

SBERBANK REMOTE CONSULTING SYSTEM



CROC is the leading Russian company in IT infrastructure creation.

Challenge

The largest bank of Russia, wanted to create possibility of a video conference communication for self-service booths. It is necessary for clients of bank to give visual communication opportunity through booths with bank remote specialists. The client of bank should have possibility to call the adviser, to have live communication with him, to finish a session and to switch into other tasks carried out in a booth.

Solution

The software product with use of the special equipment has been developed Self-service terminal (the local party):

- The monitor established in portrait orientation
- The personal computer – AOpen DE-7000
- A control system – Crestron
- Video camera and microphone

Equipment of the adviser (the remote party):

- VKS Polycom HDX4000 hardware codec

Technologies



Linnphone



Visual Studio