



Interactive information points

about project

L37



Budget

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Municipal contribution

Monitoring Project



Municipal sectors/ directorates

General Directorate of
Press and Public Relations

PROJECT DESCRIPTION

This project intends to provide visitors and tourists with the opportunity to receive information through interactive information kiosks. Touch Screen technology will enable visitors to easily navigate and find everything ranging from hotels, restaurants, museums, churches, mosques to diverse cultural and entertainment activities. This will increase the visits on points of interest, events, etc. and will improve and create new services to enhance the visitors travel experience. Through the Virtual Human Desk visitors and tourists will have the opportunity to communicate live (Audio / Video) with the municipal operators.

OVERALL OBJECTIVE

Enable the creation of an information and communication platform, to serve visitors and tourists and improve the quality of service provided to them.

PROJECT IMPLEMENTATION MODALITY

This platform will consist of the following components:

- Information management platform (Content Management / Database)
- Communication platform, the Human desk (Video Call Center)
- Outdoor Network information kiosks (Parks, Squares, 5 pcs)
- Indoor Network information kiosks (hotels, museums, Airport, 6 pcs)
- Indoor Network information kiosks (Administrative units, 24 units)

PRELIMINARY IMPACTS

- Increasing the quality of service for visitors and tourists
- Efficient promotion of the tourist attractions and cultural values of Tirana
- Promotion of businesses that gear their products and services towards visitors and tourists.

