



AI powered avatars for modern Self Service Kiosk Systems

Transforming Self-Service with Human-Like AI Connections



Strategic technology collaboration between cleverQ and Humanizing

The two German companies, B.I.C. GmbH and Humanizing Technologies GmbH have entered a strategic technology partnership to enable intelligent, digitalized service processes across various industries.

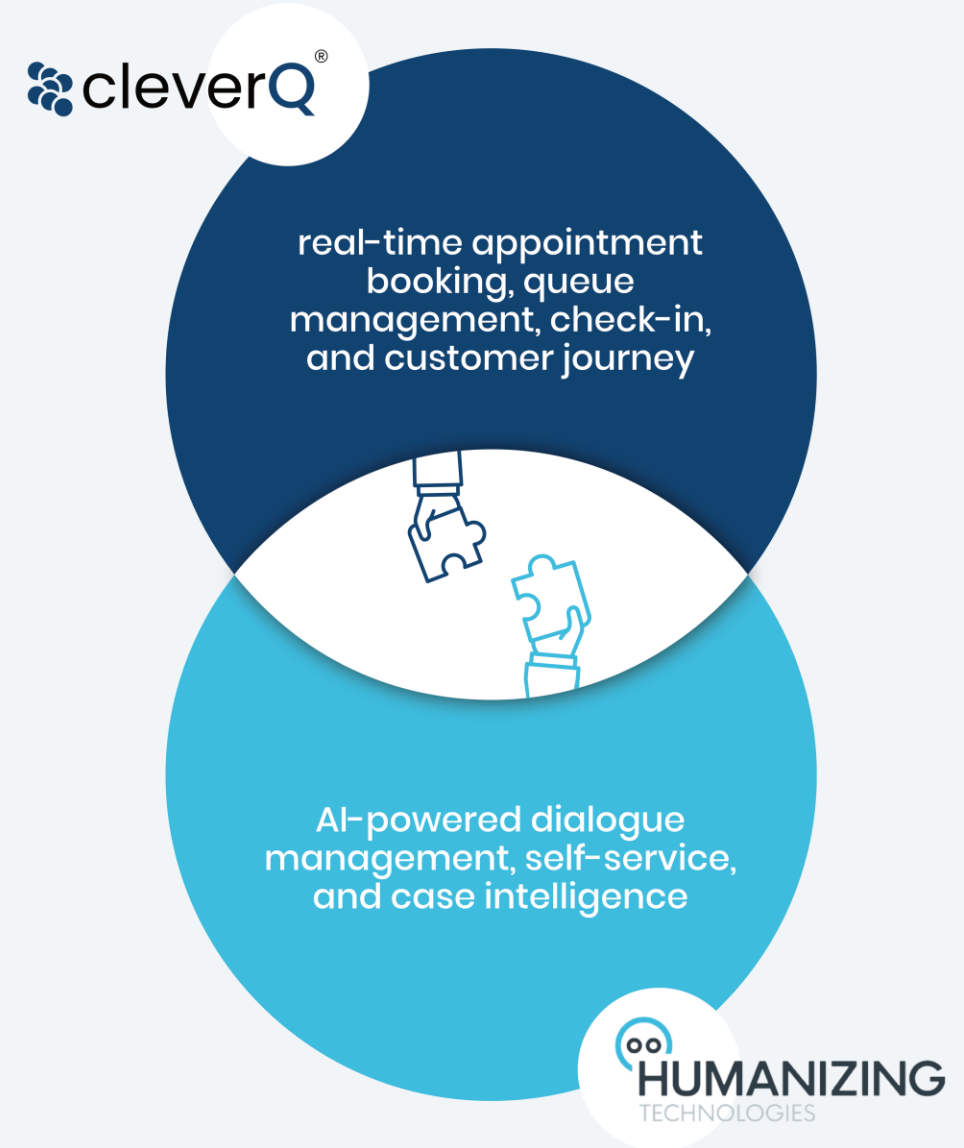
This collaboration combines a powerful appointment and queue management system / customer journey with AI-driven communication and automation.



Joint Mission and Goals

By combining our core technologies, we aim to create intelligent, end-to-end service solutions that bring lasting value to both organizations and their customers.

- Digitize and streamline service processes to improve operational efficiency
- Reduce waiting time and eliminate unnecessary delays
- Enhance the overall customer and visitor experience through intuitive, guided interactions
- Enable better utilization of staff resources by automating repetitive and low-value tasks



Industry applications of our partnership

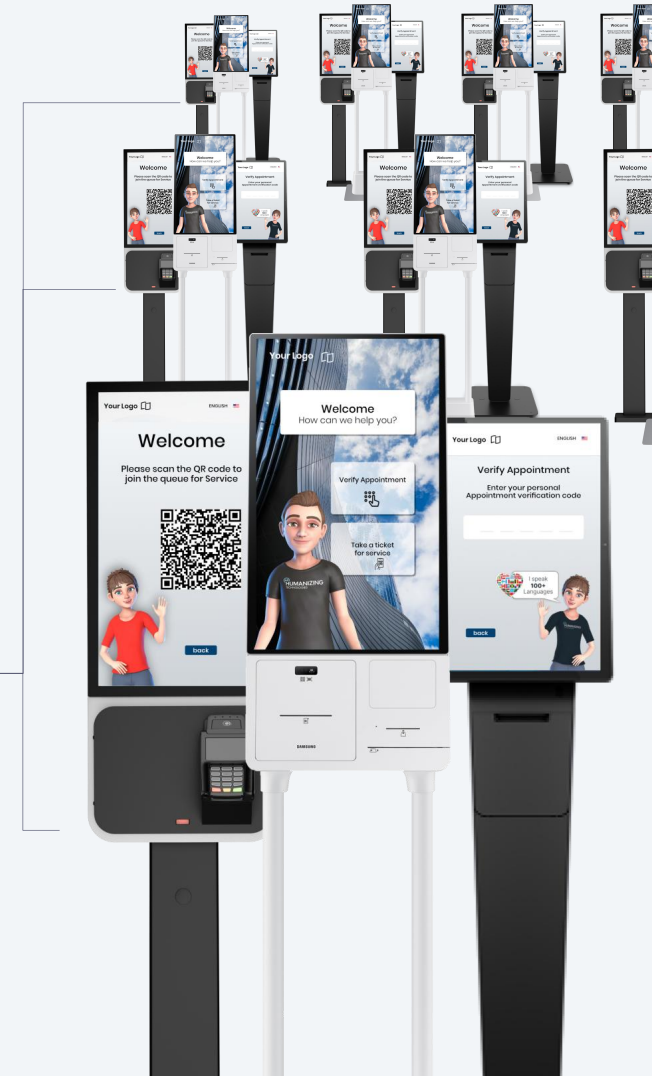
The combination of cleverQ and Humanzing unlocks a wide range of use cases across various industries. Wherever visitor flows need to be efficiently managed, waiting times reduced, and service processes intelligently automated, this solution delivers real value. The following overview highlights key sectors and typical application scenarios.

Industry	Application
Government & Municipalities	Digital citizen appointments, intelligent pre-qualification / appointment verification
Airlines & Airports	Check-in management, boarding interactions, gate management
Cruise Ships	embarkation processes, shore excursion planning, guest self-service
Hospitals & Clinics	Patient registration, waiting area management, pre-triage
Banks & Insurance	Branch management, consultation scheduling, secure access
Retail & Showrooms	Customer guidance, appointment scheduling, visitor analytics

Technological Benefits

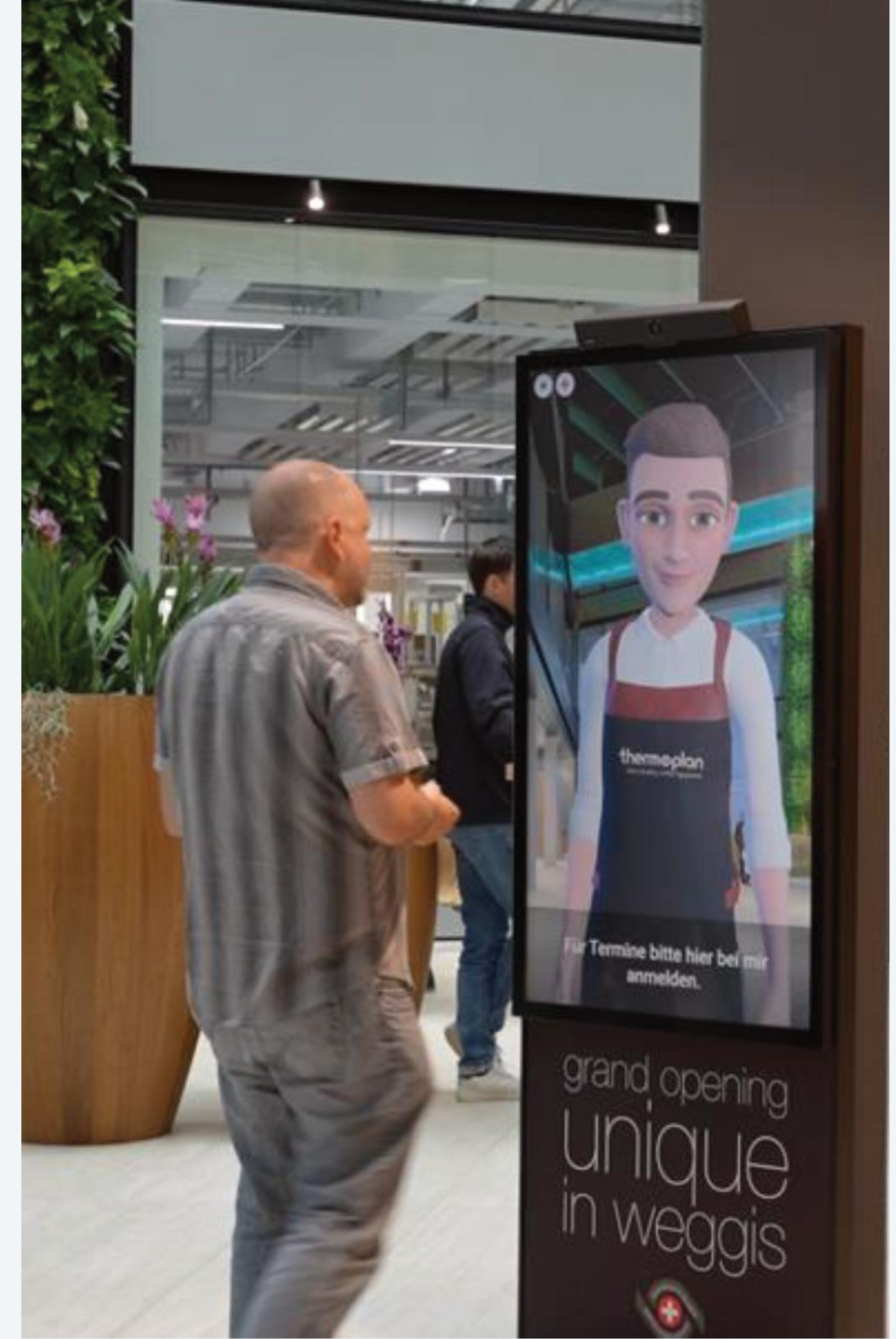
Our technology offers a range of benefits designed to streamline operations and enhance efficiency. Built with scalability and compliance in mind, our solution integrates seamlessly into your existing systems while significantly reducing manual workload and support demands.

- Scalable via cloud
- Data protection compliant & multi-tenant capable (GDPR "Made in Germany")
- Easy integration into existing IT systems
- Reduces manual processes and support effort



Benefits for customers

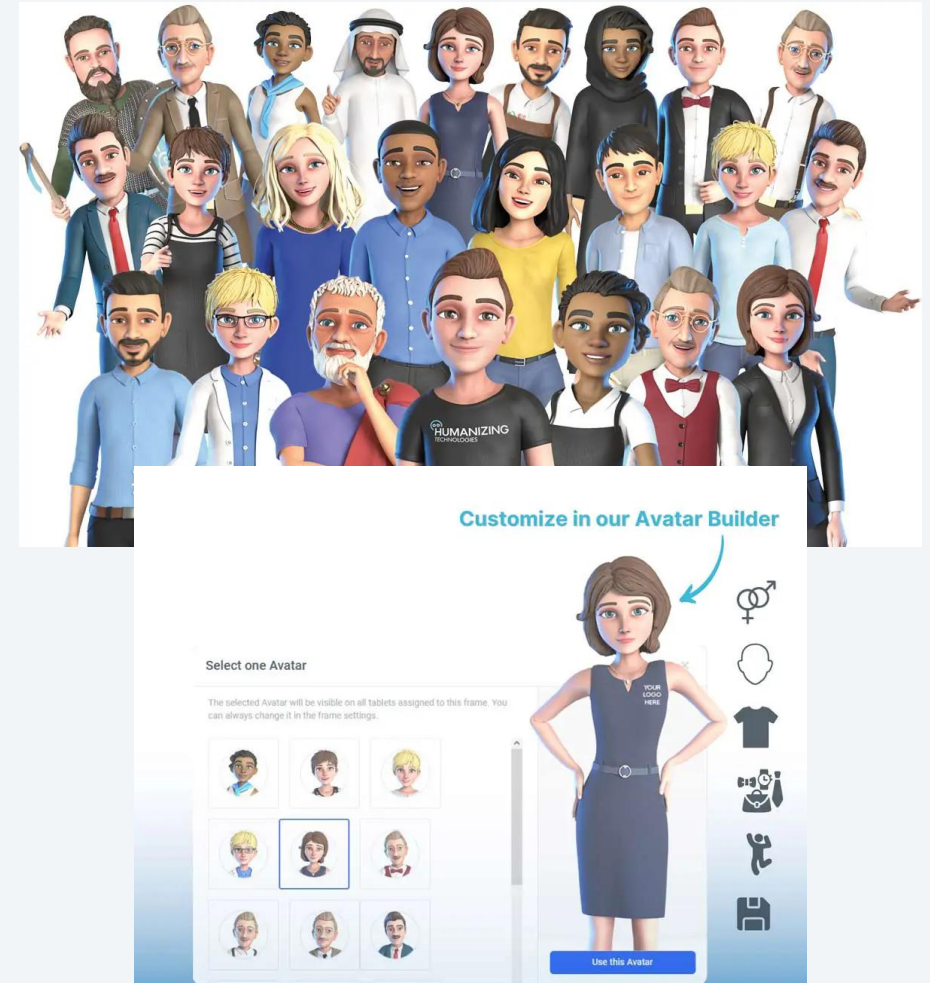
- The avatar delivers a natural, human-like interaction that increases engagement and makes digital self-service feel more personal and approachable.
- Provides intuitive guidance and real-time assistance, simplifying complex processes and reducing customer frustration.
- Offers consistent and friendly support 24/7, improving overall satisfaction and experience.



Humanizing Avatars

Humanizing's stylized, comic-inspired avatars build trust and emotional connections. The Avatar Builder enables customization (skin tone, hairstyle, clothing, branding) and supports 100+ languages with real-time, multi-source data processing.

AI-powered avatars for kiosk systems leave a lasting impression on customers, enhancing brand recognition and creating a competitive edge. Their innovative design and customization options serve as a unique selling point, setting brands apart in the market.



Features & benefits overview

- Scalable, cost-efficient, and flexible
- Hardware-independent – browser-based
- Embodiment of AI & brand identity
- Accessibility features (speech-to-text, text-to-speech)
- Powerful automation
- Knowledge base integration
- Personalized avatars
- Easy integration
- GDPR compliant
- Increase customer loyalty
- Relieve staff workload
- Maintain consistent service quality
- Multilingual and multitasking capability
- Speak 100+ languages
- Available 24/7 with no sick days
- Continuously learn thanks to AI
- Reduce personnel workload
- Highly scalable
- Usable both on-site and mobile
- Web app compatible
- Low to no maintenance costs
- Interactive service agents





The collaboration between cleverQ and Humanizing represents a future-forward vision: digital processes that simplify rather than complicate—easing the burden for organizations and their customers, guests, or citizens alike.

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