



ID-LINE



SOLUTION FOR SERVICE PERSONALIZING IN ELECTRONIC QUEUE SYSTEMS OR SELF-SERVICE TERMINALS USING FACIAL BIOMETRICS



Id-Line –

Personal identification software for electronic queue and self-service check-in machine

Id-Line enriches any queue management systems (QMS) and self-service terminals with biometric functions, provides tools to reduce service time, increase customer loyalty and security

- **Reduce customer service time**
- **Enable personalized routing**
- **Recognize the client “at the entrance”**
- **Increase the level of customer verification**
- **Expand the list of available services through self-service terminals**



The tasks of our customers

Reduce customer service time

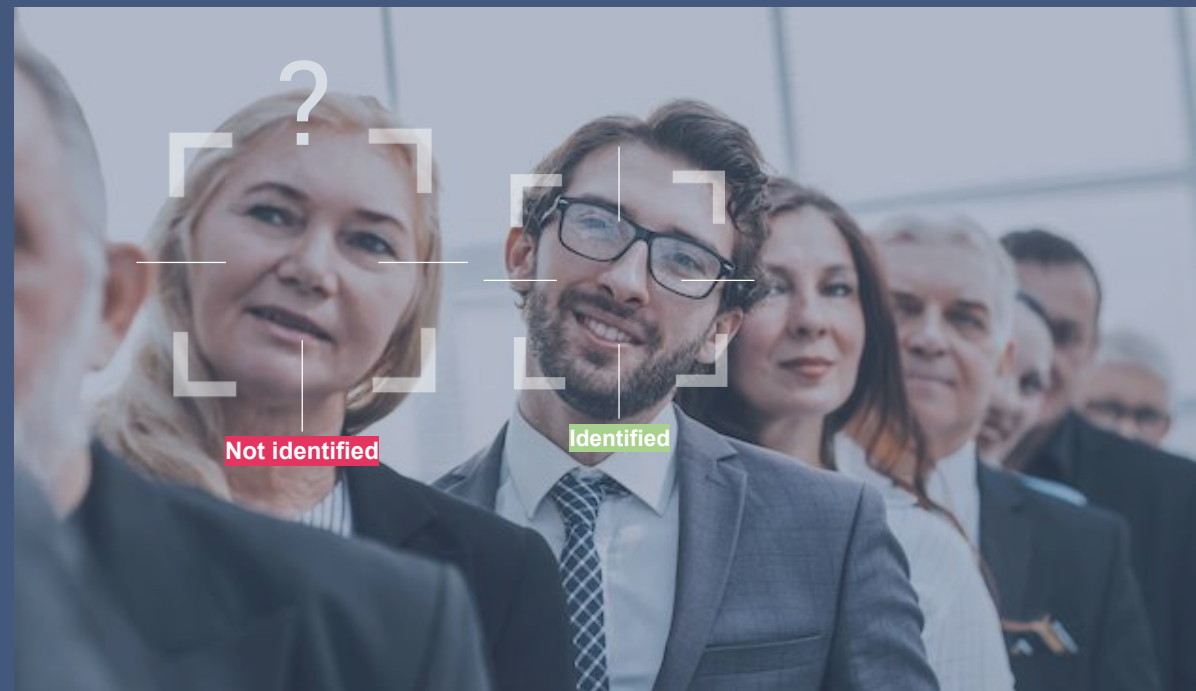
1

When calling the client to the operator, a large amount of time is spent on finding the client in the database, as well as checking his or her documents

Solution

Identification of the client by face at the moment of starting work with the QMS terminal will allow:

- Automatically connect the ticket number and the purpose of the service with the specific customer in a CRM
- Automatically open the client card on the operator's desktop at the time of the call in turn
- Quickly verify customer identity, submitted documents and information in an already open customer card in a CRM
- In case of non-compliance of one of the parameters, promptly notify the security officers and suspend service



The tasks of our customers

Personalized customer routing in a queue management system (QMS)

2 Classic QMS systems have routing and traffic prioritization mechanisms, tied only to the type of service requested

Solution

When receiving a ticket, thanks to identification, the QMS receives information not only about the type of service requested, but also information about the client from CRM, which allows you to configure individual service scenarios



The tasks of our customers

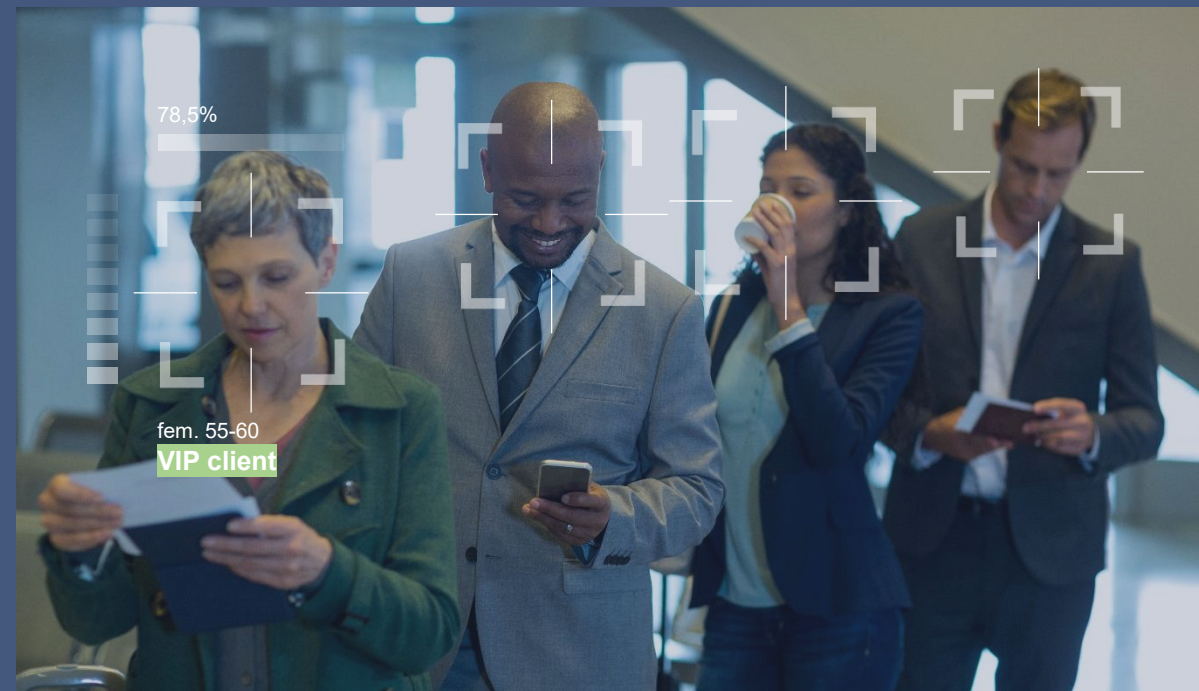
Customer identification when entering an office

3 The visitor entering the service area is unknown until the moment of interaction with the QMS or employees

Solution

With the help of CCTV cameras aimed at entering visitors, customers will be identified and, in accordance with the rules, CRM or the information system will be able to perform the necessary actions:

- Notify the required employee of the VIP visit
- Notify security of an unwanted visitor
- Configure any scenarios based on the generated lists



The tasks of our customers

Additional identity check in remote self-service terminals

4 Self-service terminals use one or two verification factors that can be compromised

Solution

Using a camera installed in or near the terminal, the Id-Line, according to the configured scenario, will provide additional verification to confirm identity. The solution will perform the identification and verification of a person from the photo base in a second



Biometrics expands the capabilities of classic queue management system and self-service terminals

BIOMETRICS

The solution identifies the customer when the electronic queue ticket is received from the camera or self-service terminal

The solution allows you to form and send notifications to the security service in case of identification of people from the stop lists or other lists of unwanted visitors

The solution allows you to verify the identity of the customer by using data from reference systems when using self-service terminals

The solution will allow you to classify the client based on lists, and will send a message to the QMS or CRM about the required service priorities for VIP

RESULT

The CRM system let get the customer card before starting service. This reduces the time required to find a customer card

Automatic notification of unwanted people improves service security and reduces the risk of fraud in streaming customer service

Identity confirmation expands the range of significant operations and the range of time for their provision to 24x7 with remote service without the need for confirmation by the operator

Customer loyalty increases by personalized service

What does the Id-Line user get?



01

20 MIN takes the process of installing the Id-Line solution

02

SIMPLE integration with end-user native systems

03

EASY loading of customer and intruder face databases

04

CONFIGURED lists (VIP, stop list, etc.)

05

SMOOTHLY RUNNING release policy and support system

06

READY-MADE methods of working with QMS and CRM

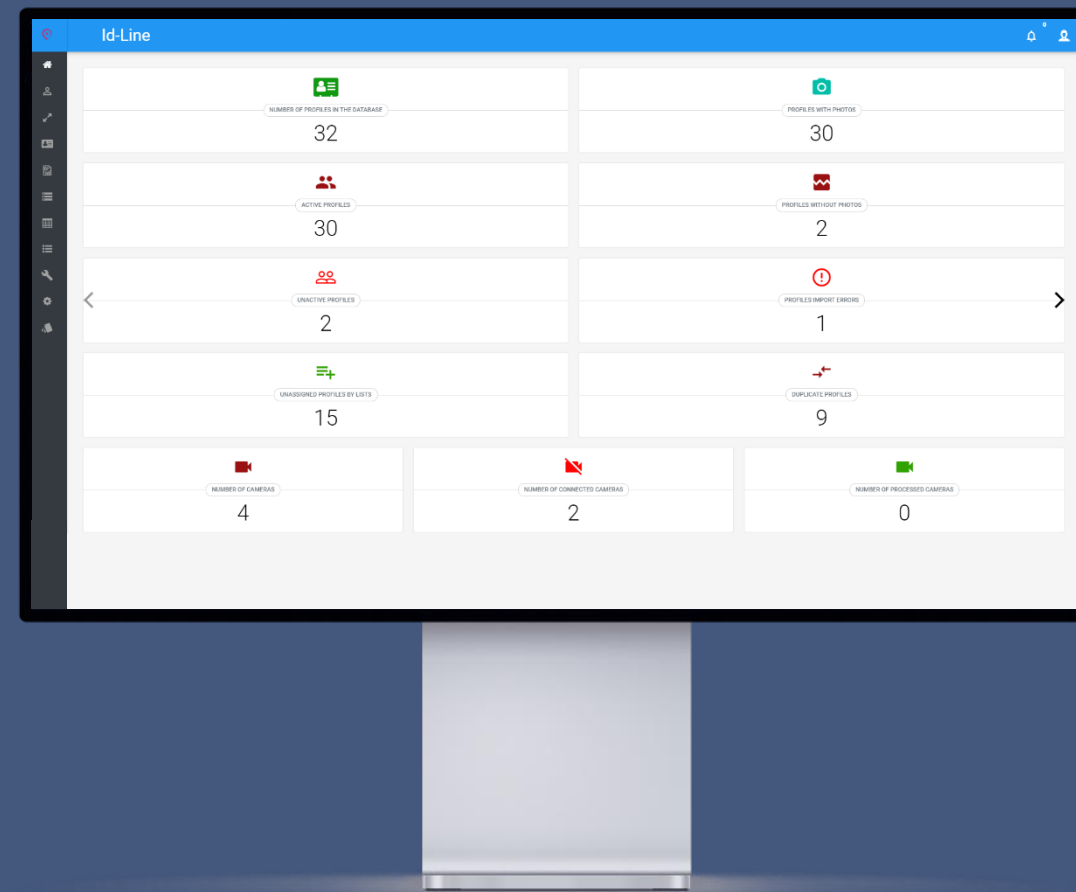
The benefits of the Solution

- **SIMPLE INSTALLATION**

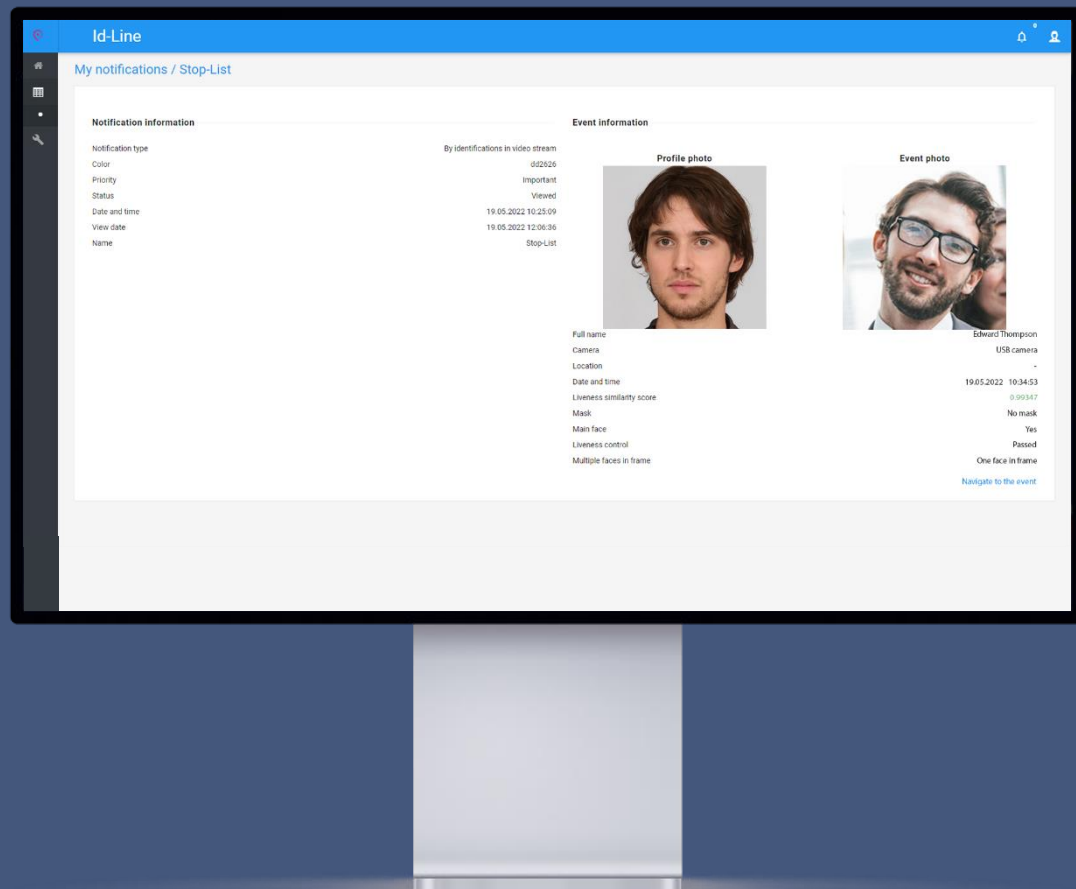
The solution installer provides a step-by-step and intuitive installation process. In order to deploy the solution, the customer's specialists do not need deep specialized knowledge and skills, just follow the simple step-by-step installation procedure described in the administration instructions

- **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



The benefits of the Solution



- **CONVENIENT API FOR INTEGRATION**

For integration with third-party systems, an API is available and documented in detail for sharing the necessary data

- **INTERFACES FOR EMBEDDING**

The solution is based on web technologies, which allows you to embed both entire interface windows and individual visual components (widgets) of the solution into third-party software used in the organization

- **NATIVE FULL-FUNCTIONAL INTERFACE**

A well-thought-out interface provides quick and convenient user access to all functions and capabilities of the solution: from operational mode to fine-tuning, ensuring high efficiency of using new biometric capabilities

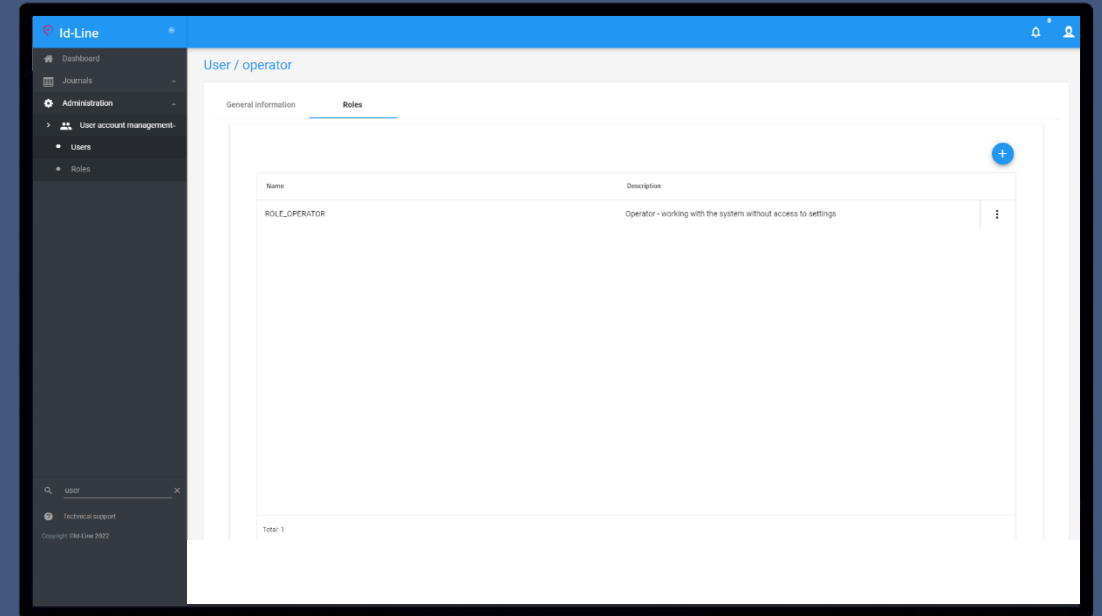
The benefits of the Solution

- **DATA IMPORT AND EXPORT TOOLS**

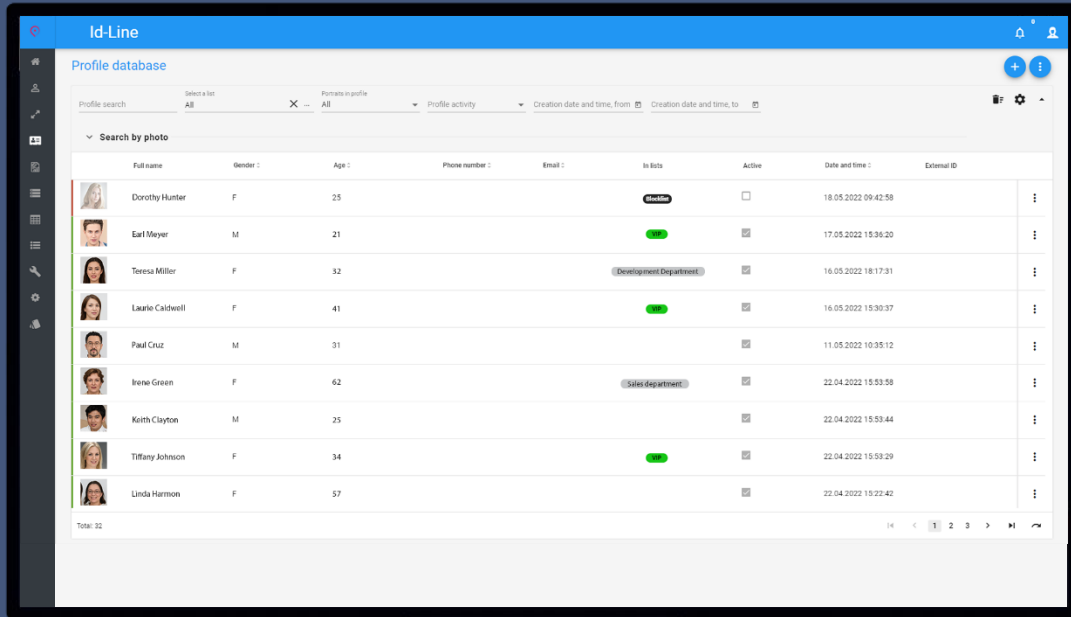
The solution provides intuitive tools for importing photos and information about people for group filling of the profile base and quick implementation of the system, as well as exporting profile data for use in other systems

- **ROLE MODEL**

The presence of a role model allows you to flexibly configure access rights to various objects and functions in the solution in accordance with existing security policies



The benefits of the Solution



Id-Line

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
Dorothy Hunter	F	25			Headline	<input type="checkbox"/>	18.05.2022 09:42:58	
Earl Meyer	M	21				<input checked="" type="checkbox"/>	17.05.2022 15:35:20	
Teresa Miller	F	32			Development Department	<input checked="" type="checkbox"/>	16.05.2022 18:17:31	
Lakia Caldwell	F	41				<input checked="" type="checkbox"/>	16.05.2022 15:30:37	
Paul Cruz	M	31				<input checked="" type="checkbox"/>	11.05.2022 10:35:12	
Irene Green	F	62			Sales Department	<input checked="" type="checkbox"/>	22.04.2022 15:53:58	
Keith Clayton	M	25				<input checked="" type="checkbox"/>	22.04.2022 15:53:44	
Tiffany Johnson	F	34				<input checked="" type="checkbox"/>	22.04.2022 15:59:29	
Linda Harmon	F	57				<input checked="" type="checkbox"/>	22.04.2022 15:22:42	

Total: 32

- **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

The benefits of the Solution

- **FLEXIBLE 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, inclusion 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

- **AUTOMATIC CONTROL OF LIVENESS**

In the process of identification and verification, the Solution receives the necessary set of images from the camera to ensure Liveness control and prevents system compromise by showing the system photos on paper or on electronic devices (smartphone, tablet)



The benefits of the Solution



- **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

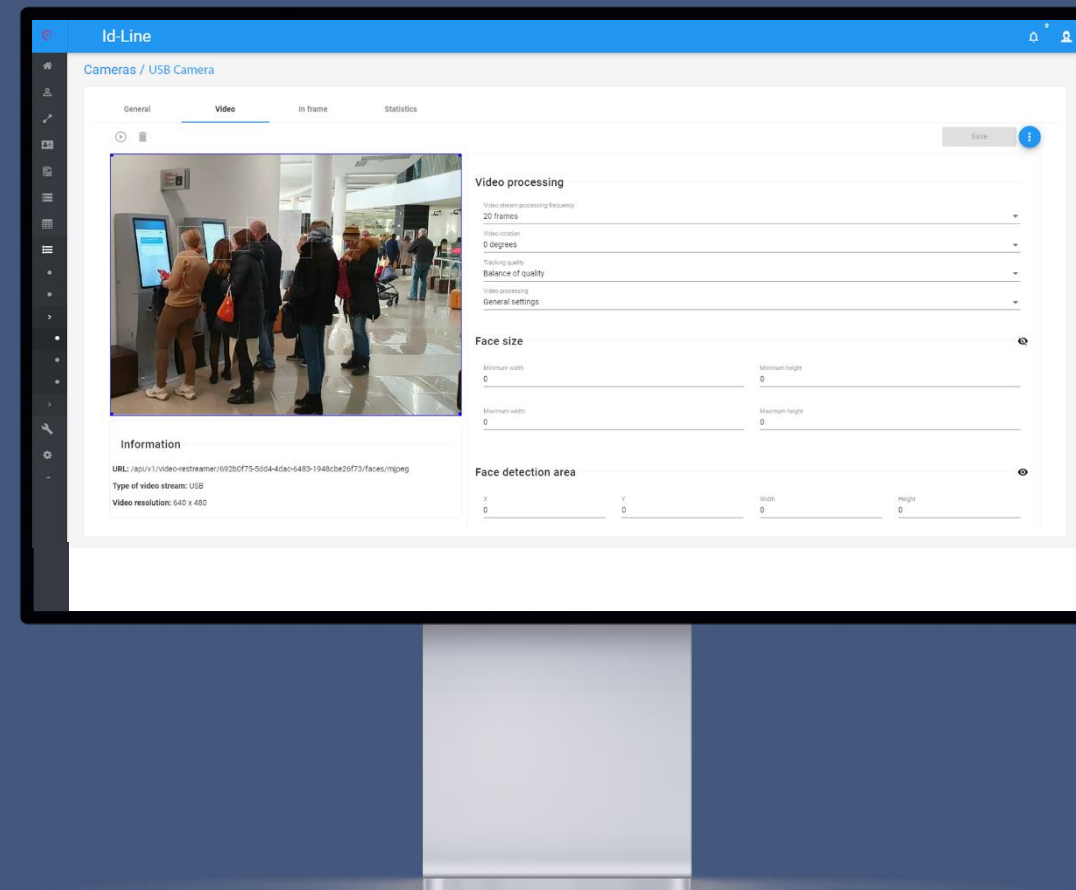
The solution processes two types of biometric data: a photo image of a person and a biometric template built on the basis of a photo image. Photo images of employees and visitors of the organization are the most critical personal data, therefore they are located in a special isolated information storage, 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

The benefits of the Solution

- **CAMERA INSTALLATION GUIDELINES**

Together with the solution, a set of ready-made recommendations for placing and using cameras in self-service terminals and kiosks is provided to reduce the time required to develop and debug the system for integrators and developers



Technological advantages



Easy **INSTALLATION**
of the solution



Native **INTERFACES**
for embedding



Full-featured **INTERFACE**



Ready-made **METHODS** of
working with QMS and CRM



Easy-to-use **API** for
integrations



Data import and export
TOOLS



Flexible **NOTIFICATION**
system



Automatic **LIVENESS**
control



High level of **INFORMATION**
SECURITY of the solution



Compliance with the
PRIVACY POLICY



ROLE model



RECOMMENDATIONS for installing
the required cameras

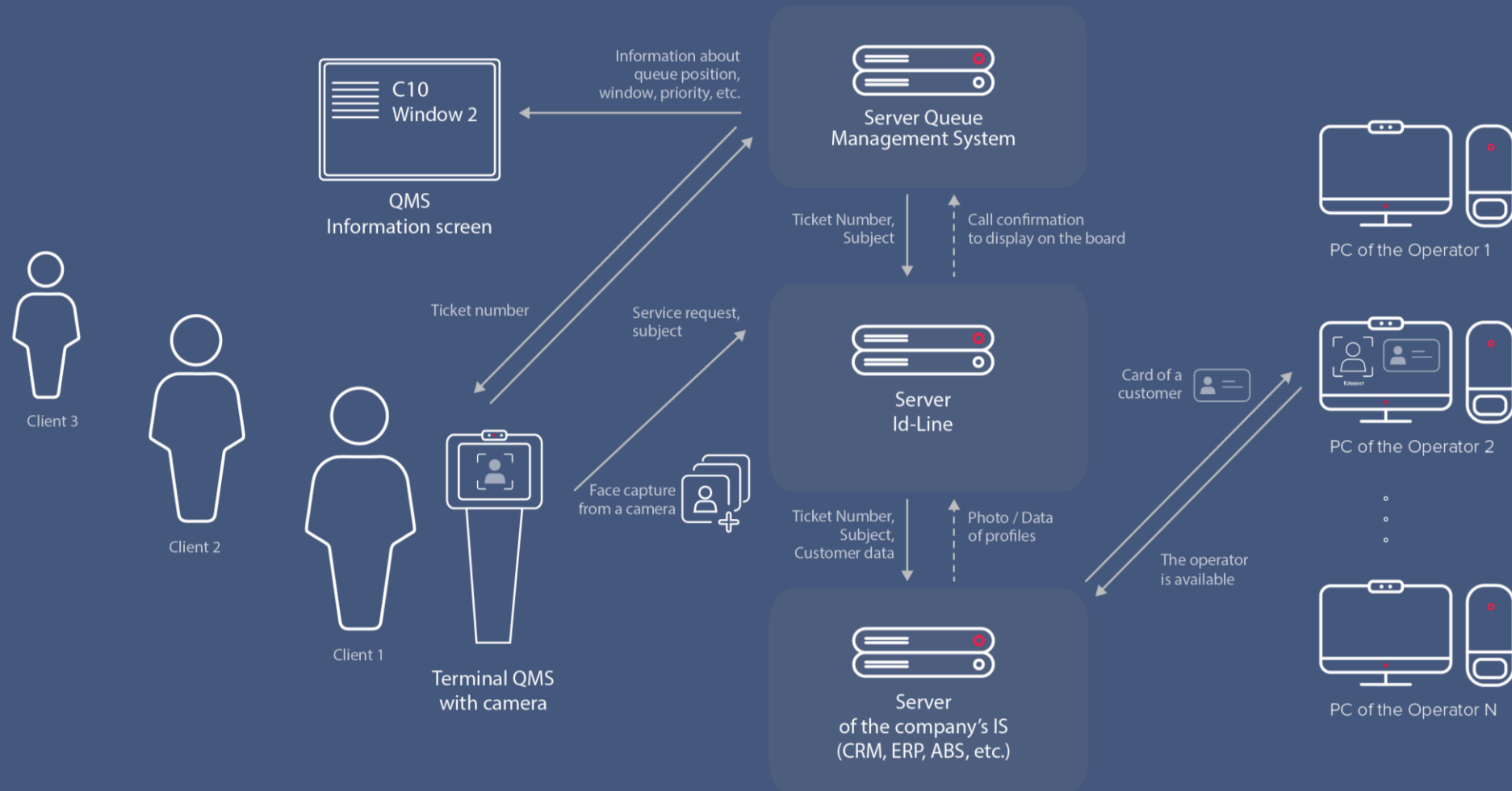
Customer Identification with direct data transfer to CRM

Id-Line connects to QMS and CRM

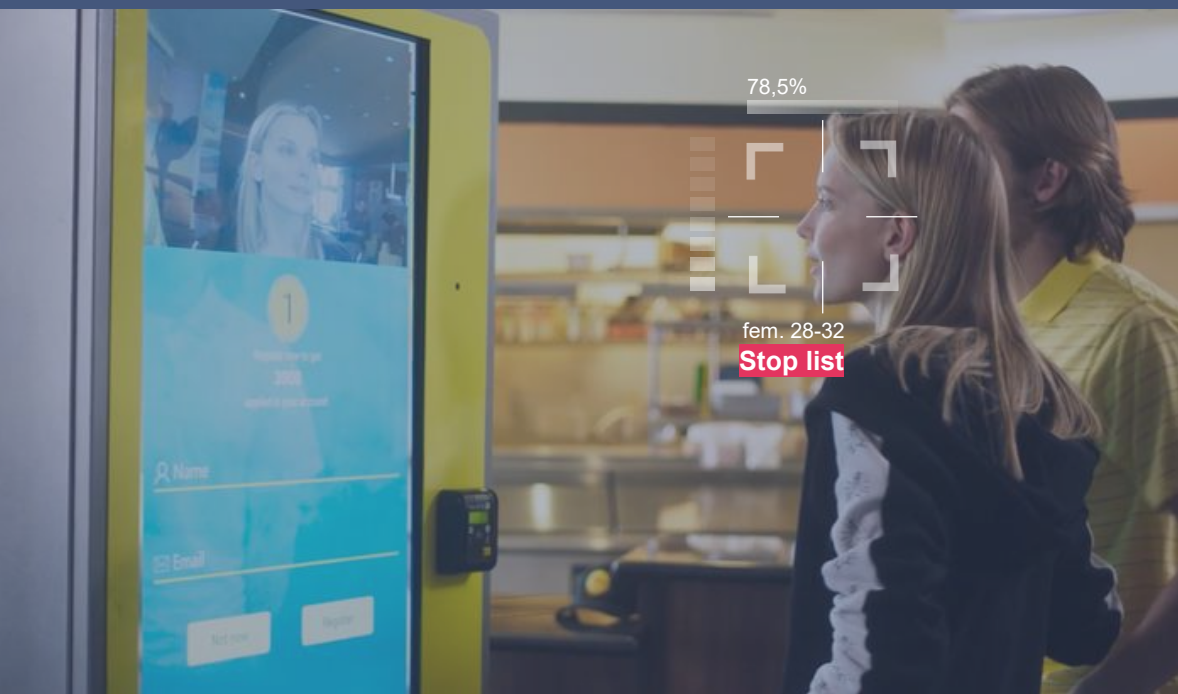
- When the client starts working with the queue management system terminal, the Id-Line processes the video stream and identifies the client by obtaining his or her ID
- Upon completion of service selection, the QMS issues a ticket to the client and sends the ticket number to the Id-Line
- Id-Line links the received ticket number to the customer
- At the moment of calling the client in turn, the QMS sends to the Id-Line the number of the ticket and the operator's ID-workplace
- Id-Line sends information about the customer and the call window to CRM, which allows you to open automatically the customer card on the operator's desktop



Id-Line operation scheme with direct data transfer to CRM

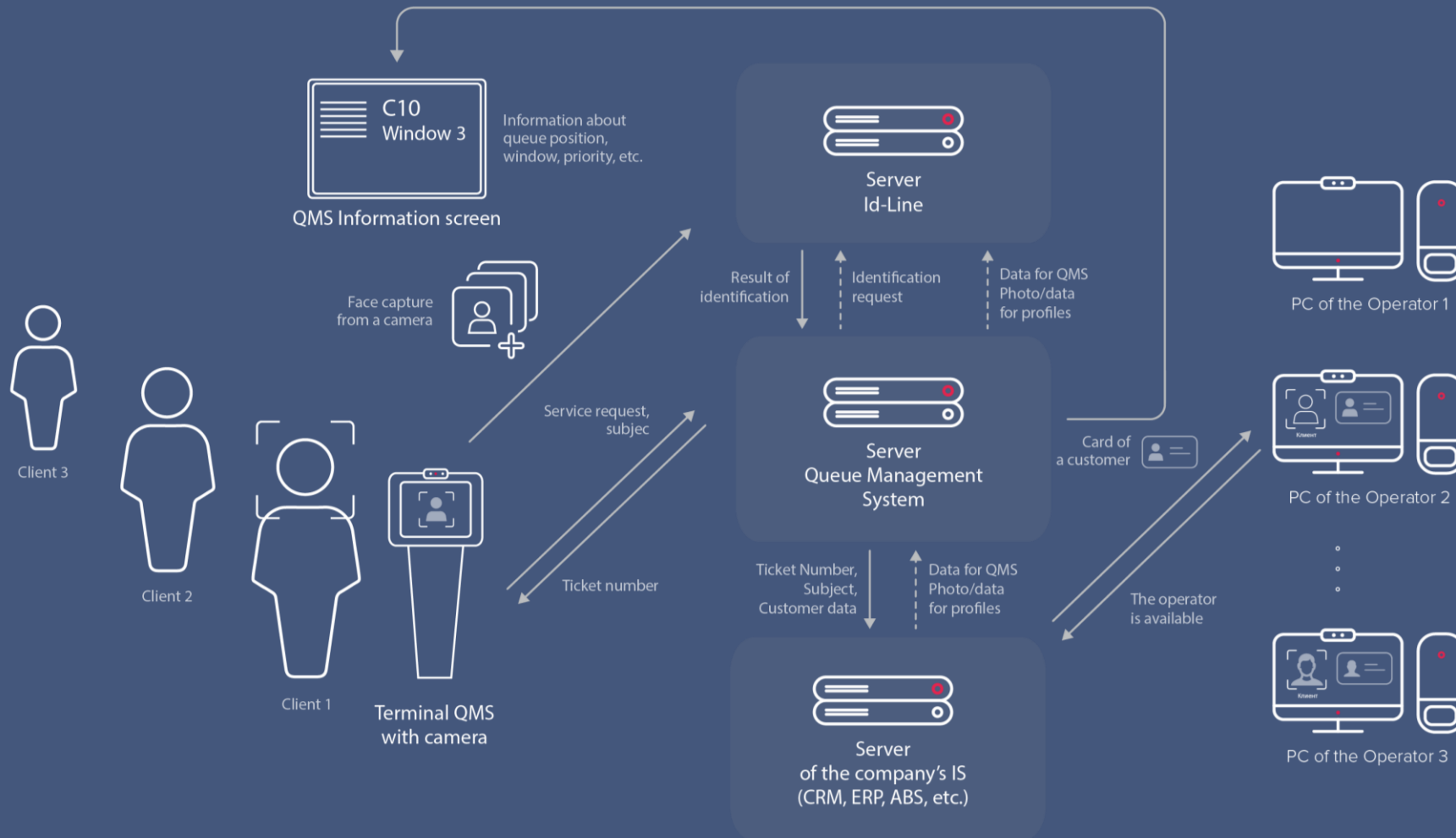


Customer Identification with data transfer to CRM via QMS



- When the client starts working with the QMS terminal, the Id-Line processes the video stream and identifies the client by obtaining his or her ID
- The QMS issues a ticket to the client and requests the client ID from the Id-Line, as a result, a link between the ticket number and the client appears in the QMS
- At the moment of calling the client in turn, the QMS sends to CRM the number of the ticket, the selected category of the service, the ID-client, and the operator's ID-workplace
- This set of information will allow CRM to open the customer card on the operator's desktop

Id-Line operation scheme with data transfer to CRM via QMS



Customer identification at the entrance

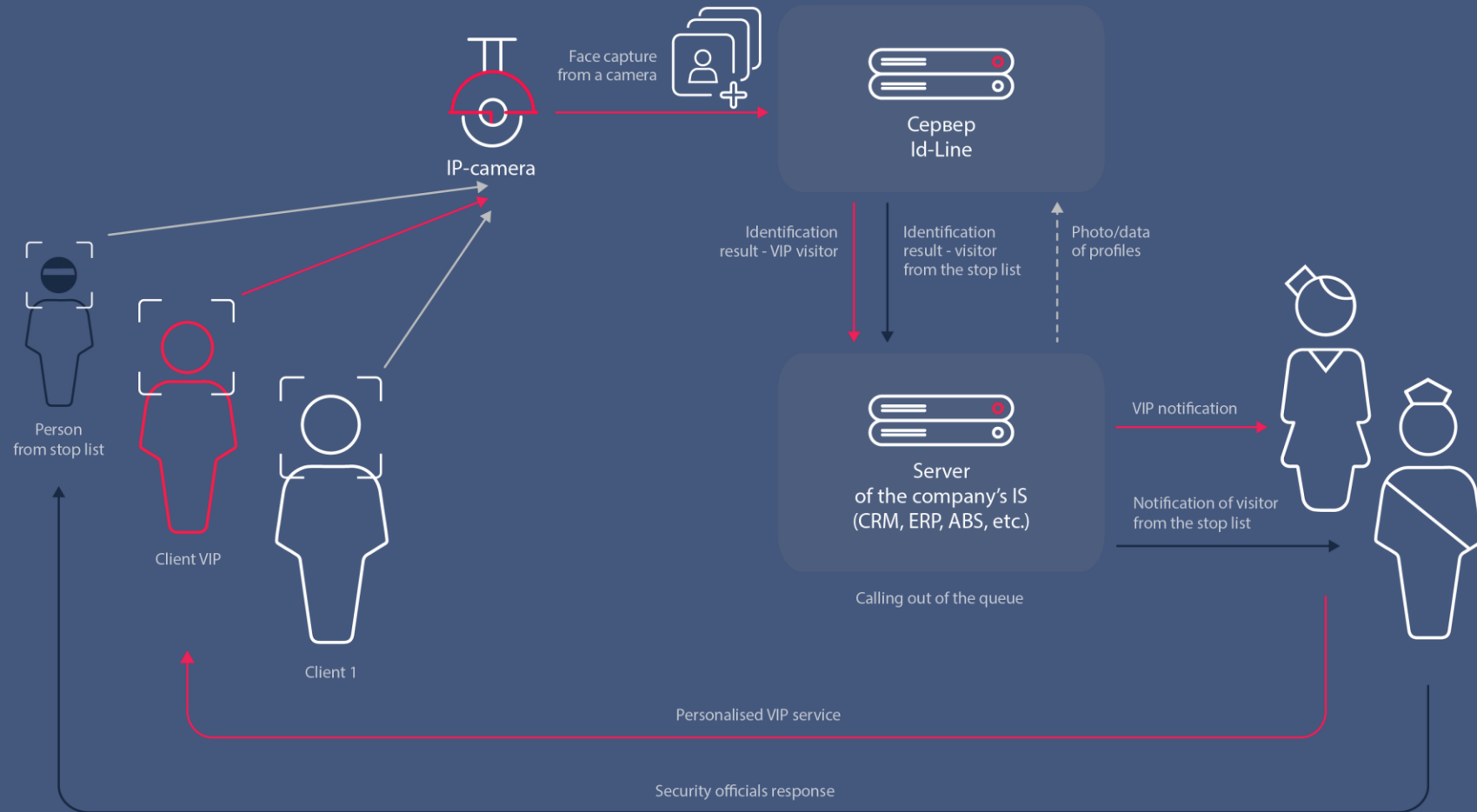
Working Id-Line with CCTV cameras

The use of CCTV cameras installed for biometric identification at the entrance to the customer service area will allow you to obtain quickly reliable information about the client before starting service

- When a client enters a service area, the Id-Line uses a CCTV camera to identify the client and check the lists in which the client is included
- Customer ID as well as VIP, Stop-list, etc. are sent to CRM
- The solution, in accordance with the rules, automatically sends notifications to the relevant employees, special services or security systems
- Notifications are displayed in the interface, according to the role model, and can be sent through the API to information systems



Customer identification scheme at the entrance using cameras



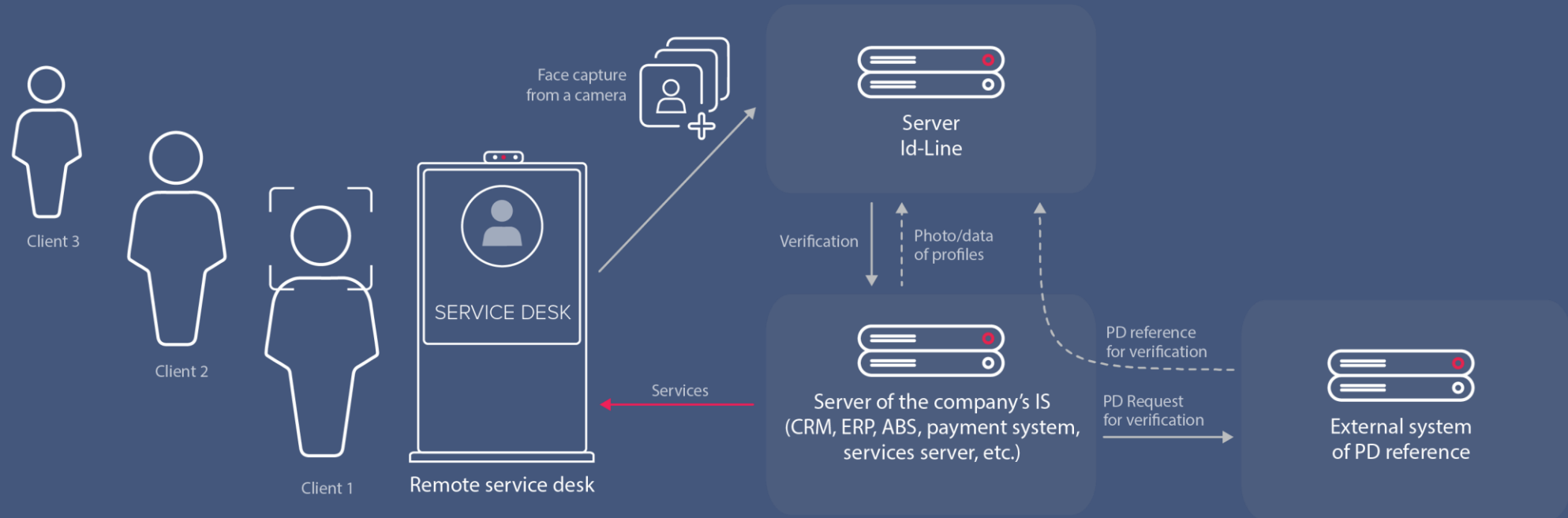
Additional identity check in self-service terminals



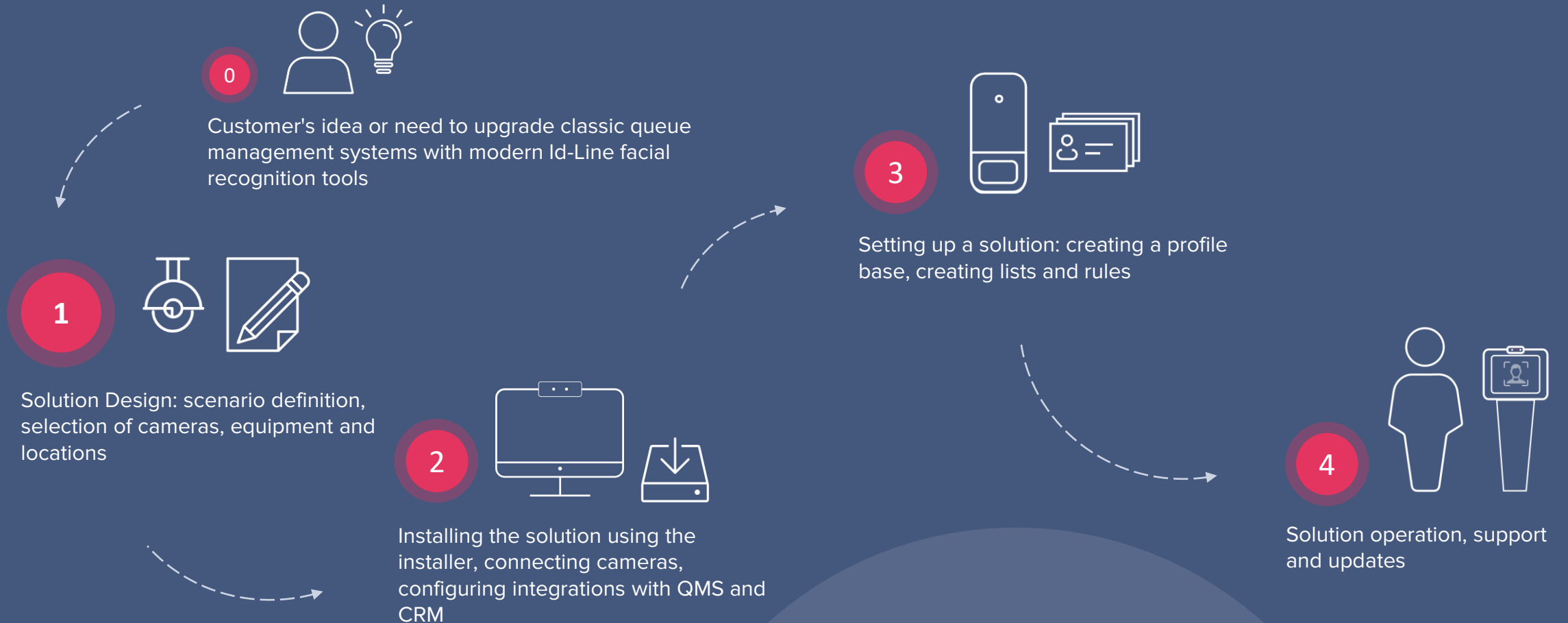
Due to the camera built into the self-service terminal or located next to it, client verification is provided, accuracy of identity verification is increased and the range of remote services provided is expanded

- When the client starts working with the self-service terminal, the video stream from the terminal camera is sent to the Id-Line
- The Id-Line processes the video stream, identifies the customer, and send ID to the CRM system
- To confirm the identity, CRM requests reference data about the client in an external system, and after receiving it sends data to Id-Line together with a verification request
- Id-Line verifies client information by comparing the reference biometric pattern with the image of a real person in front of the terminal camera
- Verification result is sent to CRM

Additional verification scheme in self-service terminals



Successful project cycle



20 minutes
takes the **Id-Line** installation process

Demonstration license



Free access



**3 cameras
and 1000 profiles**



**Term
3 months**

License Policy



Profile Database

Core License
with Profile Database



Number of cameras connected

License for video streams of cameras
connected to the solution



Technical support

Technical Support
and Upgrade Certificate

About RecFaces

Pool

Of ready-made
biometric products

Among the first

Developed biometric software
products in the world

More than 200

Installations around
the world



International projects

The airport in Kenya, Shopping centers in
Brazil and Peru, Stadium in Australia, Metro
in Thailand, and many others

Team of experts




Developers, technical engineers and
analysts with more than **15 years** of
experience in IT

Integration with leading vendors

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