NextAgent® Video Ticket Office
Ticketing technology with a personal touch

cubics.com
For the first time, the NextAgent Video Ticket Office enables passengers to plan complex journeys and purchase the necessary tickets, confident that they can discuss their requirements with a knowledgeable agent and get the right ticket at the right price, irrespective of the time of day. And the benefits of NextAgent extend beyond the ticket office, freeing a station’s ticket office staff to assist passengers on platforms, creating safer, friendlier station environments.

The passenger speaks with the clerk throughout the ticketing process just as they would at a traditional ticket window, the only difference being that the interaction takes place over a high-speed video link.

NextAgent enables transport operators to benefit from business models proven in other industries, including outsourcing and centralised call centres. By outsourcing out-of-hours ticketing, operators can leverage economies of scale to provide passengers with a better ticketing experience at lower cost.

Operators can pool specialist skills and experience — in foreign languages, for example, or unusual ticketing requirements — and make them available to passengers at any connected station. The ticketing hub also creates opportunities to share and develop best practice, increasing staff motivation and performance in the process.

Growing numbers of passengers are choosing to buy their tickets over the internet or via mobile apps but the demand for personal interaction remains strong — among some groups of passengers all of the time and for most others some of the time. Integrating live audio and video with ticket vending machine capabilities, the NextAgent provides personalised service on demand, around the clock, 365 days of the year.

NextAgent helps transport operators offer exemplary customer service, while maximising the cost-effectiveness of ticket sales operations.

Personal ticket purchase 24/7/365

Reap the rewards of successful business models
NextAgent delivers all the functionality passengers expect of a manned ticket office, and more...

Comprehensive ticket media vending:

Approachable and flexible technology:

Full range of payment options
Comprehensive media vending: Smart cards, magnetic tickets, paper barcodes, eTicketing, fulfilment to a mobile device.

Optional: Cash handling module

Full smart card management functions: Purchase/dispense cards, accept deposits, void transactions, accept returns and refund deposits, transfer products between cards, log cards as lost or stolen.

Supplementary services: On-screen advertising when the NextAgent is idle, advising on and selling services such as parking, cycle parking, etc.

Customer relations: Allow passengers to ask for help or register complaints — to a real person if desired.

Travel information: Provide real-time travel updates and information on alternative travel options during disruptions.

Full range of payment options: Notes, coins, credit and debit including contactless cards, NFC enabled mobiles, vouchers and warrants.

Discounted travel: For various discount travel cards and concessionary travel.

Specifications:

**Physical Dimensions:**
- Height: 1800mm
- Width: 1130mm
- Depth: 750mm
- Weight: 400kg
- Voltage: 120/230V 60/50Hz
- Power dissipation: 2000W (heater dependent)

**Capacity**
- Processor: Intel i5 2.4GHz
- Operating System: Windows 7
- Memory: 2GB
- Cash: International, 6 coin denominations (recycling) 6 hoppers (equivalent 400 x €1 coins), 4 note denominations (recycling) 600 note vault capacity
- Media: Cash, bank cards, travel vouchers, contactless smart cards, paper receipts, magnetic tickets

**External Interfaces**
- 10/100 baseT - 2 ports (Machine Communications and Machine Remote Power Reset)

**Environmental**
- Storage Temperature: -20°C to +85°C
- Operating Temperature (with heater): –20°C to +50°C
- Relative humidity: 15% to 95% (non-condensing)
- Vibration: Continuous sinusoidal Sweep at ½ octave per minute; 5 Hz to 25 Hz to 5 Hz; and 0.25g peak vibratory acceleration
- Shock: 2-Horizontal Axes: 5g ±20% Vertical Axis: 1g ±20%
- Duration: 10 ms ±2 ms
- Ingress Protection: IP 54
- Immunity: EN 61000-6-2 / EN 50121-4
- Emissions: EN 61000-6-3
- Flammability: N/A

**User Interfaces**
- Operator interface: Patron display, maintenance keyboard, locks and keys to access modules
- Patron interface: Patron display, microphones, webcam, Chip and PIN, document scanner, barcode reader, audio induction loop
- Media issuance: Recycled notes and coins, encoded contactless smart cards, magnetic tickets, paper receipts
- Media Acceptance: US, Euro and other foreign notes and coins, credit/debit cards, magnetic tickets, ISO 14443 Type A, Type B and Cubic ISO CARDS contactless smart cards