

CETW: IBM's multipurpose kiosk performs a variety of tasks

5/3/11 – Cherryh Butler

IBM featured its multipurpose kiosk at Customer Engagement Technology World last week in San Francisco.

What makes the solution useful is that IBM designed it with government regulations in mind, said Kelley Freise, who was at the show demonstrating the kiosk.

“It’s PCI compliant, American disability acts and 508, so accessibility for the visually impaired,” she said, referring to the Americans with Disabilities Act and its Section 508, on accessibility.

The kiosk can be configured to offer a variety of services, including driver’s licence renewals and postal tasks. Users can even customize stamps by selecting an image from the kiosk to be printed on their stamps, Freise said.

For more information

For further information on IBM Self-service Solutions, please visit www.customerfacingsolutions.com or send an email to eaccess@ca.ibm.com

Images from the demo of the stamp-customizing feature below:

