

Touchless Kiosks

TOUCHLESS EXPERIENCES MADE SIMPLE

Consumer preference of touchless technologies is on the rise for service delivery channels across industries. According to a recent Ernst & Young study about consumer priorities that will persist beyond the pandemic, the highest is health in relation to purchasing preferences and mindset¹. Consequently, businesses need options to both reassure consumer confidence as well as increase throughput, using transaction options tailored to resolve surface interaction concerns.

Touchless self-service technology can help businesses - and keep it simple for consumers. In particular, for service delivery via digital kiosks involving transactions like bill payment or cash purchasing and ticketing, KIOSK Information Systems provides a QR code-based

technology that enables users to remotely control the kiosk using smartphones. The user simply scans the QR code presented on the kiosk screen and conducts the kiosk transaction. For business operators, the QR code technology offers an easy deployment as it runs simultaneously with your application (no need to modify your software) and delights customers with a seamless, touchless experience.

94% of consumers responded “stores that are doing a good job in health and safety compliance will earn my business”²



HOW DOES IT WORK?



Technology

- QR code-based for smartphones; no download or syncing required
- Scanned QR code leads to browser-based UI on smartphone that mimics the kiosk UI
- User conducts transaction at the kiosk via own smartphone



Experience

- 96% of American adults have a smartphone – convenient and familiar
- User simply scans QR code via smartphone and is able to control the kiosk UI
- User can make payments, check-in, get tickets and more – with no need to touch the kiosk screen

CUSTOMER EXPERIENCE



1
User scans QR code presented on kiosk screen via own smartphone



2
User remotely controls kiosk using smartphone to conduct transaction



3
Kiosk completes transaction and user takes receipt or ticket – quick and easy

? FAQs

- **Does this touchless QR-code technology require an app or login?** No app download is required to the smartphone, and no login
- **On what types of smartphones and networks does it work?** Any modern smartphone; and users can join via their mobile networks - no need to join local WiFi
- **Do I need new hardware?** No, this can be easily installed on your existing kiosk
- **Is it secure?** Yes, each user joins a unique session. The session and user information are encrypted via SSL
- **What happens when a user walks away from the kiosk after a session?** Session timeout and walkaway settings are configurable. In the instance a user walks away, the session will timeout and no longer be accessible
- **What if two people try to use the kiosk at once?** The unique session configuration only allows one user per time; additionally, the QR code hides itself when a session is in progress
- **How intuitive is this technology?** The mobile user interface appears and works like a trackpad with high responsiveness and intuitive user flow
- **What type of branding options are available?** You have the opportunity to place your logo in the QR code; also, you can place banner branding on the smartphone UI
- **What type of customization options are available?** You can customize the message to prompt user engagement as well as configure the QR sizing and position on the screen

SOURCES:

- 1 Ernst & Young, Future Consumer Index Edition 3: Getting US Consumers Beyond the Pandemic, 2020
- 2 Ipsos, Consumer Health & Safety Index, 2020