



About the organization

Bahrain Islamic Bank (BisB) was established in 1979 as the first Islamic commercial bank in the Kingdom of Bahrain. The authorized capital is BD 100 million and paid up capital is BD 93.967 million.



Problem

Provide a way to communicate with an operator via video call from individual air-conditioned digital branch with 24/7 ATM.



Country:
Kingdom of Bahrain

Field:
Banking

Implementation:
2017

Website:
<https://www.bisb.com>



Solution

a PC with TrueConf Terminal application installed on it, touch screen and a wired handset, connected via the 3.5 mm jack. The HTML5-based interface is implemented by the customer. Control is done via TrueConf Terminal API over HTTP through WebSockets. Point-to-point calls are supported, the call quality (maximum 1080p30fps) varies with connection conditions. The call starts when you click the button on the screen and ends in the same way.

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

The kiosk is connected via 4G and has 24/7 service. Two of such digital offices were equipped with it in 2016.