

# VocoTouch *callpoint*

Designed for use with the VOCOVO Controller, the VocoTouch wireless callpoint allows customers to request assistance at the location and time it is needed. This device can be used in many different scenarios, for example:

- On the retail floor for customers to request assistance with a purchase decision or finding a product.
- Click-and-Collect desks to request assistance.
- In changing rooms for customers to request a different garment.
- At a delivery bay for drivers to alert staff that a delivery has arrived.

Touching the call button immediately generates an audible message that is sent to support colleagues via their VOCOVO wireless device. The message states the location where assistance is required. For example:

“Customer Assistance, power tools”

VocoTouch’s unique audio communication feature enables colleagues to respond to a request for assistance simply by letting the customer know they are on their way, making the customer is less likely to walk away from their potential purchase. The action taken in response to the button press is configured into the VOCOVO system. Voice messages, number of repeats, message priorities, and more are all remotely configured.

A request for assistance can be cleared down at the receiving device such as a headset, or by a touch gesture at the CallPoint.

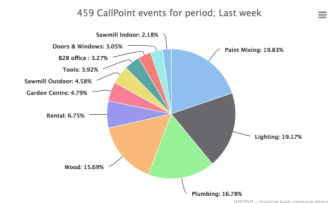
VOCOVO CallPoints are designed to integrate seamlessly with point of sale for maximum impact in a retail environment.

The CallPoint has multiple charging options including rechargeable batteries and mains charging meaning it can be positioned almost anywhere and can be easily relocated with the minimum of effort. The unit also provides LED indication that the call button has been activated.

CallPoint data and statistics enable businesses to make customer service a measure of store performance. It also enables businesses to monitor response times and identify training requirements. System data and statistics are available with VOCOVO support packages.

## Key Features

- Audio communication feature.
- Designed to integrate with point of sale.
- Charge rack for safe storage while charging.
- Charging options.
- Charging every 90 days subject to usage.
- CallPoint usage data & statistics available with support packages.



Dimensions (provisional) (mm):	118 x 118 x 25 (LxWxH)
Frequency:	1.880 Ghz – 1.900 Ghz (DECT)
*Range:	Up to 300 feet/90 meters
Battery Options:	Rechargeable NiMH Pack 4.8V DC Alkaline Pack 6V DC
Power Options:	Micro-USB battery charge port. Battery-less power input (RJ11 rear feed)