

**Totem Srl - Pisa - Italy**



# WP 5

**Hardware production and settlement**

# Effectiveness of multichannel communication

Riga 09.16.2009  
Stefano De Liso

# 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**

