MOXYTOUCH
VIRTUAL ATTENDANT
USER GUIDE

—

UniLab Pty Ltd

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Virtual Attendant User Guide

The Virtual Attendant is used to keep track of visitors to your workspace, also comes with the social distancing settings to cope with COVID-19 safety and health requirements. It provides check-in and check-out functionality, making it ideal as a supporting device for an area that receives many visitors. Visitor logs are recorded for future reference.

- Example: A Virtual Attendant device mounted at reception desk or outside an office that checks-in visitors, as well as their organization. It allows the visitor to select a contact (staff member) with whom the visitor wants to meet with, after which the Virtual Attendant sends an email or mobile text to the contact person. Visitors check-out when they leave.

- Example: The Virtual Attendant device, when connected to a label printer, is capable of automatically printing out nametags for visitors who sign in. After the visitor signs in, the nametag can be printed and worn for easy visitor identification.
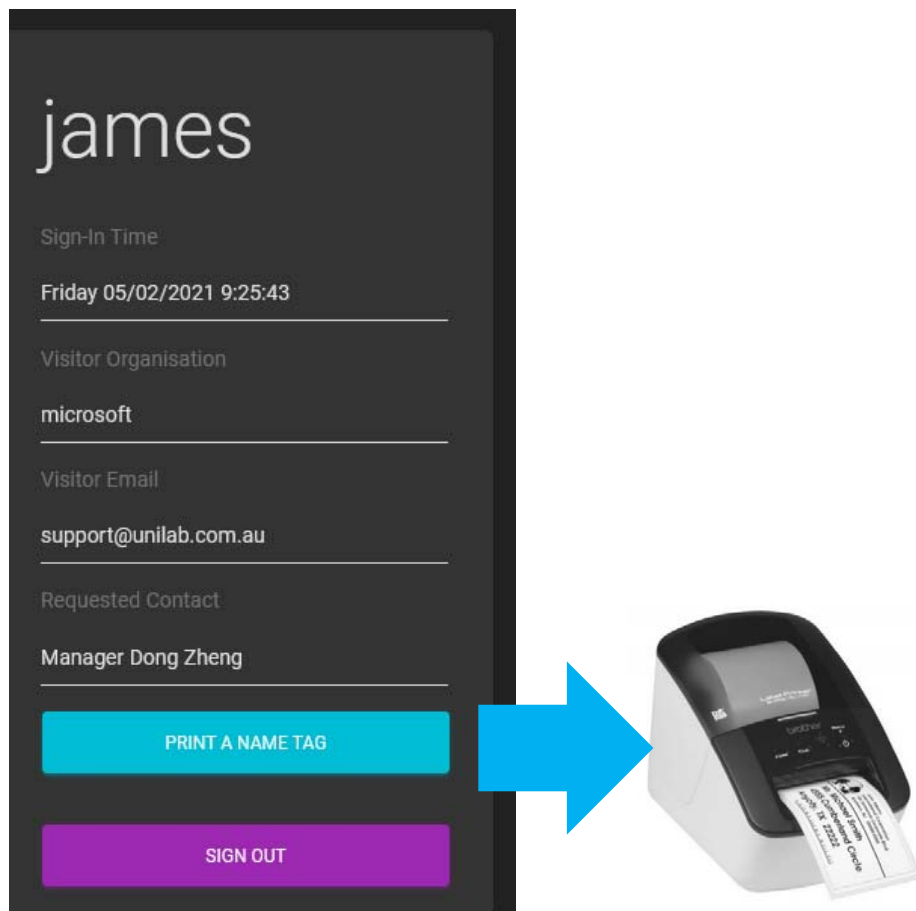
- Example: The Virtual Attendant device, when set up with QR functionality, allows visitors to sign in without touching the device. Instead, they sign in with their mobile phone. They sign out using their mobile phone, and they can remotely print a name tag using their mobile phone.
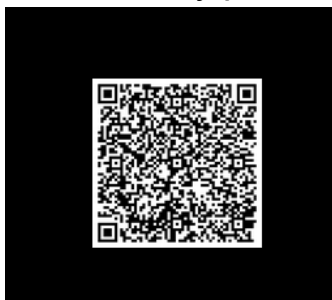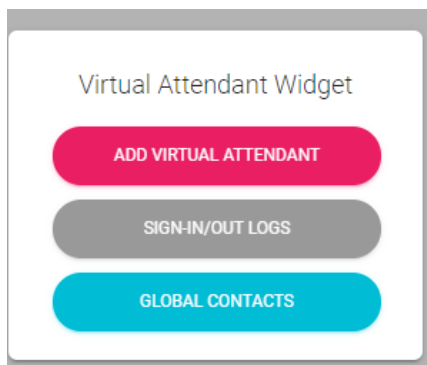
Setting Up a Virtual Attendant

Sign up Moxy service and sign in, select "Virtual Attendant Widget" from containers tab in the menu.
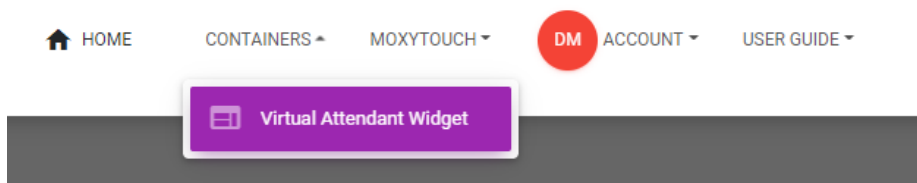
Next, select "Add Virtual Attendant"

Adding a New Virtual Attendant

When adding a Sign-In location, there are several fields that can be chosen. The Visitor Name option is always selected by default. The other options, if picked, are fields that the visitor will have to fill in when they check-in.

Virtual Attendant

Virtual Attendant Space/Location

Visitor Name (included)
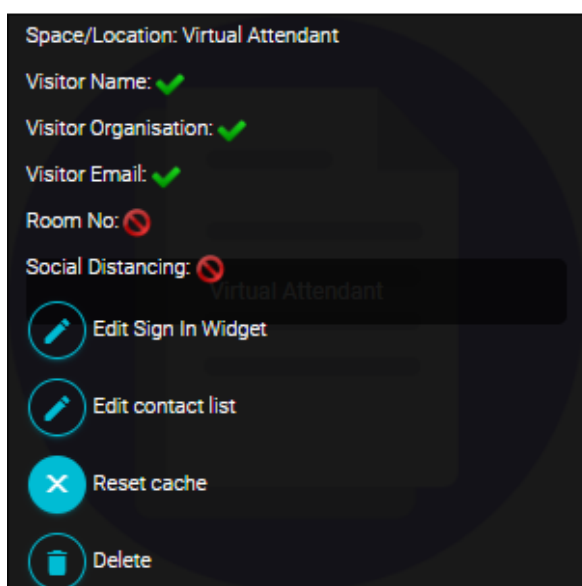
Visitor Organisation
✔ Tick to enable

Visitor Email
✔ Tick to enable

Room No
Tick to enable

After creation, you can view the chosen options and edit them by hovering over the newly created tile. You are also given the option to reset the sign-in cache, which clears all saved auto-complete sign-ins.

Space/Location: Virtual Attendant

Visitor Name: ✔

Visitor Organisation: ✔

Visitor Email: ✔

Room No: 🚫

Social Distancing: 🚫

✏ Edit Sign In Widget

✏ Edit contact list

✕ Reset cache

🗑 Delete

Clicking the 'Visitor Sign-In Logs' button on the Sign-In Widget page will provide a log of sign-in information for each visitor that has checked-in and the contacted person.

Enabling Non-Contact QR Code Sign-In:

Optional non-contact digital sign in is available via QR code. This allows users to sign in with their smart phones. A sign-out URL is sent to the user mailbox so they can sign out by using the sign-out link in the email.

Additionally, you are able to add an organization logo to the QR code.

To enable QR sign in, select "Edit Sign In Widget" on an existing widget, and tick "Enable Contact-Free Sign-In by adding a QR code".

Appearance is similar to the snapshot here.

Enabling the Social Distancing Feature:

A special feature is available to the digital sign in widget to respond to today's COVID-19 to prevent from the space from becoming overcrowded.

To enable social distancing restrictions, select "Apply Social Distancing" while adding a new widget. If the widget has already been created, then select "Edit Sign In Widget" on an existing widget and select "Apply Social Distancing".

Apply Social Distancing (limit max number of people at the work space)

[ ] Tick to enable

Max number of people allowed at the work space at one time)	**Maximum number of sign-ins before the system is notified. On its own, this does not prevent additional sign-ins.**
5	
On-Screen alert when number of people at work place over max. (work place is FULL) [✓] Tick to enable	**Choose whether to display a visual warning when the area has reached maximum sign-ins. This does not prevent additional sign-ins.**
Stop next user sign in when number of people at work place over max. (work place is FULL) [✓] Tick to enable	**Prevent additional sign-ins if the area has reached maximum sign-ins.**
Notification when number of people at work place over max. (work place is FULL) [ ] Tick to enable	**Send an email to the assigned contact if a person has signed in after the area has reached maximum sign-ins.**
first contact email	
first contact mobile	
second contact email	
second contact mobile	

SUBMIT

Example social distancing alert:

Social distancing restrictions are active. The work space is now full (max visitors allowed: 5).

Adding Visitor Contacts

After adding a new Virtual Attendant, contacts can be added to the Virtual Attendant by selecting edit contact list. These contacts are a list of people that visitors can request upon signing in. When a visitor picks a contact, it will send the contact an email notifying them that the visitor has signed in.

First, the contact must be added to the global contact list. After being added to the global contact list, a Virtual Attendant can choose to display any number of global contacts.

Registering Contacts to Global Contacts

This can be done by going to the Virtual Attendant Widget page, clicking "Global Contacts" to get to the global contact page, then clicking "Add Contact". When adding a contact, the information that you fill out will be displayed alongside the contact.

After adding a global contact, press "Return" to go back to the global contact page.

On the global contact page, there are additional actions for each global contact.
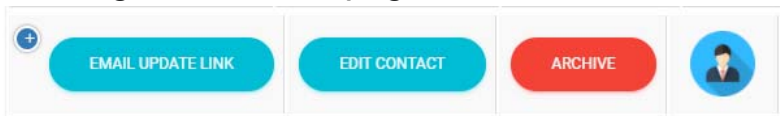
- Email update link: Sends an email to the contact, requesting additional changes. These changes are: upload profile picture, add an avaliability message, add a mobile contact.
- Edit contact: Change any other existing fields that were set. These fields are the same fields as the ones made during contact creation.
- Archive: Removes the global contact and adds them to the Archived section.

Archived contacts can be checked by clicking "Archived Contacts" on the global contacts page.

Active contacts (contacts that have not been archived) can be checked by clicking "Active Contacts" on the global contacts page.

Adding Contacts to the Virtual Attendant

To add a contact to the Virtual Attendant, it must be registered in the global contact list first. This is outlined in the previous section.

On the Virtual Attendant widget page, hover over a user-created Virtual Attendant panel and click "Edit contact list".

The global contact list will be shown on the left panel and the Virtual Attendant list will be shown on the right panel, as well as in the table below. Contacts that are in the right panel will be displayed on the Virtual Attendant.

To move an item into the right panel, select it in the left panel and press the right arrow button.

To remove an item from the right panel, select it in the right panel and press the left arrow button.

To remove all items from the right panel, press the double left arrow button.

All items in the right panel will be displayed in full detail underneath.

Viewing and Managing Sign-ins

You can view a log of all current and past sign-ins of any Virtual Attendant. These logs can be accessed by clicking "Sign-in/out logs" on the Virtual Attendant widget page.

On the Sign-in/out Logs page, all Virtual Attendants are displayed on the left panel. Picking one will display all currently signed in visitors. Alongside this will be a list of all past sign-ins.

Resetting Sign-in Auto-Fill Cache

The Virtual Attendant saves previous sign-ins as an auto-fill. This means that when a visitor is signing in to the Virtual Attendant a second time, the Virtual Attendant will auto-fill the name, email, and other details of the visitor.
All auto-fill details can be removed by clearing the sign-in cache. This is done by going to the Virtual Attendant widget page, hovering over the relevant Virtual Attendant tile, and clicking "Reset Cache"

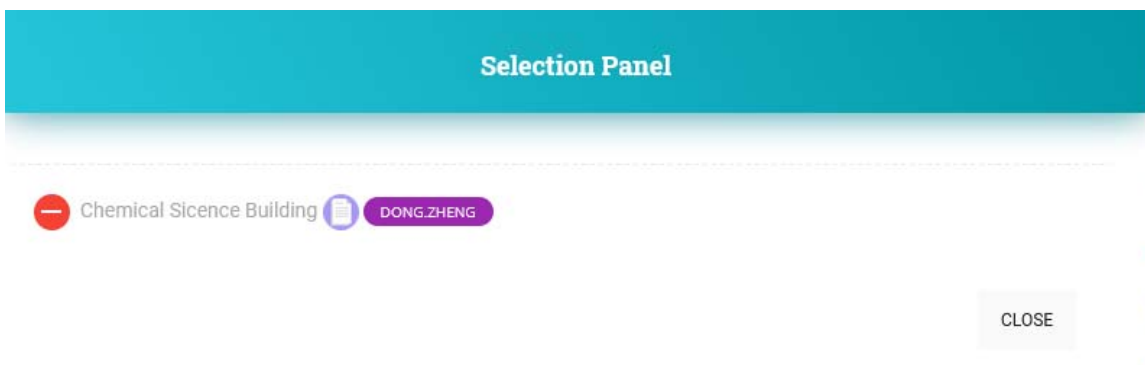# Set Up Virtual Attendant Screens

After creating virtual attendants, you need to link them to the touch screens at different locations or reception desks. Click on MoxyTouch -> MoxyTouch Single Screen to proceed.

You are able to see all the touch screens licensed under your entitlement, zoom in to link the virtual attendant to the touch screens.
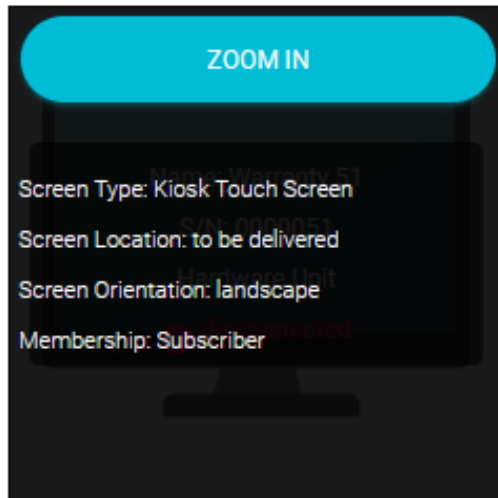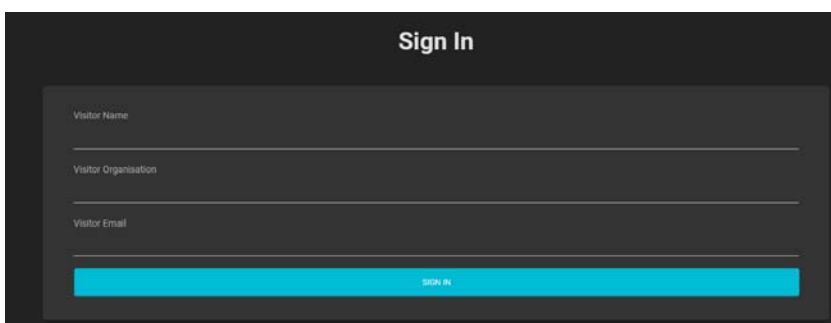
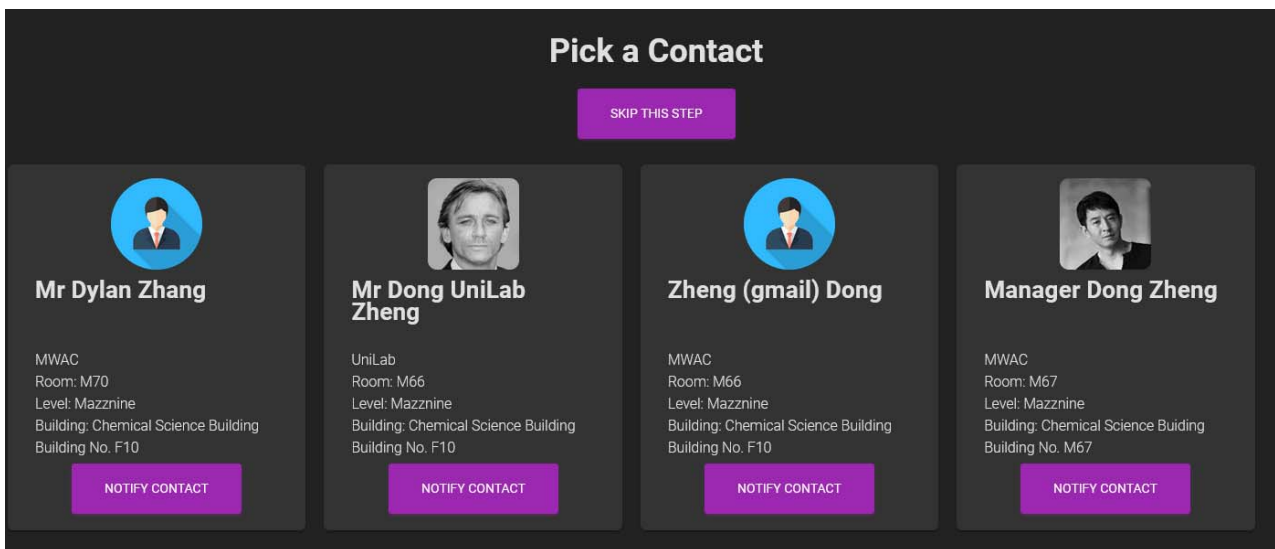Click on Zoom In button to access screen profile and make selection of the virtual attendant.

You are able to preview the selected virtual attendant for trial.
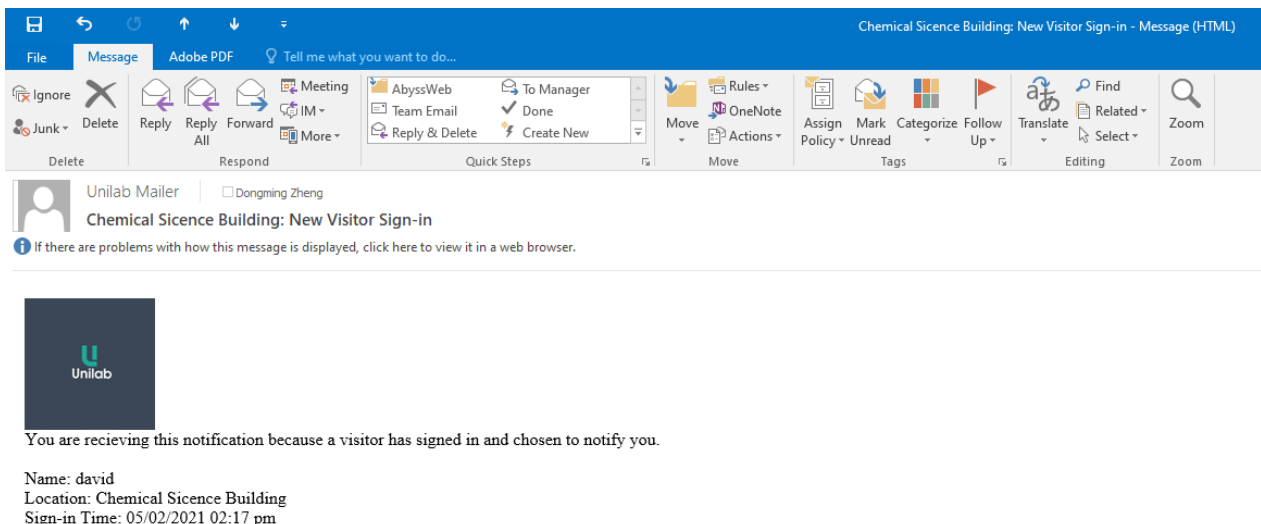
Sign in page

Staff contact page

When a visitor signs in, the visitor is asked to select the contact staff (if the contact staff is set up for the virtual attendant).
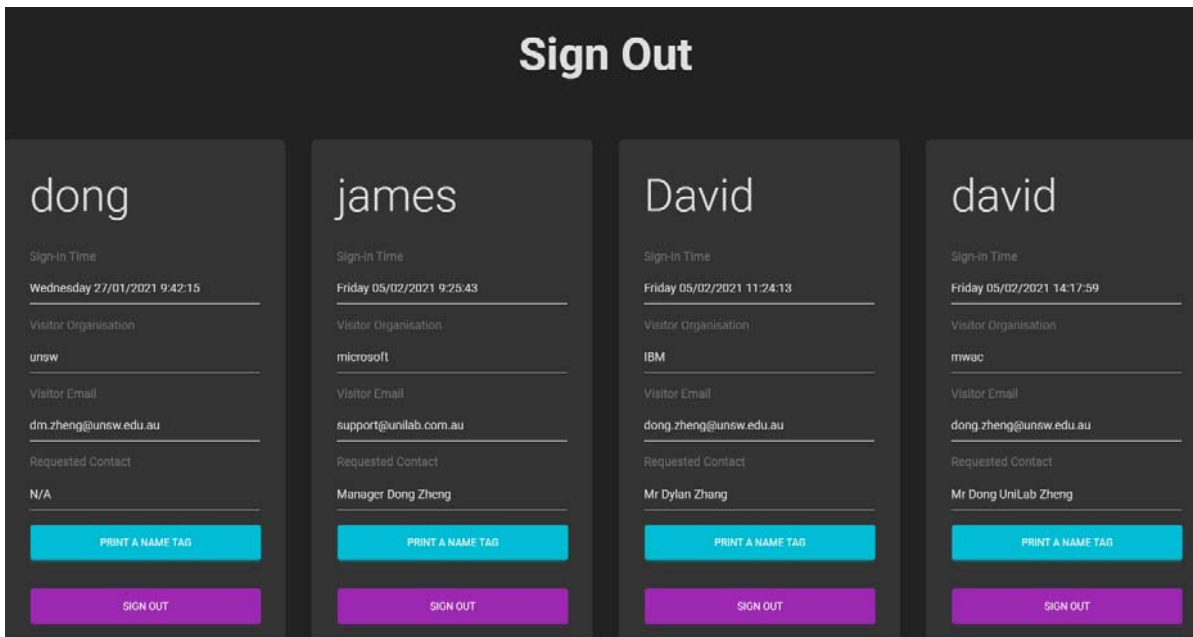

The selected staff receives the email notification and mobile text (if mobile number is provided in the global contact).

This is what email notification looks like.

Sign out page

If the label printer is available, Print A Name Tag is available for the visitors.
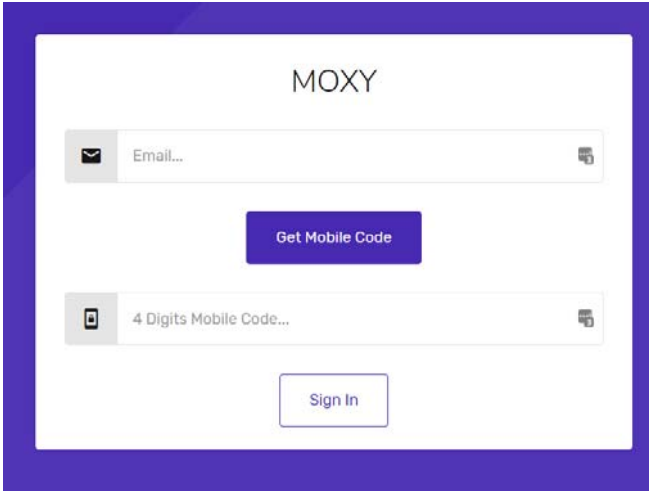
Mobile Sign In with QR Code

Mobile sign in is similar to the virtual attendant touch screen sign in. The visitors are able to print the name tags using the mobile as well. Moxy sends the sign out link to the visitors when they sign in, so the visitors can sign out with the provided link on mobile.

Just scan the QR code and give a go now.

FAQ

How can I sign in if I forgot my password?

You can sign in with your mobile phone. Enter your registered email address, and Moxy sends you an access code.

Moxy Support

We welcome your feedback. Should you encounter any issues or need any assistance, please contact Moxy support at support@unilab.com.au.