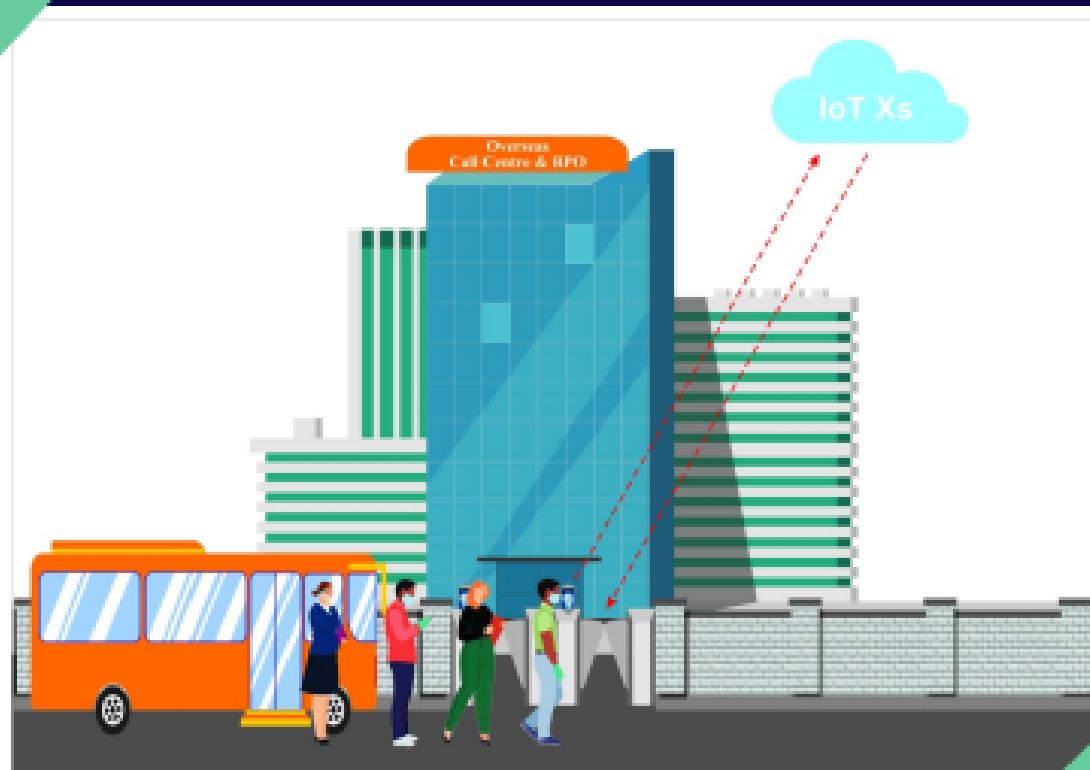


ACCESS MANAGEMENT INSIDE CALL CENTRE/BPO WITH MULTI-DOORS WITH GLOBAL ANTI- PASS BACK



- Modern ITeS offices are having Access Control Systems on Doors. The teams working in each area shall be given access based on
 - Customer Contract Validity period
 - Shift pattern & Man-power allocation based on international client time Zone
 - No. of PAX allocated for the project, in each shift
 - Other complex logic, which may be running on the call center (like absconding logic)
 - Global Anti-pass back logic violation to avoid tail-gating
- To manage the dynamic nature of Access using traditional access control means configuring & downloading the information on periodic manner using Vendor software & managing parallel system which needs training & constant maintenance.
- Customers want an integrated system to manage the Access Control system which may directly piggy-back on their database to provide the Access to each employee, based on the current Access snapshots and logics.

End User Experience

- The Employee reaches the building, they scan their Face on the main door for getting Access.
- This request from employee (with ID Number) is posted on our IoT Broker. This is subscribed by the BPO software for validation.
- The BPO Software checks the ID for its Customer Contract Validity Shift Validity, No. of PAX already reported etc., from back-end for granting Access. The decision is taken on the current instance & published on the Device.
- The Access to subsequent doors installed inside depends on the action area, such that one gets access in his allocated space only.
- Global Anti-pass back is needed to ensure that the tail-gating is not done & all access transactions are logged for audit purpose.
- This may be further integrated to IP Camera to monitor the movement of the visitor inside.

