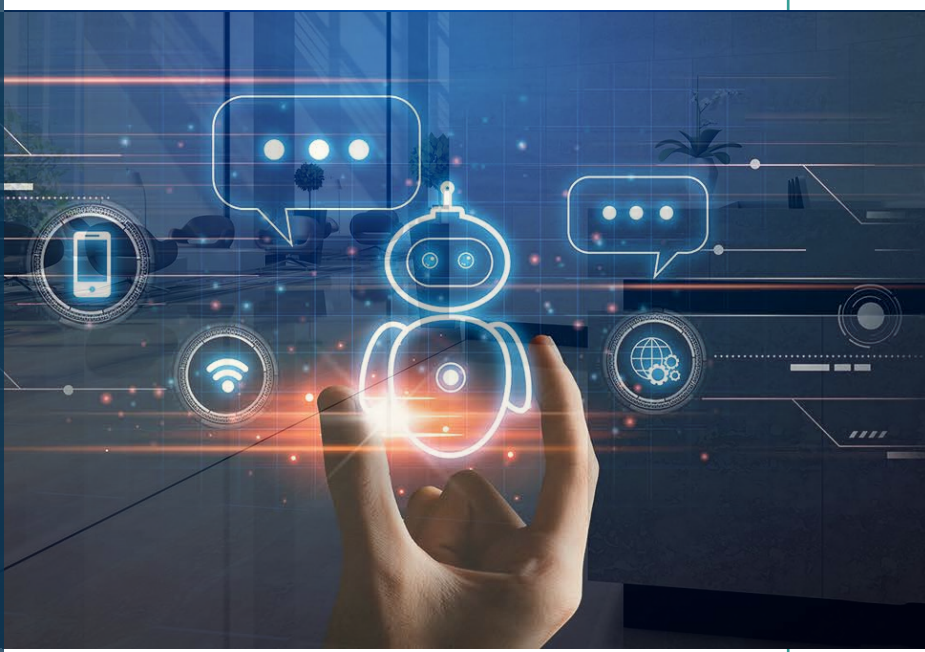




KONICA MINOLTA

# CASE STUDY

## Robotic Receptionist in University Library



### EMBRACE ROBOTICS FOR BETTER CUSTOMER EXPERIENCE



## THE BACKGROUND

Our client is a local university well-known for the largest single-floor space of its library. Every day, the frontline staff spend lots of time guiding and assisting visitors to locate collections or handle routine daily tasks.

## THE CHALLENGE

With a massive floor space yet limited manpower, it is hard for frontline staff to focus on high-value tasks as daily routine tasks occupied most of their time.



**Receptionist**  
Help answering enquiries



**Tour Guide**  
Assist visitors be familiar with the library environment



**Navigation Assistant**  
Guide visitors to their desired destinations

In view of manpower shortage in the library, Konica Minolta introduced a Smart Robot to help frontline staff smoothen daily operations – by acting as a receptionist, tour guide and navigation assistant.

## Human-like Robotic Receptionist

# 1

Our robot can share daily administrative and reception duties. It acts as a mobile kiosk to provide self-service to visitors, including answer visitor's enquiries, broadcast announcements and response to natural conversations. The built-in Natural Language Processing feature supports mixed Cantonese – English speech recognition.

## Tour Guide & Navigation Assistant

# 2

Our robot can also assist in guiding visitors to their desired destinations. To allow smooth and autonomous navigation in the library, we have inputted over 40 location points and 5 preset routes into the robot. Meanwhile, the robot can offer self-guided video tours to visitors based on the preset routes, which saves manpower and helps visitors be familiar with the environment easily.

To facilitate visitor's experience of searching from library collections, our robot is able to guide visitor to get their desired collections based on the keywords used. Just simply entering keywords which are related to the collection, the robot will lead visitors to the location of the collection. Aimlessly searching in the library will be a history.

## Creating a Barrier-free Environment

# 3

Konica Minolta strives to create a great experience for every visitor. Therefore we have customized our robotic receptionist to manage the needs of people who has disabilities as well. Our robotic receptionist can guide and trigger notification alerts to visually impaired person when he reaches the destination. Thanks to its light weight, the robot can move smoothly on tactile guide paths and slopes.

## Safety & Control

# 4

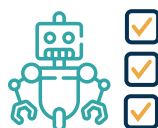
To ensure our robot can work safely and collaboratively, we have preset a number of forbidden areas in the robot to ensure it always operates within the designated area only. Moreover, it carries autonomous navigation and obstacle avoidance functions to allow moving smoothly and safely even in crowded environments.

## KEY BENEFITS



### Efficiency

Save manpower to focus on core tasks



### Barrier-free

Customize solution to create barrier-free access



### Easy to use and train

Simple and easy robot setting



### Safety

Built-in obstacle avoidance sensor ensures safe operations

**Contact us for more information at 2565 8181 (Press 2>8)**

