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Justin Von Kennel

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Smart equipment kiosk

ABSTRACT

A smart kiosk for the dispensation, return, and swap of customer equipment is described. The smart kiosk includes lockers for storage of equipment and can be deployed to enable a convenient mode for resolution of customer issues related to equipment. The kiosk is deployed at high customer traffic locations with extended availability. Customer service workflows are designed to direct users to the kiosk. The workflows are designed to account for equipment inventory and customer requirements. Customer service agents provide information regarding kiosk locations, identifier information of lockers, and authentication information that enable customers to access the appropriate locker and obtain, return, or swap equipment.

KEYWORDS

- locker
- container
- equipment rental
- equipment exchange
- kiosk

BACKGROUND

Providers of certain services (e.g., internet services via fiber or cable) that utilize custom equipment can face challenges in serving customers that are distributed over a large geographical area. Customers may have to drive long distances to obtain, return, or swap the custom equipment, since it may not be economically feasible for a provider to maintain staffed customer service centers at multiple locations that are close to customer locations.

DESCRIPTION

This disclosure describes a smart kiosk for the dispensation, return, and swap of customer equipment. The smart kiosk can be deployed to enable a convenient mode for resolution of equipment related issues of customers.

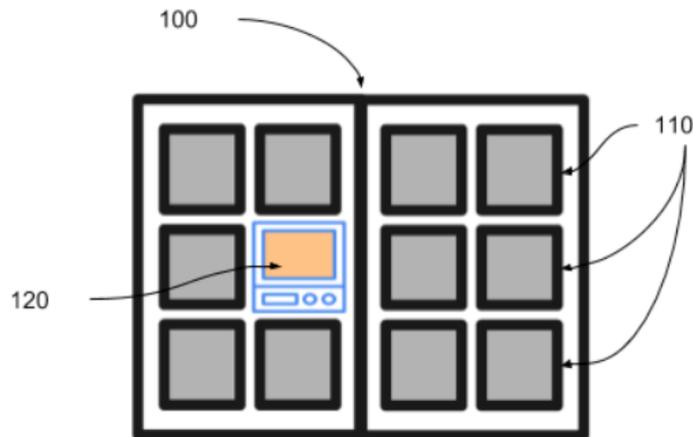


Fig. 1: A neighborhood kiosk to obtain, swap, or return equipment

Fig. 1 is a schematic of an example smart kiosk (100). The kiosk includes multiple lockers (110) and a console (120) configured to enable user interaction with the kiosk. The lockers are designed to store and dispense user equipment.

The kiosk can be deployed at high customer traffic locations such as grocery stores, supermarkets, etc. to reduce customer driving time. The kiosk can provide expanded availability, e.g., the kiosks are available during the night and the day.

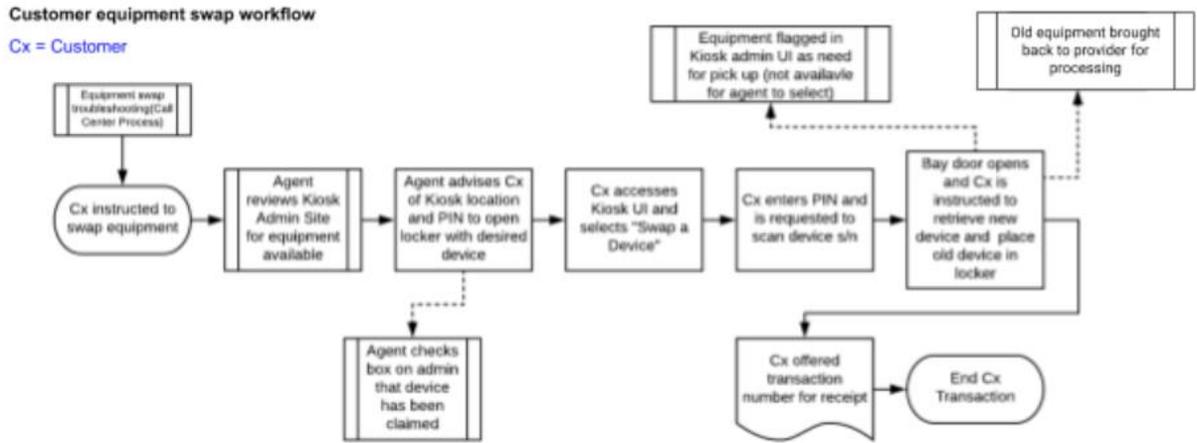


Fig. 2: Example customer service workflow to swap a device

Customer service workflows are designed to suitably direct users to the kiosk. The workflows are designed to account for equipment inventory and customer requirements. Customer service agents can provide information regarding the location of the kiosk, identification information of the locker, and authentication information, e.g., a PIN, that enables customers to access the appropriate locker and obtain, return, or swap equipment. Fig. 2 illustrates an example customer service workflow to swap a device.

Deployment of the smart kiosks can improve customer satisfaction by providing a convenient location and expanded availability for resolution of equipment related issues. The smart kiosk can help the provider reduce cost per transaction. The smart kiosk provides an enhanced sign-up experience for new customers, e.g., customers that pick up equipment (e.g., self-installation kit) from the kiosk can get it activated the same day.

CONCLUSION

A smart kiosk for the dispensation, return, and swap of customer equipment is described. The smart kiosk includes lockers for storage of equipment and can be deployed to enable a convenient mode for resolution of customer issues related to equipment. The kiosk is

deployed at high customer traffic locations with extended availability. Customer service workflows are designed to direct users to the kiosk. The workflows are designed to account for equipment inventory and customer requirements. Customer service agents provide information regarding kiosk locations, identifier information of lockers, and authentication information that enable customers to access the appropriate locker and obtain, return, or swap equipment.