IntPowers

ANNEX · PHYGITAL VIDEO KIOSK

Serving from a video kiosk

A companion to the quick guide for services with kiosks in branches, hotels, stores or public spaces.



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VIDEO KIOSK

What changes compared with a video call

The customer is standing, in a shared space and often in a hurry. Service is shorter and more discreet.

Greet them as soon as it connects
whoever walks up wonders if anyone is there: your face confirms it

Protect the privacy of the surroundings
there may be people nearby: don’t ask for sensitive data out loud

Background noise
shorter sentences, and confirm more often

Offer to move to their phone
if the task is sensitive or needs documents

Close with the next physical step
which desk to go to, what to collect or what will arrive on their phone



What each mode allows

Before sharing your screen or documents, or launching the survey, check how the customer came in.

MODE	HOW THE CUSTOMER JOINS	AUDIO	DOCUMENTS	SURVEY
Touch Video Kiosk	Taps the kiosk screen	On the kiosk	**Yes**	**Yes**
QR Video Kiosk	Scans the QR code with their phone	On their phone. Video on the kiosk	**Yes**	**No**
Mobile Video Call	Scans the QR code with the phone	On their phone	**Yes**	**Yes**

With QR Video Kiosk there is no survey after hanging up.
If your service needs it, suggest the customer continue the video call on their phone before closing: the survey does appear there.

IN EVERY KIOSK INTERACTION

Five reminders

- Greet them as soon as it connects
- No sensitive data out loud
- Check the mode before launching the survey
- Offer the phone if privacy is needed
- Close with the next physical step