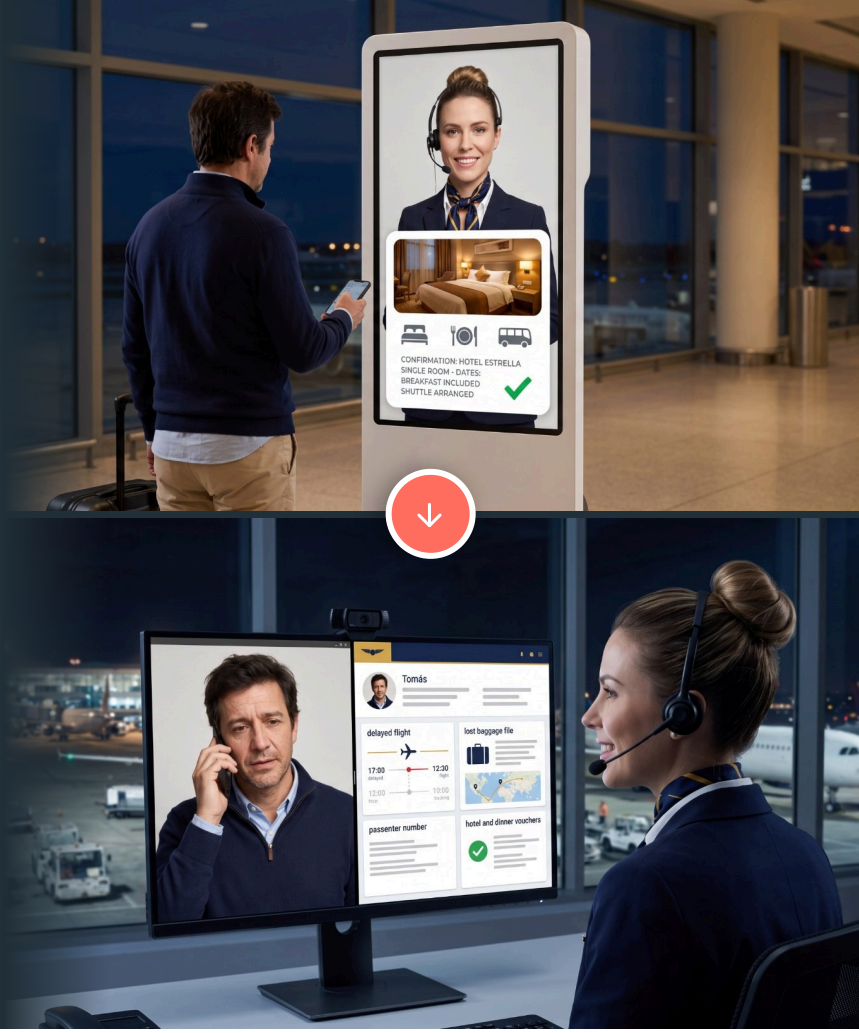
IntPowers

Phygital Telepresence

Talk to an expert on video, in seconds, wherever you are.

The customer is at the office, the store or the hotel. The best expert to help them is somewhere else. Telepresence connects them on a video call, instantly.

- No app downloads
- In seconds
- Remote Agents
- Contact Center



WHERE THE CUSTOMER IS

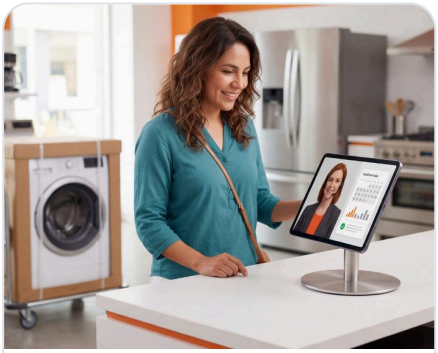
Three ways to connect

No kiosk required: the same video service works from any of these three points.



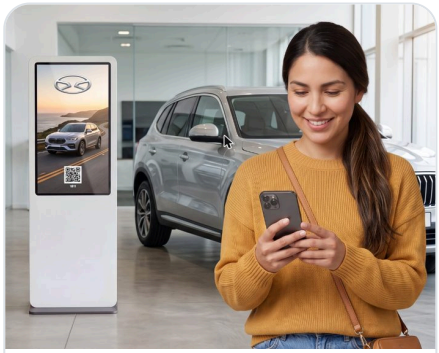
Video Kiosk

A freestanding screen at the entrance or waiting area. Scan the QR code or tap the screen.



Tablet

On the counter, a table or in a room. Compact and easy to install anywhere.



Mobile

From the customer's own phone, with a QR code or a link. No app downloads, fully private.

Start at the kiosk or tablet and continue on the phone without dropping the conversation.

HOW IT WORKS

Four steps, under 30 seconds



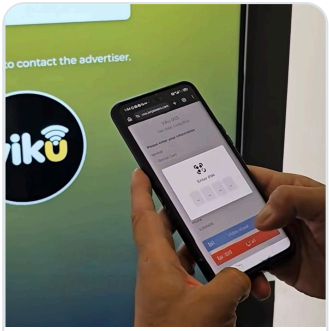
1 Scan

With their phone, the QR code on the kiosk, tablet or a sticker.



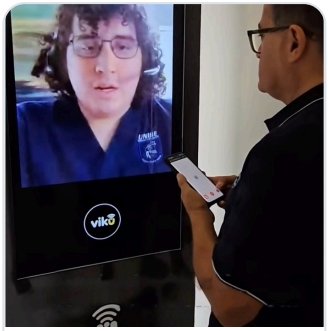
2 Identify

Enter name, contact details and reason on the phone.



3 Connect

With a PIN, the first available advisor answers.



4 Talk

Video on the screen and audio through their phone, in private.

During the video call, the expert can also:

Share documents
Specs, contracts or quotes on screen.

Continue on mobile
From kiosk to phone, without dropping the call.

Chat and files
Send photos or documents instantly.

QR payment
Customers pay by scanning with their phone.

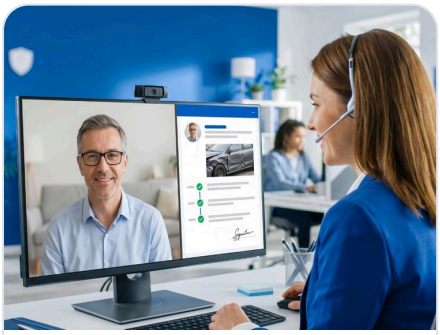
Card payment
Payment right at the service point.

Book a session
Not now? Schedule the video call for later.

WHO ANSWERS

The expert can be anywhere

The company connects its entire network of people, wherever they are.



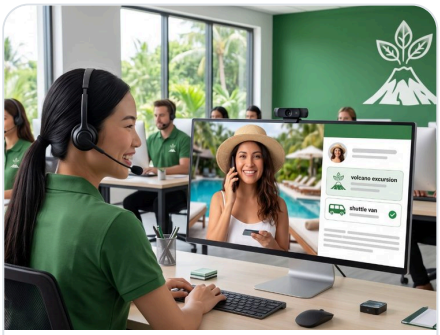
As a Remote Agent

One specialist serves customers at several locations without traveling.



From home

With a computer and a good connection, just like at the office.



In the Contact Center

The team that takes phone calls also serves physical locations.

WHAT IMPROVES

Benefits for the company, team and customer

What changes when the expert no longer has to be physically at every service point.

Lower costs
One specialist serves several locations.

Faster service
An expert within seconds, no lines.

Better service
The right person, in their language.

Higher efficiency
Whoever is free serves another site.

Energy savings
Less floor space to light and cool.

Carbon footprint
Less travel for customers and staff.

Work-life balance
Serve from home, with flexible hours.

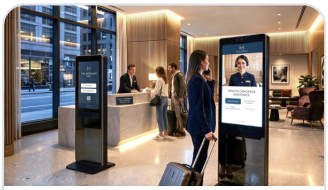
Shared talent
Scarce experts, across the network.

Extended hours
Service at night and on weekends.

USE CASES

How it applies in each industry

At the end of this document, one printable sheet per industry. Click an industry to go to its sheet.



Hotel
p. 4 →



Clinic
p. 5 →



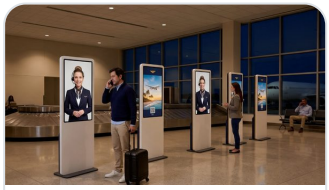
Banking
p. 6 →



Insurance
p. 7 →



Dealership
p. 8 →



Airline
p. 9 →



Retail
p. 10 →



Hardware Store
p. 11 →



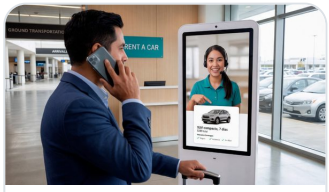
Tours
p. 12 →



Government
p. 13 →



Utilities
p. 14 →



Car Rental
p. 15 →

IntPowers

Video and contact center platform since 2015, headquartered in Madrid and Miami. Customers in banking, insurance and the public sector in Costa Rica, Colombia, Peru, Chile and Ecuador. Integrates with Genesys and other contact center platforms.

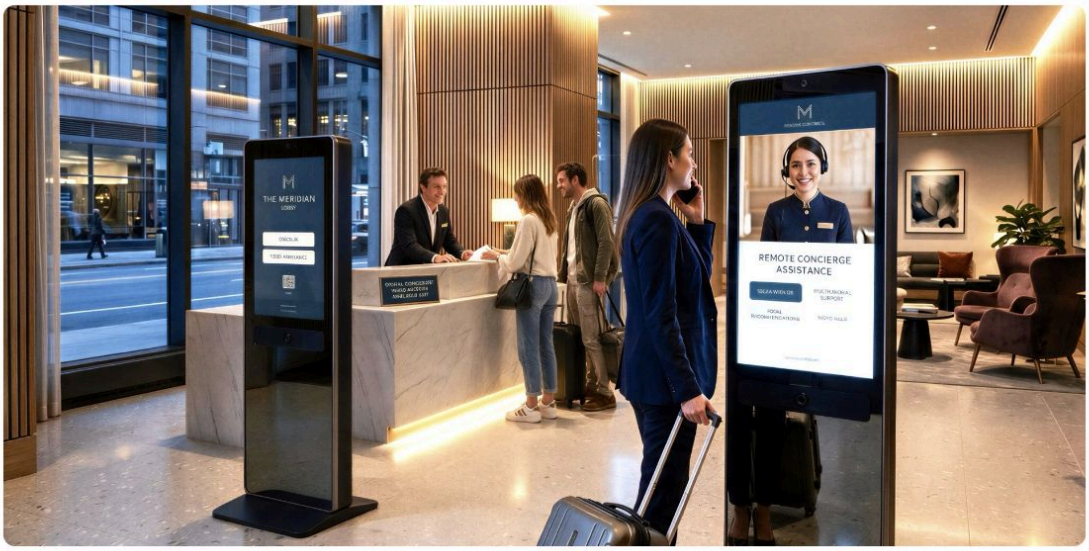
interactivepowers.com

Phygital Telepresence for hotels

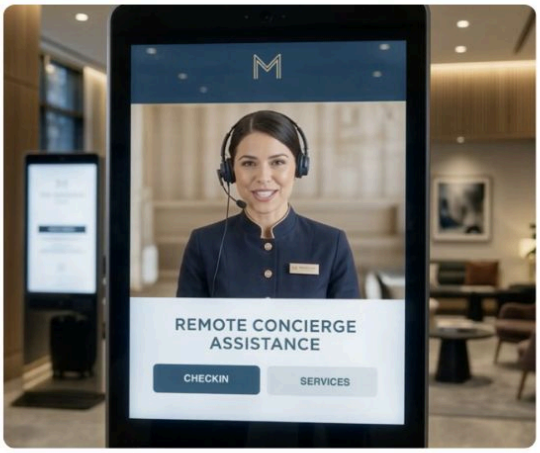
#Phygital Hotel

Guests scan the Video Kiosk QR code with their phone and, within seconds, the first available concierge from across the chain or the Contact Center answers on video.

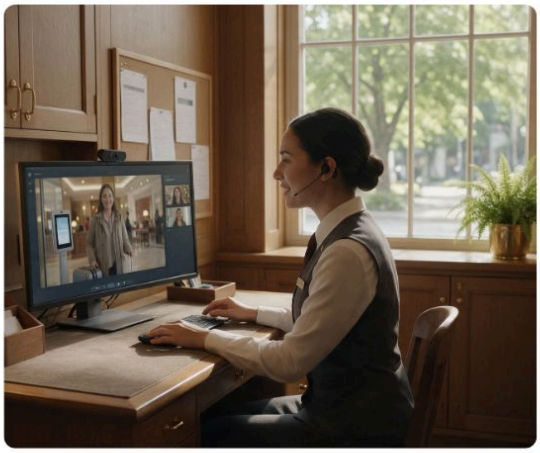
Assisted contactless check-in, information and service upsells with premium attention, without relying on the staff on site at each hotel.



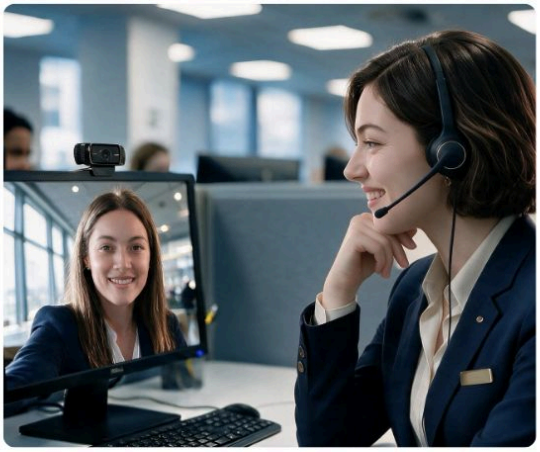
01 **Video Kiosks connect in seconds, contactless check-in**



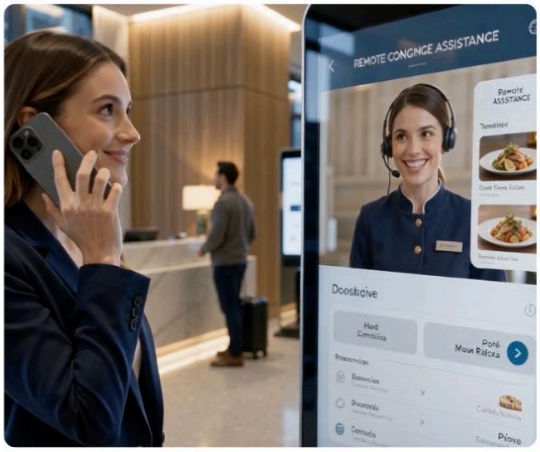
02 **Concierge by language and service**



03 **From Remote Agents across the chain**



04 **Or from a Contact Center**



05 **Private, with shared content**

Phygital Telepresence for clinics

#Phygital Clinic

Patients scan the Video Kiosk QR code with their phone and, within seconds, a medical receptionist from the clinic network or the Contact Center answers on video.

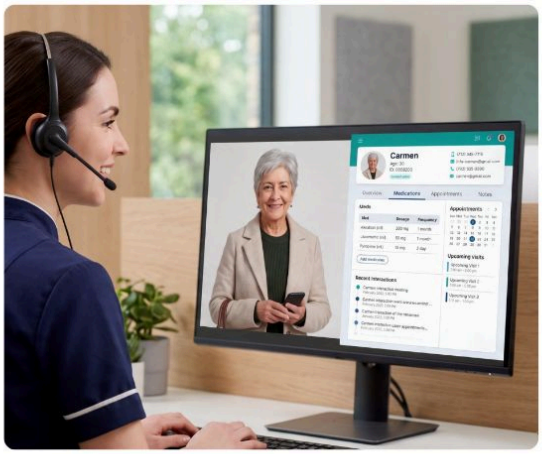
Guidance, appointments and prescription tickets without lines, privately and without relying on the staff on site at each location.



01 **Video Kiosks in the waiting room, connected in seconds**



02 **Instant guidance, in their language**



03 **From Remote Agents across the network**



04 **Or from the Contact Center**



05 **Private, from their own phone**

Phygital Telepresence for banking

#Phygital Branch

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

Loan quote, pre-approval and paperwork in the same conversation, without lines and without relying on a specialist on site at every branch.



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



02 **Instant loan quote**



03 **From Remote Agent specialists**



04 **Or from the Contact Center**



05 **Private, from their own phone**

Phygital Telepresence for insurers

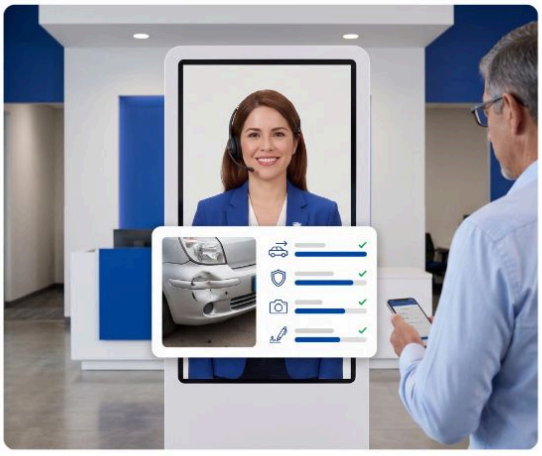
#Phygital Insurance

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

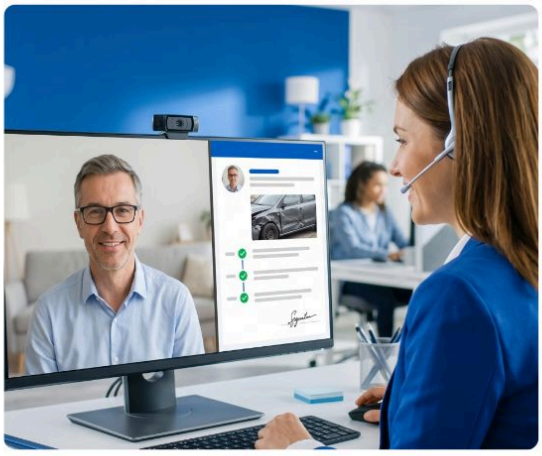
Claims filing, policy reviews and signatures in the same conversation, with secure recording and without relying on an advisor on site at each office.



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



02 **Claims and assessment, on screen**



03 **Handled by Remote Agents**



04 **Or from the Contact Center**



05 **Private, from their own phone**

Phygital Telepresence for automotive

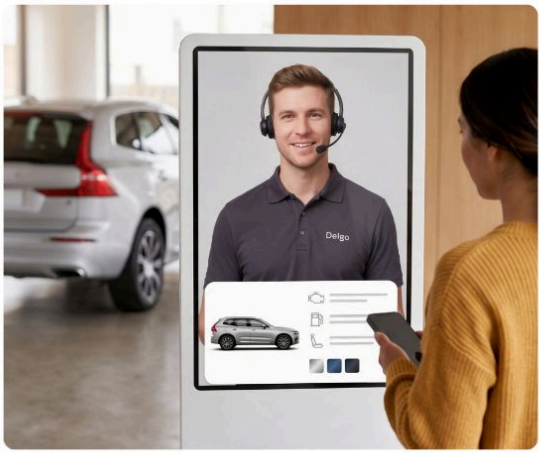
#Phygital Dealership

Customers scan the Video Kiosk QR code with their phone and, within seconds, the first available brand specialist or the Contact Center answers on video.

Specs, configuration and test-drive booking in the same conversation, with expert attention in every showroom and after hours.



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



02 **Vehicle specs, on screen**



03 **Test drive booked by Remote Agents**



04 **Or from the Contact Center**



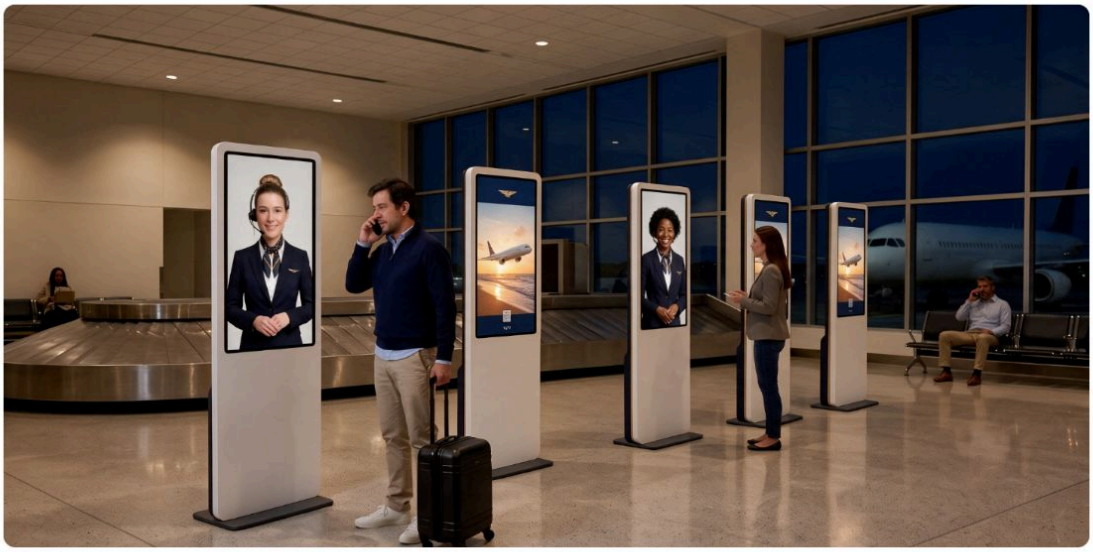
05 **Private, from their own phone**

Phygital Telepresence for airlines

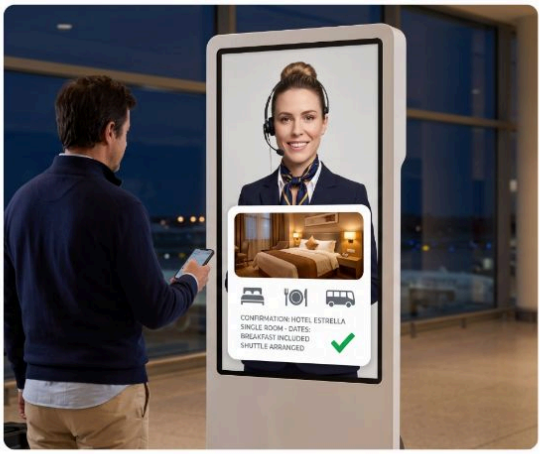
#Phygital Airline

Passengers scan the Video Kiosk QR code with their phone and, within seconds, the first available airline agent answers on video, even in the middle of the night.

Delayed flights, lost baggage, hotel and meals handled in the same conversation, without lines and without relying on the staff on shift.



01 **A bank of Video Kiosks, service at any hour**



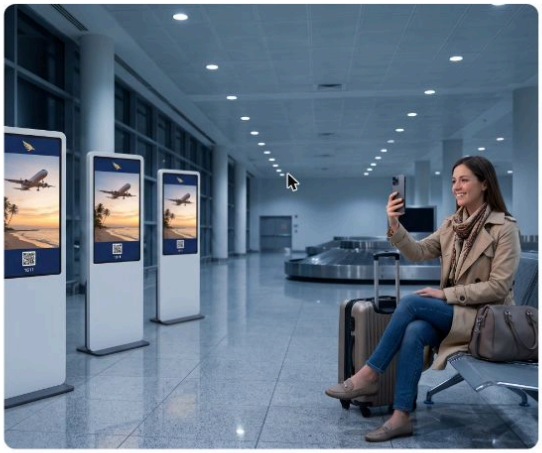
02 **Hotel and meals handled on screen**



03 **Baggage and delays from Remote Agents**



04 **Or from the Contact Center**



05 **From their own phone, no waiting in line**

Phygital Telepresence for retail

#Phygital Retail

Customers scan the Video Kiosk QR code with their phone and, within seconds, the first available product advisor from the chain or the Contact Center answers on video.

Advice, financing and delivery handled in the same conversation, on a tablet at the counter, without relying on the staff on site at each store.



01 **Video Kiosks in store, advice in seconds**



02 **Washer specs, on screen**



03 **Financing at the counter, on a tablet**



04 **From Remote Agents or a Contact Center**



05 **Private, from their own phone**

Phygital Telepresence for hardware stores and home centers

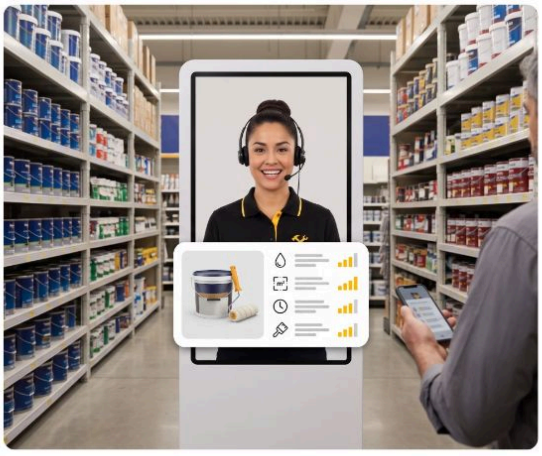
#Phygital Hardware

Customers scan the Video Kiosk QR code with their phone and, within seconds, the first available technical expert from the chain or the Contact Center answers on video.

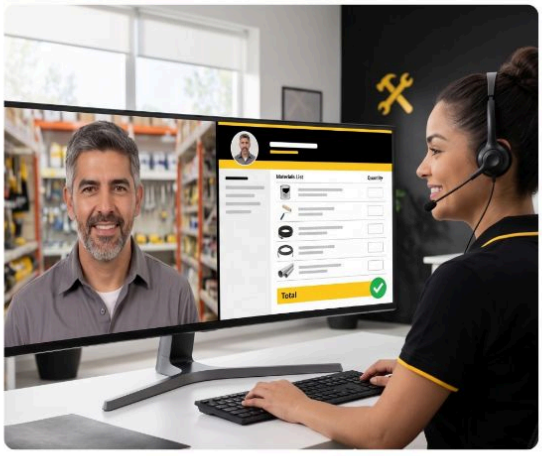
Expert advice, project quotes and cut orders in the same conversation, without relying on a specialist in every aisle or store.



01 **Video Kiosks in the aisle, an expert in seconds**



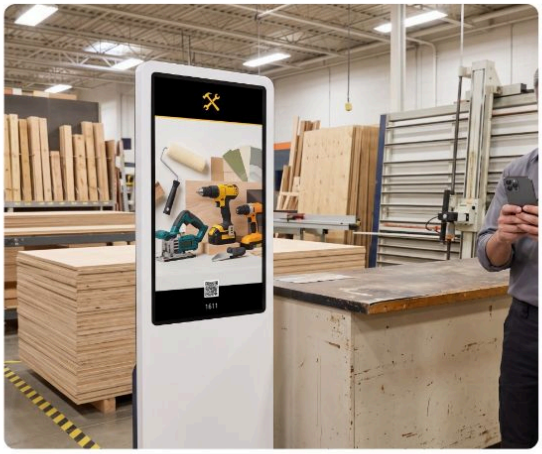
02 **Technical advice, on screen**



03 **Quotes from Remote Agents**



04 **Or from the Contact Center**



05 **Private, from their own phone**

Phygital Telepresence for DMCs and tour operators

#Phygital Tours

Guests scan the Video Kiosk QR code with their phone and, within seconds, the first available tour advisor from the resort or the Contact Center answers on video.

Excursions, transfers and bookings confirmed in the same conversation, in their language, without relying on desk staff at each hotel.



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



02 **Excursions and tours, on screen**



03 **Transfers booked by Remote Agents**



04 **Or from the Contact Center**



05 **Private, from their own phone**

Phygital Telepresence for the public sector

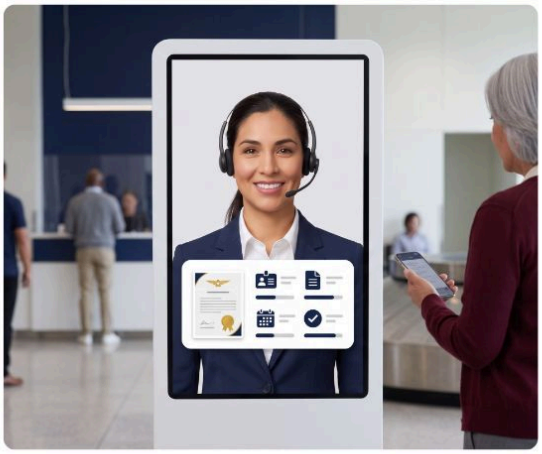
#Phygital Government

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**



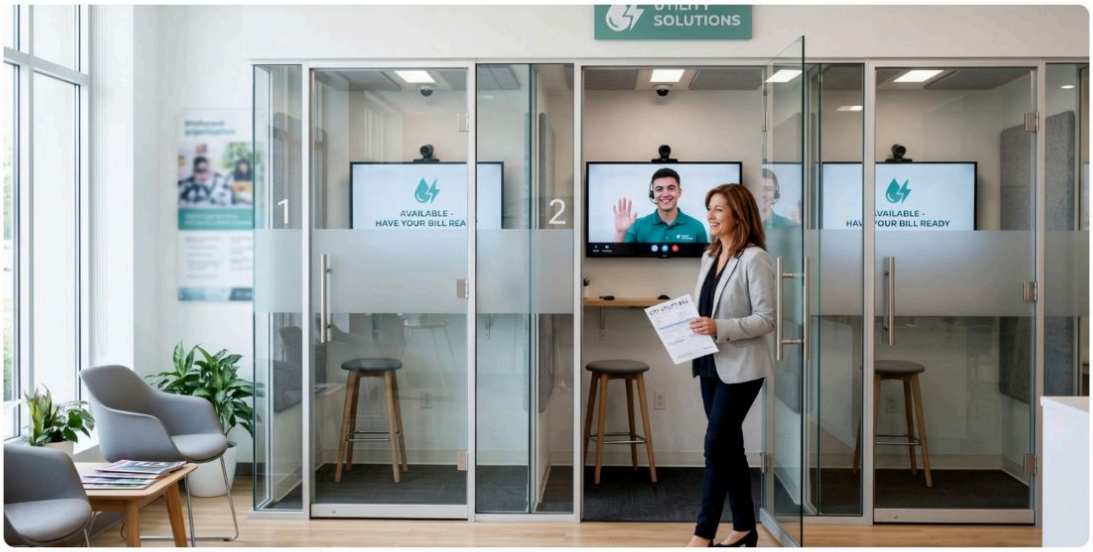
05 **Private, from their own phone**

Phygital Telepresence for power, water and gas utilities

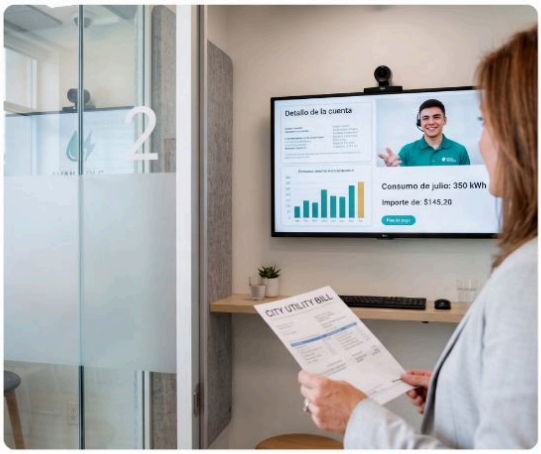
#Phygital Utilities

Customers step into a Video Kiosk booth or scan its QR code and, within seconds, the first available agent from the network answers on video.

New connections, account transfers, claims and payment plans in the same conversation, with secure recording and no lines at the office.



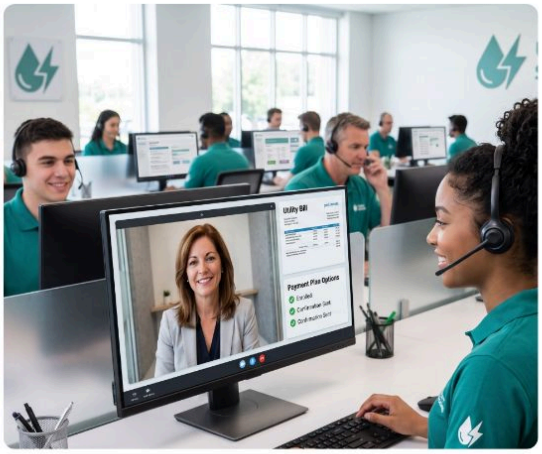
01 **Video Kiosk booths, connected in seconds**



02 **Bill, usage and payment plan**



03 **Handled by Remote Agents**



04 **Or from the Contact Center**



05 **Private, from their own phone**

Phygital Telepresence for car rental

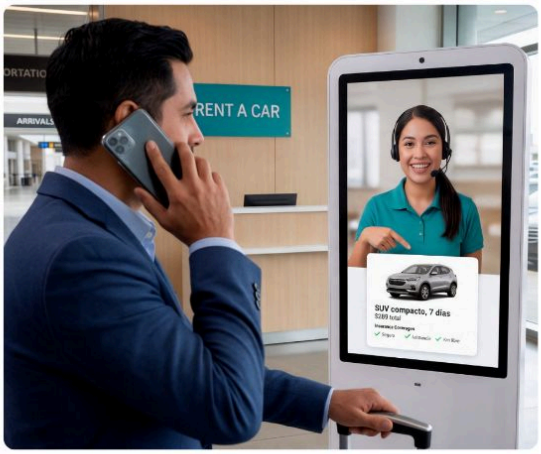
#Phygital Car Rental

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

Booking, contract and coverage in the same conversation, with secure recording, after hours too, and no lines at the counter.



01 **Video Kiosks at the airport, connected in seconds**



02 **Vehicle, rate and coverage, on screen**



03 **Handled by Remote Agents**



04 **Or from the Contact Center**



05 **Private, from their own phone**