

Totem Srl - Pisa - Italy



WP 5

Hardware production and settlement

Effectiveness of multichannel communication

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Eg- Kiosk

The Project

- ▶ Eg kiosk is one of the three point of access to the egos services
- ▶ Internet; Eg Stations; Eg- kiosk
- ▶ Eg Kiosk will be available where access to the public job orientation services are less easy
- ▶ Design and kiosk engineering has been oriented according to these considerations



Eg- Kiosk

The Project

Web cam

Monitor HB
Touch Screen

Full accessibility
and usability

tempered glass

Telephone handset

Stainless steel
keyboard with
trackball

Eg- Kiosk



Since next october to the end of November
will be installed:

15 Indoor Eg Kiosk

Italy - Spain - Bulgaria

10 Outdoor Eg Kiosk

Italy - Spain - Romania

Multichannel communication



Multiple interactivity channels



Multiple interactivity Services

Multiple interactivity channels

We can choose the communication channel

-  **Telephone handset**
-  **Chat**
-  **Video chat**

Multiple interactivity channels

and how to receive selected information:



Direct information on the screen



Printing



USB device



email



voice

Multiple interactivity services

WISP multichannel software platform is able to manage various information channels



Egos Services



Local Information



Touristic information



Public Health services



Multichannel communication



Selected Users



Selected Services



As a result.....

WISP SOFTWARE PLATFORM

More services on the same Wisp platform

KIOSK

More services on the same kiosk

More information

As a result.....

More Information

More information permit to pick up more data..

More data increase the quality of our services

Services quality increases the number of user

More informed users

As a result.....

More informed users

Means less time

Means less stress

Means more smiles 😊



Thanks for your kind attention



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