

eKiosk Video-Call-Center

The eKiosk Video-Call-Center provides a real time video and/or audio connection, i.e. for use with kiosk systems. It integrates in any webbased application and offers a much wider range of functions than classical call center systems.

Features

- real call-center solution based on video conferencing systems
- communication over IP-networks
- customized scope of functions by combining modules
- easy to install and maintain
- intuitive interface design
- lower investment and operation costs than "regular" call-center solutions



Software

- call-center solution with Automatic Call Distribution (ACD)
- webbased configuration and monitoring
- detailed statistics
- transmission and display of data (i. e. text, pictures, videos) during an active video/audio session
- printing of the transmitted data

System Requirements

- IP-network (Internet, Intranet or Extranet) with at least 128 kbit/s
- PC Pentium III 500 or higher
- Soundcard
- USB-Camera or other video device
- Microsoft Windows 2000/XP