



Solution

Multimedia area

In the multimedia area, people who do not have a computer or a connection or who do not have sufficient knowledge about digital tools can be helped by the front desk officers.

Objectives

- To make users autonomous
- To familiarise them with computers
- Build user loyalty to the service
- Suggesting solutions
- Be able to identify and report technical problems
- Propose solutions to reduce the digital divide
- Develop a certain dynamic

Impact

- To publicise the tools offered by the Cité des métiers.
- To be assisted by a professional
- Accessibility to other services
- Detecting users' needs
- Providing situations to the right service
- Support for the new online technology (email, chatbot, apps, software, platform, ...)

Key figures

- 6 desk officers to manage the reception and the multimedia area
- +- 45 PCs available
- Accessible to all (more than 50,000 visitors in 2022)
- Availability of digital equipment (500 usb keys, 4,000 headphones, 500 mouse pads)
- Accessibility to the internet (min. 120 sessions per day)