



CASE STUDY



Engage and empower customers

PRODUCTS USED IN THIS PROJECT

- TOUCHPRESENTER™
- DIGIVEYSURVEY SUITE
- TOUCH SCREEN KIOSK

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BUSINESS SITUATION

CREOSO's customer, a hospitality venue in Calgary was looking for a dual-purpose touch screen kiosk with the capability to capture customer feedback, solicit sign-ups for events, dispense coupons and to spread information about upcoming events.

SOLUTION

CREOSO's TouchPresenter software together with the Digivey Survey Suite were selected for their ideal support of the desired functionalities.

BENEFITS

- Patrons are able to select the topic of interest from a common menu
- During kiosk-idle times announcements about upcoming events are displayed
- The kiosk content is easily updated with the frequently changing event information
- Continuous information of future events helps to bring customers back
- Customer satisfaction data provides actionable insight into customer satisfaction and customer wants and needs
- Newsletter sign-ups via the kiosk help building the customer data base
- Overall positive impact on customer loyalty
- Paperless and environmentally friendly self-service information is available on demand

To learn more about interactive information kiosk solutions and the TouchPresenter software, please visit www.creoso.com or speak to a Creoso sales representative.