

Harbour City is the largest shopping mall in Hong Kong with more than 700 retail shops and 50 restaurants. It is a famous shopping centre for tourists and local people by its enormous numbers of branded boutiques and diversified retail shops.

Shopping Mall adopts interactive e-Directory

HARBOUR CITY 海港城



THE CHALLENGE

In a large shopping mall like Harbour City, it's not unusual that visitors will be lost in the mall and cannot find the shop they want. Some accessible customer service counters are highly demanded for helping customer to find their way and locate the shops.

An innovative directory kiosk equipped with video call function can help to solve the high demand of customer service and effectively guide visitors to get right information.

THE SOLUTION

A custom-build directory kiosk which have a guided directory assistance by live agent at remote site. With the video communication server, remote co-browser integration and the business quality video conference, customer and agent can be interactive and sharing of directory map and shopping-related content.

Launched in Q1-2011.