About the organization

BANPARÁ (Bank of the State of Pará) is a bank founded in the Brazilian state of Pará. BANPARÁ has 104 branches and 32 banking service stations distributed throughout the state of Pará.

Problem

Provide point-to-point video communications from a meeting room of a new digital branches of the bank. Provide white-labelled solution. Support video call start and end through USB speakerphone's pick up and hang up buttons.

Solution

A PC with TrueConf Terminal application, connected to a TV with a USB Jabra speakerphone. There's no interface in the app. In idle mode app displays Ads. Control is done via an additional software which interprets USB speakerphone buttons into TrueConf Terminal API HTTP requests. Video quality could be up to 1080p@30fps.

The queue is implemented on TrueConf Server side, which is used as VC infrastructure in the customer's data center. All operators are located in a separate group, any call to this group is redirected to random available operator. The server is also record all video calls.

Local system integrator company Voxel Digital executed the project.

Country:
Brazil

Field:
Banking

Implementation:
2016

Website:
https://www.banpara.b.br