

# PRSONAS-Wayfinding™ Helps Courthouse Visitors Find Their Destination!



## PRSONAS-WAYFINDING™ ASSISTS VISITORS IN FINDING THEIR APPOINTMENT LOCATION IN A SAFE AND EFFICIENT WAY!

Mohave County  
Superior Court



*"Our holographic receptionist, ANDI - (Automated Navigation Digital Assistant) fit the bill perfectly as she is one of the first things patrons see when they walk into the courthouse! It provides the awe factor we were looking for when someone walks in the door."*

**Kyle Rimel**  
Court Tehcnology Services Director

### Background

The Mohave County Superior Court had recently moved into a state-of-the-art courthouse in Kingman, Arizona. The new building solved several challenges concerning security, technology, and future needs. They wanted to showcase all the technical advancements they had within the courthouse itself, but they were missing a key element to make the best first impression when visitors walked in the door!

### The Challenge!

They wanted a wow-factor solution to directly align with all the new technology installed throughout the new courthouse. They also wanted to automate the process of providing assistance to the public in finding their destination within the courthouse. This would ease the burden off the front office staff and security, but they needed a solution that would allow them to upload a daily calendar because the schedule for facility changes every day. The solution needed to



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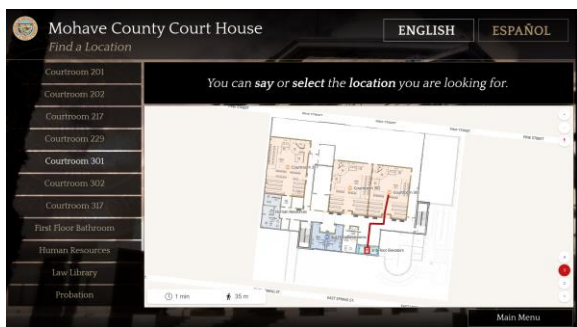
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accommodate those daily changes and accurately assist visitors in both Spanish and English to identify the time and location of their appointment.

## PRSONAS™ Solution

Right away our team knew that the PRSONAS-Wayfinding™ solution was the best fit for the job!

First, let's address the wow-factor. That's easy! Upon entering the lobby, visitors are greeted by an interactive hologram. The PRSONAS™ is equipped with built-in sonar so it will initiate the conversation. And with its voice recognition technology all visitors can state their name and a map is immediately displayed along with verbal prompts about how to locate their destination.



The other challenge to address is the ability to change the schedule on a daily basis. The staff needs a simple solution to ensure the accuracy of the information being provided to the visitors. We have that covered too. All PRSONAS™ solutions have a simple, easy-to-use client portal that enables staff to upload the daily schedule automatically through FTP.

## The Result!

Meet **ANDI**, Automated Navigation Digital assistant named after one of Mohave Counties most famous people, Andy Devine. On opening day of the courthouse, ANDI received over 300 visitors. She even took selfies with some of them.



She is the first thing people see upon entering the facility providing the wow-factor desired. ANDI is stationed just as visitors come through security. She is equipped with sonar to acknowledge their approach and welcome them. Upon hearing their name, their corresponding destination is displayed on her screen, and she will also verbally tell them how to get there. **ANDI reduced staff interruptions by hundreds in 2021.** If she doesn't recognize the name, she alerts them to step up to the front counter for additional assistance.

**39% of tech managers are currently using AI and machine learning; an additional 52% expect to adopt these technologies within the next 5 years.**

Robert Half (2020)

[What's the Future Impact of AI Technology on the Workplace?](#)

PRSONAS-Wayfinding™ provided the solution they needed with functionality required and was within their budget. Let's talk about how we can reduce the burden on your staff with a cost-effective solution that will allow your visitors to get the information they need in a safe, human-like way.

## Get Started Now!

