IntPowers

DESIGN MANUAL · KMS SOLUTION

QR mobile page

Identification, services and action buttons

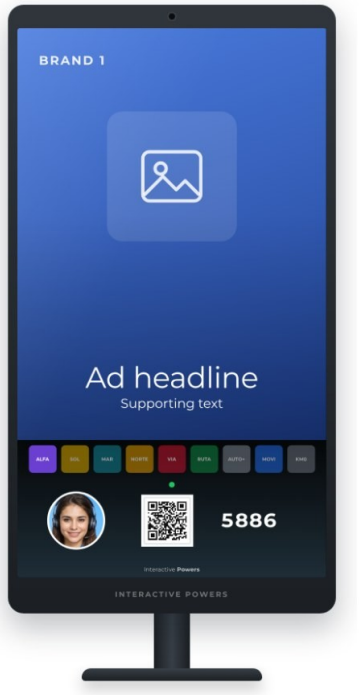
What visitors see when they scan a Video Kiosk QR, and how they choose to talk: on the kiosk screen, on their phone or outside the page.

Interactive Powers · Version 2026.1 · October 2026 · Draft for review

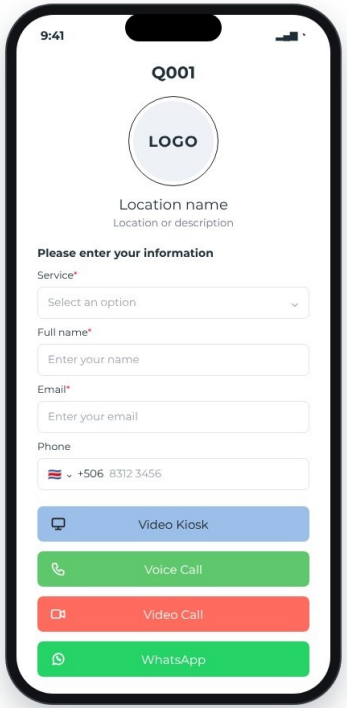
FROM QR TO PHONE

Three steps: scan, identify, choose a channel

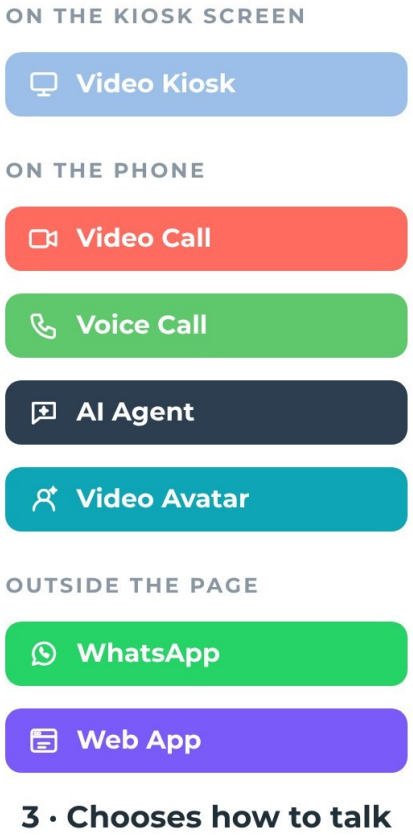
The mobile page continues the kiosk: there is no app to install. Each kiosk has its own page, with its logo, services and buttons.



1 · Scan the QR
Kiosk at rest



2 · Identifies
Service and details



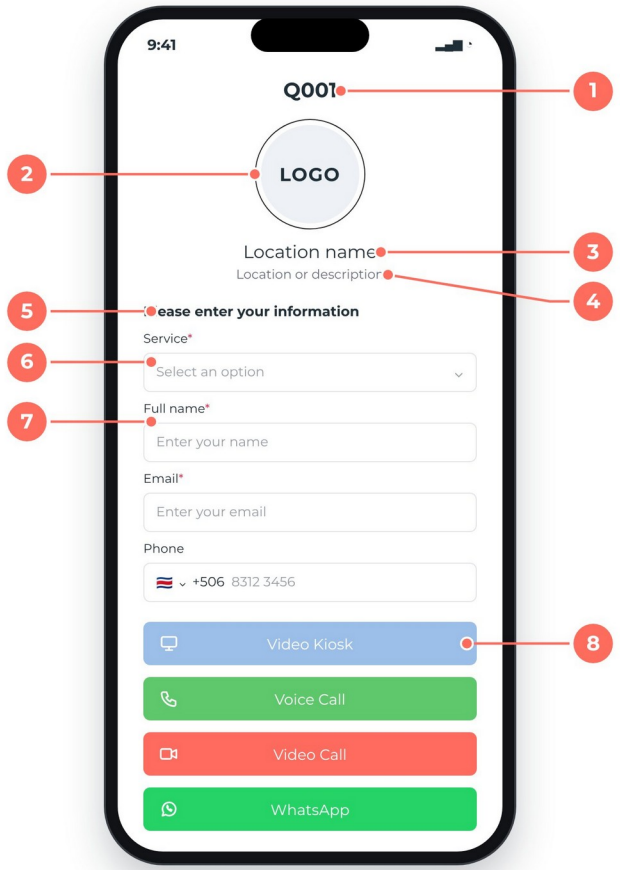
3 · Chooses how to talk

- **One URL per kiosk:** the QR opens …/<client>/user/<code>; the PIN is only requested when choosing Video Kiosk.
- **Seven possible buttons;** each kiosk shows the ones configured for it, in its order.
- **Three destinations:** the kiosk screen, the phone itself, or an external app or site.
- **The form data** reach the agent together with the call.

ANATOMY

Eight elements, top to bottom

Fixed header, form and action buttons. The order never changes; what varies is each kiosk's content.



Mobile page
What the kiosk QR opens

1 **Kiosk code**

Identifies the location (EM002, SJO001). Useful for support and to tell apart kiosks of the same client.

2 **Logo**

Brand logo in a circle with a thin ring. Kiosk Assets › Logo, 1000×1000, no small text.

3 **Location name**

Brand or trading name of the location, as the visitor knows it.

4 **Location or description**

Country, site, terminal or floor. One line.

5 **Instruction**

A single line asking for the details, in the page language.

6 **Service selector**

Only if the kiosk has more than one service. Required; it decides which queue the call goes to.

7 **Visitor fields**

Name, email and phone; what is shown and what is required is set per kiosk.

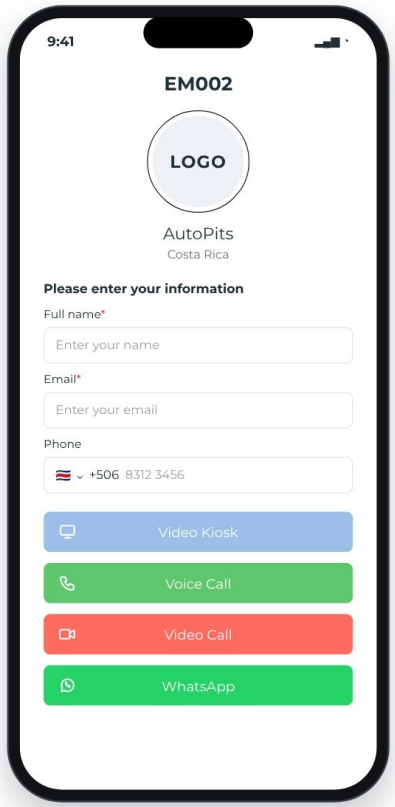
8 **Action buttons**

One per channel, full width and in the configured order. The first one is the main channel of the location.

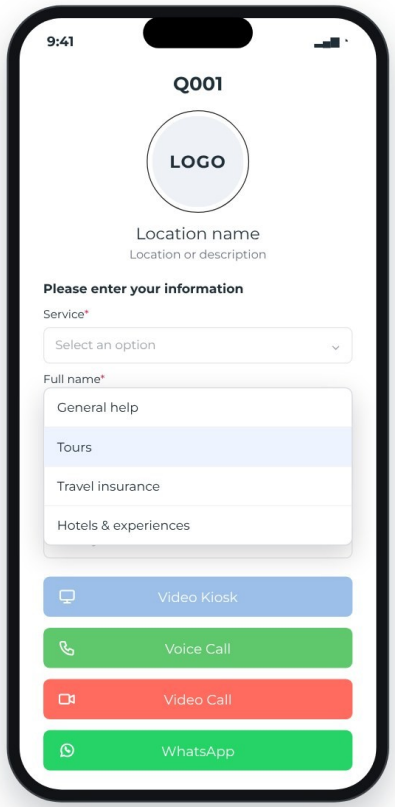
HEADER AND SERVICES

Visitors confirm where they are and choose what they need

The header repeats the kiosk identity. The service selector appears when the kiosk serves several queues.



One service
No selector



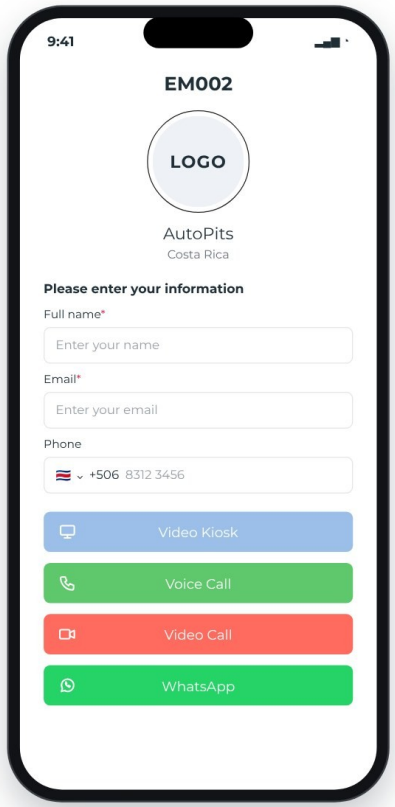
Several services
Required selector · routes to the queue

- **Header:** code, logo, name and location come from the kiosk record in KMS; they are not written on the page.
- **One service:** no selector; the call goes straight to its queue.
- **Several services:** required list; each option routes to its queue or team in Web ACD or the contact center.
- **Service names** short and in the page language: "Tours", "Travel insurance".
- **Buttons do not change** with the service: they are set per kiosk.

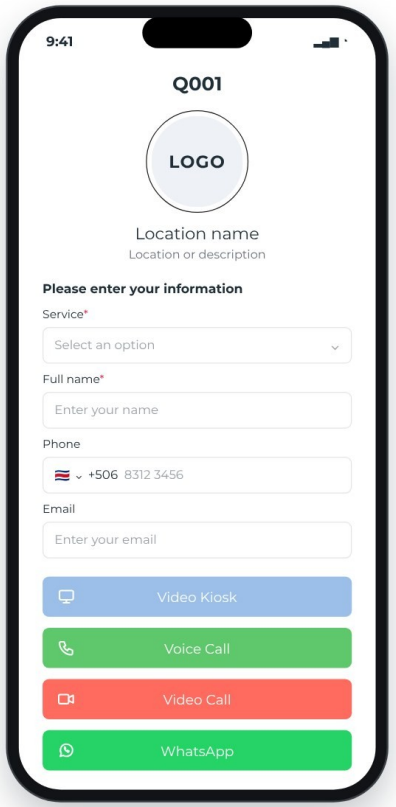
VISITOR FIELDS

Ask only for what the agent needs

Three fields, configurable per kiosk: which are shown and which are required (red asterisk).



Name and email required
Phone optional



Only the name required
Phone and email optional

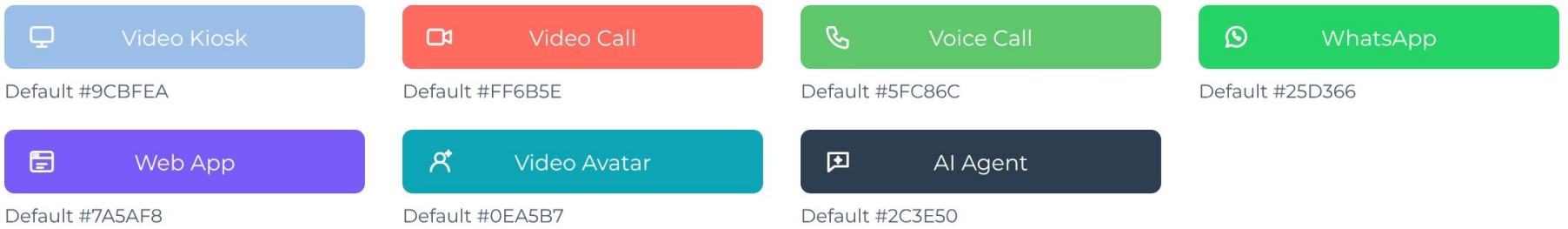
FIELD	USE	RECOMMENDATION
Full name	Greeting and agent record	Always required
Email	Sending documents and follow-up	Required for sales, bookings or shipping
Phone	Call-back; country selector with prefix	Optional; kiosk country prefix by default
Service	Routing to the queue	Only with several services; required

Labels and placeholder text in the page language. Do not mix languages within one form.

ACTION BUTTONS

Seven channels; each kiosk picks its own

They are set in Kiosk Services (KMS), per kiosk: which appear, in what order and with what label. Each button color is configurable too; shown here, the defaults.

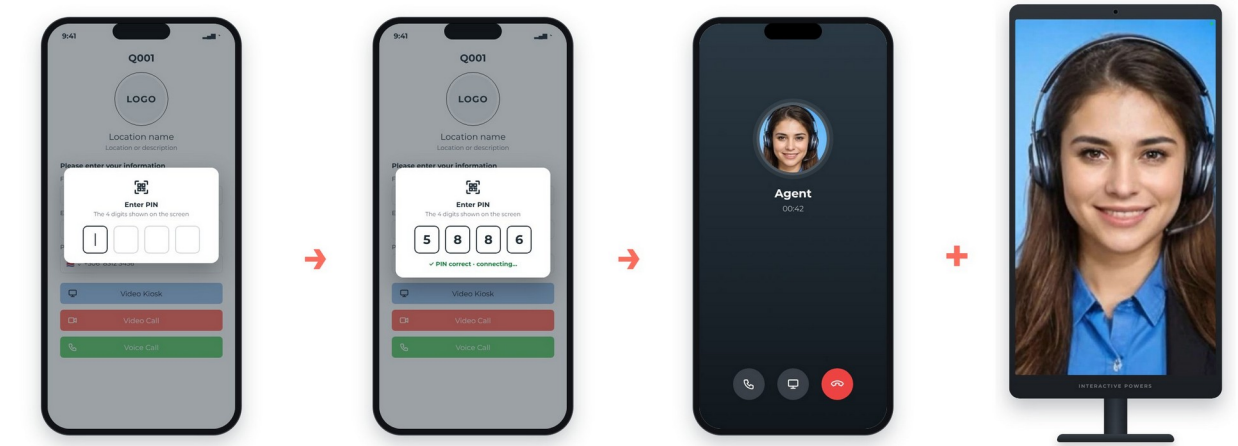


BUTTON	WHERE IT HAPPENS	WHAT HAPPENS	REQUIRES
Video Kiosk	Kiosk screen	Asks for the PIN in a floating window, validates it and opens the voice call on the phone; the agent appears on the kiosk	Kiosk available
Video Call	Phone	Video call in the phone browser, no app	Video RTC
Voice Call	Phone	WebRTC voice call, no phone number	Video RTC · Web Caller
AI Agent	Phone	Voice and text assistant; escalates to a person	AI agent configured
Video Avatar	Phone	Partner avatar by voice and video, opened via link	Partner service
WhatsApp	External app	Opens a chat with the brand WhatsApp number	Business number
Web App	External site	Opens a website or web app: online store, digital banking or any URL	URL

BUTTON · VIDEO KIOSK

The conversation shows on the kiosk

This is the native Video Kiosk flow: the PIN opens in a floating window, validates on its own and the phone becomes the call handset; the agent appears on the kiosk screen.



1 · Taps Video Kiosk
The PIN opens in a floating window

2 · Types the 4 digits
Validates on its own, no button

3 · Voice call on the phone
The phone microphone

The agent, on the screen
Video in the service mode

1 · PIN window

Tapping Video Kiosk opens a floating modal over the form with four boxes. The rest of the page is dimmed.

2 · Automatic validation

When the fourth digit is typed the PIN is checked on its own: there is no "OK" button. If it does not match, the boxes clear for another try.

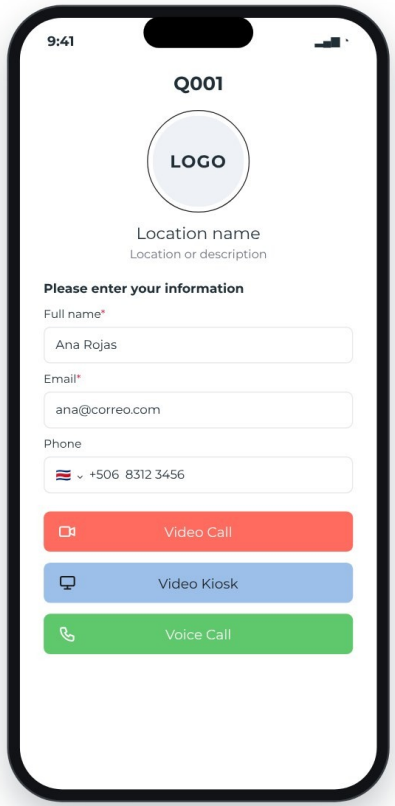
3 · Voice on the phone, video on the kiosk

The voice-call widget opens with the phone microphone; the visitor talks on their phone and sees the agent on the kiosk, in the configured service mode.

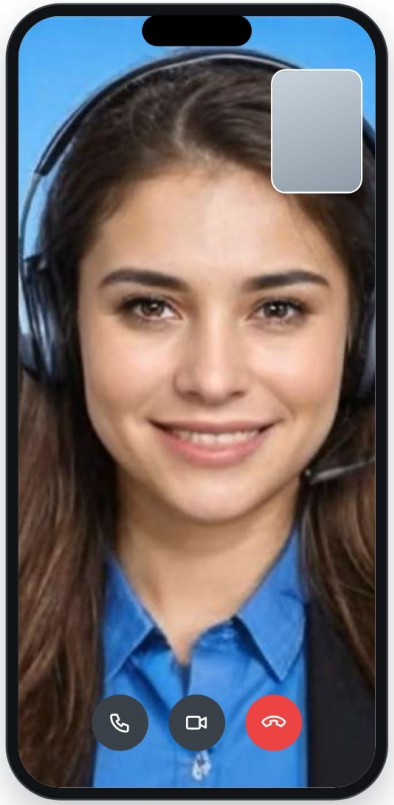
BUTTON · VIDEO CALL

Video on the phone itself

Visitors see the agent and the agent sees them, without depending on the kiosk screen.



Taps Video Call



Video Call
Agent full screen · self-view on top

- **Two-way video** in the phone browser, with nothing to install.
- **The agent sees the visitor:** useful to identify them or for them to show a document or a product.
- **When to use it:** the kiosk is busy, the visitor is in a hurry or prefers to keep talking on the move.
- **Same queue and agents** as the Video Kiosk (Web ACD or the client contact center), over Video RTC.

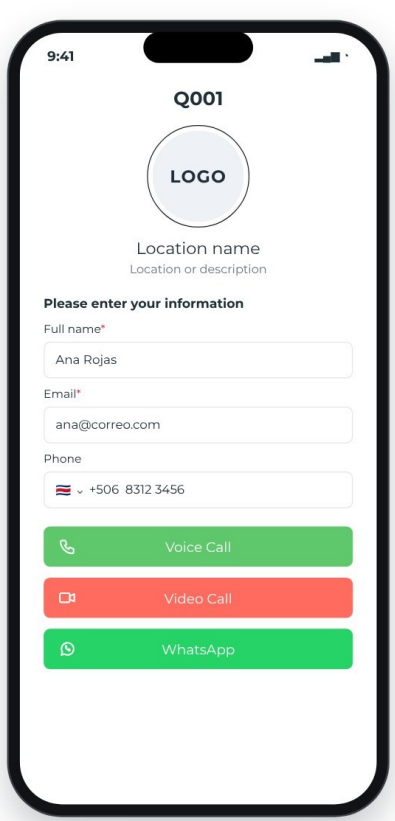
Set in Kiosk Services

- Button label, color and position.
- Video RTC service and destination queue.
- On the phone: the browser asks for camera and microphone permission the first time; the page must be served over HTTPS.

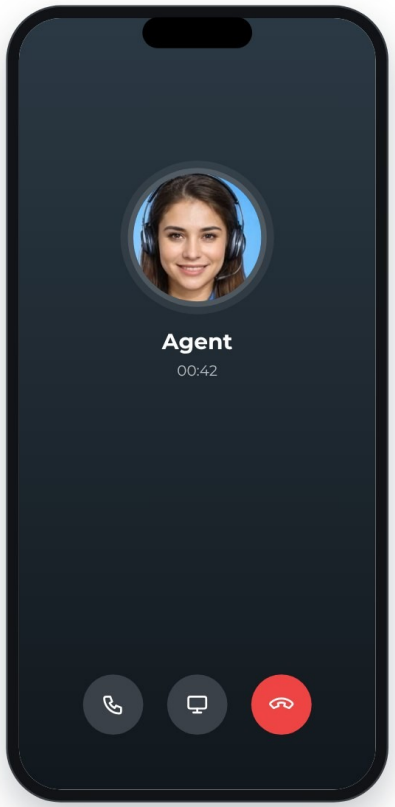
BUTTON · VOICE CALL

Voice only, from the browser

A WebRTC voice call: no number to dial, no call cost for the visitor and no app.



Taps Voice Call



Voice Call
Audio only · no number or app

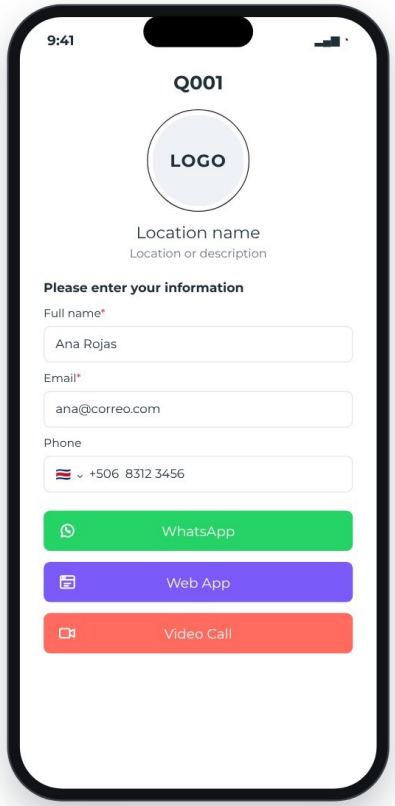
- **WebRTC voice call** built on Web Caller technology; it enters the same queue as the other channels.
- **No camera:** for visitors who do not want to be on camera or are in a busy place.
- **Less data than video:** it works better with poor coverage.
- **The form data** reach the agent just as in a video call.
- **A good second option** after Video Kiosk or Video Call.

Set in Kiosk Services

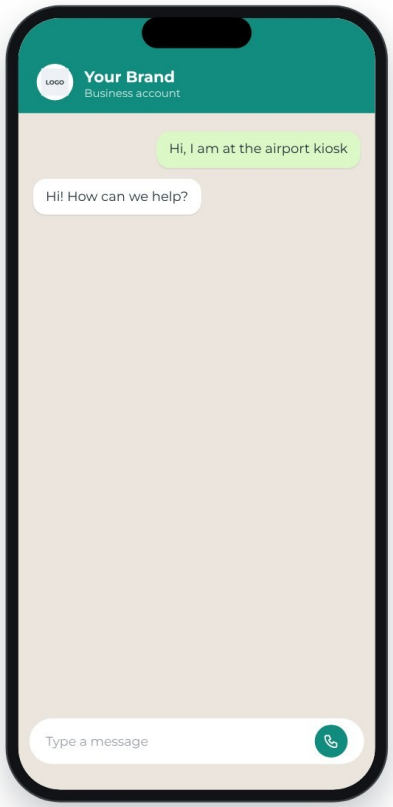
- Button label, color and position.
- Voice service (Web Caller) and destination queue.
- On the phone: it only asks for microphone permission. If the service has opening hours, the button should hide or warn outside them.

Exit buttons: they lead off the page

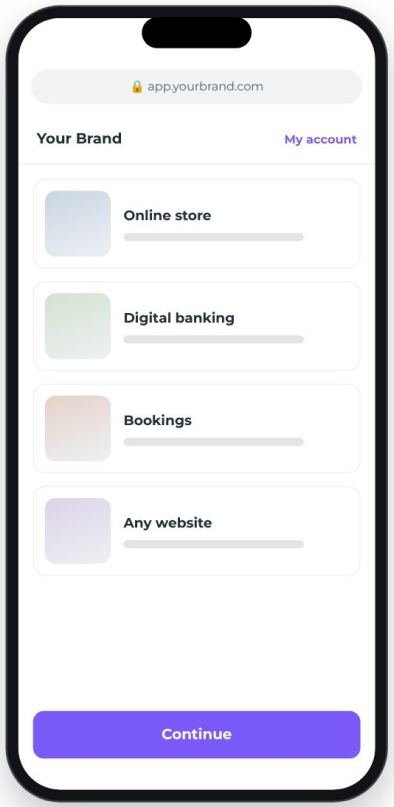
They do not open a call: they lead to the WhatsApp app or to a brand website.



Exit buttons



WhatsApp
Chat with the brand number



Web App
Store, digital banking or any website

- **WhatsApp:** chat with the brand business number, via a wa.me link.
- **Web App:** opens any URL in the browser: online store, banking app, bookings or the brand website.
- **Never in first position:** they take the visitor out of the assisted channel.
- **Pair with** Video Call for visitors who prefer to talk to someone.

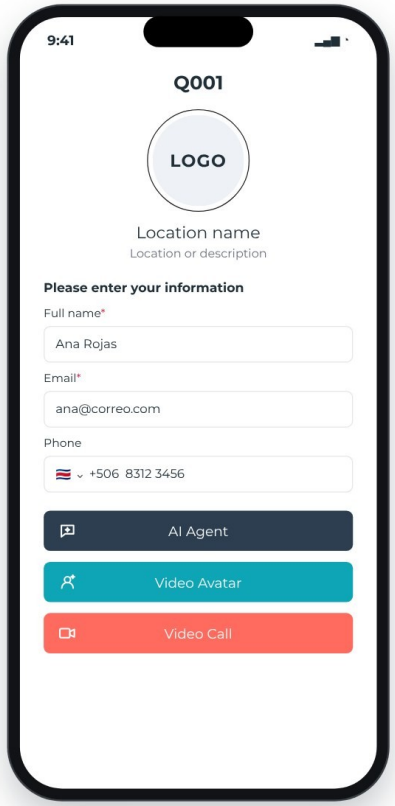
Set in Kiosk Services

· WhatsApp: business number in international format (wa.me link).
· Web App: full URL, with https.
· Both open outside the page: the visitor does not return to the form on their own.

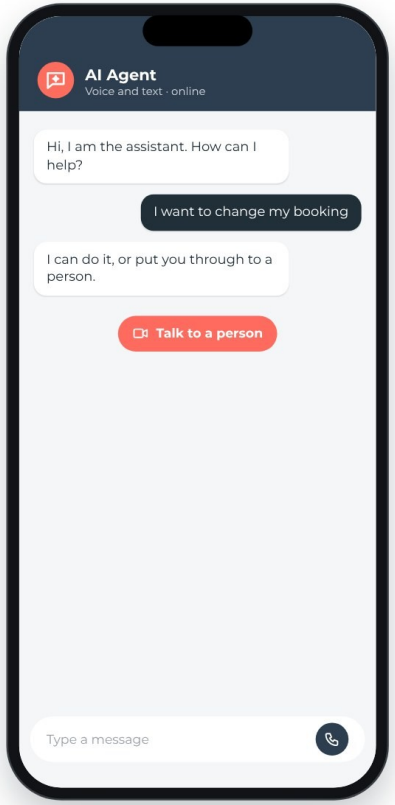
BUTTONS · AI AGENT · VIDEO AVATAR

Automated service, with a way out to a person

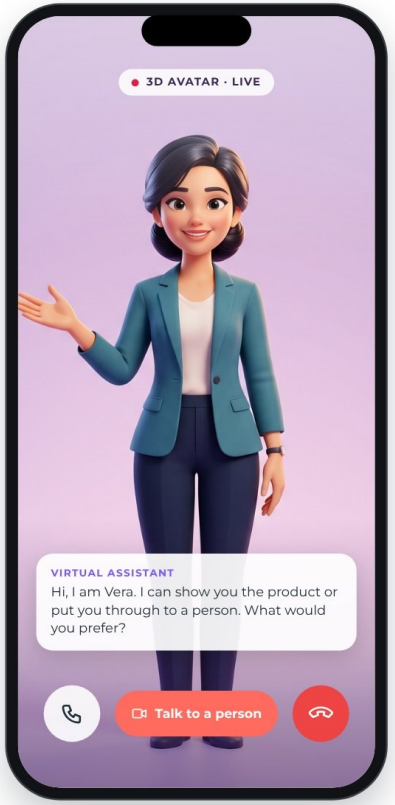
They handle repetitive requests on the phone. If that is not enough, visitors move to a person without starting over.



Automated service



AI Agent
Voice and text · escalates to a person



Video Avatar
Partner 3D avatar · voice and video

- **AI Agent:** voice and text assistant that escalates to a call or video call with an agent.
- **Video Avatar:** a partner AI avatar, by voice and video, opened via link.
- **Always with** a human button on the same page (Video Call or Video Kiosk).
- **Disclose it is AI:** the button name and the greeting make it clear.

Set in Kiosk Services

· AI Agent: configured agent and the queue it escalates to.
· Video Avatar: link to the partner service.
· For both, a human button on the same page.

COMBINATIONS

Three or four buttons per kiosk, depending on the location

Starting proposals. The first button is the main channel; exit buttons go last.

LOCATION	SERVICES (EXAMPLE)	BUTTONS, IN ORDER	WHY
Hotel · lobby	Front desk, spa, restaurant	Video Kiosk · Video Call · WhatsApp · Web App	Lobby service and booking from the room
Clinic · admissions	Admissions, specialties	Video Kiosk · Video Call · Voice Call · AI Agent	Privacy: the phone for personal matters
Airport · arrivals	Rentals, tours, insurance	Video Kiosk · Video Call · WhatsApp	Heavy traffic: continue on the phone on the way out
Car dealership	Sales, after-sales, finance	Video Kiosk · Video Call · Video Avatar	Avatar for catalog questions; a person for the sale
Retail · hardware	Tools, paint, delivery	Video Call · Voice Call · WhatsApp · Web App	Advice in the aisle and online purchase
Banking · branch	Accounts, mortgages, business	Video Kiosk · Video Call · AI Agent · Web App	Advisor by video; AI for quick queries; Web App to digital banking

GOOD PRACTICE

A clear page takes less than a minute to complete

What is set in KMS for each kiosk, and what to avoid.

DO	DO NOT
One language across the page, the kiosk's	Mix English labels with Spanish instructions
Standard button names (see the button table)	Variants such as "Video Kiosko", "Videokiosk", "LLamada Digital"
Three or four buttons; the main one first	All seven at once, or an exit button first
Ask only for the data the agent uses	Make the phone required "just in case"
Proofread services and buttons	Publish typos such as "Sourvenirs"
Brand button colors, with good contrast against the text	White text on yellow or very light shades
With AI, always offer a person	Leave the visitor with no way to an agent
Video Kiosk only where there is a screen in front	Show it on a poster or campaign QR with no kiosk
Test every button from someone else's phone, on mobile data	Approve the page from a desktop browser

BEFORE PUBLISHING

Checklist and open points

- [ ] The QR opens the page for the right kiosk (code and logo)
- [ ] Logo sharp in the circle and name and location correct
- [ ] Service list complete, proofread and routed to the right queue
- [ ] Required fields marked and validated
- [ ] Each button opens its channel: kiosk, phone or external
- [ ] Video Kiosk: the PIN validates on the fourth digit and opens the voice call
- [ ] WhatsApp opens the business number and Web App the right URL
- [ ] AI Agent and Video Avatar offer a way out to a person
- [ ] Page tested on iPhone and Android, with mobile data

Open points

- What the page shows out of hours or with no agents online.
- Whether WhatsApp and Web App require the fields first.
- Page language: set per kiosk or following the browser.
- Video Avatar: supported partners and how visitors return to a person.
- AI Agent: which queue it escalates to and whether it passes the conversation context.

APPENDIX

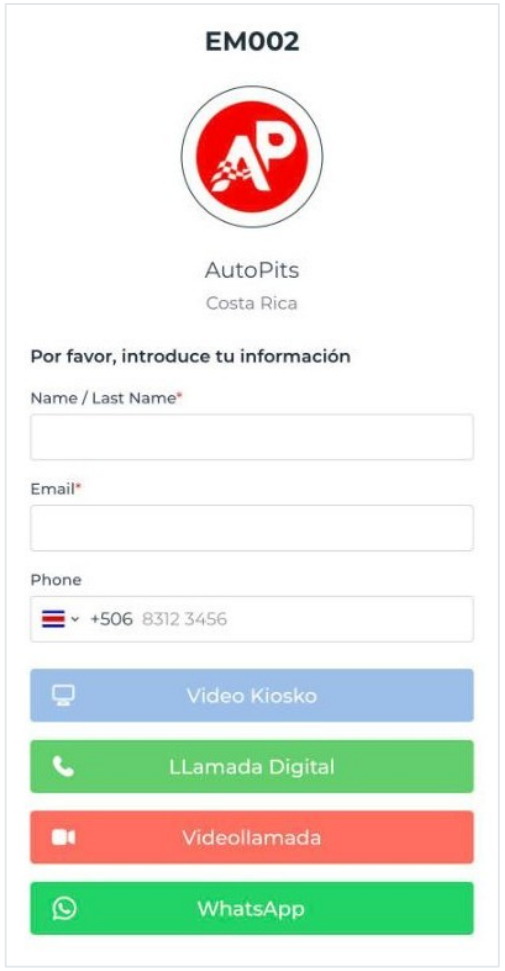
Real cases and examples

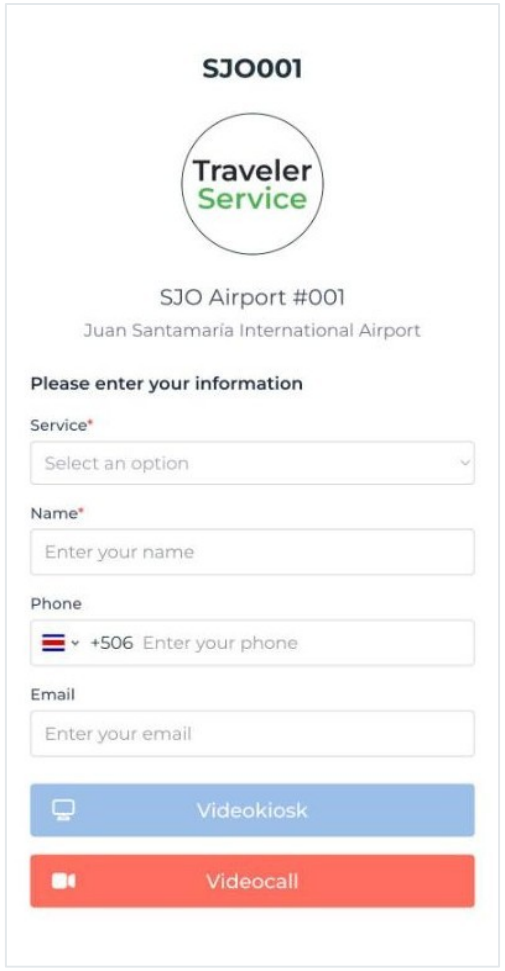
Two pages in service and four examples using the fictitious brands from the Video Kiosk manual.

APPENDIX · REAL CASES

Two configurations in service

Same structure, different content: one service and four buttons, versus six services and two buttons.





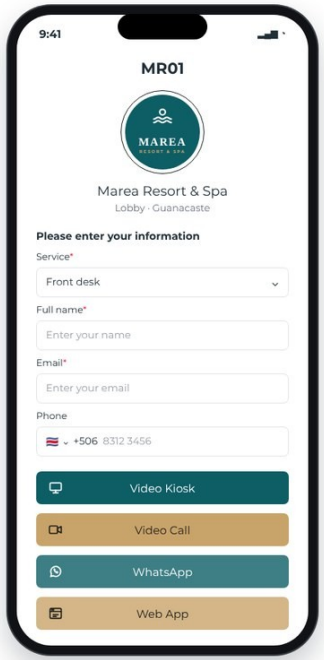
	AUTOPITS · EM002	TRAVELER SERVICE · SJO001
Services	One (no selector)	Six, with a required selector
Required	Name and email	Service and name
Buttons	Video Kiosk, Voice Call, Video Call, WhatsApp	Video Kiosk, Video Call
To fix	Mixed language; "LLamada Digital"	"Sourvenirs"; "Videokiosk" vs. "Video Kiosko"

Screenshots from kiosks.demo.ivrpowers.com, October 31, 2026

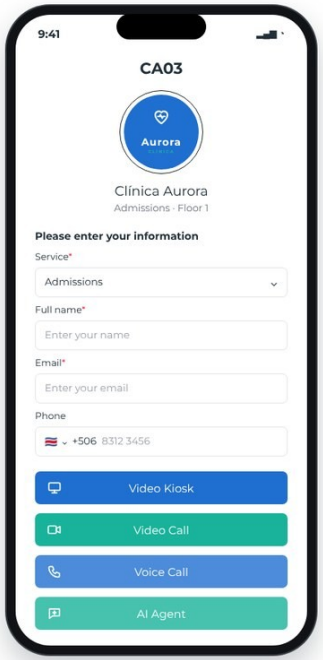
APPENDIX · EXAMPLES

The same page for four brands

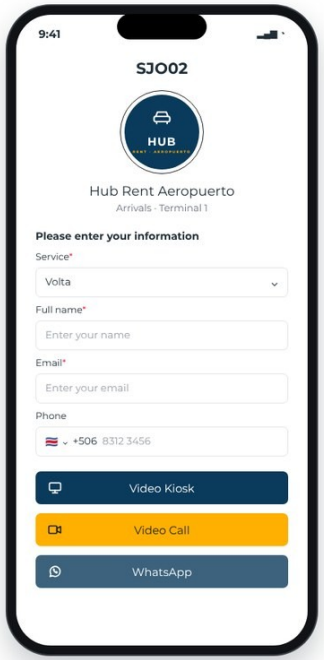
Logo, name, services, buttons and button colors change per kiosk; the structure does not.



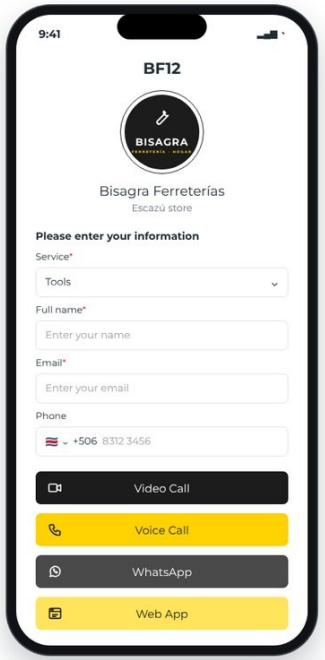
Marea Resort & Spa
Video Kiosk · Video Call · WhatsApp · Web App



Clínica Aurora
Video Kiosk · Video Call · Voice Call · AI Agent



Hub Rent Aeropuerto
Video Kiosk · Video Call · WhatsApp



Bisagra Ferreterías
Video Call · Voice Call · WhatsApp · Web App

MORE DOCUMENTATION

Further reading

KMS Video Kiosks Design Manual · Kiosk Manager 2026.1 User Guide and Installation & Configuration Guide · Video RTC 2026 brochure



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