

Xerox® Workplace Kiosk and Public Facilities

Customers usually go to public facilities to complete specific tasks – such as sending mail from a post office, or doing research in a library. Xerox® Workplace Kiosk brings new capabilities to the customer's environment.

Xerox® Workplace Kiosk for customer use in public places with controlled, secure access.



BRING ADDITIONAL SERVICES

With Xerox® Workplace Kiosk, public libraries and other not-for-profit facilities can offer a more complete experience to their visitors. Prices can be set to simply cover the costs and make new document services affordable.



ATTRACT NEW CUSTOMERS

With Xerox® Workplace Kiosk, profit-focused businesses can help their customers be more productive, which will drive increased traffic to the facility.



MODERNIZE OLD COIN-OPERATED COPIERS

Public facilities of all types may have old coin-operated copiers already. Xerox® Workplace Kiosk adds features with printing, scanning, faxing, email, and cloud services, which utilize modern payment methods. This would remove any need to collect or manage cash on site.



KEEP STAFF FOCUSED ON CORE BUSINESS

The intuitive self-service Xerox® Workplace Kiosk helps visitors do all of their own printing, copying, scanning, and faxing without any staff interaction, allowing staff to concentrate on their normal jobs.

Offering new document services will bring more customers to the facility, but Xerox® Workplace Kiosk will also drive customer loyalty and increase revisits. Being a fully secure and integrated solution incorporating payments, there is no need to worry about managing the customer transactions.

*Sources: Nuance Enterprise, Salesforce.

PUBLIC FACILITIES INSIGHTS*



66% of customers prefer self-service over speaking to a company representative



63% of customers expect companies to provide new products/services more frequently than ever before



67% of customers say their standard for good experience are higher than ever



CONSIDERATIONS

- Offering document services to your visitors would improve customer experiences and the propensity to visit
- No staffing overhead means your organization can benefit from increases in customer services without needing to divert labor from existing core duties
- Giving customers more services increases the frequency of visits to the facility
- Generate incremental revenues in your facility without any staff interaction

For more details, please visit www.xerox.com/kiosk