



# NCR NextGen Mobile Remote Attendant Program (RAP)

A frictionless experience means less hassle. 43% of consumers cite a poor experience as their top reason to leave a brand behind for good.

(Retail Customer Experience, 2018).

Self-checkout alerts and interruptions can contribute to overwhelmed store staff, frustrating shopper experience, longer wait times, and walk offs. It is crucial for employees to proficiently respond to self-checkout alerts to create the best overall consumer experience. As self-checkout alerts and interruptions are quickly resolved, the consumer can effectively continue their checkout process and the employee can pursue other consumer needs. NCR NextGen Mobile RAP Service is here to help your store's self-checkout process run more efficiently.

NCR NextGen Mobile RAP is an in-store service that provides employees the ability to monitor and respond to multiple self-checkout lanes on a handheld mobile device. Self-checkout interventions range from product pricing errors to age verification alerts, unaccepted baggage items, and more. NCR NextGen Mobile RAP allows employees to easily and remotely assist consumers as needed no matter the intervention type. NCR NextGen Mobile RAP ensures a fast, frictionless checkout experience for your consumers and an effective intervention process for your employees.

## NCR NextGen Mobile RAP features:

### Lane Monitoring

- Display lane status
- Close lane
- Display scrollable receipt
- Display reports
- Display cash / paper status

### Interventions

- Approve interventions
- Notification of interventions
- Handling of interventions
- Supports SmartAssist and ProduceAssurance\PickListAssist

### Scan or Key-in Items to Shopper transaction

- Key in a product code
- Void an item
- Change price
- Update quantity
- Suspend transaction
- View transaction
- Clear transaction

## NCR NextGen Mobile RAP Benefits:

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**Decreased intervention wait time for consumer** | NCR NextGen Mobile RAP features a fast intervention process and remotely monitored alerts, which attribute to decreased intervention wait time

**Adaptable monitoring options** | The self-checkout employee has access to the transactions through any iOS or Android device

**Frictionless Experience** | NCR NextGen Mobile RAP creates a frictionless checkout experience for the consumers as their interruptions are being monitored remotely

**Shorter queues and increased consumer satisfaction** | A faster intervention process leads to shorter self-checkout lines, which increases the overall consumer shopping experience

## NCR RAP as a Service (RaaS):

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NCR RaaS listens to events from FastLane SW (ADK) installed on lanes and provides API to client applications. NCR RaaS enables the employee to monitor and view status of lanes, view and handle interventions, and view detail transactions happening on lanes in real-time.



## RaaS APIs:

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### Intervention functions:

- Item removed
- Bag item timer
- Weight mismatch
- Unexpected decrease
- Unexpected increase
- Skip bagging limit
- Other payment
- Coupons
- Time restricted
- Recalled item Lane closure
- Device error
- Call for intervention
- Void / cancel item
- Price needed
- Unknown item
- Visual verify
- Age restriction
- Lane monitoring/e-receipt

**Deliver a faster checkout experience for your consumers with NCR NGMRAP and RaaS.**

Learn more by calling us at **1-800- CALL-NCR (1-800-225-5627)**.

## Why NCR?

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