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(57) Abstract:

The present disclosure relates to a kiosk 100 to be installed in any area to assist users at any time. The kiosk 100 includes an enclosed structure having accommodation for the user, also a system 110 is attached to the enclosed structure (102) to provide assistance to the user virtually. The enclosed structure (102) includes a biometric device (112) to receive biometric data from the user, a display device (114) to receive input from the user, and a microphone (116) to receive audio from the user. The system (110) facilitates audio-visual communication in the enclosed structure between the user and a counsellor. Also, enabling the user to select a preferred time slot and the counsellor, and the preferred time slot, a virtual meeting is conducted between the user and the counsellor to get assistance such as therapies or the like.

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