



## Self-service kiosks

Innovation > Telecommunications > Self-service kiosks help shoppers pick up orders at their leisure

# SELF-SERVICE KIOSKS HELP SHOPPERS PICK UP ORDERS AT THEIR LEISURE

  TELECOMMUNICATIONS

## Spanish fashion retailer is introducing self-service kiosks, which have the ability to hold up to 4,000 packages.

Fashion retailer [Zara](#) has installed a self-service kiosk at one of its Spain stores to provide a flexible shopping experience for online customers. When a package arrives to the kiosk, the customer receives a notification and can go to the location to pick up their item at their convenience. The CleverFlex kiosk, provided by Estonia-based technology company [Cleveron](#), has the capacity to store up to 4,000 parcels, double the amount of the Walmart's pickup towers.

The CleverFlex has a sleek white exterior and a modular design that allows retailers to customize its height and width according to their aesthetic preferences, and even being able to hide it behind a wall. The kiosks have been created to further streamline the customer online shopping experience, with the CleverFlex retrieving the correct parcel for a shopper in a matter of seconds. Its creation is another step in simplifying the connection between a retailer's online entity and physical stores. CleverFlex also has some self-learning capabilities as it can remember parcel traffic peak times and predict user activity based on past data to optimize its workflow.

Self-service kiosks are popular across all industries, with deliveries that go [directly to a smart locker](#) streamlining the pick up process for the residents of one building, and a [pay-as-you-go pantry](#)

placed within an office both proving popular. How could the self-service model be implementing at your business?

28th December 2017

Email: [info@cleveron.eu](mailto:info@cleveron.eu)

Website: <http://www.cleveron.eu>

Contact: [www.cleveron.eu/contact](http://www.cleveron.eu/contact)