

## Video Identification

Aurus RichCall provides a quick and convenient method of verifying your customer's identity online via secure video-session



1. A client makes a one-touch secure video call to a company using a PC or a smartphone. No downloads required.
2. The company rep asks him to show his ID.
3. The 3<sup>rd</sup> party biometric identification system compares the photo on the ID with the client video.
4. The embedded text chat allows parties to send documents (contracts, terms of service etc) addresses, phones, IDs etc.
5. The whole session is protected using strong cryptographic protocols and is recorded on the company server.

### Typical use cases

- ✓ **FINANCE** – video-banking online,
- ✓ **TELECOM** – visual identification to activate a SIM card or a service.
- ✓ **BOOKMAKERS & SWEEPSTAKES** – identity confirmation for accepting bets and entries.



**BAITEREK**

In 2020, the number of video calls to the House Construction Savings Bank has reached several thousand per day.

The main use case is remote customer identity confirmation necessary to perform a depository operation without a face-to-face meeting.

## Scenarios on how to start a video-meeting

### VIDEO CALL FROM YOUR WEBSITE

- before calling from the website, the client is asked to prepare an ID and enter his phone number;
- the video call is routed to one of the available agents;
- CRM uses the phone number entered by customer to opens the customer page;

### ESCALATION OF THE PHONE CALL

- during a regular conversation, the agent asks a customer to prepare his ID and then enter a unique digital code on the company's website to establish a video connection on the fly

### SCHEDULED MEETING (in the next releases)

- the terms & conditions of the upcoming deal/transaction are agreed with the client in advance;
- the agent schedules a video meeting in his personal calendar and sends the meeting details to the client;
- at the scheduled time, the consultant starts the session and the client joins it for video identification.

## Feature set

### Server:

- cloud-based or on-premise installation
- seamless integration with the contact center software – WebRTC-to-SIP g/w, integration with the agent desktop
- WebRTC, STUN/TURN technologies for the best interoperability

### Collaboration tools:

- dual HD video
- app sharing with the “pointer” feature
- co-browsing empowered with the “pointer” and field masking
- chat with docs and images sharing
- multiple cameras support
- screenshot with annotations

### Admin:

- UI branding
- features available for different skill groups are configurable
- configurable call routing rules
- customizable pre-call questions
- service availability setting

### Agent:

- session transfer between devices
- audio and video connection quality indicator (MOS)
- frame capture with annotations and copying to a third-party system (eg CRM)

### Supervisor:

- access to session recordings with search and filtering capabilities

### Client/caller:

- several Customer Satisfaction Metrics supported
- multiple languages supported: Russian, English, Spanish, Arabic, German
- all modern browsers are supported, including mobile ones.