IntPowers

TELEPRESENCE · RETAIL

Phygital Store

When the specialist isn't there, the sale stays in the store.

Remote experts on video in the aisle, at the counter or on the customer's phone. They join the floor team the moment a question comes up, staffed by your network or a specialist team.

PROPOSAL FOR SALES LEADERSHIP
Interactive Powers · October 2026



There is always an expert

Technical questions, financing or custom orders reach the available expert in that category, product in hand.

One team, your whole network

One group of experts serves several stores at the same time, including those that never had a specialist.

Kiosk, tablet or phone

Customers connect from the Video Kiosk, the countertop tablet or a QR on the shelf. Nothing to download.

Financing on the spot

The remote finance advisor explains the terms and processes the loan or insurance within the same purchase.

The specialist isn't there

Floor staff cover many categories. A technical question depends on someone in another store or on another shift.

I'll come back another day

The customer doesn't complain: they leave without buying. The unanswered question never shows up at the till or in any store report.

Financing that stalls

Installment sales stall when there is no finance advisor in the store or they are busy, and the buying decision cools off.

The idea An expert on video joins the floor team right when the customer needs it: in the aisle, at the counter or after hours, without switching channels.

WHAT CHANGES IN THE STORE

One expert team for the whole network

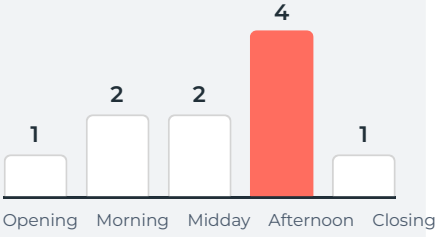
SITUATION	TODAY	WITH REMOTE AGENTS
Technical question	The floor associate doesn't know the specs.	The category expert compares models on screen and answers.
Installment sale	Depends on an advisor being in the store.	The remote advisor processes the loan or insurance from the tablet.
Custom order	Needs a specialist who isn't on every shift.	The expert checks measurements and issues the order, price and payment.
Returns and warranty	Ties up the till and lengthens the checkout line.	A remote technician diagnoses on video with the QR on the receipt.
Other language or ASL	Depends on who is on the floor that day.	An advisor who speaks that language or a sign language interpreter on video.
Store closed	Purchase intent is lost out on the street.	The storefront Video Kiosk serves and leaves the order or reservation in place.

HOW IT WORKS

The customer taps; an expert answers

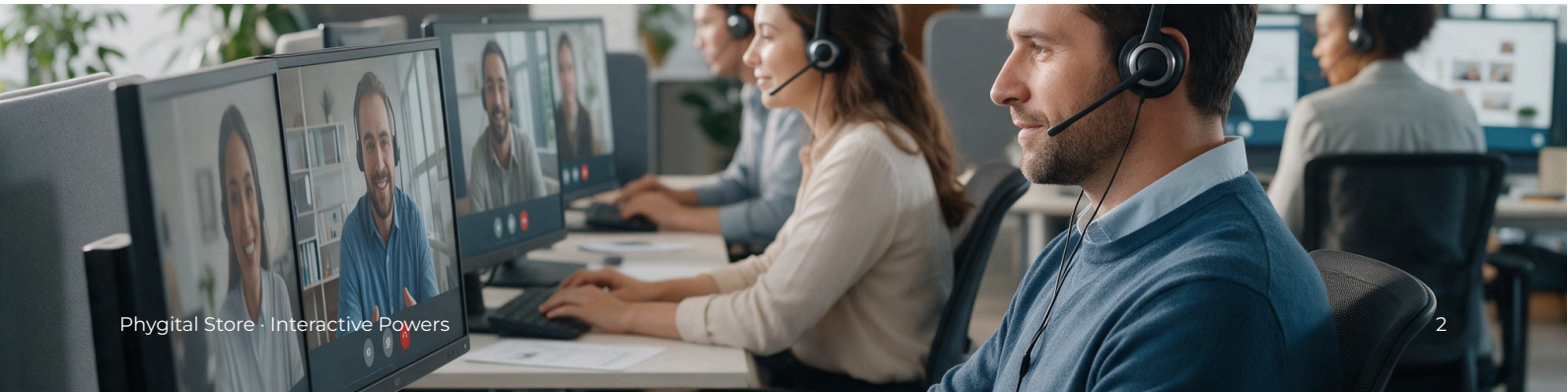
1. **The customer taps or scans** the Video Kiosk in the aisle, the tablet or the QR on the product. No app.
2. **An expert appears on video:** the available specialist in that category: appliances, mobile or financing.
3. **Advises, compares and closes:** answers the technical points, processes the loan or creates the paid order.
4. **The associate stays alongside** their customer and closes at the register. No one repeats their case or switches channels.

Remote experts online during one day



Illustrative example of a store network. The actual number and ratio are measured in the pilot.

The result One expert serves several stores at once: the network covers more categories and hours without placing a specialist in every store or on every shift.



FOUR SERVICE FORMATS

More ways to stay close to your customers



Video Kiosk in the aisle

A person right by the product

In appliances, mobile and technical categories. The customer taps by the product, the expert compares models on screen and the associate stays alongside.



Countertop tablet

Financing and insurance in store

The associate connects the tablet to the finance advisor, who explains the terms and processes the loan or insurance within the same purchase.



The customer's phone

The conversation continues at home

With a QR on the shelf or a link, the customer resumes the video call from their phone, no app. The same expert continues the same case with its history.



Storefront after hours

The store open from the street

When the store closes, the storefront Video Kiosk or the window QR connects to an expert who advises and leaves the order or reservation ready.

What the store gains

Fewer lost sales

The question is solved before the customer leaves.

Every category

More hours and categories with an expert in each store.

Credit on the spot

Loans and insurance closed in the same purchase.

Languages and access

Advisors by language and interpreters on video.

How to start · 1. Assessment → 2. First store with clear goals → 3. Network of shared experts

Technology already in production in banking, insurance and transport, brought to the store. It scales with data, not promises.
Let's walk through it in 45 minutes on one of your stores.

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