

Demo Machine on Display

Provide service that makes ticket office operation by station staffs easy, considering trend toward unmanned and labor-saving in stations

Challenges for Railway Operators

Declining labor population

Support for unmanned and labor-saving in station

Increase in foreign users

Realize ticket office operation by station staff remotely

Semi-Self Service Counter

Easy-to-understand customer service using avatars

Text guidance with multilingual translation available

Intercom support for complex operation

Supports both self-processing by users and remote operation by staff.

Development image



Service Display



Intercom

Banknote insertion/discharge slot

Functions



- ●IC Card Charge ●IC Card Just Charge
- ◆QR Fare Adjustment◆History Inquiry

7

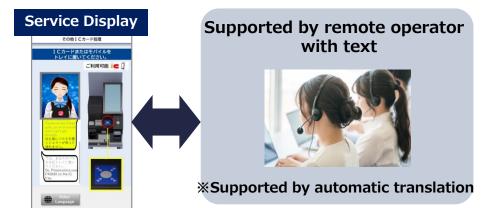
Remote Operation Service

- Exit (Incl. Another station)
- Support for Irregular situation
- Manual Fare Adjustment
- Refund for wrong charge (topup)

Easy-to-understand customer service using avatars with Intercom support for complex operation



Avatar Customer Service



Intercom Customer Service

Supported by operator for QR processing, in case an error occurs at automatic