



SECURE. CONVENIENT. USER-FRIENDLY.
YORKTEL VIDEOKIOSK



The Leader in Visual
 Communication and
 Collaboration Innovates
 Customer Service

Customer service involving secure data exchange used to require an in-person visit. Now the same face-to-face interaction is achievable remotely with Yorktel's VideoKiosk.

An innovative and easy-to-use solution, the kiosk enables your customers to contact your online services and your Customer Service Center without travel, while maintaining the benefits of a live meeting.

It delivers high quality video for natural interaction and incorporates secure information exchange. Supported by Yorktel VideoCloud services, the kiosks are fast to deploy and user-friendly, allowing you to improve efficiency and productivity while retaining a high level of service.

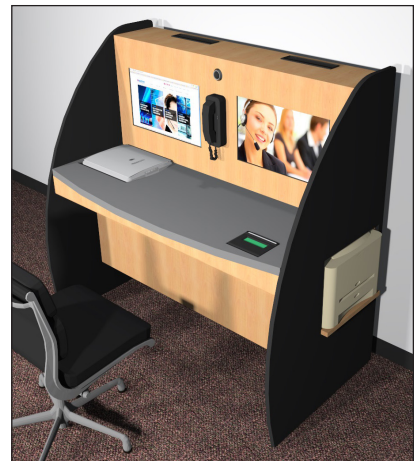
Yorktel VideoKiosks are regionally distributed at your offices or public locations convenient to your customers, while agent stations can reside at Customer Service Center or operations support locations.

Kiosk Components include:

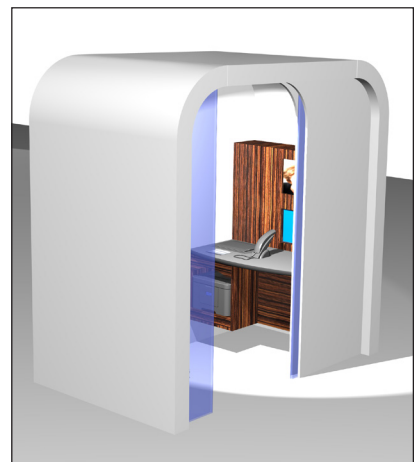
- Single or Dual 19"/22" touch displays in a secure enclosure (Customer Kiosk)
- Standards-based, reliable Telepresence system infrastructure
- Telephone handset at the customer kiosk and USB headset at the Agent Station provide high quality audio interaction
- HD cameras at the customer kiosk and Agent Station capture and exchange high quality video
- ID Scanner for verifying user's identity
- Monochrome printer to print documentation
- Electronic Signature Pad
- Keyboard / Trackball
- Floor Mat / Sensor to verify user's presence



SINGLE DISPLAY VIDEOKIOSK



WORKSTATION VIDEOKIOSK



VIDEOKIOSK ENCLOSURE

Customization of furniture available (finishes, branding)

Yorktel VideoKiosk Application

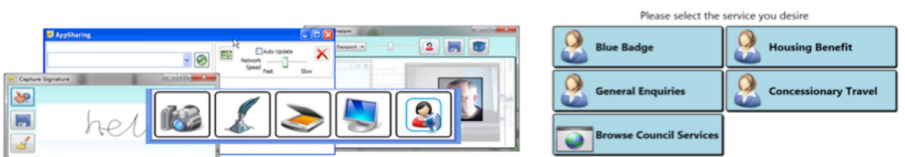
Developed to enhance the collaboration between the Client and Agent, the VideoKiosk enables:

Kiosk Tools:

- The integration of a Customer Website to support the Kiosk
- Provides a listing of services at the Kiosk that the Client selects to initiate a session with an Agent
- Local printing at Kiosk

Agent Operator Tools:

- Photo capture, sizing, and approval of the Client's photo
- Capture of the client's signature
- Review of session documents including printing at the Kiosk
- Agent Workstation houses the VideoKiosk Application and other company applications
- Agent can remote view customer side screen for additional support
- Capture of the client's ID or document and save to file or form insertion



Security Features

Security and information protection is ensured on hardware and software levels:

- Physical Security – The PC is in a locked enclosure in the Kiosk
- USB ports are disabled for storage media and there is no CD/DVD drive
- The operator system shell is replaced by kiosk software and there is no standard window shell without administrator privilege
- Kiosk information is transmitted to the Agent machine; not written to the Kiosk appliance
- Encrypted Data connections and file saving only available to Agent

Ideal For:

- Government Video Call Center
- Retail Stores
- Banking
- Healthcare
- Pharmaceutical Clinical Trials

Yorktel VideoCloud Services

Provide Video telepresence infrastructure components, delivering significant cost savings by eliminating the need to purchase and maintain expensive video infrastructure.

Service Features Include:

- Guaranteed Quality of Service via MPLS connectivity to Yorktel data centers
- User Client licenses for each Agent Station and Video Kiosk endpoint
- Video ports and configuration for the Agent and Kiosk endpoints on the Yorktel Cloud Infrastructure (includes licenses and configuration)
- Point-to-Point Video Calls
- Three party calls capability are configured for standards-based desktop clients
 - Translation Services
 - Hearing Impaired Support
 - Subject Matter Expert
 - Escalations/Resolution
- Coordination with the customer network group for network configuration including firewall traversal

Expanded Capability Options

- Credit Card Scanner
- Document Scanner
- Fingerprint Reader
- Motorized Lift (Deluxe Feature)



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