Phygital Telepresence for the public sector

# #Phygital Government

Citizens scan the Video Kiosk QR code with their phone and, within seconds, the first available officer from the network or the Contact Center answers on video.

Procedures, documents and appointments handled in the same conversation, with secure recording and without relying on the staff on site at each office.




01 **Video Kiosks in the office, connected in seconds**



02 **Procedures and documents, on screen**



03 **From Remote Agents across the network**



04 **Or from the Contact Center**



05 **Private, from their own phone**