



Engage and empower customers

PRODUCTS USED IN THIS PROJECT

- TOUCHPRESENTER™
- DIGIVEYSURVEY SUITE
- ALL-IN-ONE TOUCH COMPUTER



CASE STUDY

BUSINESS SITUATION

CREOSO's customer, a Non-for-Profit organization in the Midwest of the United States had a need for a dual-purpose touch screen kiosk with the capability to gather feedback from their clients as well as to distribute information and to connect to specific web sites on demand.

SOLUTION

CREOSO's TouchPresenter software together with the Digivey Survey Suite were selected to work in tandem for the multi-purpose kiosk. For budget reasons several cost-efficient all-in-one touch computers were selected for the hardware.

BENEFITS

- Walk-in customers are able to select the topic of interest, access to several web site or the survey from a common menu
- During kiosk-idle times slide shows educate customers about the NPO's services
- The kiosk content is easy to update
- The lock-down browser integrated within TouchPresenter ensures internet surfing is limited to specific web sites
- Customer feedback data provides actionable insight into individual situations
- With just a small investment into the TouchPresenter and Digivey software and touch computers, the NPO could significantly streamline and automate processes with walk-in customers and provide much better customers service
- A considerable amount of workload is taken off the shoulders of the staff; where needed, staff has the option to assist
- Paperless, user-friendly and eco-friendly computer-assisted self-service is available at any time.

To learn more about CREOSO's TouchPresenter information kiosk software, please contact us.

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