



Wednesday Automation

# Overview of Automated Self-Service Kiosk Solutions

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# Deciphering the Meaning of Automated Self-Service Kiosk Solutions...

- ***Process Automation***

Integration of existing enterprise processes through the use of software services and minimization of human intervention to create end-to-end process flows.

- ***Self-Service***

The practice of serving oneself by empowering users to perform guided tasks to obtain products and services they desire.

- ***Kiosk***

Booths with an open windows side, usually for the purpose of supplying a product or service.

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# Deciphering the Meaning of Automated Self-Service Kiosk Solutions...

*So, if we Add the Three Together...*

Process Automation  
+ Self-Service  
+ Kiosk

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Custom design computer stations with special hardware devices that provide services for customers that are traditionally offered by human agents.

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# Self-Service Kiosks Are Among Us In Our Everyday Life!!

- **Bank ATM**
  - Banking Services
- **Gas Station Pumps**
  - Purchase Gas
- **Ticketing Machine**
  - Buy subway & bus tickets
- **Airline Check-In Kiosks**
  - Check in for our flights



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# Process Automation Advantages

- **Minimize Errors** by providing consistent guided processes for customer & staffs
- **Provide New & Advanced Services** through guided processes
- **Increase Data & IT Infrastructure Efficiency**, data will be placed at the right place from the start
- **Improve Data Security & Accountability**

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# Self-Service Kiosk Solution Advantages

- **Extend Service Availability to 24/7** with existing human resources
- **Free up Human Staffs** to provides services for special & difficult scenarios
- **Reduce Customer Wait time, Eliminate Line Up & Shorten Transaction Time**
- **Expand Service Capacity** with multiple kiosk terminals
- **Increase Transactions**
- **Create New Service Channels & Service Offerings**
- **Increase Efficiency & Productivity**

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# Wednesday Automation Inc.

- **Provide process automation solutions for client facing scenarios**
- **Specialize in self-service strategies, using custom software & highly reliable kiosk terminals**
- **Deliver practical, robust & innovative custom self-service solutions**
- **Design innovative, practical and cost effective process automation strategies using intuitive self-service technologies to achieve:**
  - **Higher Efficiency**
  - **Greater Service Capability**
  - **Consistence Service Quality**

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# Wednesday Automation Product & Services

- **Process Automation Strategies & Consultancy**
- **Complete Software-Hardware Self-Service Kiosk Solutions**
- **Kiosk system management and maintenance services**
- **Self-Service Kiosk Solution Offerings:**
  - *Hotel Check-In/Check-Out Kiosk*
  - *Casino Guest Services Kiosk*
  - *Visitor Registration Security Kiosk*
  - *Information Display Station*
  - *HR & Admin Portal*

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# Hotel Check-In/Check-Out Kiosk

- **Seamless Transition From Lobby to Room** – Reducing lobby congestion
- **Multi Language User Interface** – Making guests feel more welcome
- **Check-In**
  - Make Room Selection
  - Enter Payment Information
  - Enter guest Reward Program Data
  - Receive Room Key at Kiosk
- **Check-Out**
  - Review Folio, Billing & Payment Information
  - Make Payments & Dispense Receipt
- **Guest Services**
  - Hotel Facility Information Center
  - Facility Booking & Reservation
  - Travelers Information Center
  - Dispense City Map, Tour Guide, Traveler Tips

The image displays two screenshots of the hotel kiosk interface. The left screenshot shows a payment selection screen with the text "Insert your credit card as shown." and "OR Enter your membership or confirmation number." Below this are "Cancel" and "Member #" buttons. An illustration of a credit card reader is shown with a "FACE UP" label and an arrow pointing to the card slot. The right screenshot shows a check-out review screen with the text "Please review your check-out information and make any necessary changes. Press Check-out to continue." The form contains the following fields and values: Guest Name: Marco Polo; Room number: 218; Balance Due: \$201.00; Payment Credit Card: Mastercard \*\*\*\*\*1234 exp 11/09; E-mail Receipt to: info@hotels.com; Membership Number: 12345678 PLATINUM; Airline: Air Canada. There are "Change" buttons next to the card, email, and membership fields, and a "Check Out" button at the bottom right.

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# Casino/Resort Guest Services Kiosk

- **Provide Readily Available Guest Services for Guests**
- **Multi Language User Interface** – Making guests feel more welcome
- **Prolong Guests' Stay at Casino & Increase Guests Satisfaction**
- **Frequent Player Reward Program Services**
  - Enrollment
  - Card Distribution
  - Account Review
  - Point & Reward Redemption
- **Additional Guest Services**
  - Promote special events & facilities (restaurants, spa, shops)
  - Make Restaurant Reservations and showcase menus
  - Purchase Tickets for Special Events
  - Dispense vouchers, comp coupons and receipts

Enter your departure date and press Continue.

November

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

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**Guest Name Search**

Use the alphanumeric keyboard to enter the guest's name.  
Please Continue when you have finished.

Guest Name: MARCO POLO

1	2	3	4	5	6	7	8	9	0
Q	W	E	R	T	Y	U	I	O	P
A	S	D	F	G	H	J	K	L	M
[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]

CLEAR SPACE BAR

back Continue

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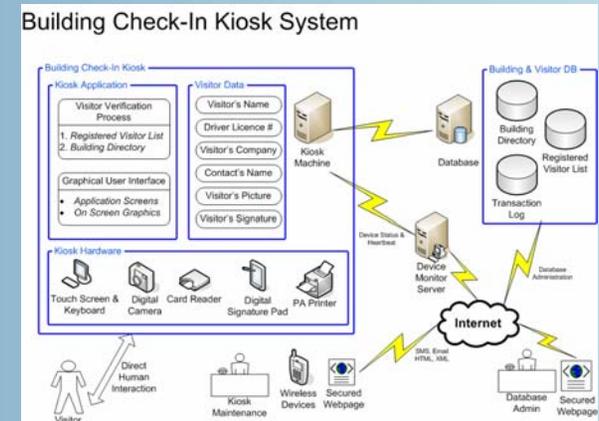
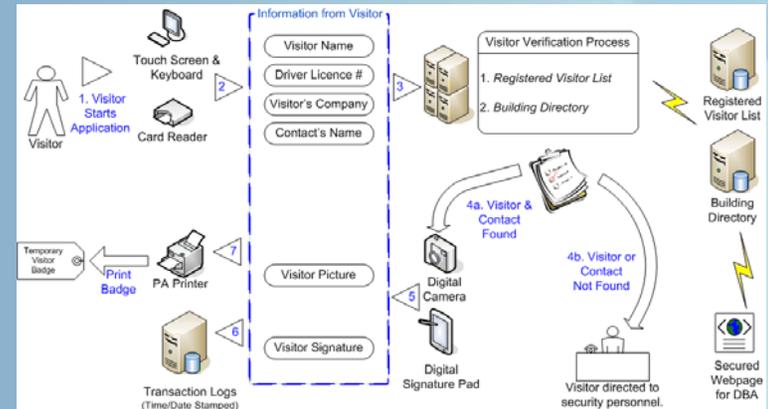
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# Visitor Registration Security Kiosk

- Provide Heightened Security Measures for Private & Government Facilities
- Verify Identity of Visitor Using Government Issued ID
- Restrict Time Specific Access to Building with Pre-Authorized Visitor List
- Dispense Photo Visitor ID Badges with Detailed Information
- Free Up Security Staffs to Concentrate on Higher Security Priorities



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# Information Display Stations

- **Interactive Information Display Environment**
- **Enhance Marketing & Promotion Effectiveness**
  - with videos & user friendly interfaces
- **Space Saving, Attractive, & Attention Grabbing Information Display Stations**
- **Easy & Direct Access to Specific Information**
- **Reduce Cost in Content Managements**

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# Admin & HR Portal

- **Provide Staffs with Readily Available Portals** to Administration & HR services
- **Increase Accessibility to Services & Trainings** for employees without offices or assigned computers
- **Maximize Economy & Benefits of IT Spending** with shared kiosk terminals
- **Efficient Content & Employee Service Management**
- **Essential Part of the Overall Business Process Automation Strategy**

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# The Next Step....The Future....

- **Mobile & Wireless Self-Service Kiosk Solutions**
- **Shared Services Kiosks**
  - Multiple Vendors, Multiple Solutions On One Kiosk
- **Retail Kiosks for Electronic Goods**
  - Music, E-Books, E-Services, Mobile Phone Software, Ring tones
- **Virtual Kiosk Real-Estate Rental & Management**
- ***Endless... Just imagine and we'll figure out a way to make it real!!***

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