



SELF-SERVICE KIOSKS

CUSTOMER EMPOWERMENT &
ENGAGEMENT



TOGETHER, YOU WIN.



DELIVER AN ENHANCED IN-STORE CUSTOMER EXPERIENCE

SELF-SERVICE BILL PAYMENTS

According to the Federal Reserve, 200 million people use walk-in payment stores to pay bills. This can be a frustrating experience for busy customers who expect convenience and immediacy—traits that an equally busy store employee can't always deliver in a high-traffic retail location.

What if you could:

- **Streamline** the payment process in your retail stores
- **Shorten** lines to promote social distancing
- **Extend** your digital ad campaigns to in-store customers

...all while letting your employees focus more on making sales and spend less time accepting payments? CSG's kiosk solution lets you do just that.

Payment kiosks empower customers with the option to self-service in store—accepting traditional and emerging payment methods, including cash, debit, credit, EMV, EFT entry, contactless payments, and more.

REDUCE COSTS, INCREASE EFFICIENCY, PROMOTE HEALTH AND SAFETY

Consumers can bypass long lines to pay their bills directly at the kiosk. This not only reduces staff hours devoted to payment acceptance, increasing your team's efficiency - it also helps limit customer and employee contact, promoting health and safety. Kiosks also allow you to retain valuable customers by delivering a better and more consistent customer experience. You can showcase new or relevant products through targeted digital ads on an overhead display monitor mounted on the kiosk, helping to drive sales.

CSG is an expert in customer engagement. We provide the interactive touch software behind a streamlined payment journey, allowing customers to review their bill, look up their account and pay their balance efficiently. To provide a familiar, common user experience no matter the channel your customers use, we'll work with you to integrate your existing online account presentation experience and billing/back-end systems. And our proprietary Precision Kiosk Management Suite (PKMS) allows you to collect extensive data on user behavior to facilitate changes for the best user experience possible. More than just a payment channel, your kiosks can enhance your customer experience.



FUTURE-PROOF AND FLEXIBLE

Kiosks are more than just payment stations. Empower your customers to make account updates, enroll in loyalty programs, place orders, check-in for appointments, and more.

CSG's kiosk solution—including robust, purpose-built software—provides the flexibility you need as your business evolves. Payment methods, health guidelines and customer experience will change. Together, we deliver the flexibility to meet those ever-changing needs through our comprehensive deployment and integration options.

MANAGED SERVICES. NO HASSLE.

To fully realize the benefits of kiosks, we offer a complete end-to-end solution including hardware, software, support, operations, and maintenance of the kiosks.

CSG's PKMS software facilitates remote monitoring, troubleshooting and administration of machines and delivers critical intelligence. With PKMS, our clients can:

- **Remotely manage and monitor all kiosks**—PKMS provides a real-time dashboard of all deployed kiosks, allowing the provider to drill down into specific machines as needed
- **Resolve issues quickly**—the software alerts users for nearly any scenario that can occur on the kiosk
- **Protect consumer information**—PKMS is PCI-compliant
- **Future-proof**—updates such as future upsell customer flows and account management functions can be deployed remotely and at scale, without manual intervention

For the device hardware, quarterly cleaning helps to ensure smooth operations and prolong the life of the kiosk. Our end-to-end managed services include critical hardware maintenance and cleaning services, enabling you to have a fully managed kiosk program with CSG as your single point of contact.

TEMPERATURE SCREENING KIOSKS.

WE HAVE A SOLUTION THAT AUTOMATES WELLNESS CHECKS AT ENTRY ACCESS POINTS LIKE RETAIL STORES, CALL CENTERS OR CORPORATE BUILDINGS, TO HELP SAFEGUARD EMPLOYEES AND CUSTOMERS, ELIMINATING PERSON-TO-PERSON TEMPERATURE CHECKS.

AT-A-GLANCE

- Purpose-built software to support nearly any peripheral and a wide range of self-service use cases
- Open architecture permits seamless interface with wide variety of backend/billing systems
- Customizable, with components ranging from cash/coin intake and/or dispense hardware and credit devices; to scanners, biometrics, cameras, and printers. Various kiosk color options available.

SECURITY & COMPLIANCE

- Compliant with Americans with Disabilities Act (ADA)
- Highly secure design utilizes lock bar system that incorporates multiple engagement points per door and eliminates pry points
- Payment Card Industry (PCI) compliant

INTUITIVE CUSTOMER EXPERIENCE

- Overhead monitor on kiosk displays interactive digital ad content for greater engagement
- Anonymous data capture to provide purchasing insights on a variety of metrics



PROVEN SUCCESS AT TIER ONE CABLE PROVIDER

One of America's leading cable and broadband providers knew that many of its customers paid in cash. It was expensive to have employees process payments manually, which also caused long wait times in store. They needed to provide a convenient payment option for cash-preferring subscribers, or those who needed to pay with cash in an emergency, and the solution had to be capable of scaling to handle millions of cash transactions per year.

By streamlining the walk-in payment experience with self-service payment kiosks, the provider is now serving customers faster—at scale—and its employees can focus on providing service and making new sales.

- Hundreds of kiosks process over seven million transactions annually and \$1 billion dollars in payments
- Through successful implementation, the provider nearly **doubled** the number of kiosks deployed across its stores
- 24/7 availability, with 99.9 percent uptime
- Saves hundreds of thousands of labor hours annually



ABOUT CSG

For more than 35 years, CSG has simplified the complexity of business, delivering innovative customer engagement solutions that help companies acquire, monetize, engage and retain customers. Operating across more than 120 countries worldwide, CSG manages billions of critical customer interactions annually, and its award-winning suite of software and services allow companies across dozens of industries to tackle their biggest business challenges and thrive in an ever-changing marketplace. CSG is the trusted partner for driving digital innovation for hundreds of leading global brands, including AT&T, Charter Communications, Comcast, DISH, Eastlink, Formula One, iflix, Maximus, MTN and Telstra.

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