



# Deliver an unparalleled guest experience with the CC600 and CC6000 Customer Concierge Kiosks

## The challenge: today's guests expect convenience and a curated experience

Around the world, the guest experience is critical to competing amidst the growing number of venue options, from niche hotels to home rentals from the sharing-economy trend. When a guest walks through your doors, you need to meet their high expectations to earn their loyalty. The right in-hotel/in-resort technologies can provide the convenience and personalized service that sets you apart from other venues.

## The solution: cater to all of your guests' needs with the ultimate in self-service

With Zebra's CC600 and CC6000 self-service kiosks, you can give every guest the concierge-style service of their dreams. These interactive kiosks give guests the best of online convenience and personal service. Place kiosks in the lobby, guest rooms, public guest areas and more to speed up routine in-stay tasks and let guests take complete control over their experience. What can your guests do with the CC600 and CC6000? The possibilities are virtually endless. Guests can check in and choose their room preferences and upgrades. Make a reservation at the spa or restaurant. Sign up for a special event or reserve a spot on the airport shuttle. Check out an interactive map for directions to a nearby venue. Instantly connect with their loyalty account to receive special offers for their visit — right on their phone. And much more.

### Powerful self-service features on a cutting-edge Android platform

Whatever your guests are looking to do, count on the CC600 and CC6000 to deliver the best possible experience. Support for the latest self-service platform — including an ultra-powerful processor, high-definition multi-touch display and the latest wireless connectivity — ensures a superior experience for the most demanding interactive and multimedia apps. Android Oreo brings the same familiar Android interface your guests know and love to the self-service kiosks across your facility.

With the affordable 5-inch CC600, you can put the convenience of self-service transactions in every guest room. The 10-inch CC6000 can be mounted horizontally or vertically and is a brilliant canvas for interactive applications, videos and digital signage. The CC6000 also supports premium features like a camera for video chat, plus NFC and superior barcode scanning performance. And both models come with powerful tools that make it easy to develop applications — and integrate, deploy and manage your kiosks.





# CC600 and CC6000: Transform the guest experience

Application	Benefits	CC600	CC6000
<p><b>Electronic concierge: cater to every guest need</b> Place kiosks throughout lobbies and other public guest areas to help guests with a full range of needs: make an appointment at the hotel spa or sign up for a class; check table availability at restaurants and make a reservation; access a list of local activities and restaurants; check in for a flight and reserve a shuttle or car to the airport; find their way with an interactive site map and much more.</p>	<ul style="list-style-type: none"> <li>Speed up routine tasks, while giving your employees the chance to provide more attention to complex guest needs</li> <li>Empower guests to have complete and personalized control over their experience</li> <li>Increase customer service and guest satisfaction</li> </ul>	●	●
<p><b>In-room concierge services</b> The self-service experience can extend to guest rooms. In-room kiosks can help guests with any need — from ordering more towels to making restaurant reservations and much more. And kiosks can display promotional videos to highlight key hotel features and amenities.</p>	<ul style="list-style-type: none"> <li>Empower guests to have complete and personalized control over their experience</li> <li>Increase customer service and guest satisfaction</li> <li>Boost awareness of hotel features and increase sales</li> </ul>	●	●
<p><b>Self-service check-in/check-out</b> Guests who have pre-paid for their stay can bypass the reception and check in on the kiosk. Kiosks can show available rooms, personalized offers for room types as well as upgrade opportunities.</p>	<ul style="list-style-type: none"> <li>Empower guests to have complete and personalized control over their experience</li> <li>Provide great first and last impressions with fast and seamless check-in/check-out</li> </ul>	●	●
<p><b>Call for help: instant assistance via voice/video</b> When a guest needs help, the kiosk can connect them instantly via a voice or video call to the employee most suited to provide an answer — regardless of whether that employee is on premise, in a call center or other location.</p>	<ul style="list-style-type: none"> <li>Increase customer service and guest satisfaction</li> </ul>	● Voice only	● Voice and video
<p><b>Integrate kiosks with your loyalty/rewards program</b> Create a powerful direct connection to your guests by integrating kiosks with your existing loyalty program. Loyalty members can simply tap an NFC-enabled phone or scan their mobile loyalty card to receive personalized coupons and offers to use during their stay.</p>	<ul style="list-style-type: none"> <li>Increase brand awareness and loyalty with powerful, direct-to-customer programs</li> <li>Improve redemption rates and boost sales with convenient and personalized coupons</li> </ul>	● Log in via loyalty card barcode	● Log in via NFC and loyalty card barcode

To learn more about how you can give your guests the ultimate self-service experience, visit [www.zebra.com/cc6000](http://www.zebra.com/cc6000) or [www.zebra.com/cc600](http://www.zebra.com/cc600)



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