

Semi-Self Service Counter



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

Two-way talk support
for complex operation

Semi-Self Service Counter

NIPPON SIGNAL

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

Development image

Width 470mm
Depth 600mm
Height 750mm



Service Display



Mic. & Speaker



Journal Printer

- Mobile Tray
- QR Reader
- Document Stand

Coin insertion /
Discharge /
Reject slot

Banknote insertion/
discharge slot

Functions



Self-Service

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



Remote Operation Service

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

Semi-Self Service Counter

NIPPON SIGNAL

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

Avatar Customer Service

Service Display



Supported by remote operator
with text



※Supported by automatic translation

Two-way talk (w/ Mic. & Speaker)

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

