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ID-LINE USE CASES

Id-Line is a software product of person's identification by face for electronic queue systems and self-service kiosks.

Id-Line enriches queue management systems (QMS) and self-service terminals with facial identification tools to reduce service time, increase loyalty, and personalize customer service.

WHAT DOES THE USER GET?

- Reduce customer service time
- Enable personalized routing
- Recognize clients at the entrance
- Improve security with additional customer verification
- Expand the list of available services through self-service terminals



INSTALLATION TAKES **20 MINUTES**

IN JUST 20 MINUTES YOU GET A READY-TO-USE PRODUCT WITH ALL THE NECESSARY FUNCTIONAL POSSIBILITIES

Id-Line enriches any Queue Management System and self-service terminals with biometric functions, provides tools to reduce service time, increase customer loyalty and security.

Profile list creation

The Id-Line provides uploading of people's data with the ability to categorize (for example, "stop list," "VIP"). For each of the connected cameras, you can configure the notification policy of security officers, depending on the person's belonging to a particular list. For example, finding a person from a "stop list" or a client from a "VIP" list.

Report generation

Id-Line allows you to generate reports on gender and age, identification and duplication of profiles.

Data import and export tools

The solution provides intuitive tools for importing photos and information about people for group filling of the profile base and quick implementation of the system, as well as exporting profile data for use in other systems.

Notification system

Depending on the role model, the event notification system can be flexibly configured for prompt response. The solution provides notifications about identification and verification events, membership in a particular list, including stop lists, verification statuses, attempts to compromise and other events and their combinations. Notification delivery channels are pop-up messages at the operator's workplace, sending e-mail and notifications of external systems via HTTPS.

Open API

A simple and full-functional Id-Line integration with third-party systems and documented in detail API for sharing the necessary data are available.

Ready-made methods for QMS and CRM operation

Several ready-made methods for processing and exchanging information between the solution, QMS and CRM allow you to configure quickly the necessary integrations and put the solution into operation.

Compliance with privacy policy

In the process of work, the Solution does not save information about visitors who were not entered into the database and did not give consent to the processing of personal data. The administrator can configure the rule of forgetting unidentified visitors immediately when a face is found in front of the camera, if consent to processing has not been confirmed.

High level of information security of the solution

All biometric processing is performed on the server of the solution, which ensures a high level of information security. The solution processes two types of biometric data: a photo image of a person and a biometric template built on the basis of a photo image. Photo images of employees and visitors of the organization are the most critical personal data; therefore, they are located in a special isolated information storage, in a securely encrypted form (note: using the block encryption algorithm — AES-256). Data exchange in the solution is carried out using encrypted transmission protocols — https and wss.

EXAMPLE OF ID-LINE INTERFACE

Identifications in video stream

The screenshot displays the 'Id-Line' software interface. On the left is a dark sidebar with a menu including 'Dashboard', 'Identification in videostream...', 'Verifications in video stream...', 'Profiles', 'Reports', 'Reports storage', 'Journals', 'Dictionaries', 'Settings', 'Administration', and 'License information'. The main area is titled 'Journal of identification in videostream'. It features a filter bar with options for 'From date and time', 'To date and time', 'Full name', 'Status', 'Camera', and a 'Minimum similarity score (0-1)' slider. Below the filter bar is a table of identification results. The table has columns for 'Camera photo', 'Profile photo', 'Full name', 'Status', 'Date and time', 'Camera', 'Liveness similarity score', 'Speed', and 'Mask'. The first row shows a 'stopped' status with a similarity score of 0.590. Subsequent rows show 'Identified' status with similarity scores of 0.990. The bottom of the interface shows a pagination bar with 'Total: 136' and page numbers 1 through 9.

Camera photo	Profile photo	Full name	Status	Date and time	Camera	Liveness similarity score	Speed	Mask
			stopped	08.11.2022 11:31:56	USB	0.590	4 s 960 ms	No mask
			Identified	08.11.2022 11:31:42	USB	0.990	0 s 554 ms	No mask
			Identified	08.11.2022 11:31:27	USB	0.990	0 s 963 ms	No mask
		RecFaces Profile	Identified	08.11.2022 10:52:45	USB	0.990	0 s 664 ms	No mask
		RecFaces Profile	Identified	08.11.2022 10:51:54	USB	0.990	0 s 659 ms	No mask
		RecFaces Profile	Identified	08.11.2022 10:51:34	USB	0.990	0 s 762 ms	No mask
		RecFaces Profile	Identified	08.11.2022 10:22:02	USB	0.990	0 s 655 ms	No mask
		RecFaces Profile	Identified	08.11.2022 10:21:40	USB	0.990	0 s 540 ms	No mask
		RecFaces Profile	Identified	08.11.2022 10:21:14	USB	0.990	4 s 625 ms	No mask

Verifications in video stream

The screenshot displays the 'Id-Line' software interface for video stream verification. The sidebar is identical to the previous screenshot. The main area is titled 'Video stream verification journal'. It features a 'Filter configured' bar. Below it is a table of verification results. The table has columns for 'Camera photo', 'Photo by index', 'Profile photo', 'Full name', 'Status', 'Date and time', 'Camera', 'Liveness similarity score', 'Speed', 'External ID', and 'Mask'. Two rows are visible, both with a 'Not Hit' status and a similarity score of 0. The bottom of the interface shows a pagination bar with page numbers 1 through 9.

Camera photo	Photo by index	Profile photo	Full name	Status	Date and time	Camera	Liveness similarity score	Speed	External ID	Mask
			Unknown Person	Not Hit	15.12.2022 09:51:07	inimage	0	10 s 262 ms		No mask
			Unknown Person	Not Hit	15.12.2022 09:37:49	inimage	0	10 s 250 ms		No mask

Id-Line profiles

Id-Line

example

Example

Dashboard

Identification in videostrea...

Verifications in video strea...

Profiles

Reports

Reports storage

Journals

Dictionaries

Settings

Administration

License information

Menu search

EN

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Profile database

Profile search

Select a list

All

Portraits in profile

All

Profile activity

Creation date and time, from

Creation date and time, to

Search by photo

	Full name	Gender	Age	Phone number	Email	In lists	Active	Date and time	External ID
	Example	M	22			Staff	<input checked="" type="checkbox"/>	22.12.2022 16:09:01	
	Example	M	23			Stop list	<input checked="" type="checkbox"/>	15.12.2022 09:20:33	
	Example	M	23				<input checked="" type="checkbox"/>	08.11.2022 11:05:33	
	Example	M	36			Staff	<input checked="" type="checkbox"/>	03.11.2022 19:53:38	
	Example	F	22			Staff	<input checked="" type="checkbox"/>	03.11.2022 19:53:36	
	Example	F	24			Staff	<input checked="" type="checkbox"/>	03.11.2022 19:53:33	
	Example	M	27			Staff	<input checked="" type="checkbox"/>	03.11.2022 19:53:31	
	Example	M	30			Staff	<input checked="" type="checkbox"/>	03.11.2022 19:53:29	
	Example	M	36			Staff	<input checked="" type="checkbox"/>	03.11.2022 19:53:24	
	Example	F	29			Staff	<input checked="" type="checkbox"/>	03.11.2022 19:53:21	

Total: 140

1 2 3 4 5

Reports Storage

Id-Line

example

Example

Dashboard

Identification in videostrea...

Verifications in video strea...

Profiles

Reports

Reports storage

Journals

Dictionaries

Settings

Administration

License information

Menu search

EN

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Reports storage

Filter is empty

Status	Name	Type	Date
Successfully	Identificacion_pistas_10-01-2023_13_48_57	Report upload	10.01.2023 13:48:57
Successfully	Diario_de_fotos_importadas_10-01-2023_13_48_36	Report upload	10.01.2023 13:48:36
Successfully	Identificacion_pistas_10-01-2023_13_48_29	Report upload	10.01.2023 13:48:29

Total: 3

Id-Line lists

Id-Line

User lists

Filter is empty

#	Name	Description	Color	List priority	
1.	Not distributed				
2.	All				
3.	Blocklist			Medium	⋮
4.	Stop-list			Medium	⋮
5.	VIP			Medium	⋮
6.	Staff			Important	⋮

Total: 6

Id-Line Notifications Settings

Id-Line

Notifications settings by identifications in the video stream

Filter is empty

Active	Color	Priority	Name	Cameras	Cams group	Locations	Send only by identified	Lists
<input checked="" type="checkbox"/>			Identification	inimage			Identified	⋮

Total: 1

Biometrics settings

Id-Line

example
Example

Dashboard

Identification in videostrea...

Verifications in video strea...

Profiles

Reports

Reports storage

Journals

Dictionaries

Settings

Biometrics settings

Profile import settings

Profile photos update

Notifications settings

Administration

License information

Menu search

EN

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General settings

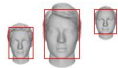
Reset

Save

General

☐ Main face

The parameter «Main face» is used for if several people are in front of the camera. If the option «Main face» is enabled, only the face that is closest to the camera will be processed. Other faces will be ignored. If the option is not enabled all faces will be processed.




Quality of the processed portrait

Yaw angle, degree

60


If the head pose yaw angle (right or left) is more than the following values «Yaw angle, degree», the image will not be processed. This value is set in degrees.



Pitch angle, degree

45


If the head pose pitch angle (up or down) is more than the following values «Pitch angle, degree», the image will not be processed. This value is set in degrees.



Roll angle, degree

45


If the head pose roll angle (clockwise or counterclockwise) is more than the following «Roll angle, degree», the image will not be processed. This value is set in degrees.



Quality index

80


Minimum quality index of an image. If image quality is less than «Quality index», the image is excluded from the processing. The lower the value «Quality index», the more poor quality images will be processed.



Minimum inter-eye distance, px

10

Minimum inter-eye distance from the face input image. If inter-eye distance is less than the «Minimum inter-eye distance, px», the image will be excluded from the data processing. The value is set in pixels.



Technical parameters of the tracker

Number of threads *

1

The processes of creating a biometric template.

Track closing time *

3000

The time of the last shot made when a person passes through the camera until the time when this action has been completed. The value is set in milliseconds.

Default camera tracking quality

Original image

Default value for new created cameras. Can be changed in camera setting. Configure image quality for tracking. The better quality is the more resources needed for frame analyze.

Similarity score

The zones show the match rate of the image captured from the camera with the profile found. The match rate is defined by the similarity score with values from 0.00 to 1.00. If the image is in the «green zone», it means that a match has been found. If the image is in the «yellow zone», it means that the similar profile has been found, but no matches. If the image is in the «red zone», it means that no matches with the profiles.

Green zone

Yellow zone

Red zone



USE CASE:

For banks, public institutions, visa centers and other places where queue management terminals are used, the solution will optimize the work of employees, as well as increase customer loyalty.

Using the installed camera at the entrance, next to the electronic queue terminal or built into it, the Solution will identify a person in a second from the database of client photos and, in accordance with the configured scenario, will transfer the necessary information to CRM, QMS or other systems.

When the terminal is equipped with a camera and a client identification solution, the electronic queue management system:

- When calling a client, the operator will automatically open his or her personal card on the desktop. Before providing the service, it will only remain to confirm the identity of the client with an identity card. This solution will not only improve the quality of the service through personalization and reduce the time required to confirm the identity of the client, but also add an additional verification factor to protect against fraud.
- Receive detailed information from CRM and other information systems and provide a prioritization scenario according to the customer service class for the queue management system.

When equipped the entrance with a camera, the solution will additionally allow:

- Promptly notify the manager of the visit of a person from privileged lists.
- Notify security officers immediately of a person from a stop list.

Ready-made CRM and QMS scenarios and connection methods will allow you to configure quickly the necessary integrations and put the solution into operation.





USE CASE:

In self-service terminals for receiving electronic services or buying tickets, the solution provides reliable personalized access to services, as well as providing targeted content.

Using a camera installed in or near the terminal, the solution will verify or identify a person in a second from the database of photos of organization clients and, according to the scenario, send notifications to CRM or other systems.

A solution for terminals and self-service kiosks equipped with a camera will provide:

- **Identity confirmation** (verification) of the client when making purchases or requests for the provision of remote services. The solution will check the compliance of the client's photo with additional identifiers such as card code, phone number, QR code, etc.
- **Identity check** (identification) of the client when making purchases or requests for the remote services, the providing of which is limited. The solution will find the client in the photo database, check for rights, after which the client, in accordance with the established rules, will receive the product, access to the service or targeted content.



LICENSING POLICY

The **Id-Line** system is a complete software product and is distributed by transferring electronic license keys. Such keys are required for the core element of the Id-Line system, as well as for sources of biometric data.

Profile database



License for the Id-Line system core element with the biometric database

Source for obtaining biometric data



Video camera connection license

Technical support



1. Dealing with emergencies during the Id-Line system operation
2. Providing Id-Line updates and documentation
3. Consultations while setting up and configuring the solution