Skype for Business/Lync
Kiosk Video Conferencing

Vytru

www.vytru.com

Skype for Business

Enriching Unified Communications Experience

Who We Are.

Company Overview

Vytru, a subsidiary of EgyptNetwork, is specialized in Skype for Business video conferencing endpoints and software applications.

Our video conferencing solutions embed Video in business processes across verticals to leverage organizations' investment in Microsoft UC&C platform.

Challenges

- Improve customer convenience

- Distinguish offering

- Providing better service quality, innovative services

- Extending customer service availability and reachability

While optimizing existing staff resources.

Servicing System

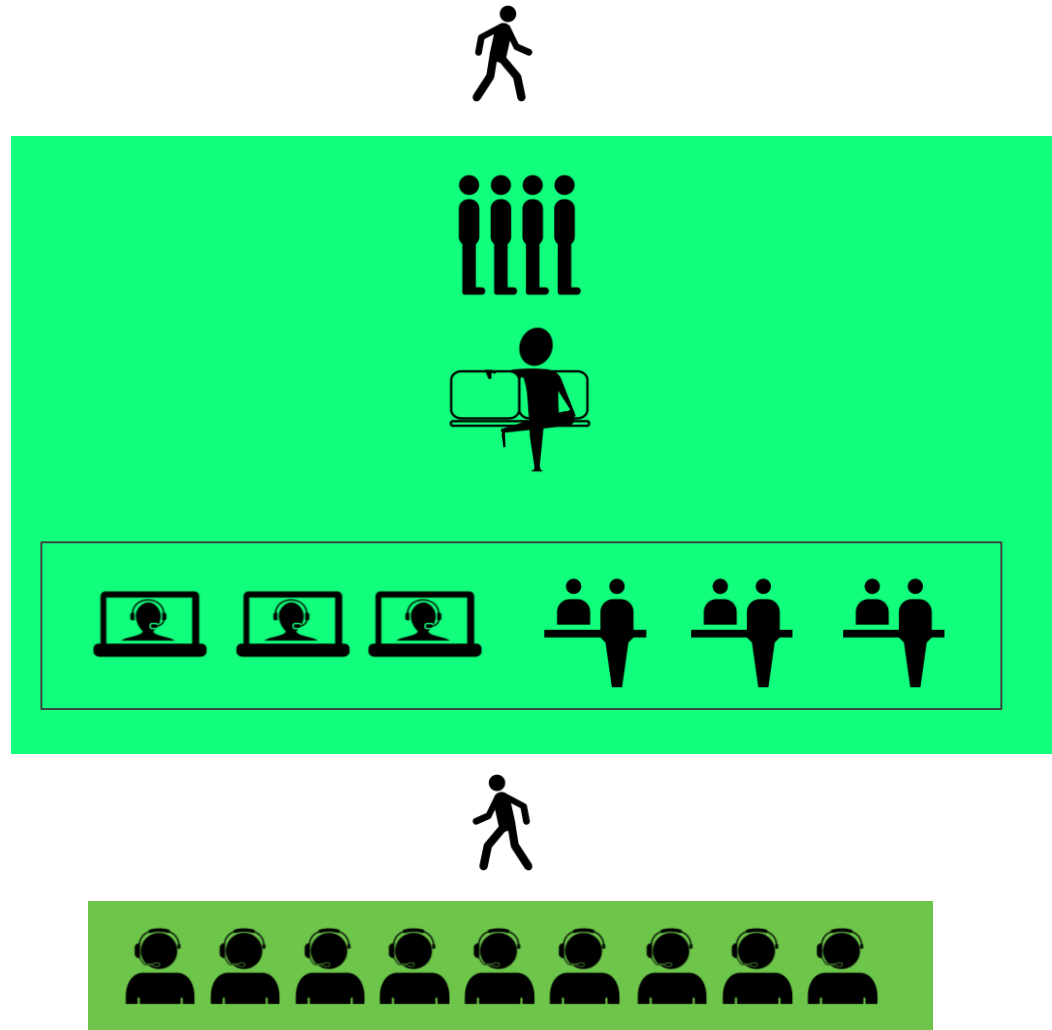Customer Arrival

Queue/Waiting line

Servicing

Customer Exit

Servicing System With Interactive Kiosk

- Provides a competitive advantage
- Better customer service
- Shorter wait time
- Lower labor cost
- Additional potential revenues
- Engage your customers with a personal, face-to-face interaction
- Extend your reach

Floor Standing Form Factor

- Resellers Stores
- Shopping Centers
- Retail Markets

Countertops
Form Factor

- Dealer Shops
- Mobile Stores

Wall Mounted Form Factor

- Outdoors
- Airports

Deliver a Totally New Customer Service Experience with

Vytru VA-50

VA-50
Features

Fully Customized to Fit Different Needs

Fully Customizable for an Ultimate Branding

Customized Content

Customized Forms

Customized Audio/Video experience

Fully Localizable to Work with Multi-Language

Multi-language User Interface

On-Screen Keyboard

Multi-language keyboard

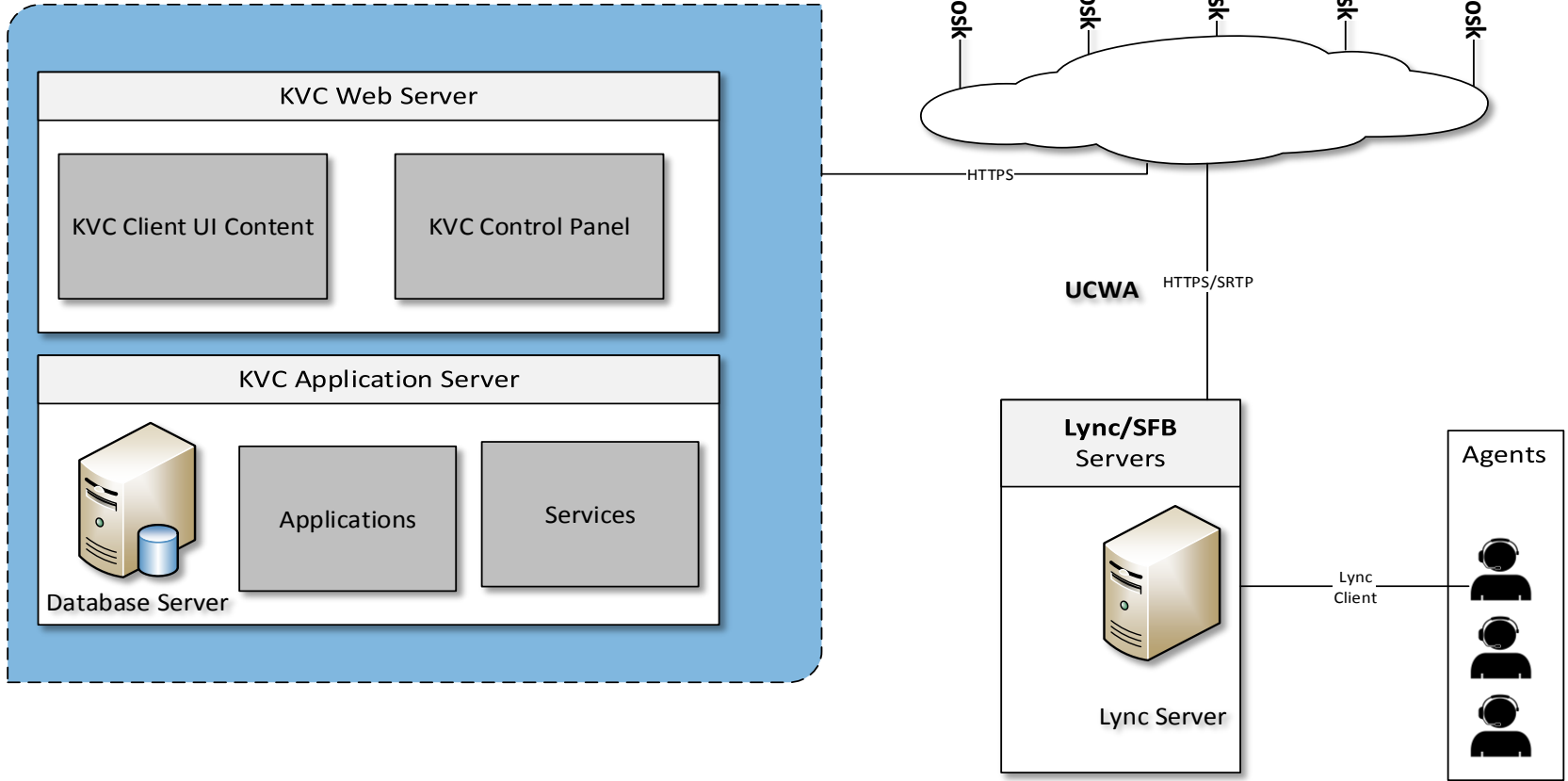Multi-language Keypad

Easy Deployment

Easy to Maintain

Easy to Update Content

Server based web content

Skype for Business and Lync 2013 On-Prem

VA-50
Solution Architecture

Deployment Process

Content Development

Setup Kiosks on KVC Control Panel

Install KVC lightweight Client on Kiosk Terminals

Set up SFB/Lync Account per Kiosk

Setup Response Groups

Setup UCWA security

VA-50
Application Modules

Service Module

1. Welcome Screen
2. Select service
3. Collect Information
4. Call response group
5. Thanks Screen

Directory Module

Employee directory module:
1. Welcome Screen
2. Browse Employees Directory
3. Initiate Call
4. Thanks Screen

Software Licensing Model

Perpetual Licensing

Number of Terminals

Application Modules

KVC Server Application

KVC Premier Suscription

KVC Client Application License

Software Licensing Model

Subscription Based

Per Kiosk Per Year

Per Application Modules

Vytru's Hardware Kiosk Video

for Microsoft SFB/Lync 2013

- ✓ Interactive Video Kiosk system built to provide your customers and visitors with immediate, real-time video access to experts and advisers Powered by Skype for Business.

- ✓ KVC - Kiosk Video Conferencing System is a video kiosk built for reception, service desks, entrances, and public areas.

- ✓ it also provides video conferencing access to your employees and staff leveraging Skype for Business audio and video conferencing capabilities.

Etisalat case study

The customer

- Etisalat is a leading international telecom company operating in 15 countries around the world. Egypt operations were launched in May 2007, with Etisalat's entry in the Egyptian market ushering in a new era for the telecom industry there.

- Today, Etisalat Misr is the first and only operator in Egypt with an exclusive international gateway, and its customers enjoy innovative services, and better value for money.

The challenge

Extending customer service hours and locations while optimizing existing staff resources.
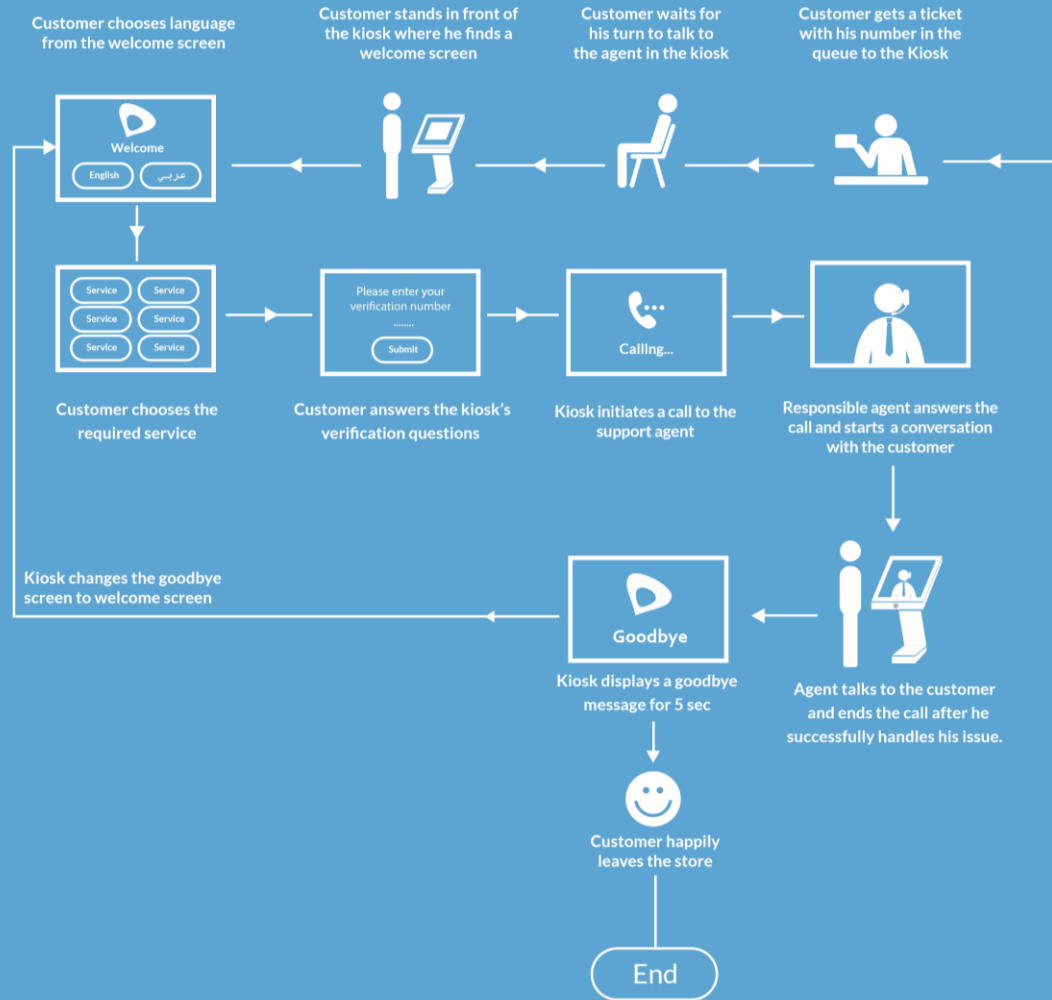
The solution

- Vytru's Kiosk to provide Etisalat's customers and visitors with immediate and real-time video access to experts and advisers.
- Extend customer service and support with Vytru's Kiosks that can offers immediate customer service and technical support.
- Vytru's Kiosks to collect the required information form customers.
- Add more visualization during any conversation with any customer blended with the human touch.

The solution benefits

- With adding to add a new network of Vytru's endpoints to Etisalat's on-stores and off-stores locations, this will help Etisalat to:
- Unique innovative face-to-face customer Experience.
- Save agent's time that could be consumed to collecting and verifying customers' information by collecting the required data through the kiosk before starting calls.
- Add more interaction that is effective during any conversation with any customer blended with a human touch.
- Extending customer service locations while optimizing existing staff resources.
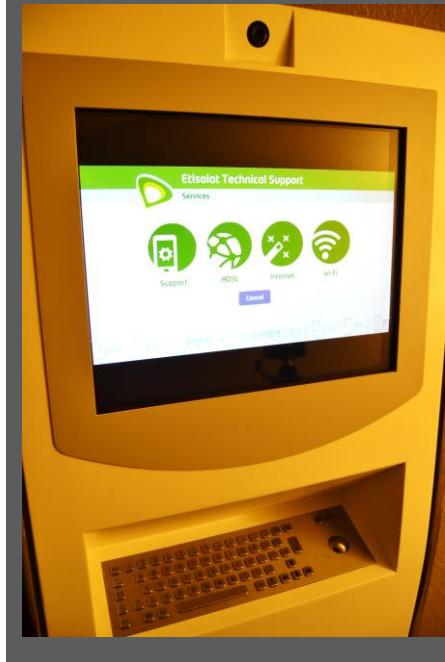- Increase the service level by providing 24/7 customer service.

Storyboard

Vytru Kiosk Solution

Customer chooses language from the welcome screen

Customer stands in front of the kiosk where he finds a welcome screen

Customer waits for his turn to talk to the agent in the kiosk

Customer gets a ticket with his number in the queue to the Kiosk

Welcome
English | عربي

Service | Service
Service | Service
Service | Service

Please enter your verification number
....
Submit

Calling...

Customer chooses the required service

Customer answers the kiosk's verification questions

Kiosk initiates a call to the support agent

Responsible agent answers the call and starts a conversation with the customer

Kiosk changes the goodbye screen to welcome screen

Goodbye

Agent talks to the customer and ends the call after he successfully handles his issue.

Kiosk displays a goodbye message for 5 sec

Customer happily leaves the store

End

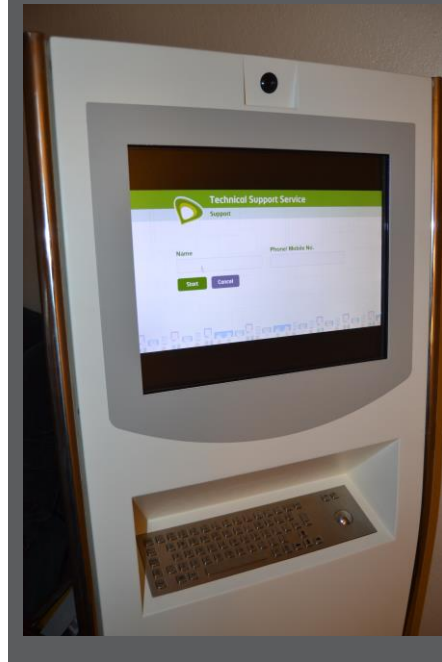# Customer Experience

Start Screen

Select Service

Form

Entering info

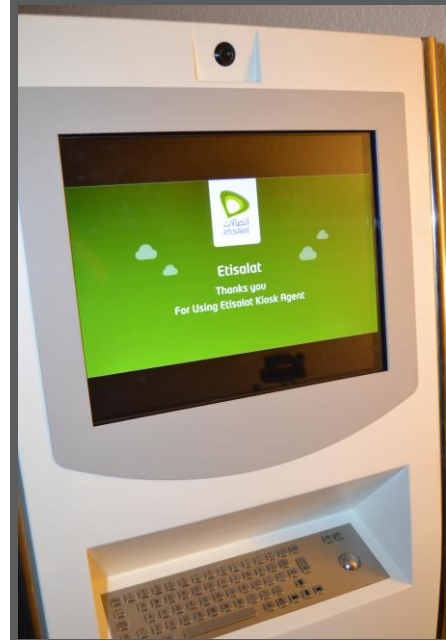# Customer Experience

Entering info

Connecting Call

In Call

Thanks

[VA-50 Video Demo](#)

Thank you

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For more info please visit
www.Vytru.com
Vytru kiosk endpoint product page