

# Terminology – Self service Kiosk

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## What is Self service Kiosk ?



The self-service kiosk or interactive kiosk, first came to prominence with the photo kiosk machines from Kodak (over 120,000 currently installed) and adoption by consumers coupled with advanced technologies such as touch-screens.

Self-service kiosks are hardware devices that work in combination with self service software, allowing users to perform any number of

possible transactions. The method of input is either a keyboard, touch-screen, or both. Some kiosks include card readers, ticket and receipt printers, bill and coin depositors, robotic product arrays and other more complex mechanical devices.

In 2008, the emphasis is on terminals that almost always are connected to the internet and are providing access to a customized, unattended version of some sort of application often in conjunction with local devices such as credit card readers, bar code scanners, receipt printers, and more and more identification devices including biometrics.

Intended for both consumers and business industries, benefits include ease of access, reduced transaction time, access to information and the ability to perform multiple transactions.

- Financial Service which includes: Bill payment, Check cashing and Credit applications
- Retail product information such as in-store product lookup and information
- Customer check-in such as airlines and hotels.
- Internet access
- Visitor management and security
- Human Resources for benefits information
- Retail check-out POS systems in grocery stores and hardware stores.

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## What is the benefits ?

- Reduction in staff and real estate requirements since one employee can monitor multiple Self-Service Kiosks
- Unattended operation with extended service hours and off-site locations
- Provide users with a more enjoyable experience boosting customer satisfaction
- Track usage statistics

## Where do you see at ?

- Travel & Transportation Amtrak & DHS Immigration Kiosks
- Airline & Airports
- Hotels & Convention Centers e.g.,
- Rail, Bus & Transit
- Retail (many apps)
- Fast Food / Quick Service Retail
- Payment / Billpay
- Music (Mediaport)
- Ringtones (Mediaport)
- Mobile Games (Mediaport)
- Books (Mediaport)
- DVD rental, e.g., Redbox
- Coin conversion, e.g. Coinstar
- Informational
- Ticketing & Event Promotion
- Casinos / Gaming / Off-Track Betting
- Government Services
- Postal
- Motor Vehicles Multiple DMV for license renewal
- Employment & Social Services
- School Security and Visitor Screening
- Border Control & Security Pre-clearance
- Lotteries
- Medical
- Prison (internet access)