

Instant support for every meeting space, everywhere



When collaboration technology doesn't work as expected, every second counts. VIP Assist gives users immediate access to intelligent, room-aware support directly from the meeting space, helping them resolve issues quickly and keep business moving. Built for collaboration environments, we combine AI-powered guidance, self-service troubleshooting, and direct access to expert assistance in one intuitive experience.

Accessible through a simple QR code or dedicated in-room tablet, VIP Assist provides support tailored

to each room's technology profile and configuration. Users can troubleshoot common issues independently, access guided instructions, or escalate to live assistance when needed.

By connecting users, rooms, and support teams through a single digital tool, VIP Assist reduces disruption, improves user confidence, and helps you deliver more consistent collaboration experiences at scale.

The Tool



QR code and in-room tablet access



Integrated incident creation



AI-powered self-service guidance



Service request initiation



Room-specific support experiences



Knowledge and training content



Guided troubleshooting workflows



Customizable user interface



Real-time escalation to live support



End-user feedback capture



Benefits



Resolve common issues in seconds



Maximize user confidence with room technology



Reduce delays and disruption during meetings



Connect users directly to the right expert



Give users immediate help without training



Capture valuable operational insight from every interaction



Lower dependency on internal support teams



Deliver a consistent support experience across every space

Why Kinly VIP Assist?

Built Around the User

Providing immediate, intuitive support from the room itself, making it easy for anyone to get help without specialist knowledge or additional software.

Room-aware By Design

Delivering guidance tailored to each room's technology, configuration, and environment for faster and more relevant support.

AI-powered Assistance

Leveraging intelligent workflows and guided troubleshooting to help users resolve common issues independently and with confidence.

Expert Help When and Wherever Needed

Escalating users to live support through chat, voice, or video when self-service is not enough.

Flexible Deployment Options

Providing access through a simple QR code experience or a dedicated in-room tablet, allowing you to choose the model that best fits your environment.

Continuous Improvement Built-in

Capturing interaction, room, and issue data to identify trends, improve support, and optimize performance over time.

