

Intelligent Lobby

Technology-Powered Reception Services Provide an Enhanced Visitor Experience

OVERVIEW

Exela's decades of professional reception staffing expertise has culminated in the creation and refinement of advanced technologies that can be integrated into your reception workflow to transform a traditional lobby process into an impressive digitalized experience.

Use Intelligent Lobby to streamline reception and personalize your guests' experience. Enrich your onsite branding and make a memorable first impression with a fully digital check-in process, virtual lobby support, and integrated smart office systems.

Intelligent Lobby Technologies:

- › Intelligent Kiosks
- › Mobile Facility Passes
- › Virtual Lobby Ambassadors
- › Intelligent Lockers

HOW IT WORKS

Guests can either pre-register for their visit online or use an Intelligent Kiosk to create a unique profile, including any special needs they may have, such as disability or dietary accommodations. Check-in is simplified through the use of the interactive kiosk system and QR code technology on a Mobile Facility Pass, which is housed on the guest's smartphone.

The Mobile Facility Pass also provides an elegant solution for displaying security clearance and providing appropriate facility access. In addition, it can share information with guests, such as their itinerary, building maps, and WiFi login credentials. The built-in QR code technology can even be used to access an assigned Intelligent Locker.

If guests need assistance during check-in, they can use the Intelligent Kiosk to contact a remote Virtual Lobby Ambassador via phone or video chat. The Virtual Lobby Ambassador will be able to assist guests at multiple entry points, thereby reducing staffing needs.

BENEFITS

- › Enhanced visitor experience
- › Improved security
- › Efficient itinerary and access management
- › Reduced staffing and operating costs
- › Ability to gather visitor data, generate reports, and identify trends

