IntPowers

KMS SOLUTION · VIDEO KIOSK MANAGER

Kiosk Manager

The screen advertises. The QR connects. A person serves.

Kiosk Manager (KMS) runs your video kiosk network from a single panel: the ads on standby, the QR code and PIN that pair the customer's phone, the form and the voice and video services with your agents.



No app
customers use their own phone

Dynamic PIN
new for every interaction

One panel
for the whole kiosk network

Any screen
with a modern browser

VIDEO KIOSKS

Every screen, a service point with a person behind it.

Advertises on standby

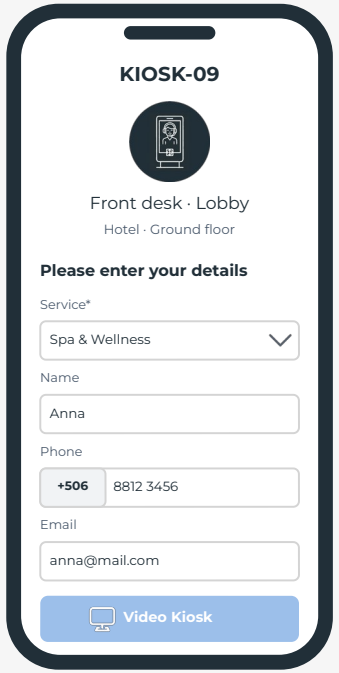
An ad carousel, your logo and the icons of your brands or services while nobody is using it.

Connects without touch

The customer scans the QR, fills in a form on their phone and pairs with the PIN.

Serves by video

The agent appears on the kiosk screen; the customer talks on their own phone.





Video kiosk on standby: ad, logo, QR and PIN.

Source: Kiosk Manager technical documentation (v1.x, 2026)

THE GAP

A screen in the corridor is not a service channel.

Physical spaces are full of screens. Almost all of them broadcast, few connect anyone to a person, and each one is managed on its own.

Screens that only broadcast

Digital signage shows ads, but a customer with a question has nobody to ask.

Self-service nobody wants to touch

A touch kiosk expects customers to know what to press, on a shared screen in full view of others.

Every kiosk, a project

Content, branding and services set up device by device, with a site visit for every change.



Kiosk Manager turns every screen into a door to human service.

The same screen that advertises on standby puts the customer face to face with an agent when they scan the QR. And the whole network is managed from a web panel.

Patterns published on digital signage CMS and self-service kiosk product pages, reviewed in October 2026

THE SOLUTION

The video kiosk network, from a single panel

Kiosk Manager is Interactive Powers' video kiosk manager. It defines what each screen shows, how it pairs with the customer's phone and which service it connects them to, with no proprietary software on the device.

Standby screen

Carousel of video or image ads, logo, background and icons for brands or services.

QR and dynamic PIN

The customer's phone pairs with the kiosk through a 4-digit PIN that changes with every use.

Form on the phone

The data you need, with custom fields and validation, on the customer's own phone.

Service modes

Video kiosk, call or video call, connected to your contact center.

0 downloads
for the customer: scan and go

4 digits
single-use PIN per session

2 orientations
portrait or landscape, each with its own layout

PWA
full screen on the device

Source: Kiosk Manager technical documentation (v1.x, 2026)

HOW IT WORKS

From the ad to the person, in five steps

The customer never touches the public screen: everything they type, they type on their own phone.

01

On standby

The kiosk shows ads, your logo, the QR and the current PIN.

02

Scan

The customer points their phone camera at the QR. Nothing to install.

03

Their details

A form on the phone collects what the service needs.

04

Pair

They type the kiosk PIN: the service is bound to that screen.

05

Served

They talk on their phone and see the agent on the kiosk screen.

Kiosk exclusivity

With registration on, only the person in front of the screen who sees the PIN can start the service.

Context for the agent

Kiosk, room, PIN and form data travel with the call.

No touching the screen

No shared keyboards and no personal data in view of others.

Your contact center does the serving: Video RTC carries the voice and video; Web ACD or your platform distributes the call.

Source: Kiosk Manager technical documentation — User Side and Service Settings



Did you know an advertising screen can put you face to face with an expert without anyone touching it?

Interactive **Powers**

CAPABILITIES

Ads, pairing, form and service in one solution

Everything a video kiosk needs, from the standby carousel to the agent on the screen.

Standby screen

Ad carousel, logo, background and brand icons, in portrait or landscape.

QR and dynamic PIN

The phone pairs with that kiosk through a single-use PIN.

Custom form

Fields, validation and dialing codes, on the customer's phone.

Three service modes

QR or touch video kiosk, and video call on the phone.

One kiosk, several brands

The brand the customer chooses personalizes the kiosk.

Central panel

Clients, kiosks, services and assets, from the browser.

Plus: app installation (PWA), allowed IPs, texts per language and your own style.

Source: Kiosk Manager technical documentation (v1.x, 2026)

DEPLOYMENT, BRANDING AND SECURITY

Your screen, your brand and your control

Kiosk Manager is a cloud service: each kiosk opens its web address and is managed from the panel.

Interactive Powers cloud

Panel and kiosks managed by us.

With your contact center

On Video RTC, with Web ACD or your platform.

With the suite

VGO to take payment and Video REC to record.

Your brand

Logos, backgrounds, ads, icons, texts and colors.

Any screen

Windows, macOS, Android or iPad, as a PWA.

Single-use PIN

The service, bound to the person in front of it.

Allowed IPs

The kiosk only opens from your networks.

Chrome, Edge and Safari · Windows, macOS, Android and iPadOS · Portrait or landscape

Source: Kiosk Manager technical documentation · Security and Compliance 2026

COMPARISON

Where Kiosk Manager differs from the usual alternative

	The usual alternative	Kiosk Manager
What the screen does	Broadcasts ads (signage) or shows self-service menus (touch)	**Advertises on standby and connects to a person by video**
How the customer starts	By touching a shared screen	**By scanning the QR with their phone, touching nothing**
Where they enter their data	On the public screen	**On their phone, in a custom form**
Who serves	Nobody, or an automated flow	**Your agents, from your contact center**
Hardware	Usually the vendor's device or player	**Any screen with a modern browser, as a PWA**
Management	Content and service in separate systems	**Ads, branding and services in one panel**

"The usual alternative" summarizes patterns published on digital signage CMS and touch self-service kiosk product pages, reviewed in October 2026. Vendor-by-vendor comparisons available on request.

Where it fits and how to subscribe

The Kiosk Manager pattern — a public space, few staff at the counter and remote experts — repeats in every sector.

Wherever the customer is standing with a question

- **Hotels**
- **Banking and insurance**
- **Retail and dealerships**
- **Clinics**
- **Airports and transport**

Application scenarios, not customer references.

Subscription per kiosk, on Video RTC

Kiosk Manager is subscribed per managed kiosk. Calls use Video RTC channels and service uses your agent seats.
You pay for the screens you manage and the service capacity you need, not per minute.

KIOSK MANAGER · VIDEO KIOSK MANAGER

Put someone behind every screen.

We will show you a complete video kiosk on your own use case: the ads on standby, the QR and PIN, the form on the phone and your agent on the screen.



Talk to Sales

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