

One of the world's best airport adopts **remote customer service** without compromising on airport experience

CHALLENGE

Singapore Changi Airport is one of the world's best and the busiest airports across the globe. In the wake of the Covid-19 pandemic, Changi Airport Group (CAG) wanted to introduce tele-customer service across the airport without losing authentic human connections.

SOLUTION

CAG chose **Tetherfi Video** to enable remote traveller services via video kiosks and robots across the airport. Powered by Tetherfi, travellers use the Changi vCEA platform for live video interactions with airport service agents through the kiosks without compromising either on health and safety or airport experience.

- Live video feed in agent desktops
- Low-latency for lower bandwidths
- Analytics & reporting dashboard
- Effortless experience for faster resolutions
- Screen sharing for guided navigation
- Gesture recognition for no-touch access
- Deployed on the cloud for speed
- Seamless CC routing & integration

BENEFITS

Tetherfi Video enabled Changi Airport to deliver in-person services across the airport without the health and safety concerns of the Covid-19 pandemic.

- ✓ 24x7 uninterrupted customer service across the airport without having to wait in long queues
- ✓ Faster interactions with travellers, anytime and anywhere in the airport, elevating the customer experience
- ✓ In-person customer service without compromising on the health and safety of both travellers and customers



Customer: **Changi AirportGroup**

Industry: **Travel & Transportation**

Location:
Singapore



Solution:
Virtual Video Calling Platform On the Cloud

