Elo Virtual Receptionist Solution

ēlo TOUCH SOLUTIONS

The Elo Virtual Receptionist Solution manages visitor traffic to your building by greeting visitors, alerting employees and connecting both in 2-way conversation.

Elo Touch Solutions' Interactive Digital Signage displays and ALICE™ Receptionist software provide the perfect combination of customer service and technology. The future of your front desk is here. With the power of ALICE Receptionist technology and the best-in-class hardware from Elo, you can now manage your front desk or lobby traffic without losing the personal touch of human customer service.

The Elo Virtual Receptionist Solution empowers a company's existing staff to greet visitors from the convenience of their own desk. Utilizing Elo's interactive touch screens, employees can communicate with visitors in face-to-face video or audio-only conversations.

With the Elo Virtual Receptionist Solution, corporations can rest assured that every visitor will be treated in the same professional manner. And visitors appreciate being greeted and speaking with a live person when they enter the building.

Benefits:

- An efficient, interactive lobby experience that lowers operating costs
- Professional visitor experience
- Increase employees sense of security by alerting them when visitors arrive and providing live video stream of lobby area
- Enable a single receptionist to greet and interact with visitors in many locations
- Enable employees to stay connected and reachable in or out of the office
- Ability to display building maps and additional information on screen

Features:

- Visitor greeting based on motion detection as they enter the office or building
- Employee alerts of visitor arrival
- Employee connection with visitors in two-way video or audio conversations from their desktop PC, desk phone or mobile device
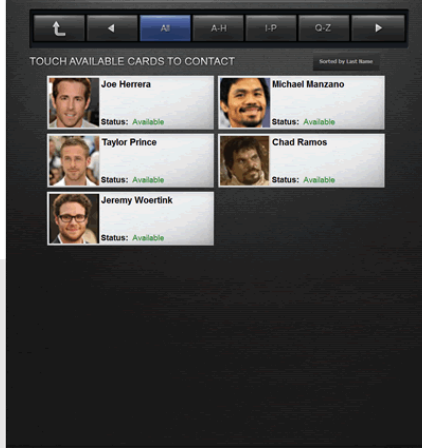- Cloud-based management and call placement

Elo founders pioneered the touch screen over 40 years ago. Today, Elo Touch Solutions is a leading global supplier of touch-enabled technology, products and industry solutions.
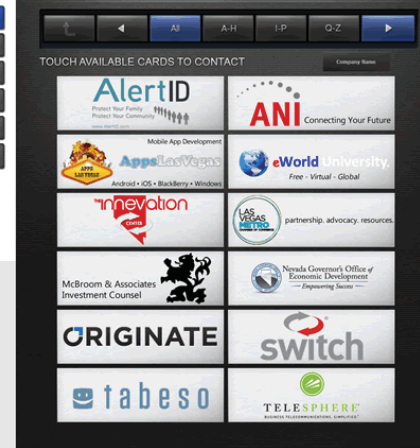
Elo's Interactive Digital Signage (IDS) products are available in 32" to 70" and include the thinnest (3-3.5") all-in-one commercial touch displays on the market.

WinTech, LLC, is a privately held technology company developing technology solutions that enable businesses to improve their customer interaction experience. Delivering products based on its patent pending ALICE technology, WinTech, LLC's ALICE line of products provide on-demand, live agent interaction via two-way, one-way and audio-only communications.

By Employee

By Tenant

While ALICE is ready for action out of the box, a number of additional features can be made available:

- Customizable video messages
- Company branding
- Integration with on premise VoIP phone system
- Customizable user presence settings

- Operator and self-service mode
- Preview video of visitors before connecting with them
- Employees can connect with smart phones and tablet devices

Description	Part Number	Product Description	Bundle Contents
Elo Virtual Receptionist Bundle	E000285	Elo-Bundle-W-VirtualReceptionist-42	Elo 4201L Touch Display
			Elo Virtual Receptionist Kit (E000286)
Elo Virtual Receptionist Kit	E000286	Elo-Kit-W-VirtualReceptionist	Elo ECMG2 i3 w/ Win7 computer module
			Elo Virtual Receptionist Accessory Package

The Elo Virtual Receptionist Solution comes with a perpetual license for the Virtual Receptionist software module that runs in your lobby. The solution also comes with 12 months of cloud service, deluxe phone/on-line support, software maintenance and the first 50 listings in the directory (additional listings are available for a small fee and can be purchased directly from the software publisher (www.alicereceptionist.com). Beyond the first year, users can purchase additional years of cloud service, support and maintenance directly from the publisher. The Virtual Receptionist software uses the Session Initiation Protocol (SIP) standard which is becoming popular in many corporate IT resource centers. At any time, users can reconfigure the application to use a SIP resource other than the service provided by the publisher.

Easy Setup

Installation is easy—In many cases, ALICE can be up and running ready to manage your office lobby or commercial building that same day.

1. Install the Elo IDS display and computer module

2. Connect the system to the internet and start ALICE Installation

3. Register the ALICE license key

4. Provide a list of employees to be displayed on your ALICE Receptionist Directory in an Excel file.

To find out more about our extensive range of Elo touch solutions, go to **www.elotouch.com**, or call the office nearest you.

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