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# D-Box for Distribution Management

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## SYSTEM OVERVIEW

The Orpheo D-Box improves the distribution and collection of audio guide device, making the distribution process more automated and less error prone for staff members. It is also capable of collecting operational information which gives sites a more accurate view about their operation in real-time.



This is the type of information which can be collected by the Orpheo D-Box:

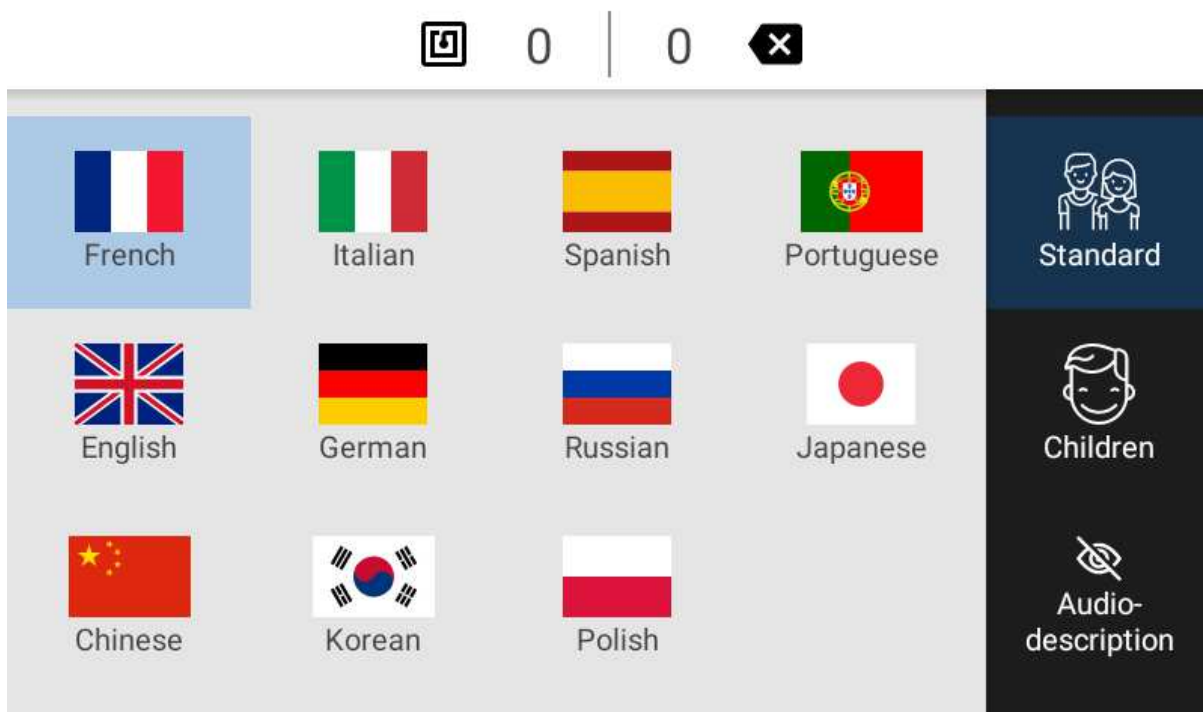
- number of devices distributed per hour/day/month
- languages shares per day
- distribution per point of sales
- ratio groups VS individual visitor
- additional analytics data

After selecting a language for the visitor's tour, the D-Box is able to detect how many devices have been placed on the D-Box platform. Every device that is sitting on the platform at the time the language was selected will be configured at the same time. Simultaneously, statistical information (date, time, device number, etc.) is sent to the server.

## DISTRIBUTION MODE (SINGLE-TOUR MODE)

This is the default mode when launching the D-Box. The screen is divided into 3 parts :

- Informative part (2 counters) at the top
- language selection part (flag grid) on the left
- Tour selection part on the right: this section is only displayed if at least one language contains more than one tour



*At any time, the staff also has the ability to reprogram a device manually (choice of language and tour).*

## MULTIMEDIA GUIDE RETURN MODE

This mode is used to register returned devices at the end of the visit, in order to collect statistical information about tour duration and device status (we suggest adding a supplemental D-Box for this use).

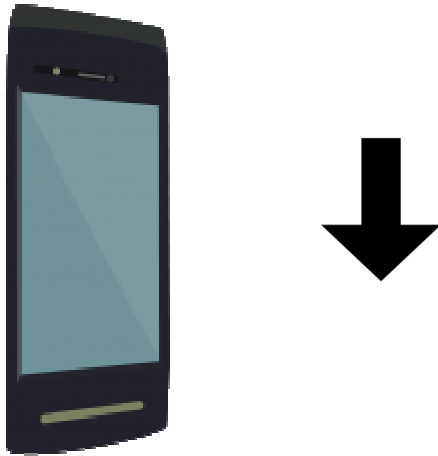
Every time a device is detected on the D-Box platform, the server is notified that this audioguide is being returned.

## SURVEY MODE

This mode is used to present a satisfaction survey to the visitors at the end of the tour and to send answers to the server, along with audio guide collection information (just like in the previous return mode).

### 1. Waiting screen

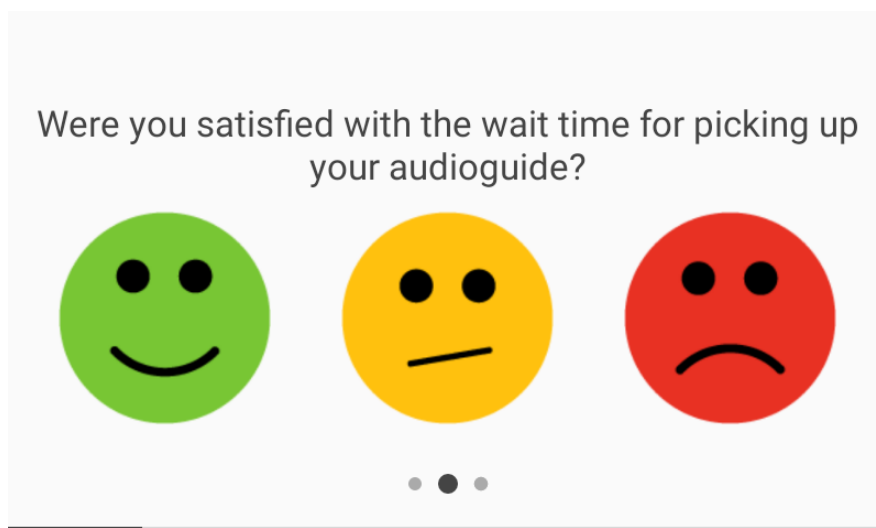
This screen encourages visitors to put their multimedia guides onto the D-Box deck.



Every time a device is detected, the server registers the end of tour. Then, the screen displays the survey **using the device's language** (i.e the language in which the device was configured when starting the tour).

### 2. Survey screen

This screen displays a series of satisfaction questions. Every question is displayed in the visitor's language (i.e the language configured on the audioguide). The visitor provides an evaluation of his/her satisfaction for each question using the 3 smiley buttons:

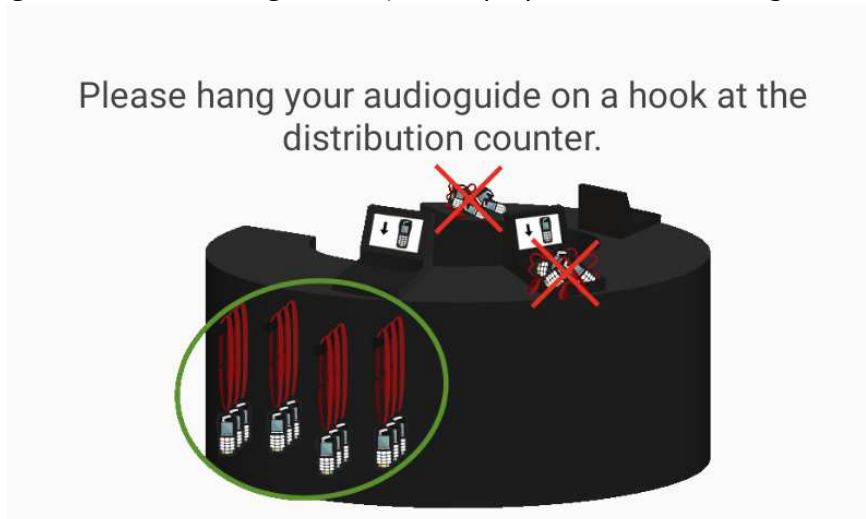


The dots below the smileys indicate the total number of questions and which question is currently in progress.

The bottom progress bar indicates the remaining time available to answer before automatically switching to the final thank you message screen. This bar resets for each question and the duration is configurable in the settings screen (by default 15 seconds for first question and 20 seconds for the following ones).

### 3. Thank you message screen

This screen displays a thank you message along with an animation encouraging the visitor to place their device on a D-box platform. The thank you message is displayed for 15 seconds by default before switching back to the waiting screen (this display time can be configured in the settings screen).



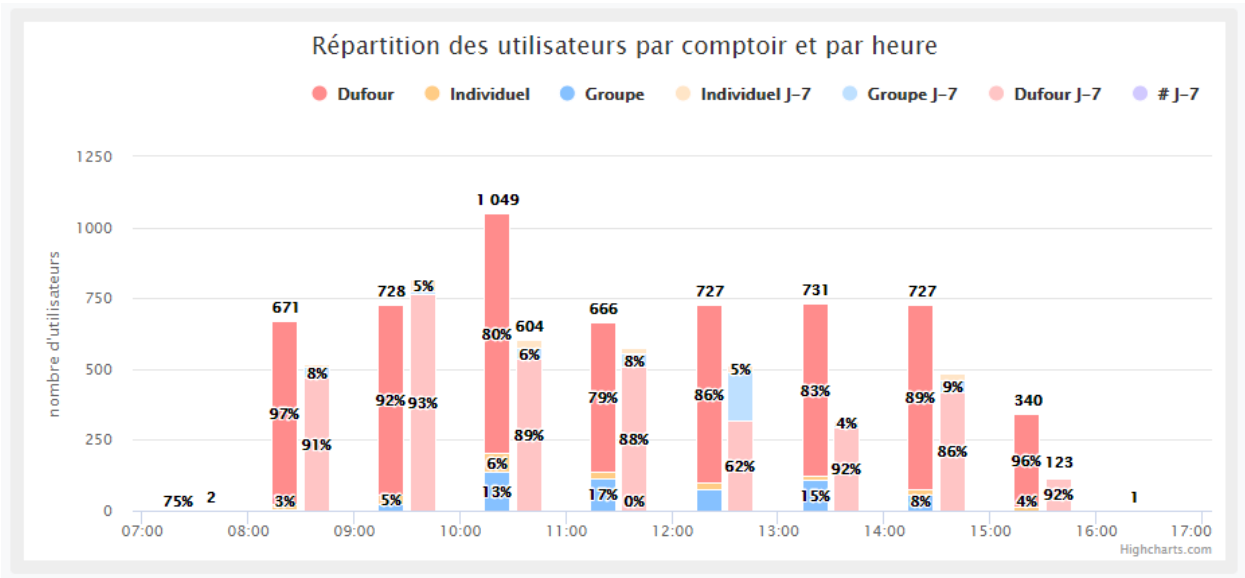
## REAL-TIME ONLINE INFORMATION

### Real-time information available online:

- The number of audioguides in use at any moment
- Distribution of languages in percentages
- Number of rentals per distribution point
- Number of users per hour, day, month and language

Based on these indicators, the onsite coordinator will be able to provide a monthly **activity report**.

**See the screenshots of the online interface below :**



## Nombre d'utilisateurs

5644

