



*mobile pioneering  
sicap – simply your solution*

## Self-Service Kiosk

powered by Wincor Nixdorf

Is reducing customer care costs or improving subscriber loyalty a priority for your business? Sicap's brand-new Self-Service Kiosk is a touch screen ATM which not only helps operators improve subscriber satisfaction and loyalty, but also reduces the cost of doing business.

Your customers will be able to self manage their subscription, configure their device or discover new value added services simply by choosing options from an ATM touch screen menu. The screen will also allow you to advertise special promotions or sell new products and services. Customised ATMs can be installed in operator retail outlets (as an automated shop-in-shop) or at any other indoor, outdoor or offsite prime location of your choice.

The machines, their screens and their menu content will be customised to your specific requirements and those of your subscribers. Sicap will integrate the ATMs smoothly into the operator network, and will provide a connection to an operator call centre. Self-Service Kiosks can be upgraded to provide cash-in and cash-out functions via a secure connection to the operator prepaid, postpaid or convergent billing system or any m-wallet server.

### End user benefits:

- Quick, easy, self management
- No time wasted in queues
- 7/24 convenience

### Operator benefits:

- Reduced customer care costs
- Impressive return on investment
- Happier, more loyal customers
- Additional channel for selling, promoting, advertising products and services



# Self-Service Kiosk

## Operator service challenges

- How to increase brand presence and awareness, loyalty and ARPU
- How to gain low-cost presence at prime locations
- How to reduce customer waiting times in retail outlets

The Sicap Self-Service Kiosk solution is a pioneering new service addressing these challenges and more – simply your solution.

## Sicap Self-Service Kiosks

Your prepaid or postpaid subscriber uses the touch screen to enter the Sicap Self-Service Kiosk menu and keys in a PIN. After successful login, the customer can navigate through the menus of the Self-Service Kiosk or enter digits on the keypad. Your customer will then be able to discover new service offers and manage his subscription and device profile.



The customer may request assistance from a hotline via video call with a built-in web cam, microphone and speaker.

## Streamlined self-care operations

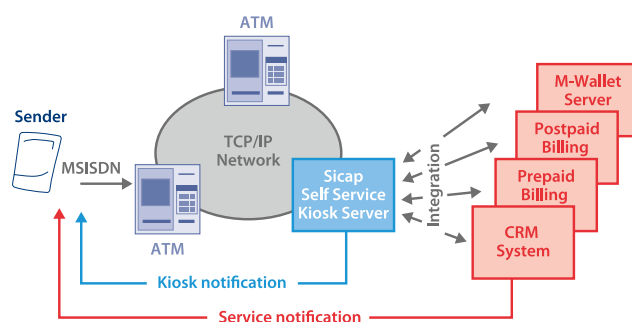
In many industries, such as banking, ticketing, or airlines, self-service terminals have proven to be an effective means of increasing customer satisfaction while at the same time saving personnel expenses.

Sicap Self-Service Kiosks automate routine shop operations such as prepaid topup, payment of bills, service discovery, device configuration etc. Customers will be able to purchase new offers and promotions. Shop staff or remote customer care hotline agents can provide assistance on request.

## How it works

Sicap Self-Service Kiosks are installed in operator retail outlets or at any other indoor, outdoor or offsite prime location. Servicing of Hardware and Cash handling will typically be outsourced to 3<sup>rd</sup> parties.

The ATMs are connected to the operator's Sicap Self-Service Kiosk Server. The Server manages all transactions and interfaces to involved systems. An interface allows operator staff to view and manage the transactions and information flows, and to perform remote diagnosis of all Sicap Self-Service Kiosks.



Sicap Self-Service Kiosks can be complemented on the same Sicap ATMs with

- **Sicap Cash Topup** to reload prepaid and postpaid accounts with cash (bills & coins)
- **Sicap Cash Remittance** to perform money transfers with cash-in and/or cash-out.