

Press Release

Press Contact
Sandrine Benhassan
ESII
Tel: +33 (0)4 67 07 07 83
Email: sbenhassan@esii.com

ESII Exhibits at All Digital CES 2021

ESII presents Ask ARIA™, the first queuing management system using voice command service to help visitors to be checked in into a virtual waiting line.

LAVERUNE, France, January 04, 2021 – ESII, SAS, French leader in innovative customer journey solutions, is proud to announce that it will participate in All Digital CES 2021 from January 11 to 14 in partnership with Occitanie Region and Adocc Economic Development Agency.

ESII will showcase ARIA, the next generation queuing management system, based on AI technology.

ARIA's goal is to change how you select your service on a kiosk using a vocal script. ARIA uses voice command to display the information you need on the kiosk screen. You ask ARIA your request using your own words: the natural language.

ARIA interprets the natural language to find the correct service from a list of purposes, the one which is most able to meet your immediate need. The customer experience is more satisfying because you don't have to worry about the wording of the different services: you just express your request!

It also enhances accessibility as the solution becomes usable by as many people as possible with the widest possible range of abilities, operating within the widest possible range of situations.

ARIA is the first queuing management system using voice command service to help visitors to select their service and be checked in into a virtual waiting line.

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ARIA delivers a great customer experience, encourages natural, human-like conversations that create more satisfying self-service interactions with customers and enables organizations to save agents time for more critical tasks.

The solution is based on deep learning algorithms based on organizational data and service descriptive data. ARIA uses cloud-based automatic speech recognition (ASR) and natural language understanding (NLU).

ARIA is part of the ORION suite, a powerful SaaS solution for optimized customer journey. Robust and secure cloud-based, ORION platform connects visitors to services in an omni channel environment.

Serving a diverse range of industries across government, higher education, healthcare, retail, and logistics – ORION offers an effective, convenient and powerful virtual queue management solution to schedule appointments, manage events, organize contactless order pickups and ensure a superior customer experience, lower costs, reduced walk-aways, and access to key data.

ESII is the specialist in customer journey management with a diversity of customers around the world which proves the richness of our offer (stores, banks, hospitals, etc.). Among our clients: DECATHLON, LEROY MERLIN, NESPRESSO, CARREFOUR, FNAC, VEOLIA, Pharmacies, Paris Hospitals, TRAVELEX, EDF, QNB Bank, AIR France, City of Paris, CAF, CPAM, ...

Learn more: www.esii.com

About ESII:

Time is priceless. We imagine and develop innovative customer journeys solutions to give back more time to your customers.

Our solutions and related services meet the increasingly sophisticated needs of customer reception management market. Our innovative solutions manage customers flows and waiting lines, appointments, mobile customer experience, purchase pick-up, digital signage and interactive kiosks to improve waiting conditions profitability.

ESII is widely recognized as a leader in the optimization of customers' reception management industry with over 20,000 installed sites.

Headquartered in Lavérune, near Montpellier, France, ESII operates internationally in 49 countries through its network of distributors and has offices in Paris (France), Vitré (Western France), Toulouse (Southern France), Canada, Belgium and Spain.

For more information, visit www.esii.com or send an email to info@esii.com

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About CES:

CES is the Global Stage for Innovation

For more than 50 years, CES® has been the global stage for innovation. And the all-digital CES 2021 will continue to be a platform to launch products, engage with global brands and define the future of the tech industry.

An all-digital CES 2021 will allow the entire tech community to safely share ideas and introduce the products that will shape our future.

You'll be able to participate in all the awe-inspiring moments of CES wherever you are in the world. We are designing a unique experience for the tech industry.