Vynamic™ Smart Assist

Real-time status anytime, anywhere, in-store, on any device

The average self-checkout time increases by 50% to 100% with each intervention—which means any friction point, no matter how small, can make the difference between a good and bad shopping experience. Consumers ultimately want their shopping trip to be simple, fast, done. To ensure they can check out and get on their way quickly, you need proper intervention handling. Otherwise, customers can get tripped up in self-checkout waiting for staff to remove an obstruction—whatever it is—so they can complete the process. Not only is time lost, customer loyalty is too.

OPERATE MORE SMOOTHLY

The key benefit of self-service is the way it can reduce friction in shopping journeys. With Vynamic Smart Assist, a standard feature of Vynamic Self-Service, store associates can assist consumers when an intervention is required. Resolving interventions quickly and smoothly is critical.

SOLVE MORE ISSUES REMOTELY

Mitigate the risk of eroding consumer acceptance and confidence in self-checkout. With Vynamic Smart Assist, interventions can be cleared remotely. Stationary PCs or mobile devices like smartphones, tablets and wearables can be used by a store assistant to resolve checkout interruptions.

BE MORE EFFICIENT

Vynamic Smart Assist allows the same attendant to help multiple customers at the same time. It also reduces non-malicious shrinkage by instantly flagging issues, such as unexpected items in the bagging area, or a mismatch between items scanned and the total weight of items on the security scale.

COMMON CAUSES OF INTERVENTIONS THAT ERODE EFFICIENCY AND CONSUMER CONFIDENCE INCLUDE:

- Age-restricted items (no alcohol sales under a certain age)
- Quantity-restricted items (no more than X items per customer)
- Unexpected items in the bagging area (item barcode not recognized by the scanner)
- Unexpected increase or decrease of the scale (weight of item does not correspond with the item scanned)
- Mismatched items (wrong item is scanned)
- Other exceptions that require store staff to help

MONITORING AND INTERVENTION HANDLING

- **Full on-lane assistant functionality:** shoulder-to-shoulder resolution with customers to solve interventions on-site
- **Stationary assistant functionality:** PC or adjacent POS system for monitoring and remote intervention handling on short notice
- **Mobile assistant functionality:** smartphones, tablets or wearables to resolve interventions remotely, anytime, anywhere, in-store

PREREQUISITES

- **Full on-lane assistant functionality:** included with Vynamic Self-Service Touchpoints
- **Stationary assistant functionality:**
  - Add-on attendant devices like PC or adjacent POS
  - Vynamic Self-Service stationary attendant package
- **Mobile assistant functionality:**
  - Add-on attendant devices like tablet or smartphone
  - Vynamic Self-Service stationary attendant package (only for Windows-based devices) or, alternatively, a web-browser application
- Open interface for additional assistant functionality, such as a smart watch or back-office solutions
- Vynamic Self-Service Version 14 or higher
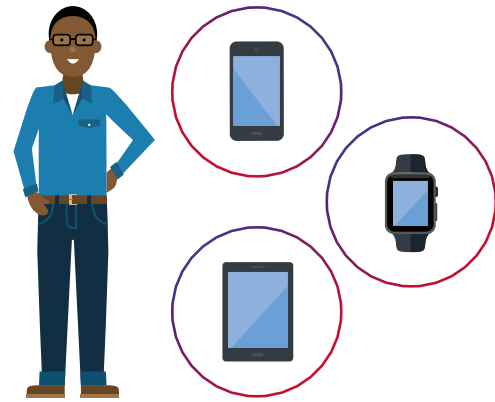
KEY BENEFITS

- Immediate reporting on multi-purpose touchpoint devices for a seamless checkout experience
- Provides real-time status of touchpoints and transactions anytime, anywhere, in-store, on any device
- Resolves interventions quickly, supporting customers on short notice and reducing consumer interactions
- Runs the estate handling efficiently and effectively

VYNAMIC SMART ASSIST: PART OF THE VYNAMIC SELF-SERVICE SUITE OF SOLUTIONS

- High connectivity and openness are critical to being adaptive and ready to adopt future innovations, whatever they may be. DN Vynamic Self-Service is based on a platform approach using open APIs for faster and easier integration.
- Vynamic Self-Service is a service-oriented software solution that seamlessly supports the self-service process within a retail environment and easily allows the implementation of innovative solutions like Vynamic Smart Assist.

To learn more, **visit DieboldNixdorf.com.**

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