

DUALIS Traveller Assistant

Your assistant who joins the advantages of personal operated sales with those of a ticket vending machine.



The DUALIS Traveller Assistant More service for the passenger – more economic efficiency for you

- improved customer service by personal consultation directly on the TVM via live chat
- relieving of the ticket agency in highly frequented times
- enlargement of the customer service capacities
- use in areas with low numbers of passengers
- TSI-PRM compatible for the needs of handicapped passengers
- high reliability and availability
- service friendly and therefore low maintenance costs by modular concept



CALL-CENTER
live chat



USER-FRIENDLY
extremely easy to operate



ECOLINE
50% less energy costs



LOW MAINTENANCE
low life cycle costs

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For the operators ticket vending machines are more than just technical devices. As the first point of sale for passengers, the ticket vending machines represent the transport company and therefore they have to be extremely reliable, fast, easy to understand and thus comfortable to operate. Passengers appreciate a comfortable service which leads to the desired ticket as fast as possible. The new ticket vending machine offers both. The advantages of personal consultation of an call center agent via live chat on the one hand and on the other hand the approved functions of a stationary ticket vending machine. The possibility of the remote control by a call center agent goes one step further. The call center agent operates the TVM and leads the passenger to the correct ticket, so the passenger only needs to finish the payment process.

Overview of advantages

- improved customer service because of personal consultation directly at the ticket vending machine
- relieving of the ticket agency in highly frequented times
- enlargement of the customer service capacities
- use in areas with low numbers of passengers
- video chat consulting outside the office hours and on the weekends
- electronic ticketing (VDV-KA and international standards)
- increased vandalism protection concerning additional constructive reinforcements
- handicapped accessible and certified according to TSI-PRM
- additional information display for the live chat with a call center agent or e. g. for dynamic passenger information (DFI)
- smart card dispenser for electronic tickets (e. g. VDV-KA) (option)
- barcode reader as customer interface (option)

Technical Data

housing/door	stainless steel 2 mm / 3 mm
hook locking mechanism	8-point
width	900 mm
height housing (with top + standard socket)	1,350 (2,000) mm
depth	450 mm
weight	300 kg
control elements (height)	<ul style="list-style-type: none"> ▪ min. 700 mm - max. 1,200 mm TSI-PRM certified ▪ additional 19" TFT-display for live chat ▪ video transmission ▪ camera ▪ speaker and microphone
user interface	infrared touch with 15" TFT-display (multitouch compatible)
coin processing	<ul style="list-style-type: none"> ▪ electronical coin validator ▪ use of max. 6 change magazines (50 coins each) ▪ 3 additional change magazines (1,200 coins each) ▪ self-locking final cash box
banknote acceptor	acceptance of banknotes with escrow
optional: banknote recycler	return function: banknotes as change
cashless payment	<ul style="list-style-type: none"> ▪ recent terminal generation PCI-PTS 3.1, TA 7.1 conform with anti-skimming function ▪ girogo, PayPass, payWave, debit- and credit cards with PIN pad ▪ RFID reader supports NFC standard EN 18902
thermal printer	high-speed printer up to 4 paper rolls
eTicketing	electronic ticket (e. g. as per VDV-KA)
additional functions/innovations	<ul style="list-style-type: none"> ▪ card dispenser (issue of e. g. VDV-KA smart cards) ▪ 1D and 2D barcode reader e. g. for EBE payment ▪ camera (e. g. for video control) ▪ combined card reader for contactless payment and eTickets as per VDV-KA
power supply	230 V AC stationary, UPS operation
controller	embedded industrial computer
data interface	LTE, WLAN, LAN

