

AdQue Concierge Kiosk

Credit Union Case Study

The AdQue Concierge Kiosk is a check-in and queuing system developed as a flexible module that can be run within AdQue and tailored to meet the needs of virtually any industry. This document serves as a case study of the concierge module used at Dow Louisiana Federal Credit Union (DLFCU).

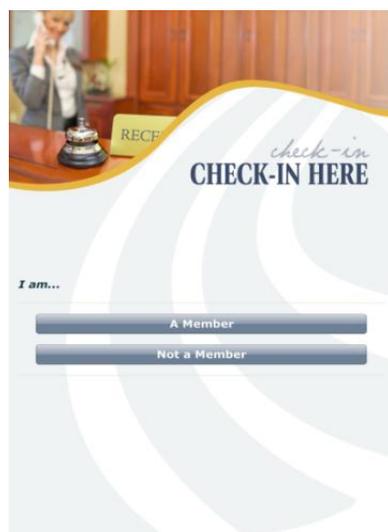
The concierge kiosk is a standalone system that requires only a power and network connection. Different configurations are available depending upon the needs of the client. For the solution described in this document, the kiosk uses real-time communication with an administrator GUI to present check-in information to a remote service representative.

Default Kiosk Function

When not in use by a member, either checking in or using the interactive informational system, the kiosk serves as a standard AdQue Digital Signage system. It incorporates the full power of AdQue to deliver targeted messages to the audience. For more information on the capabilities of AdQue please visit www.adque.com and schedule a web-based demonstration.

Check In

When a member approaches the kiosk, the integrated distance sensor will detect movement and interrupt the normal play loop to present the Check-In Interface. This interface can be customized for different queuing applications and branded accordingly. For the DLFCU Interface, the user is prompted for their membership status:





Based on whether they are a member or not, they are presented with a different set of options. In order to get some basic name information for non-members the user is given the option of swiping a driver's license through the integrated magnetic stripe reader or typing in their name directly.



If the user chooses to type in their name, an on-screen keyboard is displayed and the user can type using the integrated touch screen.



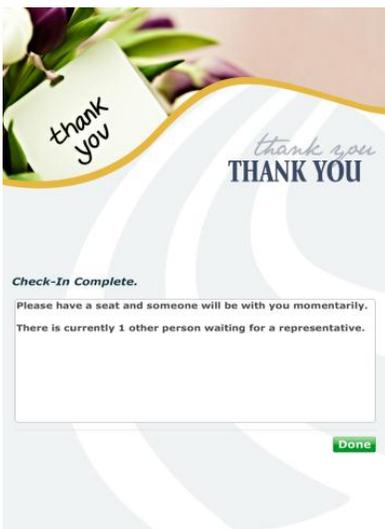
Once basic information is gathered, a list of service options is presented. This list is maintained in the database and can be modified by authorized personnel at any time.



If the user is already a member with an account number, they have the additional ability to scan a credit or debit card to retrieve account information. The concierge system will query information from the member database so that the account number can be displayed in the Service Representative Interface.



Additionally members can have a different set of options. Again these can be easily tailored and modified by authorized personnel.



Once the user has selected one or more options, a picture is taken using the integrated camera, and the person is queued for service. Both the name and picture are displayed in the Service Representative's Interface. This helps to facilitate putting the name to the face when selecting members for service. Sensitive information such as pictures and account numbers are deleted from the system once a user has been seen by a representative.

Once the check-in is complete, the user is given some general wait time information and asked to have a seat.

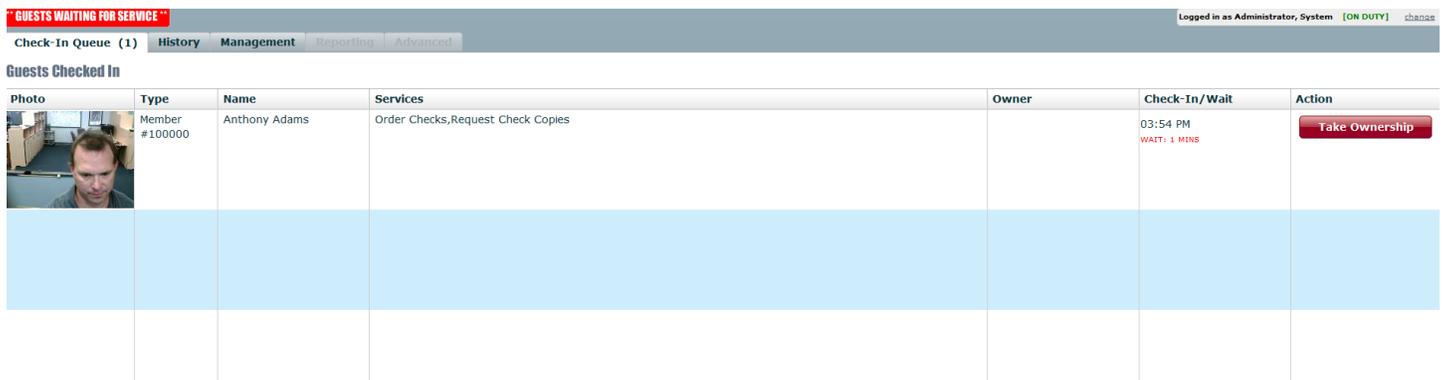
Other Kiosk Options

A barcode scanner is built into the kiosk and can also be utilized to scan barcodes on invoices, bills, or other documents containing useable information encoded in a barcode. Additionally the standard kiosk is equipped with both an 8.5x11 color printer as well as a receipt printer.

Service Representative Interface

The Service Representative Interface is a browser based application that the service representatives use to monitor and take ownership of pending check-ins.

Within seconds of a person checking in, the service reps are notified by a pop-up message. The name, image and requested services will be displayed in the queue. Once the rep takes ownership of a user, the user will appear as being in process.



The screenshot shows a web application interface for managing a check-in queue. At the top, there is a red banner that says "GUESTS WAITING FOR SERVICE". Below this, there are navigation tabs: "Check-In Queue (1)", "History", "Management", "Reporting", and "Advanced". In the top right corner, it says "Logged in as Administrator, System [ON DUTY] change". The main content area is titled "Guests Checked In" and contains a table with the following columns: Photo, Type, Name, Services, Owner, Check-In/Wait, and Action. The first row shows a photo of a man, a member ID of #100000, the name Anthony Adams, and services for "Order Checks, Request Check Copies". The check-in time is 03:54 PM with a wait time of 1 minute. A "Take Ownership" button is visible in the Action column. The rest of the table is currently empty.

Photo	Type	Name	Services	Owner	Check-In/Wait	Action
	Member #100000	Anthony Adams	Order Checks, Request Check Copies		03:54 PM WAIT: 1 MINS	Take Ownership

Once the representative completes the service, they can apply any notes and comments required and close the check-in.

The entire concierge system is database driven thus history is retained. Reports and metrics can be run on this data in a variety of ways to monitor wait times, needs, and personnel resources.