zentity

Zentity

eKiosk

Our eKiosk terminal solution provides a smooth bridge between digital and physical channels. It allows the customer to interact at the eKiosk terminal at any point of a customer 's life cycle from onboarding to customer service to cash & card payments. The eKiosk is equipped with an easy-to-understand UX and can be fully integrated into required customer journeys. Our eKiosk solution addresses those companies that do need a hybrid channel for their customers which are either not technically enabled to use digital channels or where an exchange of physical goods or money is needed. Our eKiosk solution provides you with a fully branded brand touchpoint at highly attractive locations. Its full integration into your other channels even allows you to offer a true omnichannel experience.

Business features and opportunities

SIM dispensing

Vending of SIM cards and SIM card management allows customers to easily access and manage their new or replacement SIM cards.

eKYC

Digital onboarding of new customers. Customers can identify and register themselves for services or payments at the vending machine or finish started onboarding activities from other digital channels.

Services

After log in at the eKiosk customers can do all self-service and account management (e.g. top up, modify line, etc.) activities without personal assistance.

Payments

Let's your customers pay their invoices in cash or with cards if they do not want to establish bank transfers.

Reduce the amount of your shops

Gently move your customers from physical channels to digital ones by offering eKiosks for their most used tasks.
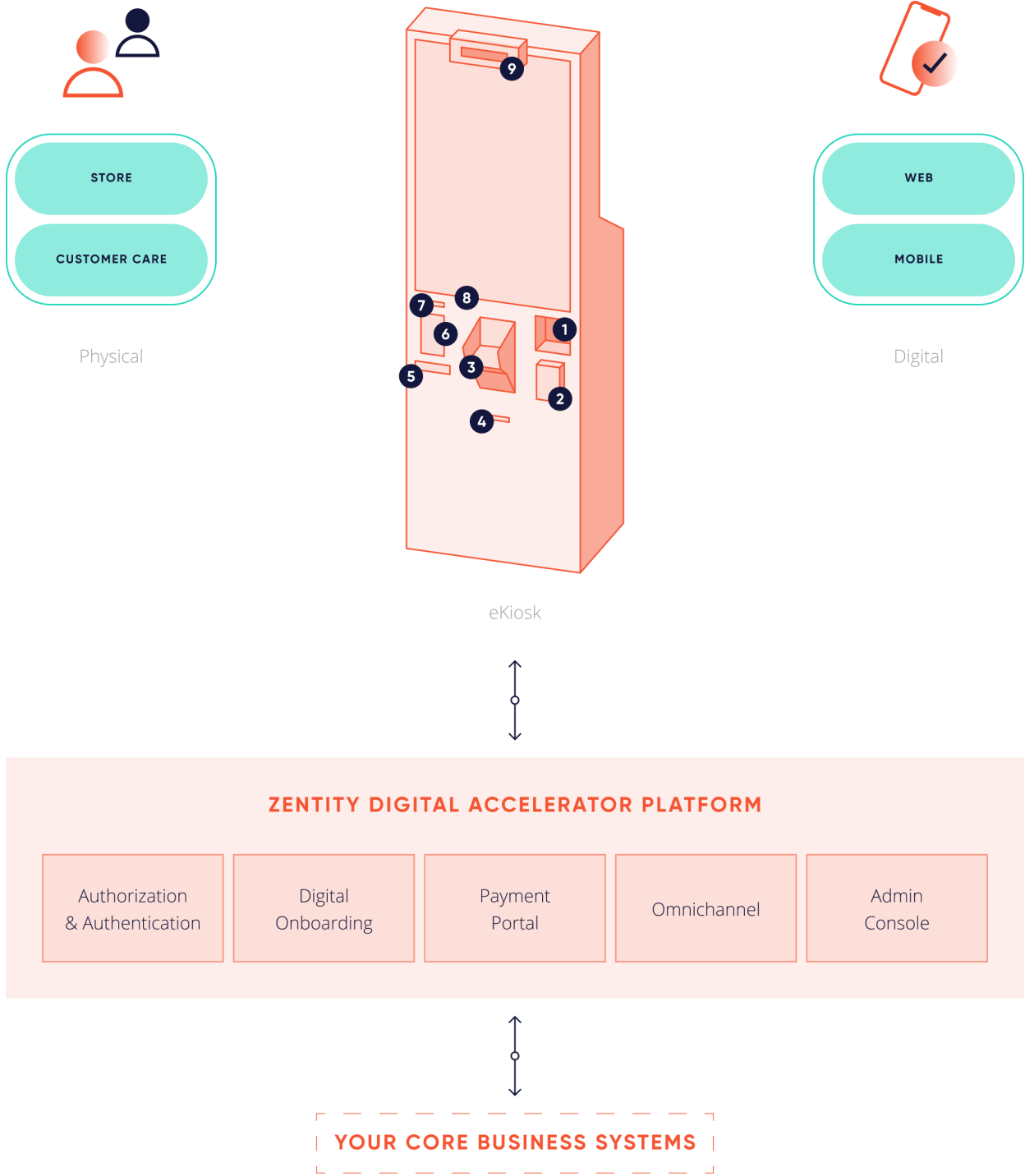
Increase customer experience

eKiosks help to reduce waiting times when used within or outside you shops. Waiting time for paying invoices or replacing SIMs are reduced to zero and allows shop staff to focus on sales rather than support.

Spread your brand awareness

Strategically place your fully branded eKiosks at highly frequented places.

/ How it works

Physical

STORE

CUSTOMER CARE

eKiosk

Digital

WEB

MOBILE

ZENTITY DIGITAL ACCELERATOR PLATFORM

| Authorization & Authentication | Digital Onboarding | Payment Portal | Omnichannel | Admin Console |

YOUR CORE BUSINESS SYSTEMS

/ Key features

01
Passport & ID reader
Seamless extraction of the data from identity documents using our OCR technology.

02
Card payments
Our solution supports both physical and digital way of payments.

03
QR & barcode reader
Read QR codes and barcodes for payments, logins or other services using our industry-leading components.

04
SIM card dispenser
Issue and provide a new physical SIM card immediately after user's registration.

05
Cash payments
Our solution supports both physical and digital way of payments.

06
NFC reader
NFC reading covers different use cases such as digital onboarding, payments or even login.

07
ID card reader
Extract all available data from the ID chip.

08
State of the art UX
The eKiosk uses a user interface designed according to your corporate branding. It is designed according to the latest findings in user friendly design and processes to keep your eKiosk attractive and easy to use even for inexperienced users. Our UX always has your customer in mind.

09
Front-facing camera
Front-facing camera to support the facial biometrics within the digital onboarding of new customers.

10
Zentity DAP
eKiosk uses Zentity's Digital Accelerator Platform (DAP) to seamlessly integrate itself into your process and IT architecture. The DAP also provides services for the eKiosk such as Authentication & Authorisation as well as the connection to payment portals and an administration console allowing you to manage this channel.

/ eKiosk as a turnkey solution

Getting eKiosk is easy

Zentity delivers your eKiosks channel as a turnkey solution according your branding, design and customer journeys that you would like to use them for.

Our turnkey solution includes the following services:

Hardware units (HW) – eKiosks produced to your specification
- Manufacturing
- Branding
- Delivery
- HW Deployment
- HW Installation

Software (SW) for eKiosks
- Development of the operating system as well as the UX
- SW Installation
- Design of your desired UX
- Integration with your core business applications

Services
- Support and maintenance for Hardware & Software

Vodafone Oman

Vodafone Oman is the first truly „Digital First Operator" for which 70 kiosks have been implemented and distributed and are currently being supported. The eKiosks are placed in popular highly visible locations with a full Vodafone branding.

Within 6 months Zentity delivered and integrated the eKiosks end-to-end as part of Vodafone's customer channel architecture.

The eKiosks are being used by hundreds of people every day and represent a brand touchpoint of Vodafone as an innovative operator.

The eKiosk provides everything, from creating digital identity (eKYC) to vending of SIM cards or management of services. Such self-service machine can be placed indoors or outdoors and can provide a new definition of a branch.

/ Speak to one of our experts

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