

CallPoints

Designed for use with the VOCOVO Controller, the wireless CallPoint allows customers to call for assistance. This device can be used in many different scenarios:

- On the **shop floor** for customers to request assistance with making a purchase decision or finding a product.
- In **changing rooms** for customers to request a different sized garment.
- At a **delivery bay** for drivers to alert staff that a delivery has arrived.

Pressing the Call Button immediately generates an audible message that is sent to support staff via their VOCOVO Wireless device. The message states the location where assistance is required. For example Customer Assistance power tools.

The unique audio communication feature enables shop floor colleagues to respond to a request for assistance, either by letting the customer know they are on their way or asking more questions.

Each CallPoint is programmed with a unique identity. The action taken in response to the button press is pre programmed into the system. For example an alert could be sent to a specific headset, to a conference group or to one or more VOCOVO devices.

A request for assistance is cancelled by staff gently swiping a finger across the CallPoint face. Alternatively, it will reset after a period of time.

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 day's subject to usage**
- **CallPoint usage data & statistics available with support packages**



Dimensions	118 x 118mm x 25mm
Frequency	1.8-1.9 GHz
Range	Up to 300 feet/90 meters
Battery voltage	4.8V DC