

More RIVA Editions

Wayfinding

Assistance anywhere, anytime. Now your business can offer a customer service solution 24/7. RIVA covers for your reception staff during peak and after hours, without the price of another employee!



Public Information Exchange

Jump into the digital world with RIVA and utilize rich multi-media display systems. The Public Information Assistant can be interactive or used as an information broadcast system. Use a single display or scale for an enterprise network.



Registration

Let RIVA relieve the "registration rush" before, during and after peak registration hours with self-serve electronic registration. Customized to your registration needs.

For more information on our complete RIVA product line, contact your AXentSoft sales representative at (608) 443-4999.

Now is the time to call AXentSoft.



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RIVA Product Guide

Virtual Receptionist for Single & Multi Tenant Buildings and Campus Complexes



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Virtual Receptionist Features/Benefits

Secure Reception

- Hear and view visitor to determine need before entry
- Integrate with new or existing security or access entry system

Direct Communication

- Increase personalization and reduce call transfers
- Visitor can call employee directly, or connect with mobile phones and email
- ADA compliant and multilingual

Consolidate Reception Staff

- Multi-task receptionist duties to existing employees
- Offer personal reception service at a remote location
- Utilize kiosk sponsorship and advertisement schemes

Visitor Management

- Print ID badges and assign security clearance
- Utilize barcode and RFID technologies for visitor/staff/patient tracking

Assistance Anywhere, Anytime

- 24/7 Customer Service
- Extend registration hours & locations
- All weather: can be used both indoors and outdoors

Easy Administration & Maintenance

- Developed for the non-technical person
- Remote maintenance
- Remote hardware service notification

RIVA System Overview

A single display monitor or a network of monitors, often placed in a kiosk enclosure, is installed in lobbies, entry ways, and highly trafficked areas to display information. A touch-screen is added to make the RIVA system interactive. The monitors are then connected to a PC placed either in the vicinity of the monitors, or in the kiosk enclosure.

Peripherals, such as printers, cameras, speakers, mics, card swipes, bill acceptors, telephones and more can be easily added to the RIVA system. Your existing or future security system can also be integrated into RIVA to create a complete visitor management system.



AXentSoft's proprietary software is what gives the hardware listed above its functionality. The visitor can approach the interactive display monitor and receive and deliver any type of digital information. Our development team has spent nearly a decade refining its



RIVA System Overview

approach to facilitate the complete and timely transfer of information.

This system has remote administration capabilities for real-time updates and monitoring. Both the front-end and back-end of the RIVA system are developed for use by a non-technical person.

All hardware and software components to the RIVA system are developed to be in accordance with ADA regulations. AXentSoft employs HIPPA certified team members to ensure that all RIVA systems installed in medical settings are in accordance with HIPPA regulations.



Typical RIVA Network Setup

