COMPLEMENTARY SOLUTIONS

VIRTUAL ASSISTANT

Coming from its name, virtual assistants replace administrators taken from life in customer services or at certain counters. One of the reasons for this is that there are insufficient number of experts who could provide special services. So these services can only be accessed where the experts are physically present. By virtual assistants, you can overcome these difficulties, as any service can be provided without the need for physical contact.

HOW IT WORKS:

One possible way is to integrate virtual assistants into the customer management system. After choosing the required service and receiving the ticket with serial number, the customer is waiting similar to other customers. As the service chosen is not provided in that particular venue, the customer is called to a virtual counter. The virtual counter is either a touch-screen kiosk or a large screen LCD monitor. Irrespective of the communication method (voice, video, and text messages), the system has the following accessories: camera, microphone, speakers, keyboard, and possibly a printer. The virtual assistant sees that there is a customer to be served and (s) he initiates the call from the distance. The customer sitting in front of the screen can talk to the administrator as if (s)he was physically there. At the end of service, the administrator can print the documents and the tear-sheet that the customer can take over at the virtual counter.

TYPICAL ELEMENTS OF THE SYSTEM

- Queuing terminal
- LCD screen
- Camera
- Microphone
- Speakers
- Printer/Scanner
- Software