

## 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—and let 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-serve in store—accepting traditional and emerging payment methods, including cash, debit, credit, EMV, EFT entry, contactless payments and more.

### Reduce Costs, Increase Efficiency

Kiosks help you solve a perennial retail problem—namely how to differentiate your customer experience with more personalized and convenient service. Consumers are able to bypass long lines to pay their bills directly at the kiosk, reducing staff hours devoted to payment acceptance and increasing your team's efficiency. Kiosks also allow you to retain valuable customers by delivering a better and more consistent customer experience.

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

## AT-A-GLANCE



- Modern design with larger screen and flat front panel allows easy interaction with the kiosk
- Compliant with Americans with Disabilities Act (ADA)
- 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 back-end/billing systems
- Customizable, with components ranging from cash/coin intake and/or dispense hardware and credit devices; to scanners, biometrics, cameras, and printers (receipt, ticket and full-size laser printers)
- Highly secure design utilizes lock bar system that incorporates multiple engagement points per door and eliminates pry points
- Payment Card Industry (PCI) compliant

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 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.

## Proven Success at Tier 1 Cable Provider

One of America's leading cable and broadband providers knew that many of their 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 their employees can focus on providing service and making new sales.

- Hundreds of kiosks process over 5 million transactions annually and hundreds of millions of 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