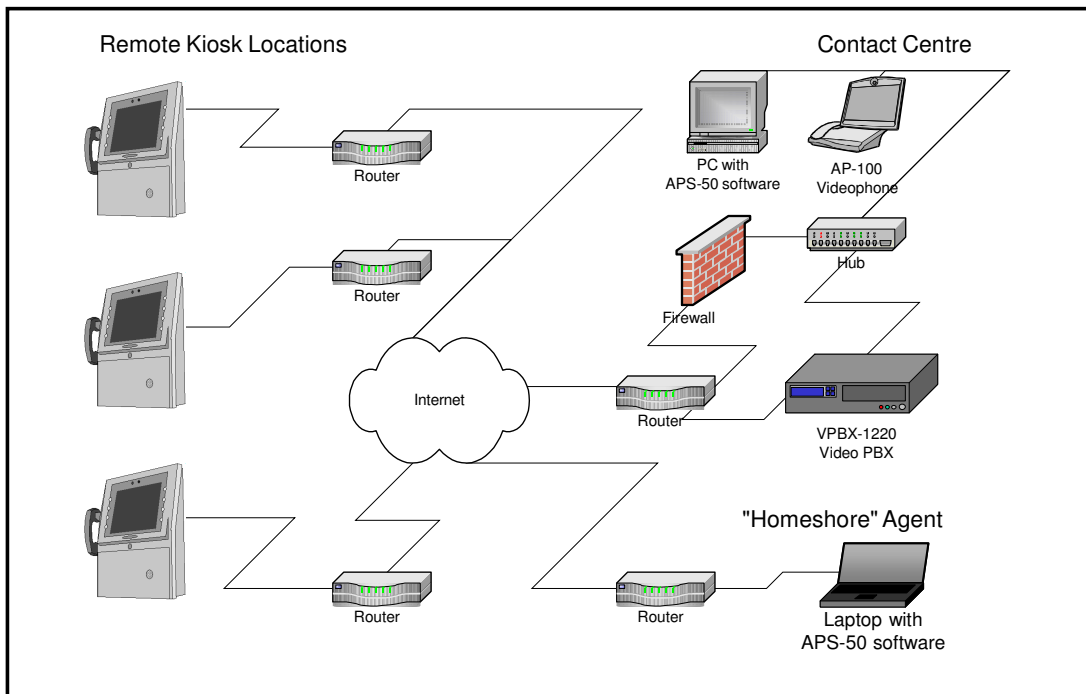
The PBX shares a connection to the Internet with the office data. Media and data from the PBX is prioritised in the office router.

A range of client devices shown in the diagram are as follows:

AuPix AP-500 video kiosk. This SIP compliant videophone provides a low cost option to extend the video network and requires a wired Ethernet connection.

AuPix AP-100 videophone. This videophone has a 12" touchscreen, wideband audio, and a range of enhanced PBX controls. It requires a wired Ethernet connection.

Laptop or PC with APS-50. The APS-50 software makes voice or video calls. It requires a dual core PC processor, a headset and a web cam for video calls.



Item	Code	Quantity
AuPix Video PBX with 2 Ethernet Interfaces	VPBX-1220E	1
AuPix Videophone	AP-100	1
AuPix Video Kiosk	AP-500	3
AuPix PC Videophone Software	APS-50	2