tetherfi
In-app 'Digital First' Customer Enagement Platform
Eveything from Sales to Service

Secure Work From Home

TRS Feature Description

Version 4.4 (12-Oct-2021)

Table of Contents

Introduction

Tetherfi with its experience in real-time video communication and media analytics to detect emotion of agents and customers in the contact center industry has developed unique way to secure Work From Home (WFH) Contact Centre Agents.

During COVID-19, we saw our clients' users go through problems of working from home and wanted a smooth transition to a fully remote working model in just a few days while maintaining the highest levels of security and compliance standards.

Tetherfi's Secure 'Work from Home' (WFH) solution allowed enterprise users to seamlessly transition to a fully remote working model without compromising on security and compliance combined with unified collaboration experience.

This technology was developed using real-time camera vision, combined with AI and ML using Tetherfi's extensive R&D experience in innovation. This solution allowed enterprise to track, alert, reduce risk and improve collaboration and without compromising on customer service during these unprecedented times.

Tetherfi Remote Security (TRS) is a module that is part of Tetherfi Work from Home (WFH) Solution, which uses camera vision analytics to detect objects that can be configured to trigger violations and can be configured to trigger actions.

TRS Solution comes with below 5 High level categories of features and this document scope only covers the Desktop Activity (DA) feature sets.

2 FA – Face Authentication

2FA based, is a method of *biometric identification* that uses that body measures, in this case face and head, to verify the identity of a person through its *facial biometric pattern* and data.

coupled with

Liveness Detection, securing the system against spoofing

Object Detection

1. ***Cell Phone camera,*** if someone tries to take a picture using a cell phone
2. ***Person Absent,*** detecting if the person has moved away from the screen
3. ***Shoulder Surfing,*** detecting if there are multiple faces in the camera vision.

Supervisor Console

1. ***Real-time alerts*** during a violation
2. Ability to ***unblock*** agents screen upon a violation
3. Assisting agent with ***real-time Chat***
4. ***Peep***, Real-0time view of the agent; Snapshot, Geolocation , IP Address, profile picture

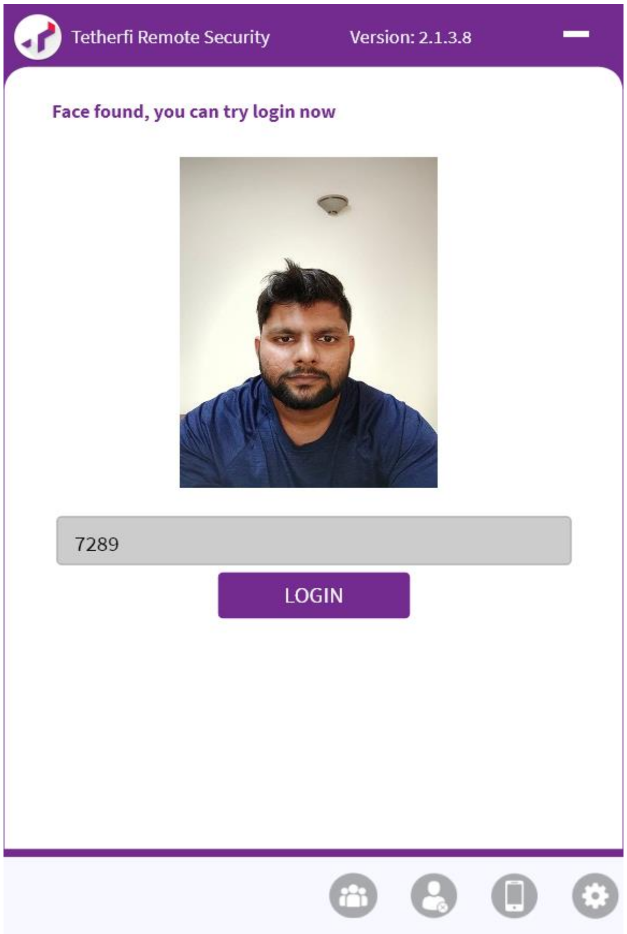
Key Highlights

1. ***Camera capture***, the moment the agent logs into the system welcome
2. All violation detections are ***configurable***
3. ***No streaming*** of the video back to the server Live
4. Violation detection will continue even if there is ***no network*** – details will be captured in local cache which will be later pushed back to server

User Desktop Activity

1. ***Preventing Data Breach,***
   a. Not allowing ***Copy & Paste , Print Screen*** PrtSc
2. Peripheral device detection,
   a. ***Secondary monitor*** is plugged
   b. ***USB*** is plugged into the laptop
3. ***Blocking of 3rd party desktop apps if,*** face auth fails or upon violation
4. ***Break Time,*** When the agent moves away from the camera for a definite period of time or locks the computer
5. Time Spent on Desktop Apps / Websites

TRS UI

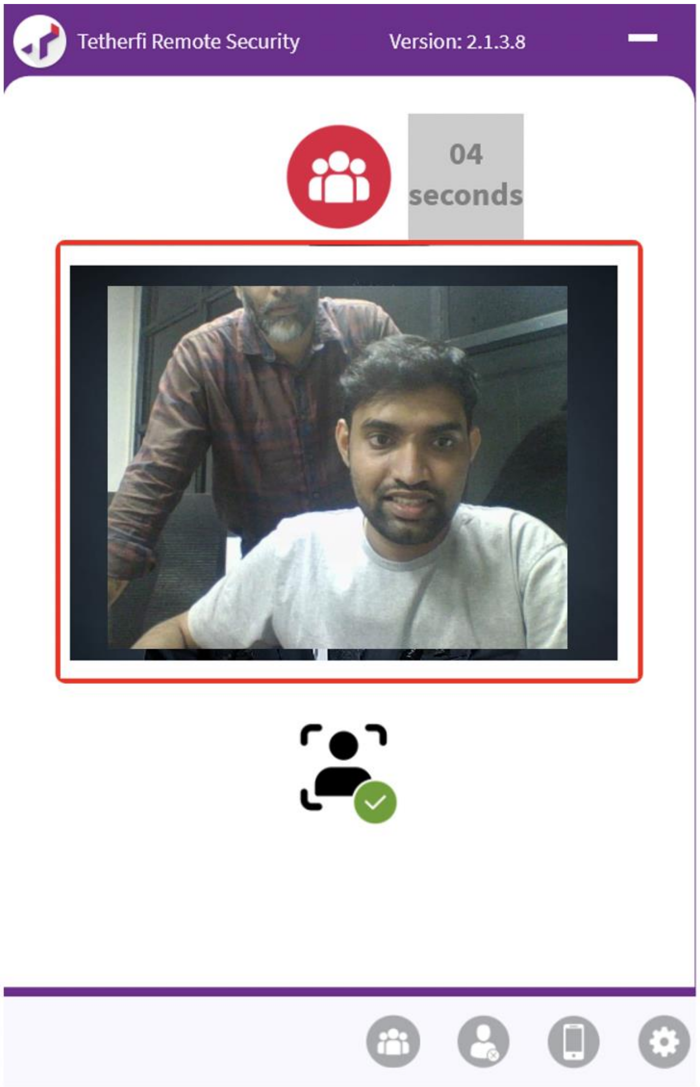


Face found, you can try login now

7289

Face Detection:

The minimum face match is set to 80% by default for positive face authentication, can be increased or decreased based on client’s requirement.

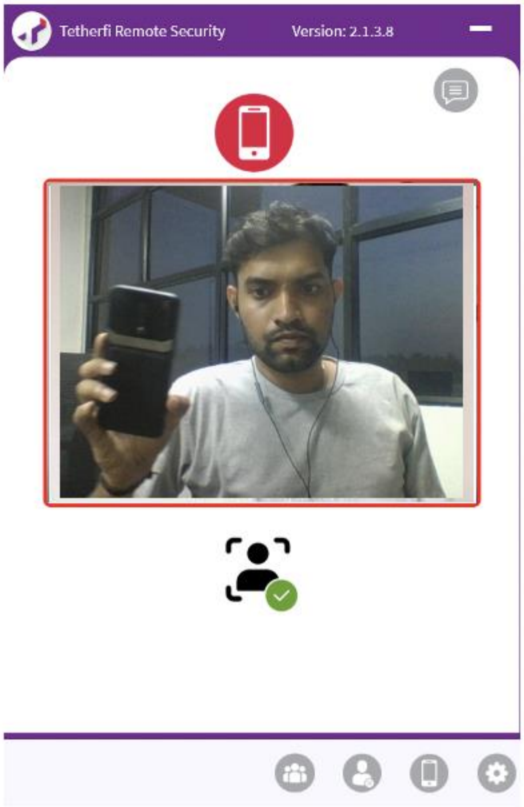


This Violation Occurs when multiple people are detected by TRS

Person Detection:

The minimum threshold for detection of a second person peeping into the user's system is set as 0.3, this value can be increased for making the check more lenient and decreased for making the check more stringent.

The suggested timeout for this check is 15 seconds.



This Violation Occurs when Agent is Using Cell Phone, or any other gadget not authorized by TRS

Gadget Detection:

The minimum threshold for detection of a gadget is set as 0.5, this value can be increased for making the check more lenient and decreased for making the check more stringent.

If the client wants additional objects such as spy cams, GoPros, DSLRs, etc. our object detection models can be trained to include these objects and post training they can be added to our object classifications so that TRS starts detecting these objects as gadgets.

Liveness Detection:

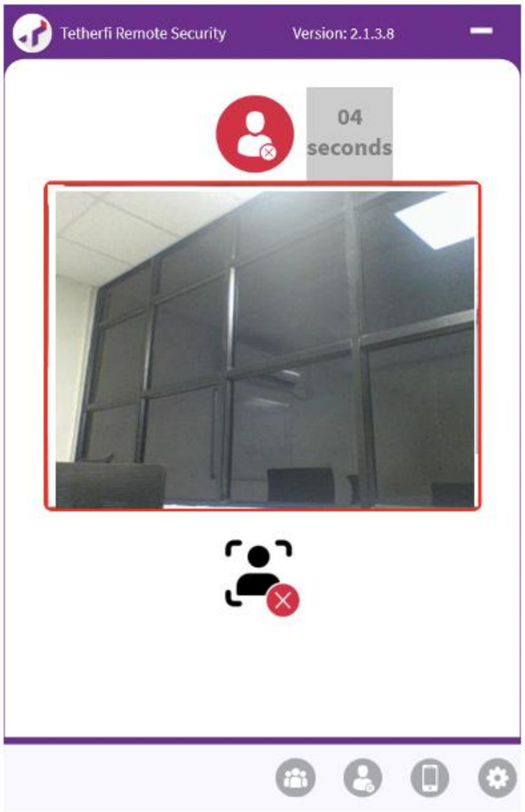
The minimum threshold to verify whether an actual person is sitting in front of the system is set as 0.9, this value can be increased for making the check more lenient and decreased for making the check more stringent.

The suggested run frequency and the number of attempts for this check is 300 seconds and 3 attempts respectively.

Background Authentication:

This check takes the threshold set for positive face authentication.

The suggested run frequency and the number of attempts for this check is 300 seconds and 3 attempts respectively.



This Violation Occurs when Agent is not at his desk

No Face Found Detection:

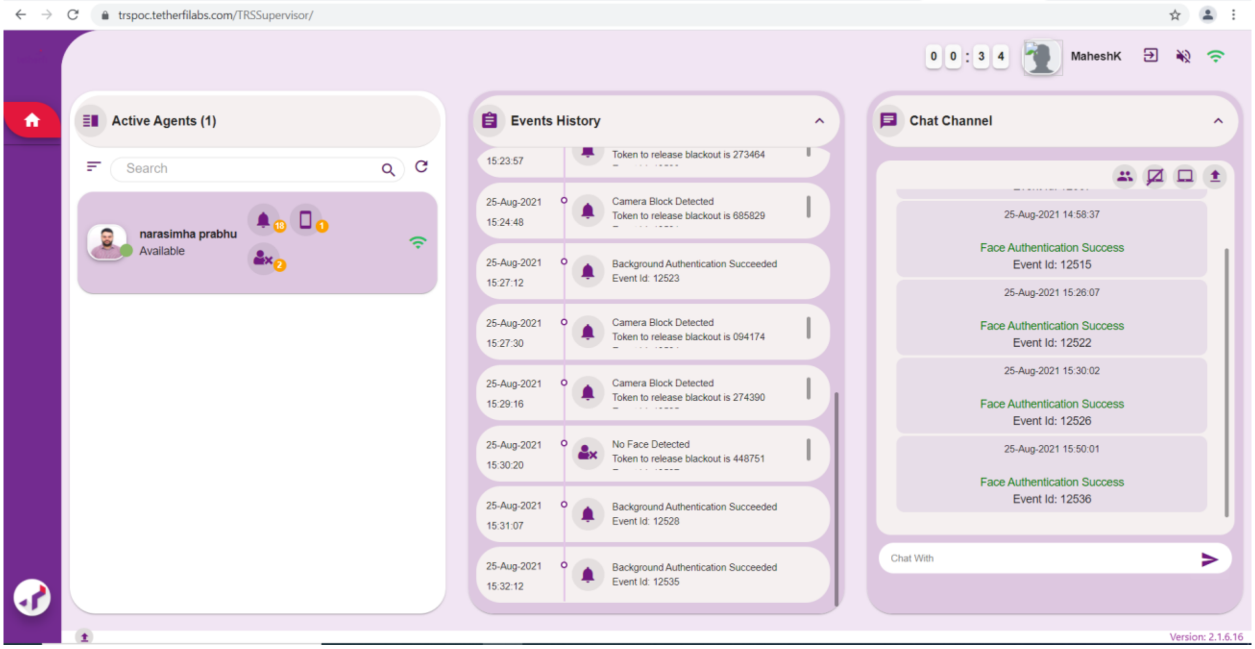
The suggested timeout for this check is 300 seconds.

In depth description of new features of TRS and their related configurations is mentioned in the below video. This video will be updated on a regularly based upon new features and functionalities added in TRS

https://my.folderit.com/public/FOz0HtFS/

Supervisor Module

When a Supervisor logs in to the supervisor module, he would be seeing the following screen:



15:23:57 Token to release blackout is 273464

25-Aug-2021 15:24:48 Camera Block Detected
Token to release blackout is 685829

25-Aug-2021 15:27:12 Background Authentication Succeeded
Event Id: 12523

25-Aug-2021 15:27:30 Camera Block Detected
Token to release blackout is 094174

25-Aug-2021 15:29:16 Camera Block Detected
Token to release blackout is 274390

25-Aug-2021 15:30:20 No Face Detected
Token to release blackout is 448751

25-Aug-2021 15:31:07 Background Authentication Succeeded
Event Id: 12528

25-Aug-2021 15:32:12 Background Authentication Succeeded
Event Id: 12535

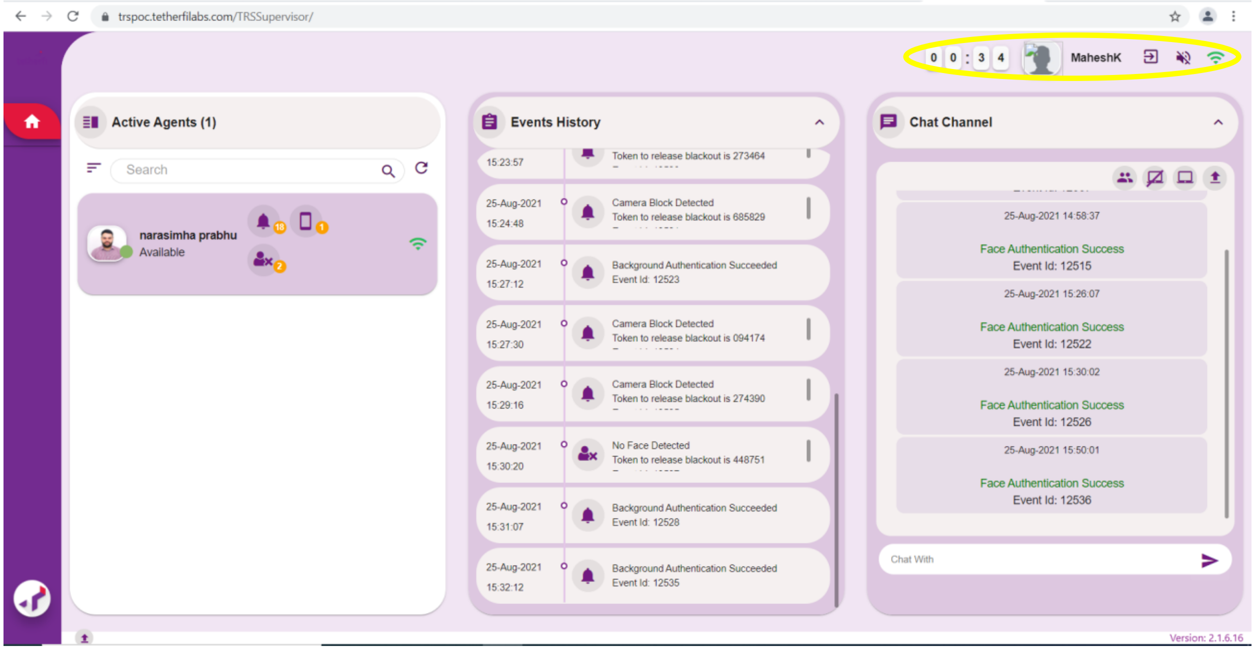
25-Aug-2021 14:58:37
Face Authentication Success
Event Id: 12515

25-Aug-2021 15:26:07
Face Authentication Success
Event Id: 12522

25-Aug-2021 15:30:02
Face Authentication Success
Event Id: 12526

25-Aug-2021 15:50:01
Face Authentication Success
Event Id: 12536

In the highlighted part of the below image, one can see the session time of the logged in supervisor, the LAN ID of the logged in supervisor along with the profile picture (if any), the logout button, a toggle notification alert and the signal strength of the logged in supervisor in the mentioned order.



trspoc.tetherfilabs.com/TRSSupervisor/

0 0 : 3 4 MaheshK

Active Agents (1)

Search

narasimha prabhu
Available

Events History

15:23:57 Token to release blackout is 273464

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Chat Channel

25-Aug-2021 14:58:37
Face Authentication Success
Event Id: 12515

25-Aug-2021 15:26:07
Face Authentication Success
Event Id: 12522

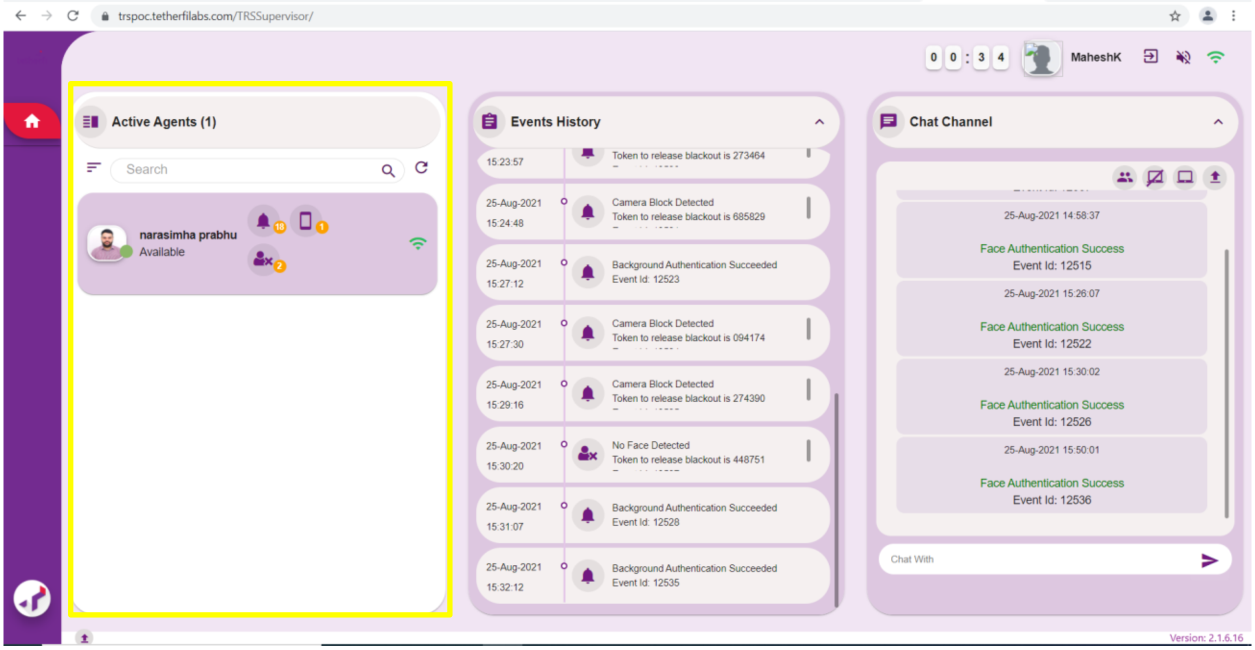
25-Aug-2021 15:30:02
Face Authentication Success
Event Id: 12526

25-Aug-2021 15:50:01
Face Authentication Success
Event Id: 12536

Chat With

Version: 2.1.6.16

In the highlighted area of the below image, the logged in supervisor can see the logged in active agents under him, their event notifications and their respective violations. He can also search for an agent name in the search bar provided. Refresh button helps the supervisor to reload the list of active agents.



trspoc.tetherfilabs.com/TRSSupervisor/

0 0 : 3 4 MaheshK

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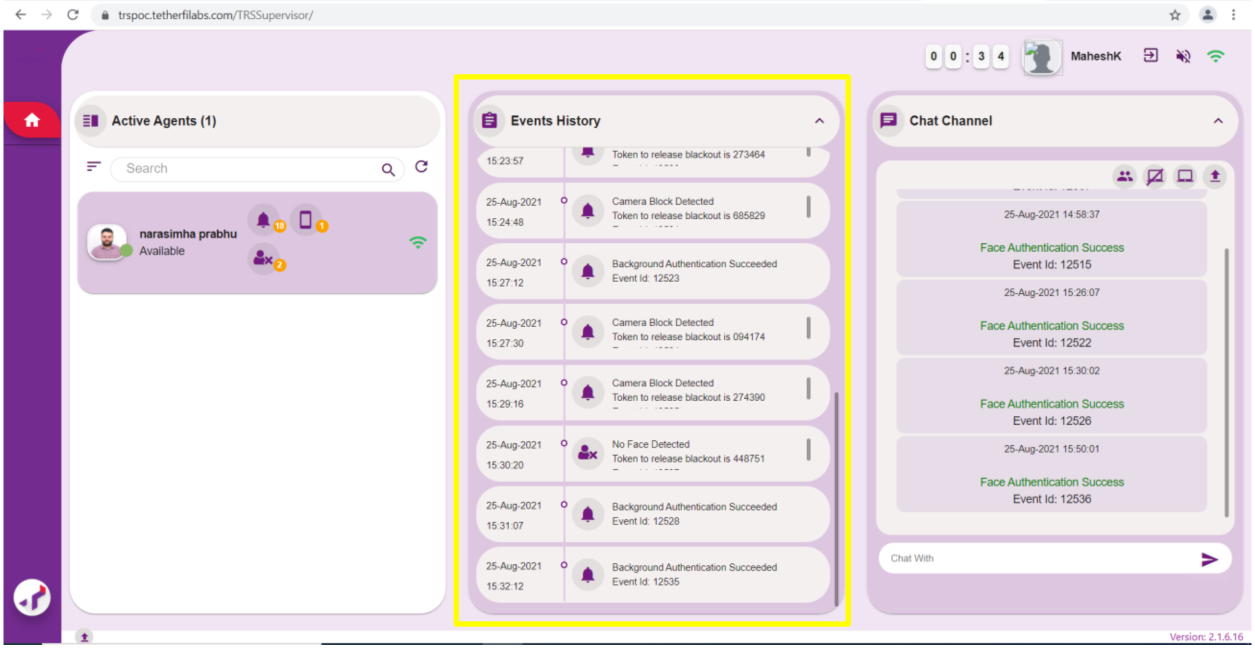
Event Id: 12536

Chat With

Version: 2.1.6.16

The highlighted area in the below image shows the event history for the agent selected on the active agents column. Here the supervisor can see the name of the event triggered. In case it's a violation that requires a token to release blackout, that will be displayed here for that particular event. The event ID can also be observed here along with the date and timestamp of the triggered event.



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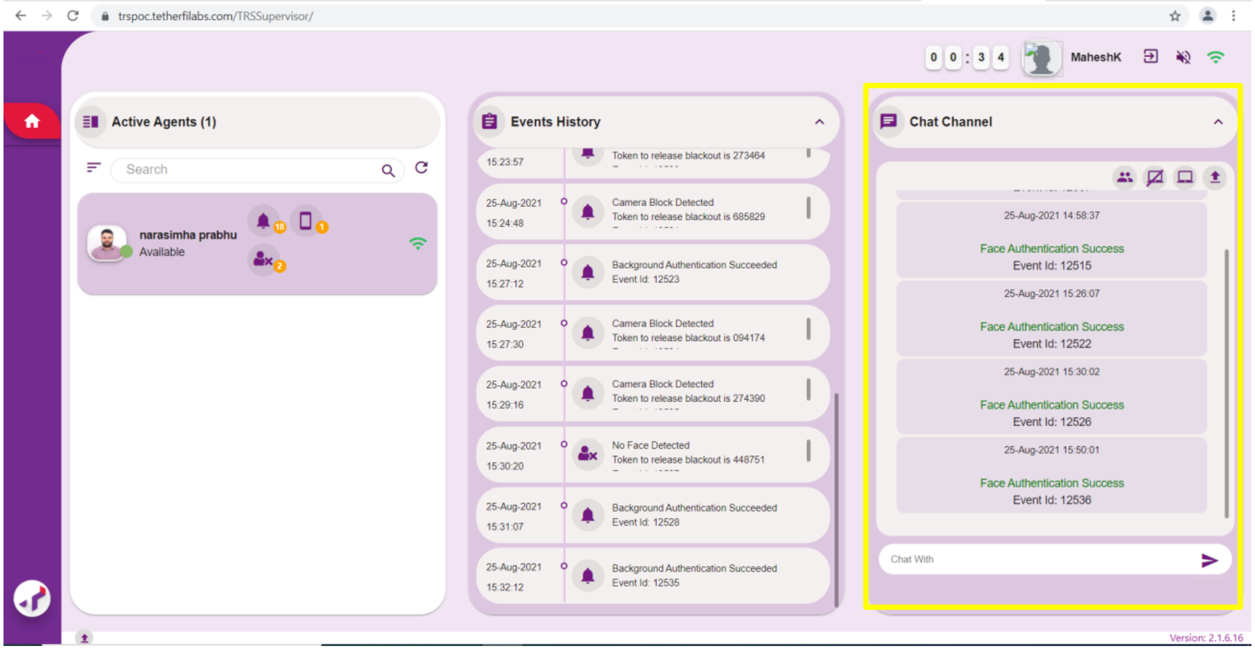
Event Id: 12526

25-Aug-2021 15:50:01
Face Authentication Success
Event Id: 12536

The highlighted area of the below image shows the chat channel of the supervisor module. The logged in supervisor may click on any of the active agent from the active agents column and chat with them. Few of the major events along with their event IDs are also visible here. The generated token for screen unblock can be sent to the agent through the chat channel.

Few other features in the chat channel are:

- Peep option: The logged in supervisor can initiate a peep request for any agent who is logged in. By clicking on this feature, the supervisor can see the real time image of the agent, a 3 second video of the agent and the screenshot of the current screen of the agent's desktop.
- Block option: The supervisor can voluntarily block the screen of any of the logged in agents.
- Unblock option: Similarly, the supervisor can voluntarily unblock an agent screen without the need for a token.
- Log upload option: The supervisor can upload the logs of any of the agent using this option. The logs get uploaded into the server. However, the agent must be logged into TRS at the time when the supervisor wishes to upload the logs.



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Event Id: 12522

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Face Authentication Success
Event Id: 12526

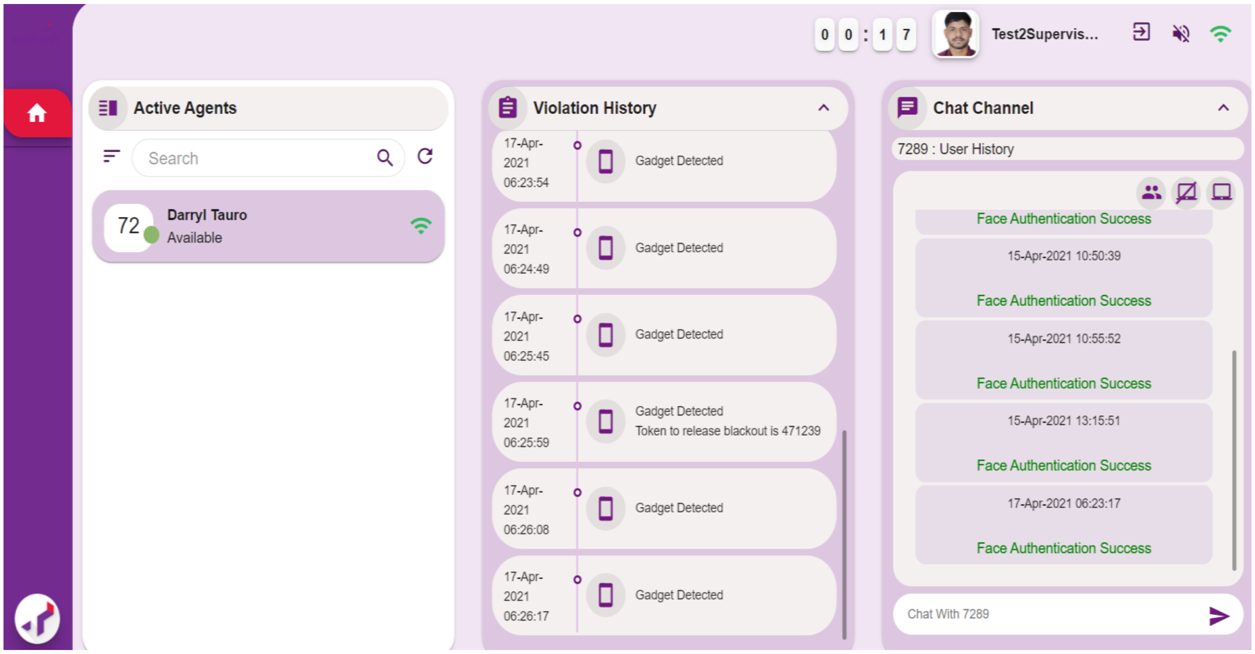
25-Aug-2021 15:50:01
Face Authentication Success
Event Id: 12536

Screen Video Capture – In case of any event capture or violation in the user's system, the system's screen video will be captured for a duration of 3 seconds.

Camera Video Capture – In case of any event capture or violation in the user's system, the recording of user's camera will be captured for a duration of 30 frames or 3 seconds.

Camera Image Capture - In case of any event capture or violation in the user's system, an image of user's camera will be captured at or around the time of said event.

Blurred camera Image Capture - In case of any event capture or violation in the user's system, an image of user's camera will be captured at or around the time of said event.



Darryl Tauro
Available

17-Apr-2021 06:23:54	Gadget Detected
17-Apr-2021 06:24:49	Gadget Detected
17-Apr-2021 06:25:45	Gadget Detected
17-Apr-2021 06:25:59	Gadget Detected Token to release blackout is 471239
17-Apr-2021 06:26:08	Gadget Detected
17-Apr-2021 06:26:17	Gadget Detected

7289 : User History

Face Authentication Success

15-Apr-2021 10:50:39

Face Authentication Success

15-Apr-2021 10:55:52

Face Authentication Success

15-Apr-2021 13:15:51

Face Authentication Success

17-Apr-2021 06:23:17

Face Authentication Success

Chat With 7289

The below video shows the working of Supervisor module's horizontal and vertical access –

https://my.folderit.com/public/CgDmR-N-/

Omni Chanel Manager (OCM)

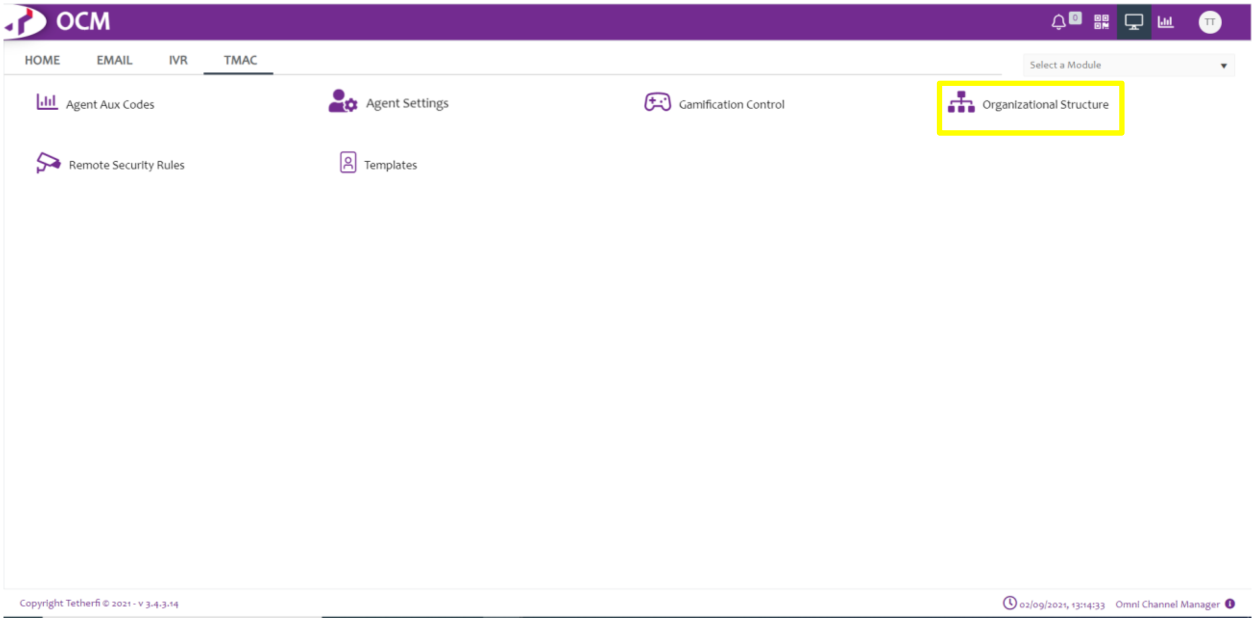
- Tetherfi Omni Chanel Manager is a Web based GUI (Graphical User Interface) application and can be used for multichannel and cross channel management for synchronized planning, management and monitoring of various channels and application touchpoints.
- The main goal of Tetherfi Omni Chanel Manager is to optimize customer experience by allowing Enterprises to modify/enhance their Agent - Customer experience on the go using a single platform.
- Omni Channel Manager also provides convenient access to numerous dashboards and reports for enterprises to better analyse and monitor their day-to-day operations.

Organizational Structure:

The below video shows the operations of Org Structure module –

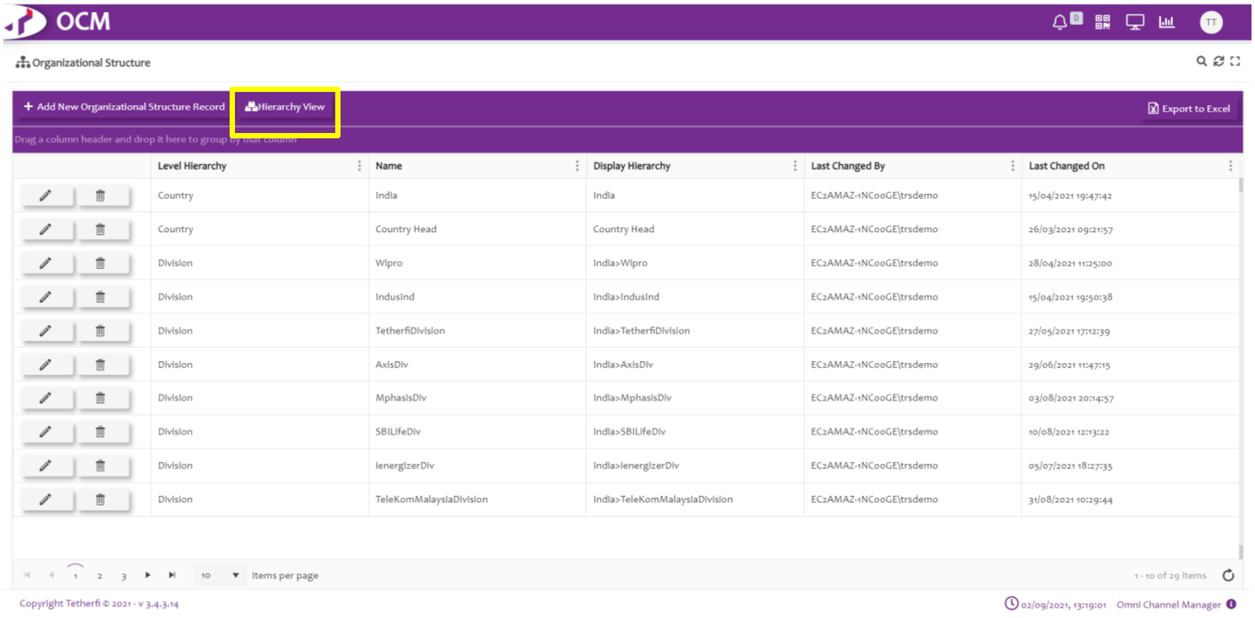
https://my.folderit.com/public/-WE7Aq6p/

To create a new organizational structure, login to https://trspoc.tetherfilabs.com/OCM/ and click on the icon that looks like a computer monitor on the top right corner of OCM home page. This is called "Admin Modules". Now click on TMAC tab -> Organizational Structure. Please refer the highlighted option in the below image:



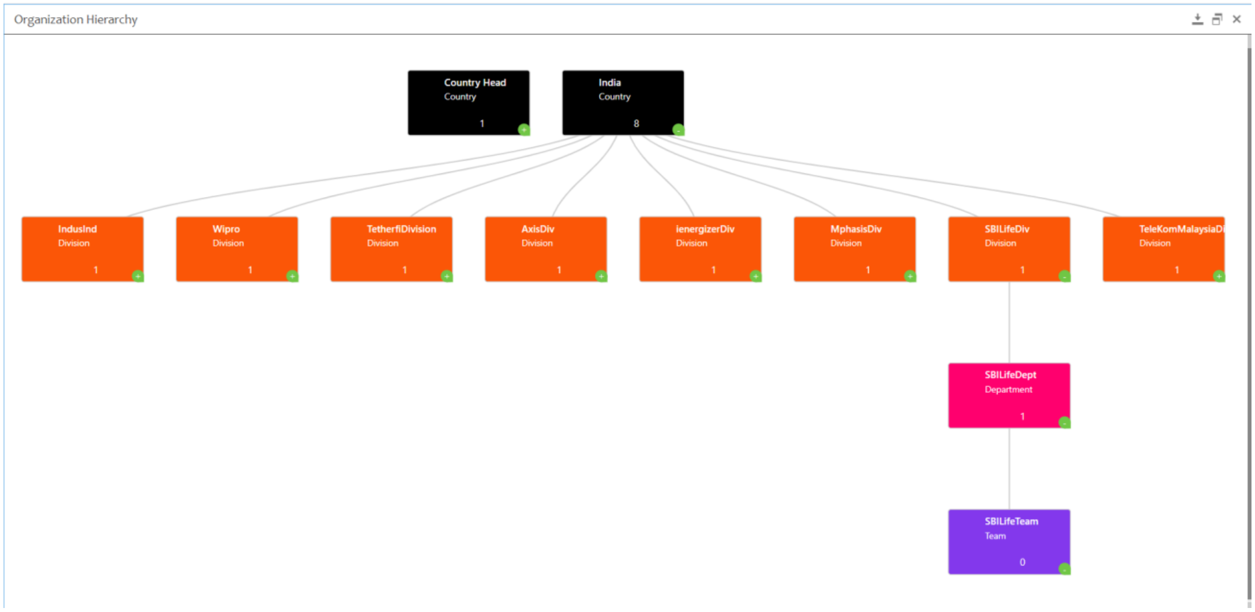
Organizational Hierarchy:

To view the Organizational Hierarchy, click on Organizational Structure and then click on Hierarchy view as shown below:


OCM
Organizational Structure
+ Add New Organizational Structure Record
Hierarchy View
Export to Excel
Drag a column header and drop it here to group by that column

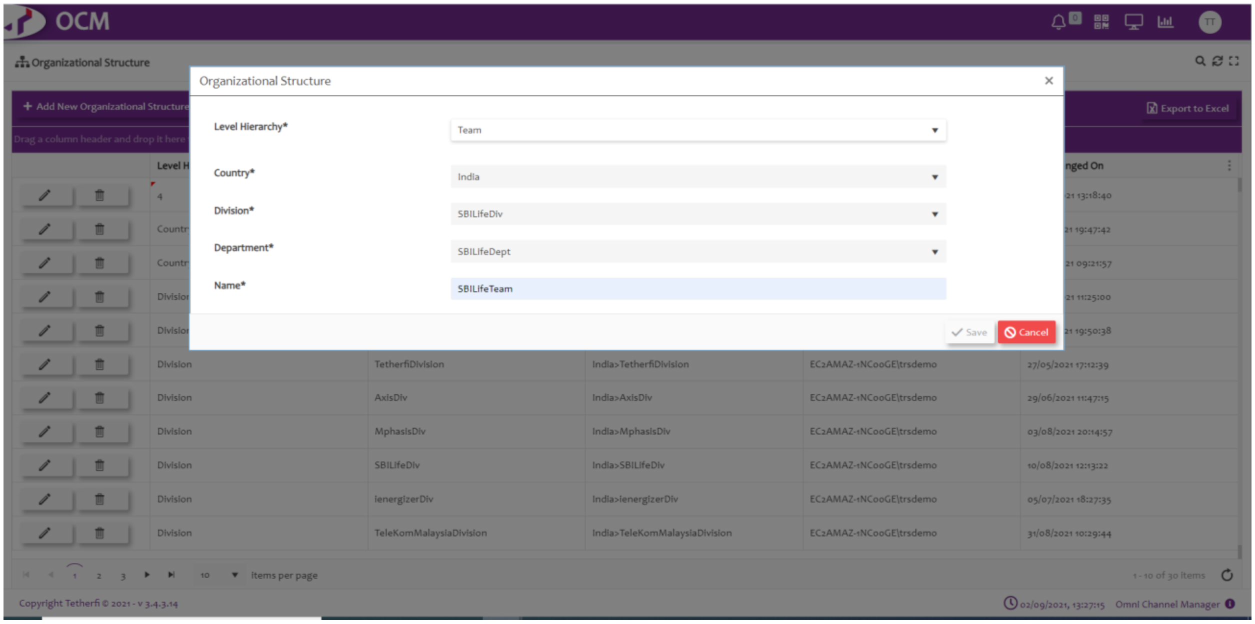
	Level Hierarchy	Name	Display Hierarchy	Last Changed By	Last Changed On
	Country	India	India	EC2AMAZ-1NCooGE\trsdemo	15/04/2021 19:47:42
	Country	Country Head	Country Head	EC2AMAZ-1NCooGE\trsdemo	26/03/2021 09:21:57
	Division	Wipro	India>Wipro	EC2AMAZ-1NCooGE\trsdemo	28/04/2021 11:25:00
	Division	IndusInd	India>IndusInd	EC2AMAZ-1NCooGE\trsdemo	15/04/2021 19:50:38
	Division	TetherfiDivision	India>TetherfiDivision	EC2AMAZ-1NCooGE\trsdemo	27/05/2021 17:12:39
	Division	AxisDiv	India>AxisDiv	EC2AMAZ-1NCooGE\trsdemo	29/06/2021 11:47:15
	Division	MphasisDiv	India>MphasisDiv	EC2AMAZ-1NCooGE\trsdemo	03/08/2021 20:14:57
	Division	SBILifeDiv	India>SBILifeDiv	EC2AMAZ-1NCooGE\trsdemo	10/08/2021 12:13:22
	Division	ienergizerDiv	India>ienergizerDiv	EC2AMAZ-1NCooGE\trsdemo	05/07/2021 18:27:35
	Division	TeleKomMalaysiaDivision	India>TeleKomMalaysiaDivision	EC2AMAZ-1NCooGE\trsdemo	31/08/2021 10:29:44

You will see the below screen:



Adding a new organizational structure:

To add a new organizational structure record, click on "Add New Organizational Structure Record". The defined hierarchy is Country>Division>Department>Team. To create a new team the same hierarchy must be followed.


OCM
Organizational Structure
+ Add New Organizational Structure
Export to Excel
Drag a column header and drop it here
Save
Cancel
1 2 3
10 items per page
1 - 10 of 30 items
Copyright Tetherfi © 2021 - v 3.4.3.14
02/09/2021, 13:27:15 Omni Channel Manager

Organizational Structure

Level Hierarchy*: Team

Country*: India

Division*: SBILifeDiv

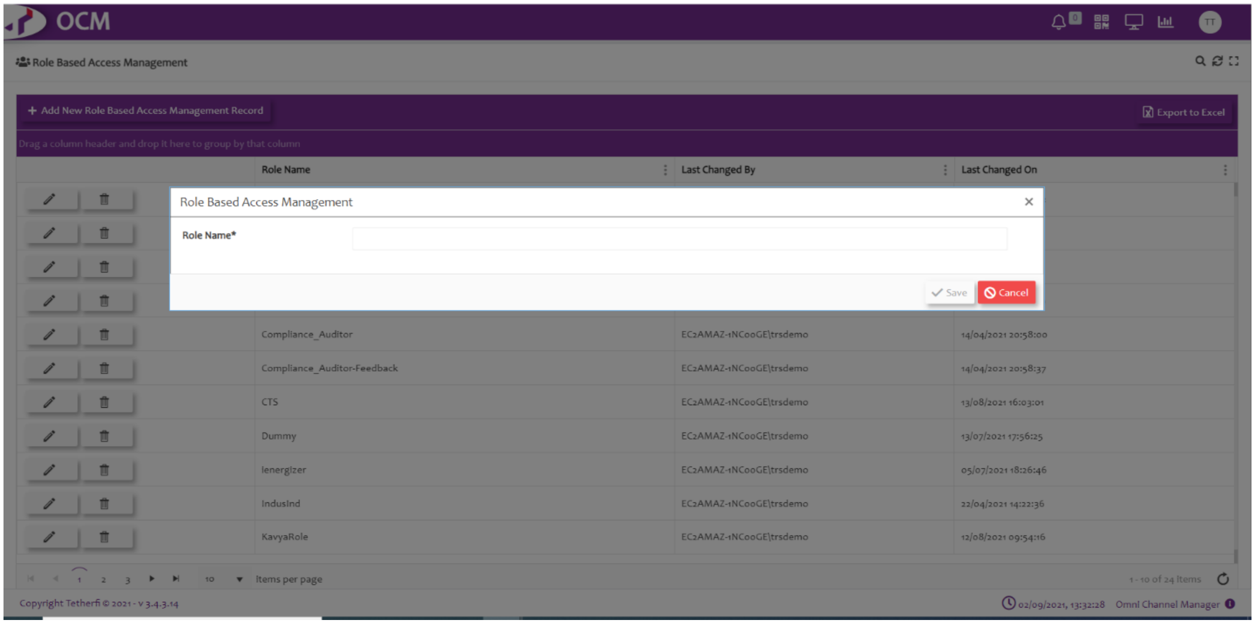
Department*: SBILifeDept

Name*: SBILifeTeam

Level H				nged On
4				21 13:18:40
Countr				21 19:47:42
Countr				21 09:21:57
Divisior				21 11:25:00
Divisior				21 19:50:38
Division	TetherfiDivision	India>TetherfiDivision	EC2AMAZ-1NCooGE\trsdemo	27/05/2021 17:12:39
Division	AxisDiv	India>AxisDiv	EC2AMAZ-1NCooGE\trsdemo	29/06/2021 11:47:15
Division	MphasisDiv	India>MphasisDiv	EC2AMAZ-1NCooGE\trsdemo	03/08/2021 20:14:57
Division	SBILifeDiv	India>SBILifeDiv	EC2AMAZ-1NCooGE\trsdemo	10/08/2021 12:13:22
Division	ienergizerDiv	India>ienergizerDiv	EC2AMAZ-1NCooGE\trsdemo	05/07/2021 18:27:35
Division	TeleKomMalaysiaDivision	India>TeleKomMalaysiaDivision	EC2AMAZ-1NCooGE\trsdemo	31/08/2021 10:29:44

Role Based Access Management:

To create a new role, click on Admin Modules -> Home -> Role Based Access Management -> Add New Role Based Access Management Record.


OCM
Role Based Access Management
+ Add New Role Based Access Management Record
Export to Excel
Drag a column header and drop it here to group by that column

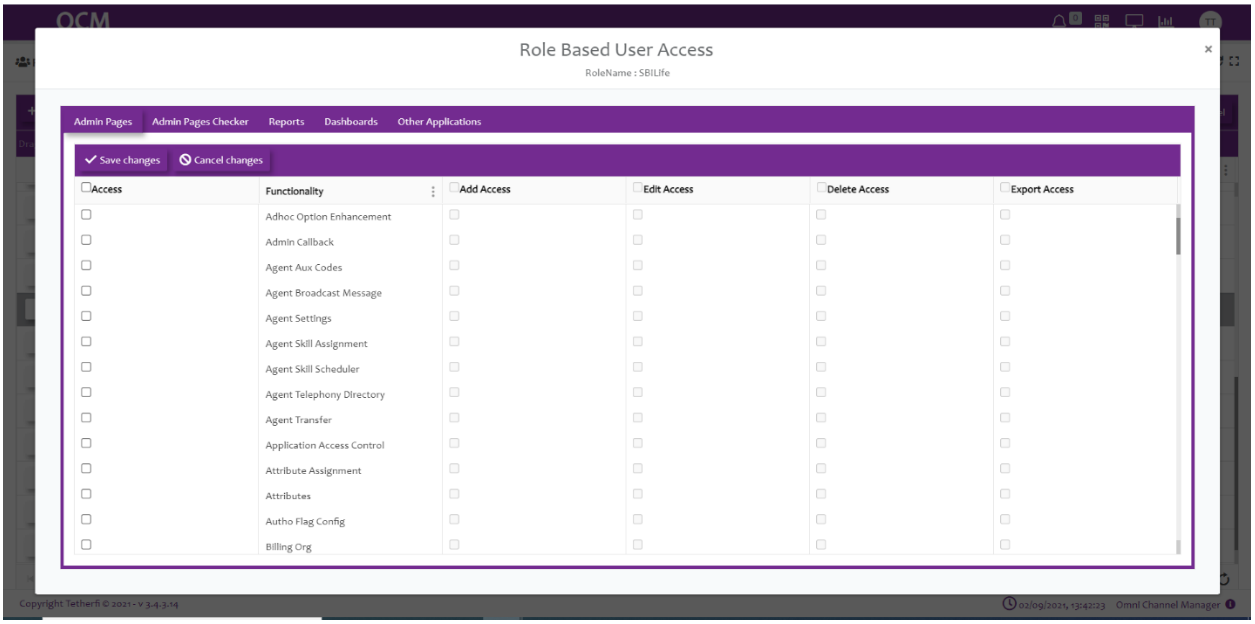
Role Based Access Management

Role Name*

Role Name	Last Changed By	Last Changed On
Compliance_Auditor	EC2AMAZ-1NCooGE\trsdemo	14/04/2021 20:58:00
Compliance_Auditor-Feedback	EC2AMAZ-1NCooGE\trsdemo	14/04/2021 20:58:37
CTS	EC2AMAZ-1NCooGE\trsdemo	13/08/2021 16:03:01
Dummy	EC2AMAZ-1NCooGE\trsdemo	13/07/2021 17:56:25
Ienergizer	EC2AMAZ-1NCooGE\trsdemo	05/07/2021 18:26:46
IndusInd	EC2AMAZ-1NCooGE\trsdemo	22/04/2021 14:22:36
KavyaRole	EC2AMAZ-1NCooGE\trsdemo	12/08/2021 09:54:16

1 2 3
10 Items per page
1 - 10 of 24 items
Copyright Tetherfi © 2021 - v 3.4.3.14
02/09/2021, 13:32:28 Omni Channel Manager

Here, we can add a new role by providing a role name and configure each of the parameter as per the user requirements. On clicking the Role Name that is created, we can see each of the feature can be enabled or disabled by checking or unchecking the checkboxes respectively as shown below:



Role Based User Access

RoleName : SBILife

□ Access	Functionality	□ Add Access	□ Edit Access	□ Delete Access	□ Export Access
□	Adhoc Option Enhancement	□	□	□	□
□	Admin Callback	□	□	□	□
□	Agent Aux Codes	□	□	□	□
□	Agent Broadcast Message	□	□	□	□
□	Agent Settings	□	□	□	□
□	Agent Skill Assignment	□	□	□	□
□	Agent Skill Scheduler	□	□	□	□
□	Agent Telephony Directory	□	□	□	□
□	Agent Transfer	□	□	□	□
□	Application Access Control	□	□	□	□
□	Attribute Assignment	□	□	□	□
□	Attributes	□	□	□	□
□	Autho Flag Config	□	□	□	□
□	Billing Org	□	□	□	□

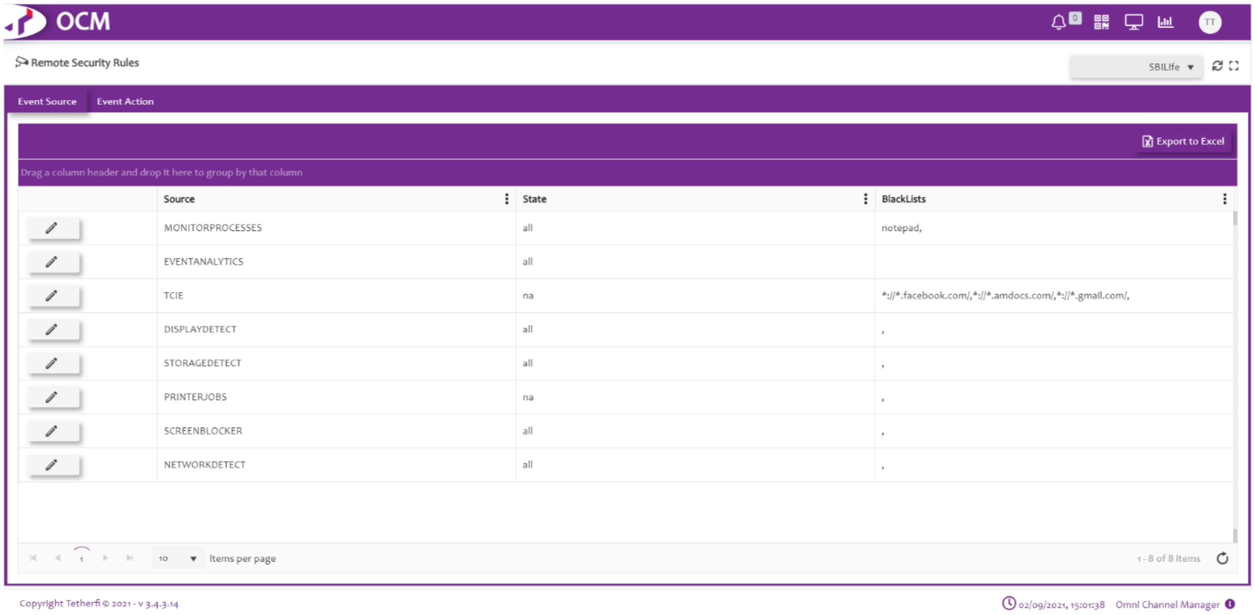
Remote Security Rules:

The below video shows the operations of Remote Security module –

https://my.folderit.com/public/q4T7nJDZ/

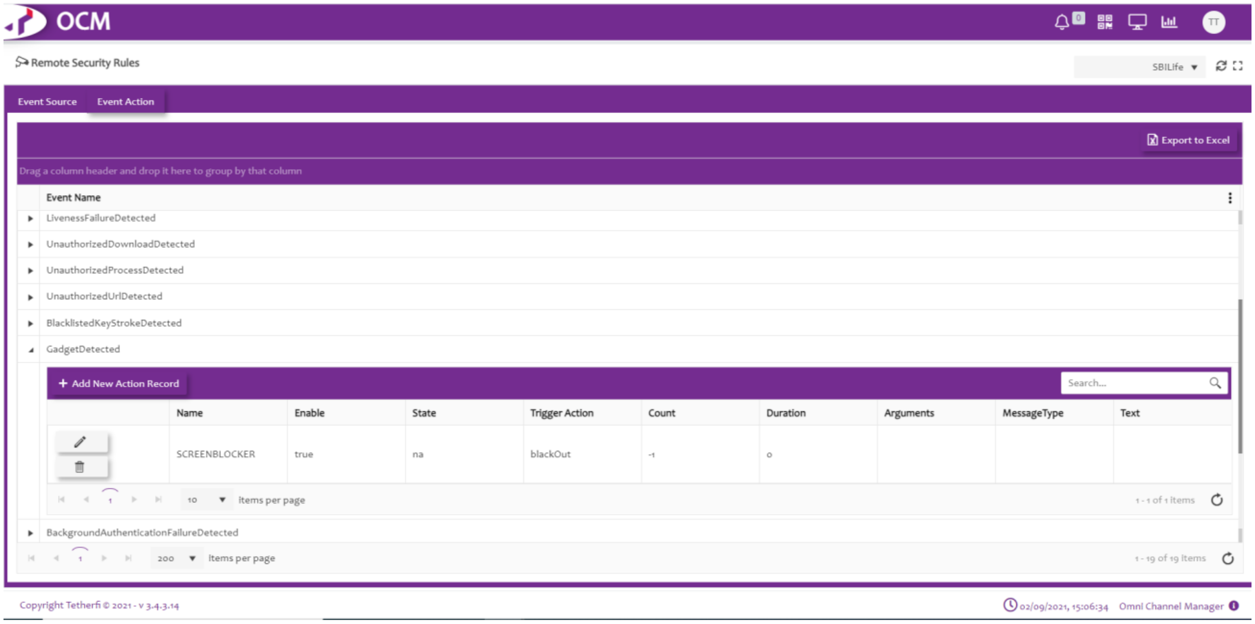
https://my.folderit.com/public/4mOu5pTh/

Remote Security Rules are the set of rules that can be configured in OCM, based on the user requirements. To configure Remote Security Rules, under Admin Modules -> TMAC -> Remote Security Rules, select the role from the drop down on the top right corner of the screen as shown below:


OCM
0
TT
SBILife
Event Source
Event Action
Export to Excel
Drag a column header and drop it here to group by that column

Remote Security Rules

	Source	State	BlackLists
	MONITORPROCESSES	all	notepad,
	EVENTANALYTICS	all	
	TCIE	na	*://*.facebook.com/,*://*.amdocs.com/,*://*.gmail.com/,
	DISPLAYDETECT	all	,
	STORAGEDETECT	all	,
	PRINTERJOBS	na	,
	SCREENBLOCKER	all	,
	NETWORKDETECT	all	,


OCM
0
TT
SBILife
Event Source
Event Action
Export to Excel
Drag a column header and drop it here to group by that column

Remote Security Rules

Event Name

- LivenessFailureDetected
- UnauthorizedDownloadDetected
- UnauthorizedProcessDetected
- UnauthorizedUrlDetected
- BlacklistedKeyStrokeDetected
- GadgetDetected

	Name	Enable	State	Trigger Action	Count	Duration	Arguments	MessageType	Text
	SCREENBLOCKER	true	na	blackOut	-1	0			

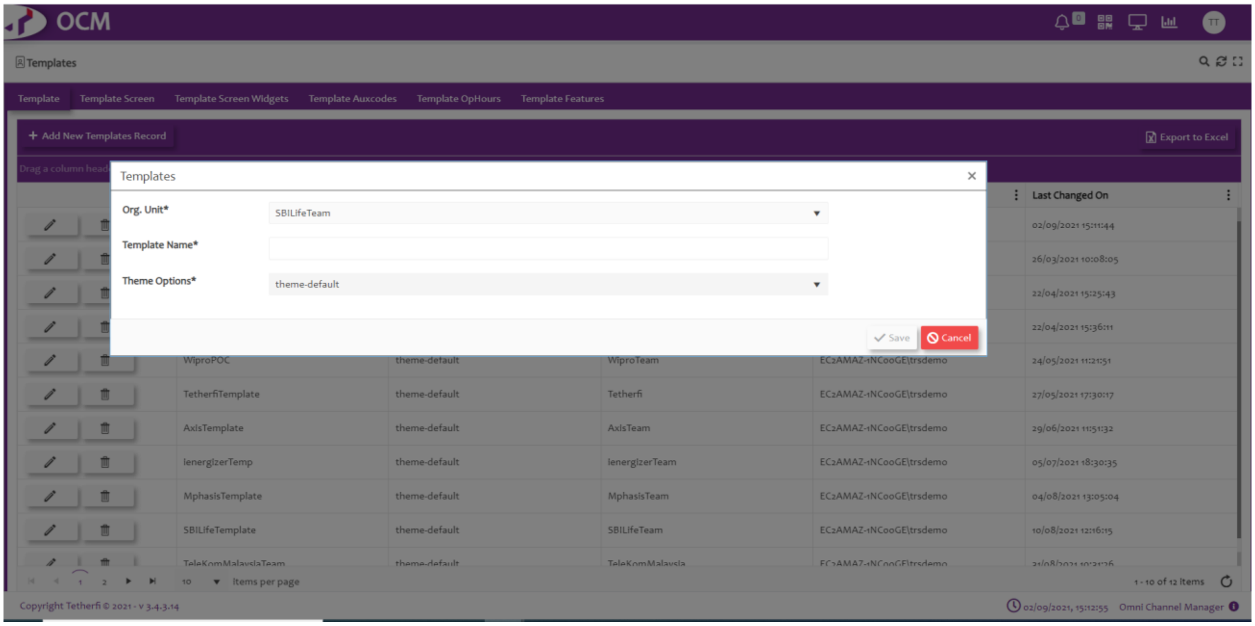
- BackgroundAuthenticationFailureDetected

Templates:

The below video shows the operations of Templates module –

https://my.folderit.com/public/FOz0HtFS/

The features for the users can be configured through Templates in OCM. To add a new template, click on Admin Modules -> TMAC -> Templates. Click on Add New Templates Record as shown below:



Templates

Org. Unit* SBILifeTeam

Template Name*

Theme Options* theme-default

				Last Changed On
				02/09/2021 15:11:44
				26/03/2021 10:08:05
				22/04/2021 15:25:43
				22/04/2021 15:36:11
WiproPOC	theme-default	WiproTeam	EC2AMAZ-1NCooGE\trsdemo	24/05/2021 11:21:51
TetherfiTemplate	theme-default	Tetherfi	EC2AMAZ-1NCooGE\trsdemo	27/05/2021 17:30:17
AxisTemplate	theme-default	AxisTeam	EC2AMAZ-1NCooGE\trsdemo	29/06/2021 11:51:32
IenergizerTemp	theme-default	IenergizerTeam	EC2AMAZ-1NCooGE\trsdemo	05/07/2021 18:30:35
MphasisTemplate	theme-default	MphasisTeam	EC2AMAZ-1NCooGE\trsdemo	04/08/2021 13:05:04
SBILifeTemplate	theme-default	SBILifeTeam	EC2AMAZ-1NCooGE\trsdemo	10/08/2021 12:16:15
TeleKomMalaysiaTeam	theme-default	TeleKomMalaysia	EC2AMAZ-1NCooGE\trsdemo	21/08/2021 10:21:26

1 2
10 Items per page
1 - 10 of 12 Items
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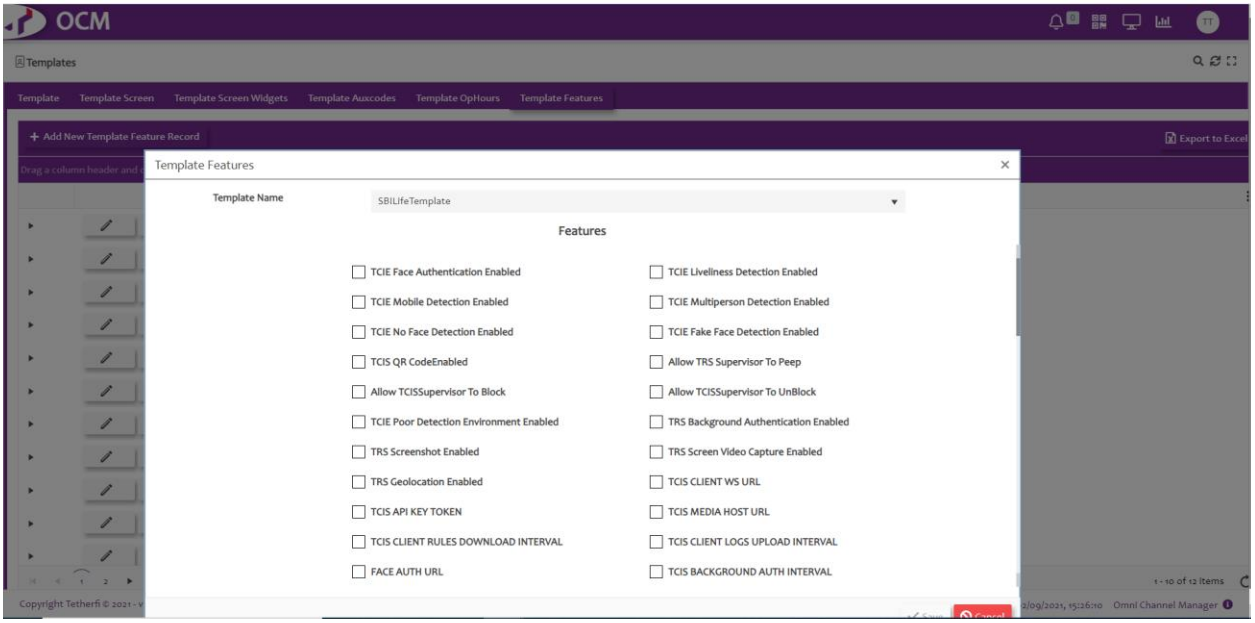
02/09/2021, 15:12:55 Omni Channel Manager

Select the Org. Unit, Template Name and Theme Options from the drop down and save the template. Under the Template Features tab, click on "Add New Template Feature Record" and select the created template. Here you can enable or disable a feature and set the feature value for the same and click on save as shown below:



Template Features

Template Name SBILifeTemplate

Features

□ TCIE Face Authentication Enabled
□ TCIE Mobile Detection Enabled
□ TCIE No Face Detection Enabled
□ TCIS QR CodeEnabled
□ Allow TCISSupervisor To Block
□ TCIE Poor Detection Environment Enabled
□ TRS Screenshot Enabled
□ TRS Geolocation Enabled
□ TCIS API KEY TOKEN
□ TCIS CLIENT RULES DOWNLOAD INTERVAL
□ FACE AUTH URL

□ TCIE Liveliness Detection Enabled
□ TCIE Multiperson Detection Enabled
□ TCIE Fake Face Detection Enabled
□ Allow TRS Supervisor To Peep
□ Allow TCISSupervisor To UnBlock
□ TRS Background Authentication Enabled
□ TRS Screen Video Capture Enabled
□ TCIS CLIENT WS URL
□ TCIS MEDIA HOST URL
□ TCIS CLIENT LOGS UPLOAD INTERVAL
□ TCIS BACKGROUND AUTH INTERVAL

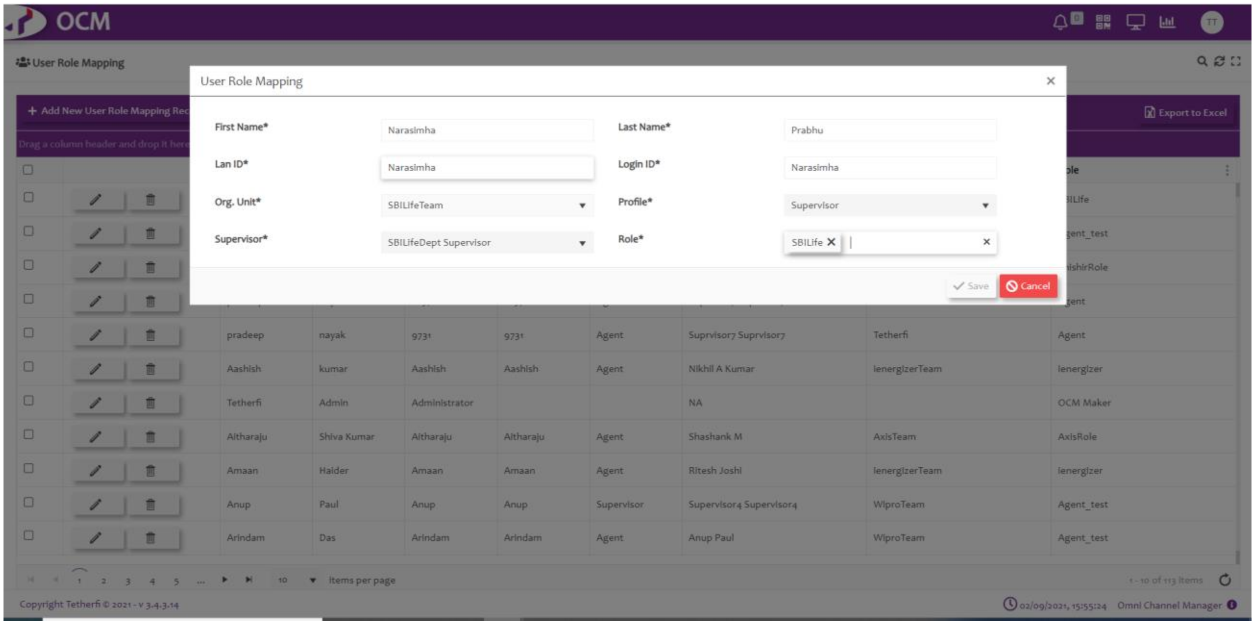
1 2
1 - 10 of 12 Items
Copyright Tetherfi © 2021 - v
2/09/2021, 15:26:10 Omni Channel Manager
Save
Cancel

User Role Mapping:

Each created user will be mapped to a supervisor as the supervisor can view the respective user's violations and have the authority to block and unblock the user's system when an unauthorized process is detected while the user is logged in.

Adding a Supervisor Profile:

To add a Supervisor Profile, go to Admin Modules -> Home -> User Role Mapping module and click on "Add New User Role Mapping Record" and fill in the desired First Name, Last Name, Lan ID, Login ID, select the created Org.Unit from the drop down, select Profile as Supervisor, select the immediate Supervisor in the Supervisor field and select the created Role. Finally, click on save to create the Supervisor.


OCM
User Role Mapping
+ Add New User Role Mapping Rec
Export to Excel
Drag a column header and drop it here
✓ Save
Cancel

User Role Mapping

First Name*	Narasimha	Last Name*	Prabhu
Lan ID*	Narasimha	Login ID*	Narasimha
Org. Unit*	SBILifeTeam ▼	Profile*	Supervisor ▼
Supervisor*	SBILifeDept Supervisor ▼	Role*	SBILife ✕

							ole
							iLife
							ent_test
							ishirRole
							ent
pradeep	nayak	9731	9731	Agent	Suprvisor7 Suprvisor7	Tetherfi	Agent
Aashish	kumar	Aashish	Aashish	Agent	Nikhil A Kumar	IenergizerTeam	Ienergizer
Tetherfi	Admin	Administrator			NA		OCM Maker
Aitharaju	Shiva Kumar	Aitharaju	Aitharaju	Agent	Shashank M	AxisTeam	AxisRole
Amaan	Haider	Amaan	Amaan	Agent	Ritesh Joshi	IenergizerTeam	Ienergizer
Anup	Paul	Anup	Anup	Supervisor	Supervisor4 Supervisor4	WiproTeam	Agent_test
Arindam	Das	Arindam	Arindam	Agent	Anup Paul	WiproTeam	Agent_test

1 2 3 4 5 ... 10 items per page 1 - 10 of 113 items

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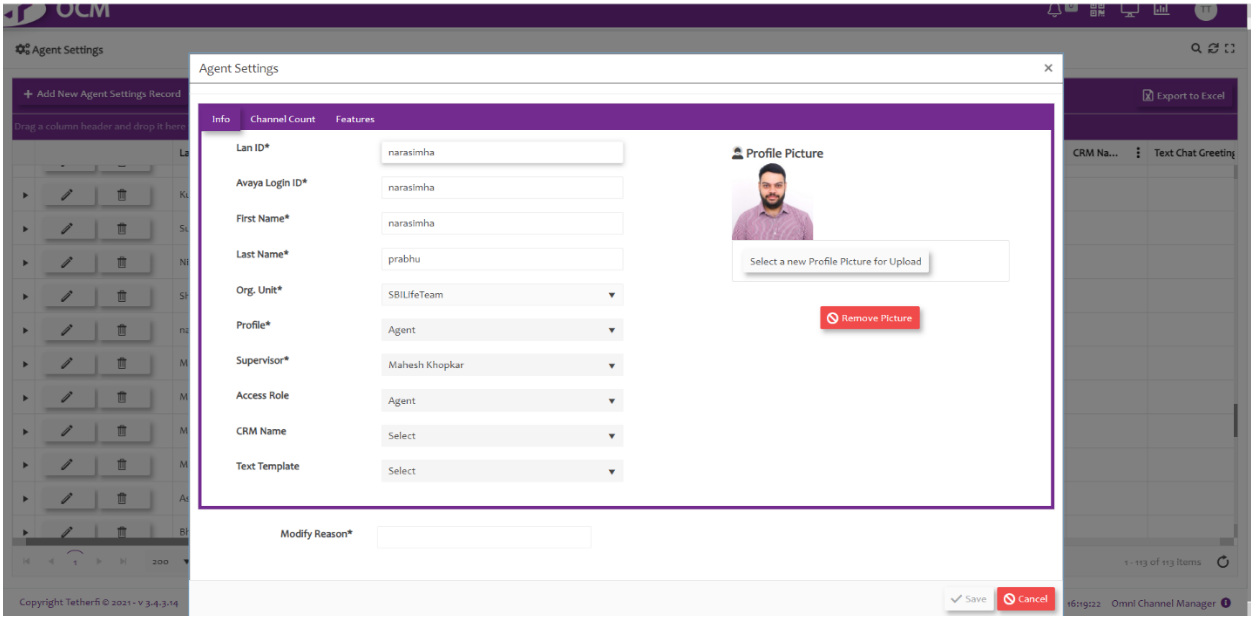
Adding an Agent Profile:

Similarly, to add an agent profile, follow the same steps as above, except the Profile must be set to Agent from the drop down and the Supervisor field must be chosen as the formerly created Supervisor name. Finally click on save to create the agent.

Agent Settings:

Agent Settings is useful to further add a Profile Picture and provide Access Roles to the created Agents and Supervisors. Go to Admin Modules -> TMAC -> Agent Settings. To add a new agent settings record, click on "Add New Agent Settings Record". Fill in the created Agent/Supervisor details, set the Profile field and Access Role accordingly. Next, click on "Select a new Profile Picture for Upload" and upload the agent’s recent Profile Picture. (Profile Picture for Supervisor is optional). Finally click on save and the Agent Settings will be set successfully.



Agent Settings

Lan ID*	narasimha
Avaya Login ID*	narasimha
First Name*	narasimha
Last Name*	prabhu
Org. Unit*	SBILifeTeam
Profile*	Agent
Supervisor*	Mahesh Khopkar
Access Role	Agent
CRM Name	Select
Text Template	Select
Modify Reason*	

The admin may also choose to delete the Agent/Supervisor profiles by clicking on the delete button either from “Agent Settings” or “User Role Mapping” provided they give a valid Modify Reason.

User Onboarding:

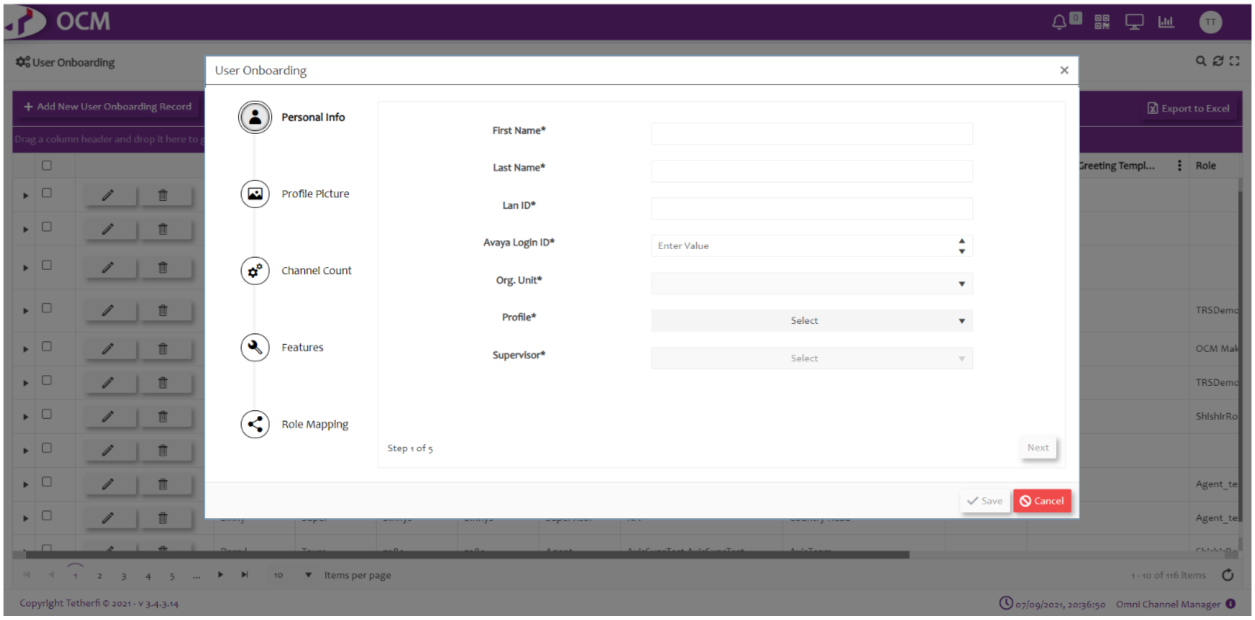
The below video shows the operations of User Onboarding module –

https://my.folderit.com/public/jJvSZrTV/

The User Onboarding module is used to create new agent and supervisor profiles in OCM. This module can be found in the path: Admin Modules -> Home -> User Onboarding.

Add a new user:

To add a new Agent/Supervisor, click on “Add New User Onboarding Record”. The following screen will be displayed:



User Onboarding

Personal Info

First Name*

Last Name*

Lan ID*

Avaya Login ID*: Enter Value

Org. Unit*

Profile*: Select

Supervisor*: Select

Step 1 of 5

Column	Column Data Information
First Name	First Name of the user
Last Name	Last Name of the user
LAN ID	LAN ID of the user
Avaya Login ID	Avaya Login ID of the user
Org. Unit	Organizational Unit of the user
Profile	Profile of the user in the Organizational Hierarchy (Agent/Supervisor/Agent + Supervisor)
Supervisor	Immediate Supervisor of the user
Profile Picture	Profile Picture of the user
Role Mapping	Role of the user to be mapped in the custom-made Roles.

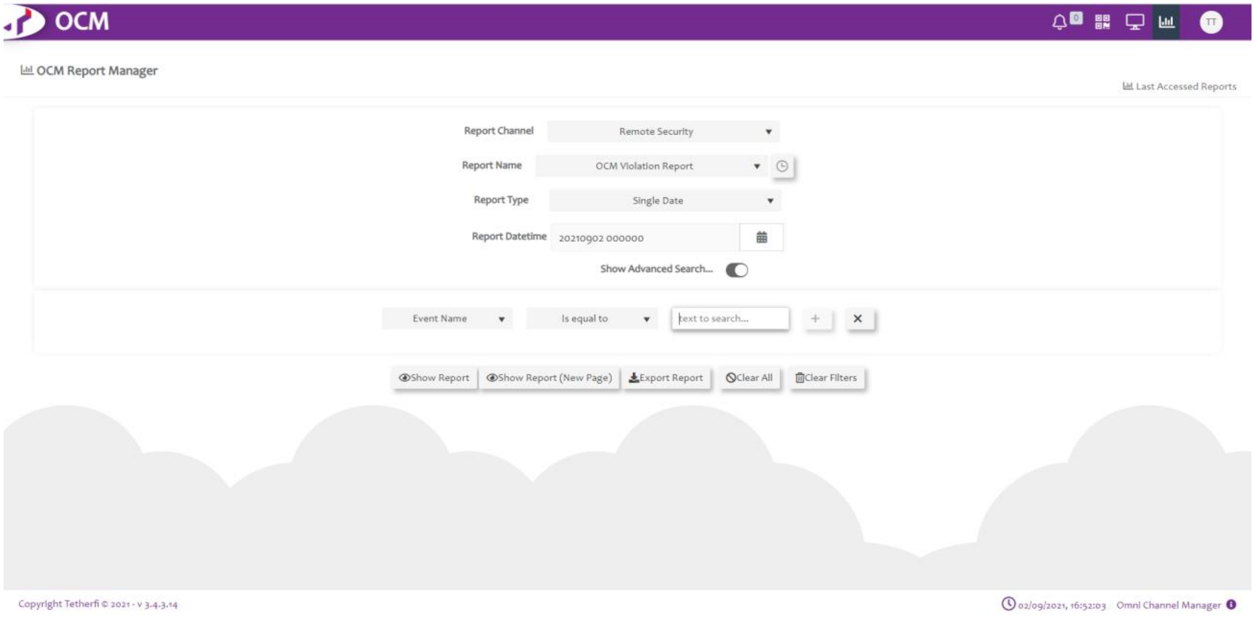
Fill out all these details and click on “Save”. The user profile will be created and ready to be onboarded.

OCM Report Manager:

The below video shows the description of OCM reports for TRS –

https://my.folderit.com/public/MxXQlnfR/

Report Manager aids in viewing and downloading the various activities occurring in the TRS application. To access the OCM Report Manager, click on the Report Manager icon next to the Admin Modules icon in OCM home page as shown below. Here, select the Report Channel as Remote Security from the drop down. Report Name can take options like "OCM Face Auth Report", "OCM Unique User Connect Count Report", "OCM Violation Accuracy Report", "OCM Event Rejection Report" and "OCM Event Report". Report Type can be of a Single Date or Date Range. Under Report DateTime, the dates must be specified. On enabling the Advanced Search Button, the needed report can be further filtered down.


OCM Report Manager

Report Channel: Remote Security

Report Name: OCM Violation Report

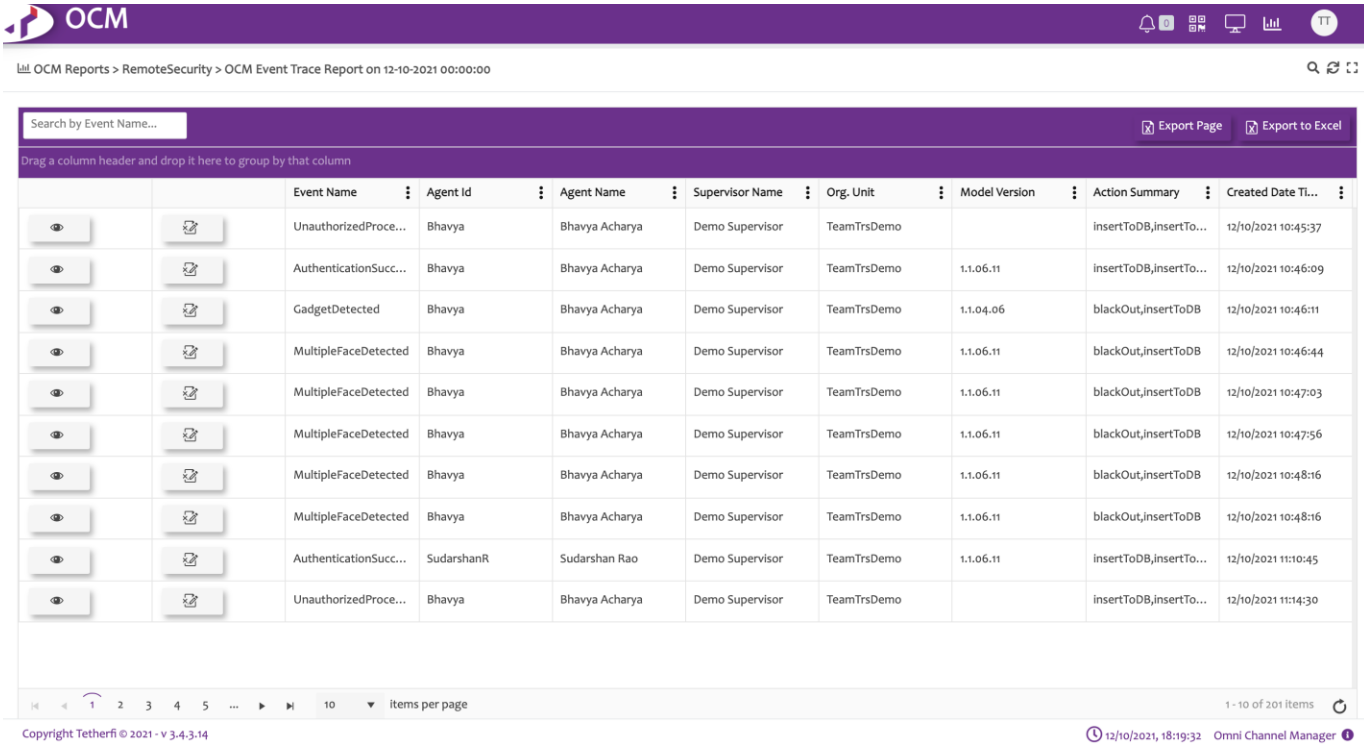
Report Type: Single Date

Report Datetime: 20210902 000000

Show Advanced Search... (on)

Event Name | Is equal to | text to search...

OCM Event Trace Report:



OCM Reports > RemoteSecurity > OCM Event Trace Report on 12-10-2021 00:00:00

Drag a column header and drop it here to group by that column

		Event Name	Agent Id	Agent Name	Supervisor Name	Org. Unit	Model Version	Action Summary	Created Date Ti...
		UnauthorizedProce...	Bhavya	Bhavya Acharya	Demo Supervisor	TeamTrsDemo		insertToDB,insertTo...	12/10/2021 10:45:37
		AuthenticationSucc...	Bhavya	Bhavya Acharya	Demo Supervisor	TeamTrsDemo	1.1.06.11	insertToDB,insertTo...	12/10/2021 10:46:09
		GadgetDetected	Bhavya	Bhavya Acharya	Demo Supervisor	TeamTrsDemo	1.1.04.06	blackOut,insertToDB	12/10/2021 10:46:11
		MultipleFaceDetected	Bhavya	Bhavya Acharya	Demo Supervisor	TeamTrsDemo	1.1.06.11	blackOut,insertToDB	12/10/2021 10:46:44
		MultipleFaceDetected	Bhavya	Bhavya Acharya	Demo Supervisor	TeamTrsDemo	1.1.06.11	blackOut,insertToDB	12/10/2021 10:47:03
		MultipleFaceDetected	Bhavya	Bhavya Acharya	Demo Supervisor	TeamTrsDemo	1.1.06.11	blackOut,insertToDB	12/10/2021 10:47:56
		MultipleFaceDetected	Bhavya	Bhavya Acharya	Demo Supervisor	TeamTrsDemo	1.1.06.11	blackOut,insertToDB	12/10/2021 10:48:16
		MultipleFaceDetected	Bhavya	Bhavya Acharya	Demo Supervisor	TeamTrsDemo	1.1.06.11	blackOut,insertToDB	12/10/2021 10:48:16
		AuthenticationSucc...	SudarshanR	Sudarshan Rao	Demo Supervisor	TeamTrsDemo	1.1.06.11	insertToDB,insertTo...	12/10/2021 11:10:45
		UnauthorizedProce...	Bhavya	Bhavya Acharya	Demo Supervisor	TeamTrsDemo		insertToDB,insertTo...	12/10/2021 11:14:30

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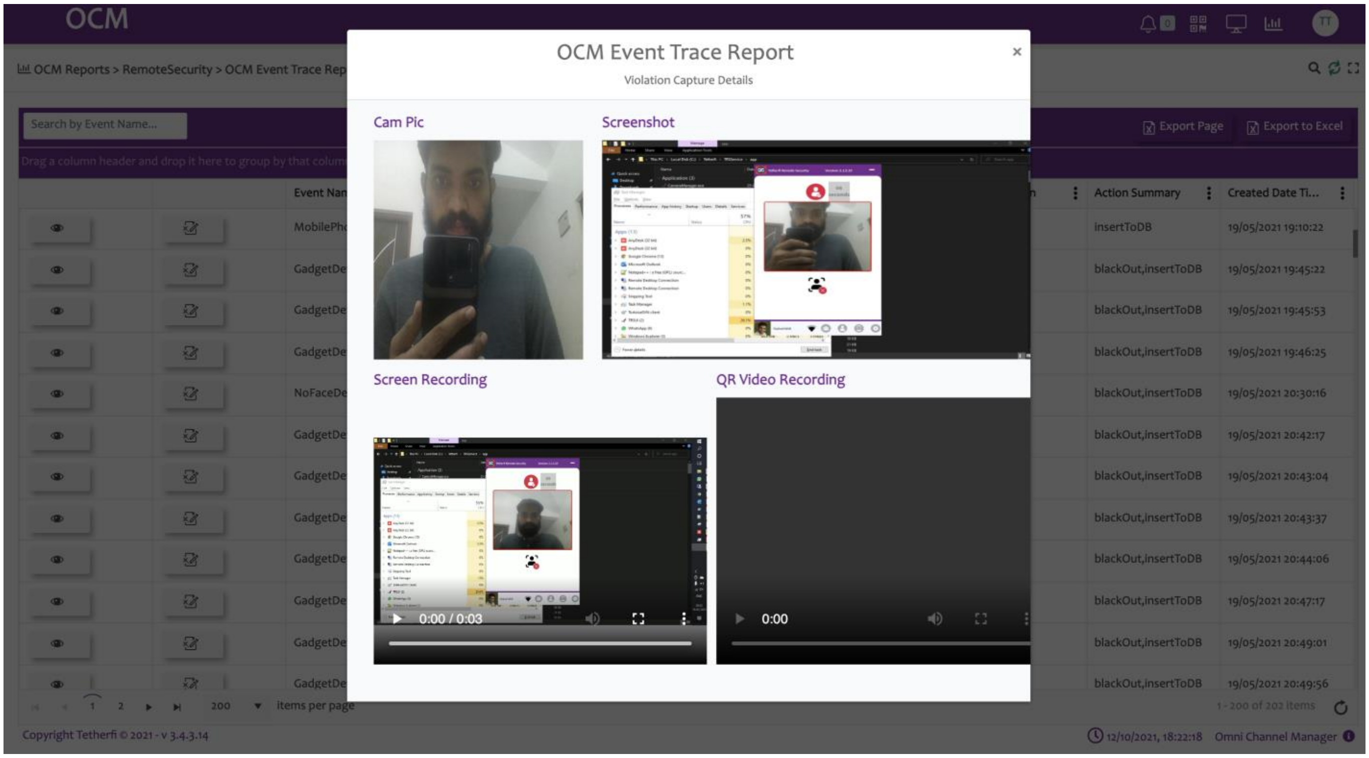
12/10/2021, 18:19:32 Omni Channel Manager

Column	Column Data Information
Event ID	Unique event ID of the occurred violation in TRS
Event Name	Event name of the occurred violation in TRS
Event Type	Type of the occurred event
Agent ID	LAN ID of the user who performed the violation
Supervisor Name	Name of the immediate supervisor of the agent under observation
Org. Unit	Name of the organizational unit of the user
Agent Status	Status of the agent at the time of violation
Threshold	Counter of a particular triggered event type
Model Version	TRS version currently in use
Action Summary	Action performed at the backend due to the occurred violation
Created Date Time	Date and Time of the occurred violation

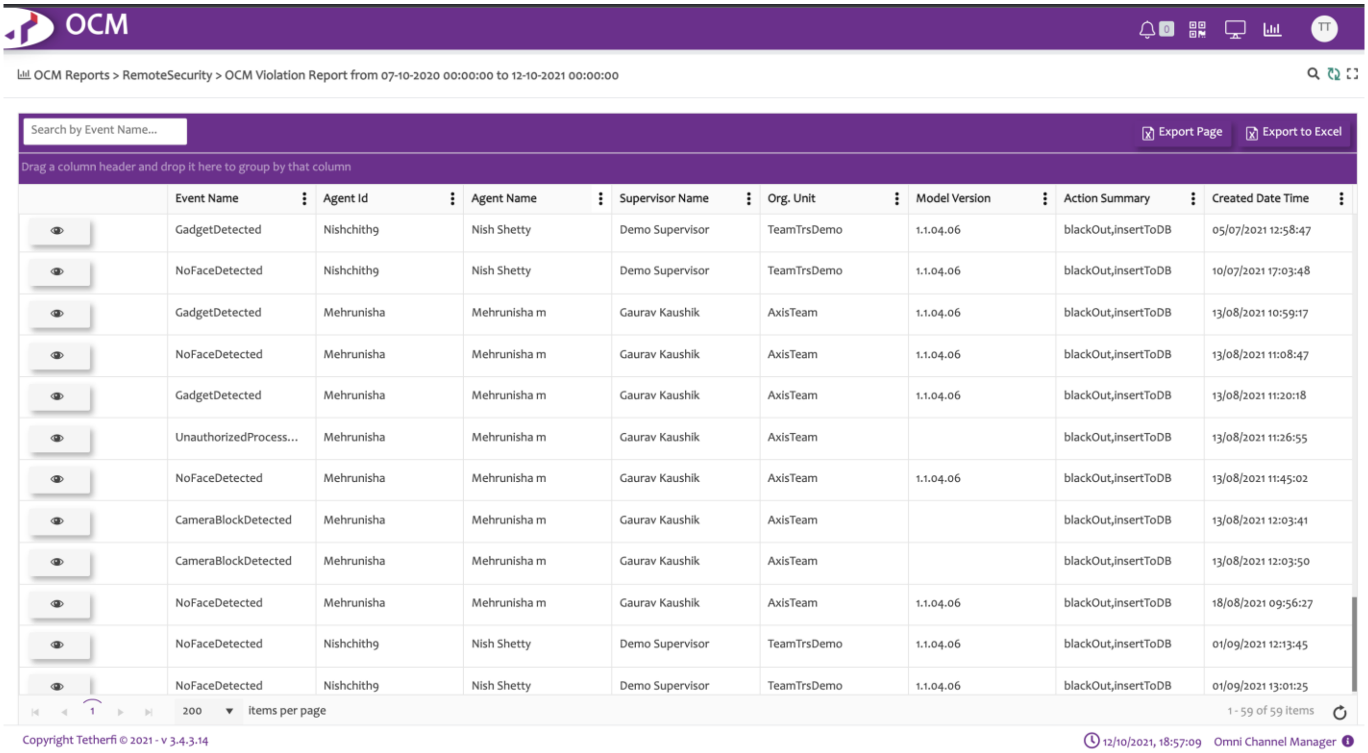
Each of the above seen records can be accessed by clicking on the eye icon. On clicking it, we can see the captured violations' details such as camera picture of the agent, a 3 second video of the agent's screen at the time of the occurred violation, screenshot of their desktop and so on. An example of the same is shown below image:



Event Nan	Action Summary	Created Date Ti...
MobilePh	insertToDB	19/05/2021 19:10:22
GadgetDe	blackOut,insertToDB	19/05/2021 19:45:22
GadgetDe	blackOut,insertToDB	19/05/2021 19:45:53
GadgetDe	blackOut,insertToDB	19/05/2021 19:46:25
NoFaceDe	blackOut,insertToDB	19/05/2021 20:30:16
GadgetDe	blackOut,insertToDB	19/05/2021 20:42:17
GadgetDe	blackOut,insertToDB	19/05/2021 20:43:04
GadgetDe	blackOut,insertToDB	19/05/2021 20:43:37
GadgetDe	blackOut,insertToDB	19/05/2021 20:44:06
GadgetDe	blackOut,insertToDB	19/05/2021 20:47:17
GadgetDe	blackOut,insertToDB	19/05/2021 20:49:01
GadgetDe	blackOut,insertToDB	19/05/2021 20:49:56

OCM Violation Report:

Only events with event type Violation to be present in this report



OCM Reports > RemoteSecurity > OCM Violation Report from 07-10-2020 00:00:00 to 12-10-2021 00:00:00

Search by Event Name...
Export Page
Export to Excel
Drag a column header and drop it here to group by that column

	Event Name	Agent Id	Agent Name	Supervisor Name	Org. Unit	Model Version	Action Summary	Created Date Time
👁	GadgetDetected	Nishchith9	Nish Shetty	Demo Supervisor	TeamTrsDemo	1.1.04.06	blackOut,insertToDB	05/07/2021 12:58:47
👁	NoFaceDetected	Nishchith9	Nish Shetty	Demo Supervisor	TeamTrsDemo	1.1.04.06	blackOut,insertToDB	10/07/2021 17:03:48
👁	GadgetDetected	Mehrunisha	Mehrunisha m	Gaurav Kaushik	AxisTeam	1.1.04.06	blackOut,insertToDB	13/08/2021 10:59:17
👁	NoFaceDetected	Mehrunisha	Mehrunisha m	Gaurav Kaushik	AxisTeam	1.1.04.06	blackOut,insertToDB	13/08/2021 11:08:47
👁	GadgetDetected	Mehrunisha	Mehrunisha m	Gaurav Kaushik	AxisTeam	1.1.04.06	blackOut,insertToDB	13/08/2021 11:20:18
👁	UnauthorizedProcess...	Mehrunisha	Mehrunisha m	Gaurav Kaushik	AxisTeam		blackOut,insertToDB	13/08/2021 11:26:55
👁	NoFaceDetected	Mehrunisha	Mehrunisha m	Gaurav Kaushik	AxisTeam	1.1.04.06	blackOut,insertToDB	13/08/2021 11:45:02
👁	CameraBlockDetected	Mehrunisha	Mehrunisha m	Gaurav Kaushik	AxisTeam		blackOut,insertToDB	13/08/2021 12:03:41
👁	CameraBlockDetected	Mehrunisha	Mehrunisha m	Gaurav Kaushik	AxisTeam		blackOut,insertToDB	13/08/2021 12:03:50
👁	NoFaceDetected	Mehrunisha	Mehrunisha m	Gaurav Kaushik	AxisTeam	1.1.04.06	blackOut,insertToDB	18/08/2021 09:56:27
👁	NoFaceDetected	Nishchith9	Nish Shetty	Demo Supervisor	TeamTrsDemo	1.1.04.06	blackOut,insertToDB	01/09/2021 12:13:45
👁	NoFaceDetected	Nishchith9	Nish Shetty	Demo Supervisor	TeamTrsDemo	1.1.04.06	blackOut,insertToDB	01/09/2021 13:01:25

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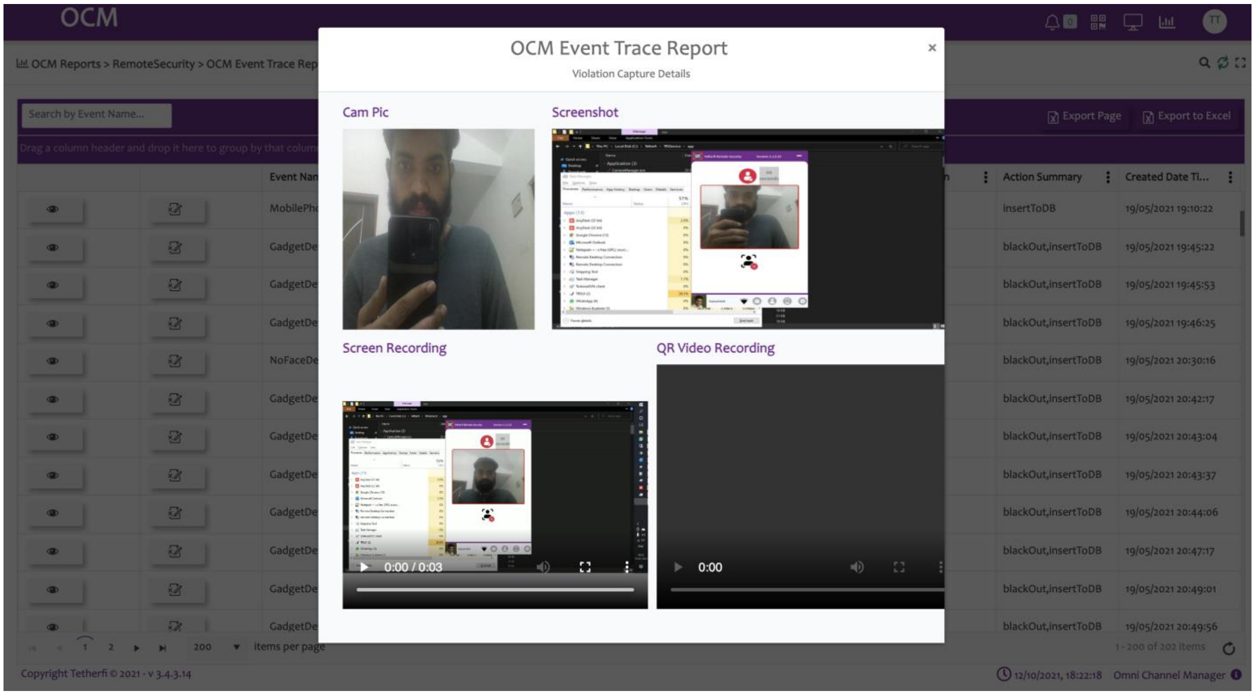
12/10/2021, 18:57:09 Omni Channel Manager

Column	Column Data Information
Event ID	Unique event ID of the occurred violation in TRS
Event Name	Event name of the occurred violation in TRS
Event Type	Type of the occurred event
Agent ID	LAN ID of the user who performed the violation
Supervisor Name	Name of the immediate supervisor of the agent under observation
Org. Unit	Name of the organizational unit of the user
Agent Status	Status of the agent at the time of violation
Threshold	Counter of a particular triggered event type
Model Version	TRS version currently in use
Action Summary	Action performed at the backend due to the occurred violation
Created Date Time	Date and Time of the occurred violation

Each of the above seen records can be accessed by clicking on the eye icon. On clicking it, we can see the captured violations' details such as camera picture of the agent, a 3 second video of the agent's screen at the time of the occurred violation, screenshot of their desktop and so on. An example of the same is shown below image:



OCM Reports > RemoteSecurity > OCM Event Trace Rep

Search by Event Name...

Drag a column header and drop it here to group by that colum

OCM Event Trace Report

Violation Capture Details

Event Nan	Action Summary	Created Date Ti...
MobilePh	insertToDB	19/05/2021 19:10:22
GadgetDe	blackOut,insertToDB	19/05/2021 19:45:22
GadgetDe	blackOut,insertToDB	19/05/2021 19:45:53
GadgetDe	blackOut,insertToDB	19/05/2021 19:46:25
NoFaceDe	blackOut,insertToDB	19/05/2021 20:30:16
GadgetDe	blackOut,insertToDB	19/05/2021 20:42:17
GadgetDe	blackOut,insertToDB	19/05/2021 20:43:04
GadgetDe	blackOut,insertToDB	19/05/2021 20:43:37
GadgetDe	blackOut,insertToDB	19/05/2021 20:44:06
GadgetDe	blackOut,insertToDB	19/05/2021 20:47:17
GadgetDe	blackOut,insertToDB	19/05/2021 20:49:01
GadgetDe	blackOut,insertToDB	19/05/2021 20:49:56

1 2 200 items per page 1 - 200 of 202 items

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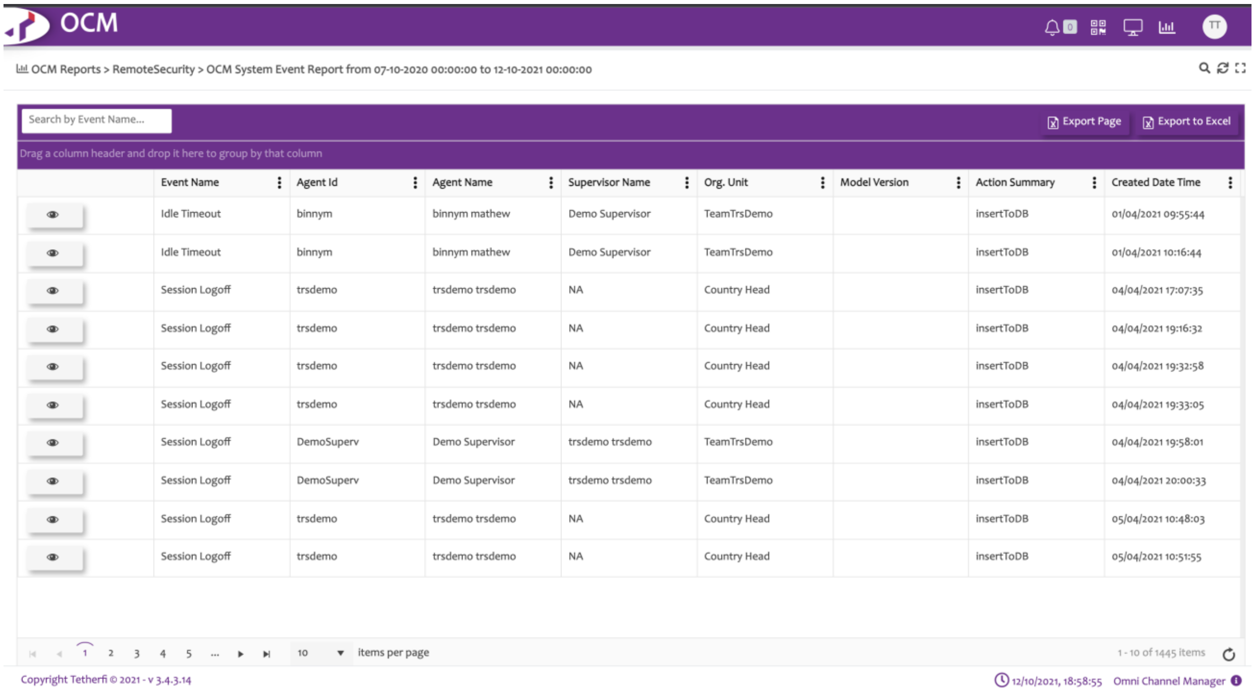
OCM System Events Report:

Only events with event type System event to be present in this report



OCM Reports > RemoteSecurity > OCM System Event Report from 07-10-2020 00:00:00 to 12-10-2021 00:00:00

Search by Event Name...

Drag a column header and drop it here to group by that column

	Event Name	Agent Id	Agent Name	Supervisor Name	Org. Unit	Model Version	Action Summary	Created Date Time
	Idle Timeout	binnym	binnym mathew	Demo Supervisor	TeamTrsDemo		insertToDB	01/04/2021 09:55:44
	Idle Timeout	binnym	binnym mathew	Demo Supervisor	TeamTrsDemo		insertToDB	01/04/2021 10:16:44
	Session Logoff	trsdemo	trsdemo trsdemo	NA	Country Head		insertToDB	04/04/2021 17:07:35
	Session Logoff	trsdemo	trsdemo trsdemo	NA	Country Head		insertToDB	04/04/2021 19:16:32
	Session Logoff	trsdemo	trsdemo trsdemo	NA	Country Head		insertToDB	04/04/2021 19:32:58
	Session Logoff	trsdemo	trsdemo trsdemo	NA	Country Head		insertToDB	04/04/2021 19:33:05
	Session Logoff	DemoSuperv	Demo Supervisor	trsdemo trsdemo	TeamTrsDemo		insertToDB	04/04/2021 19:58:01
	Session Logoff	DemoSuperv	Demo Supervisor	trsdemo trsdemo	TeamTrsDemo		insertToDB	04/04/2021 20:00:33
	Session Logoff	trsdemo	trsdemo trsdemo	NA	Country Head		insertToDB	05/04/2021 10:48:03
	Session Logoff	trsdemo	trsdemo trsdemo	NA	Country Head		insertToDB	05/04/2021 10:51:55

1 2 3 4 5 ... 10 items per page 1 - 10 of 1445 items

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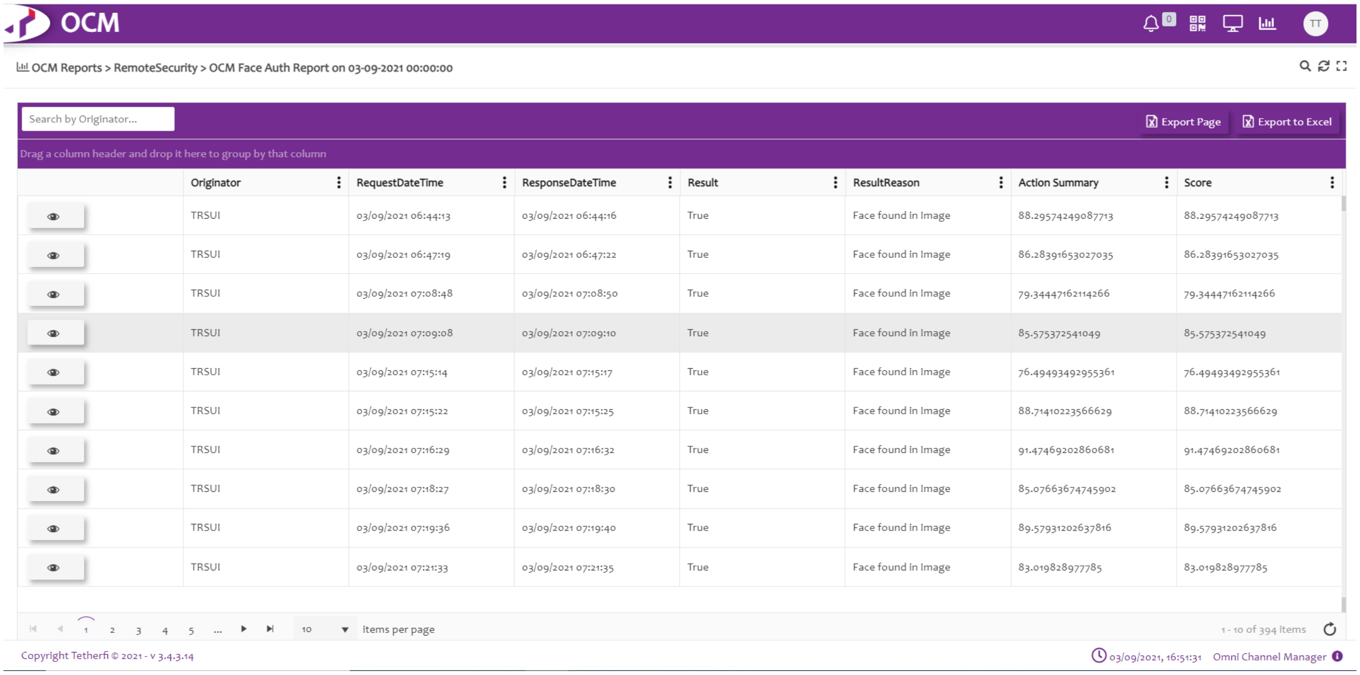
12/10/2021, 18:58:55 Omni Channel Manager

Column	Column Data Information
Event ID	Unique event ID of the occurred violation in TRS
Event Name	Event name of the occurred violation in TRS
Event Type	Type of the occurred event
Agent ID	LAN ID of the user who performed the violation
Supervisor Name	Name of the immediate supervisor of the agent under observation
Org. Unit	Name of the organizational unit of the user
Agent Status	Status of the agent at the time of violation
Threshold	Counter of a particular triggered event type
Model Version	TRS version currently in use
Action Summary	Action performed at the backend due to the occurred violation
Created Date Time	Date and Time of the occurred violation

OCM Face Auth Report:

Face Auth Report records all the face authentication requests and response time. It tells if the face auth is a success or a failure and gives the face auth percentage. Below is an example of the Face Auth Report:



OCM

OCM Reports > RemoteSecurity > OCM Face Auth Report on 03-09-2021 00:00:00

Search by Originator...

Export Page | Export to Excel

Drag a column header and drop it here to group by that column

	Originator	RequestDateTime	ResponseDateTime	Result	ResultReason	Action Summary	Score
👁	TRSUI	03/09/2021 06:44:13	03/09/2021 06:44:16	True	Face found in Image	88.29574249087713	88.29574249087713
👁	TRSUI	03/09/2021 06:47:19	03/09/2021 06:47:22	True	Face found in Image	86.28391653027035	86.28391653027035
👁	TRSUI	03/09/2021 07:08:48	03/09/2021 07:08:50	True	Face found in Image	79.34447162114266	79.34447162114266
👁	TRSUI	03/09/2021 07:09:08	03/09/2021 07:09:10	True	Face found in Image	85.575372541049	85.575372541049
👁	TRSUI	03/09/2021 07:15:14	03/09/2021 07:15:17	True	Face found in Image	76.49493492955361	76.49493492955361
👁	TRSUI	03/09/2021 07:15:22	03/09/2021 07:15:25	True	Face found in Image	88.71410223566629	88.71410223566629
👁	TRSUI	03/09/2021 07:16:29	03/09/2021 07:16:32	True	Face found in Image	91.47469202860681	91.47469202860681
👁	TRSUI	03/09/2021 07:18:27	03/09/2021 07:18:30	True	Face found in Image	85.07663674745902	85.07663674745902
👁	TRSUI	03/09/2021 07:19:36	03/09/2021 07:19:40	True	Face found in Image	89.57931202637816	89.57931202637816
👁	TRSUI	03/09/2021 07:21:33	03/09/2021 07:21:35	True	Face found in Image	83.019828977785	83.019828977785

1 2 3 4 5 ... 10 items per page 1 - 10 of 394 items

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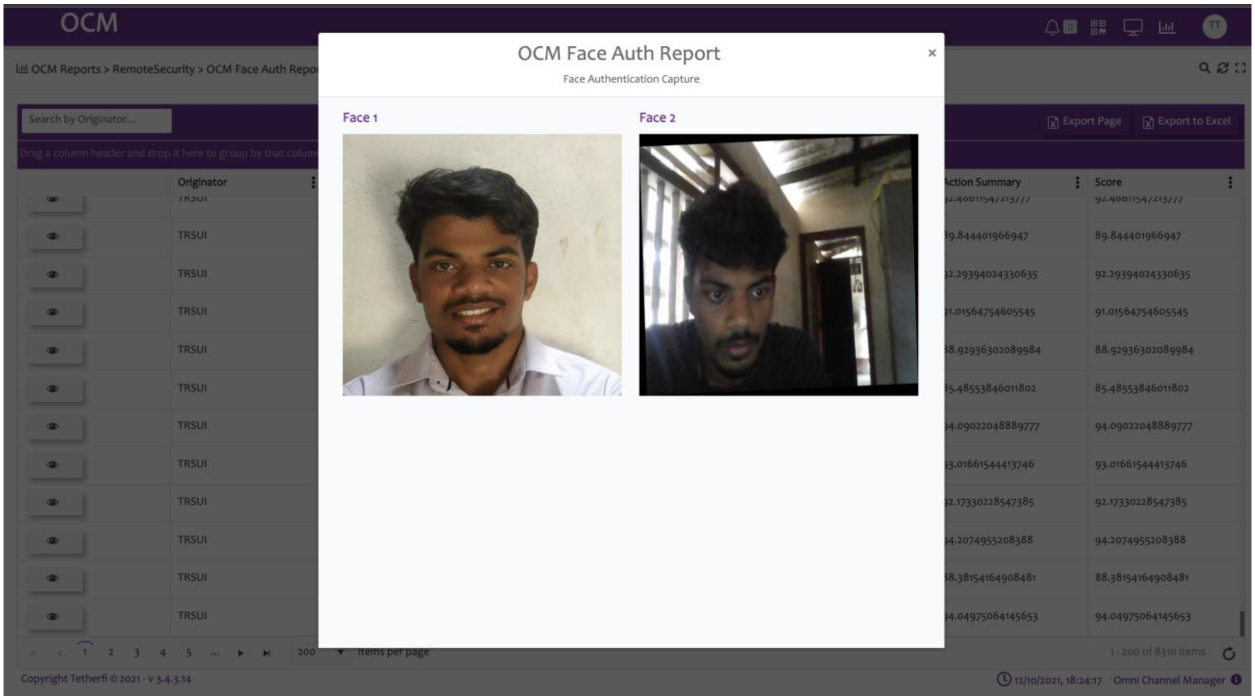
On clicking the eye icon of any of the records, the following screen would appear:



OCM

OCM Reports > RemoteSecurity > OCM Face Auth Repo

OCM Face Auth Report

Face Authentication Capture

Face 1

Face 2

Search by Originator...

Export Page | Export to Excel

Drag a column header and drop it here to group by that colum

	Originator	Action Summary	Score
👁	TRSUI	2.46611547213777	92.46611547213777
👁	TRSUI	9.844401966947	89.844401966947
👁	TRSUI	2.29394024330635	92.29394024330635
👁	TRSUI	1.01564754605545	91.01564754605545
👁	TRSUI	8.92936302089984	88.92936302089984
👁	TRSUI	5.48553846011802	85.48553846011802
👁	TRSUI	4.09022048889777	94.09022048889777
👁	TRSUI	3.01661544413746	93.01661544413746
👁	TRSUI	2.17330228547385	92.17330228547385
👁	TRSUI	4.2074955208388	94.2074955208388
👁	TRSUI	8.38154164908481	88.38154164908481
👁	TRSUI	4.04975064145653	94.04975064145653

1 2 3 4 5 ... 200 items per page 1 - 200 of 8310 items

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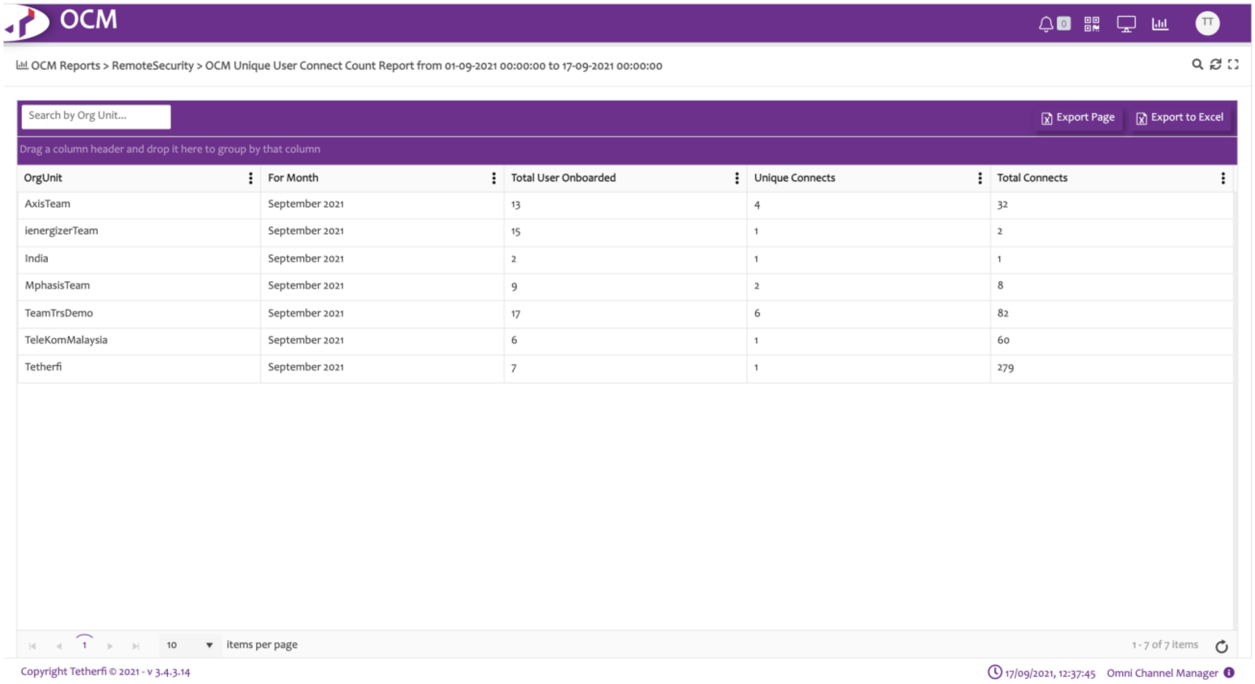
OCM Unique User Connect Count Report:

This report gives the total number of connects and the number of unique user connects for a single date or a specified date range.



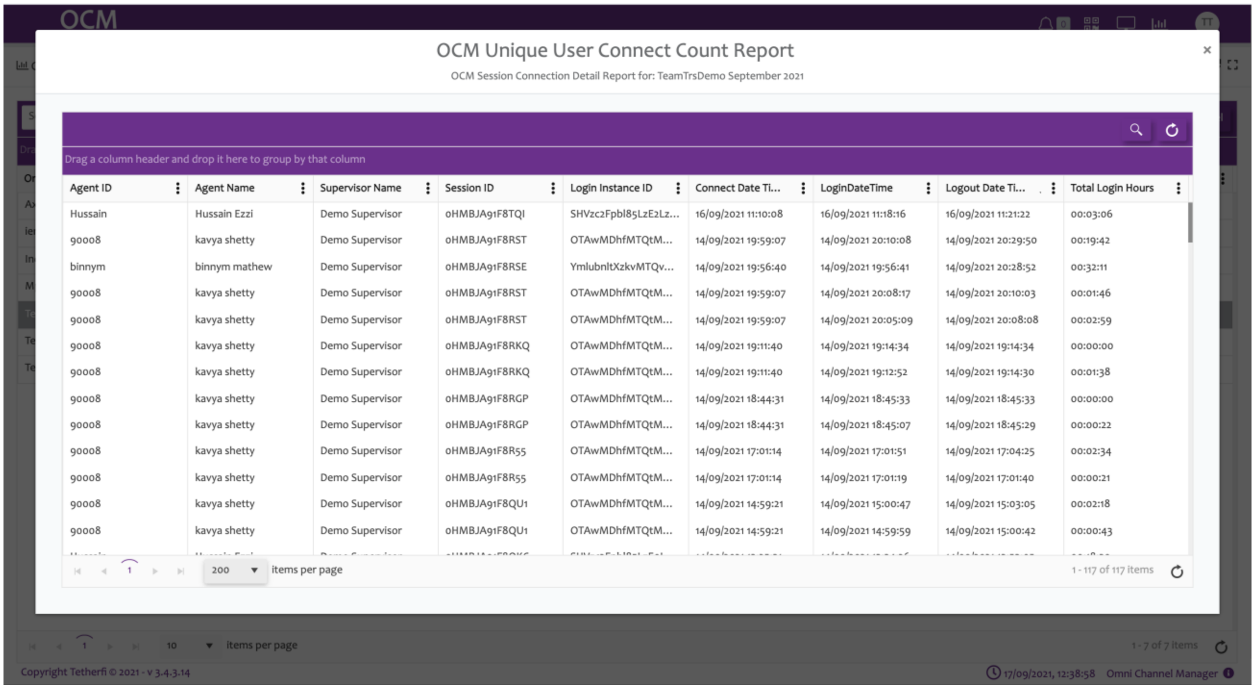
OCM Reports > RemoteSecurity > OCM Unique User Connect Count Report from 01-09-2021 00:00:00 to 17-09-2021 00:00:00

Search by Org Unit...
Export Page
Export to Excel
Drag a column header and drop it here to group by that column

OrgUnit	For Month	Total User Onboarded	Unique Connects	Total Connects
AxisTeam	September 2021	13	4	32
ienergizerTeam	September 2021	15	1	2
India	September 2021	2	1	1
MphasisTeam	September 2021	9	2	8
TeamTrsDemo	September 2021	17	6	82
TeleKomMalaysia	September 2021	6	1	60
Tetherfi	September 2021	7	1	279

Column	Column Data Information
Org. Unit	Organizational Unit of the Customer
For Month	Current Month of the year
Total User Onboarded	Number of users presently onboarded
Unique Connects	Total number of unique connects for the day
Total Connects	Total number of connects for the day

On click of any record in the main grid, the below grid will pop up and display login logout details of individual agents

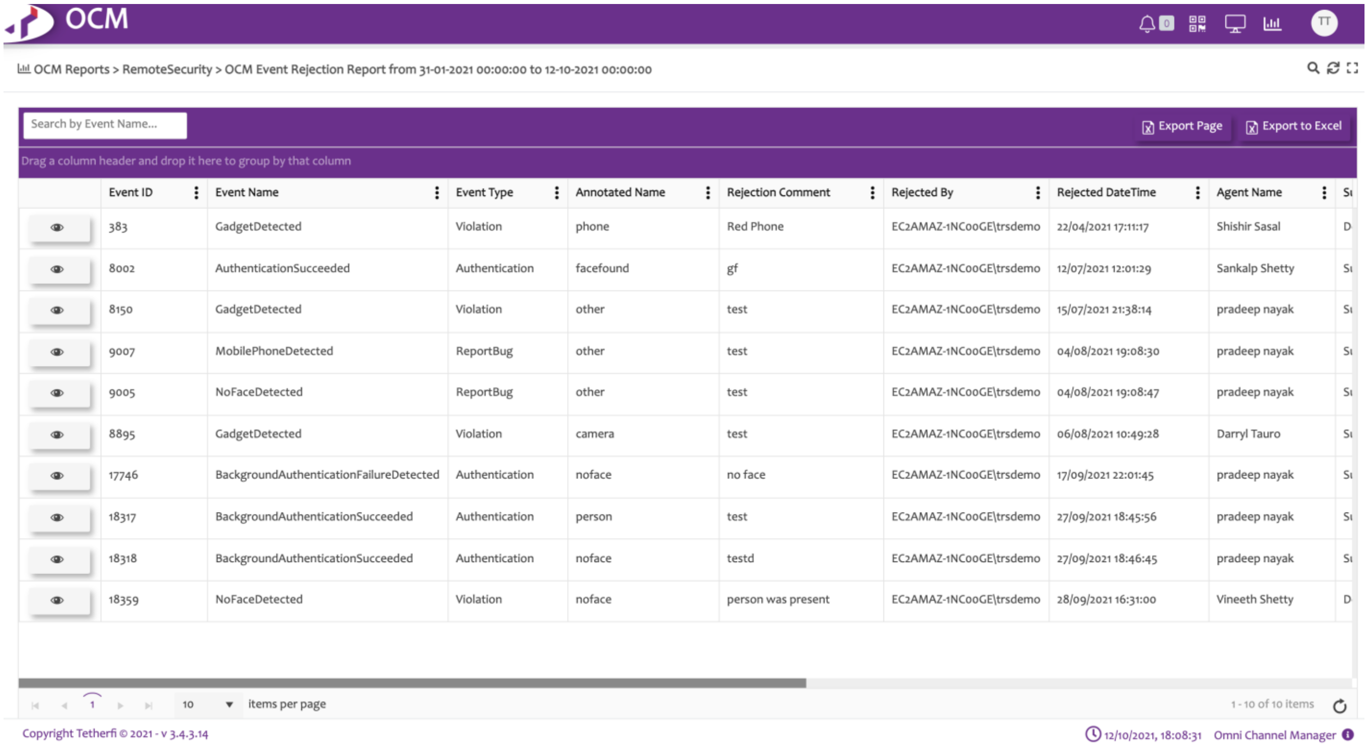


OCM Unique User Connect Count Report

OCM Session Connection Detail Report for: TeamTrsDemo September 2021

Agent ID	Agent Name	Supervisor Name	Session ID	Login Instance ID	Connect Date Ti...	LoginDateTime	Logout Date Ti...	Total Login Hours
Hussain	Hussain Ezzi	Demo Supervisor	oHMBJA91F8TQI	SHVzc2Fpbl85LzE2Lz...	16/09/2021 11:10:08	16/09/2021 11:18:16	16/09/2021 11:21:22	00:03:06
90008	kavya shetty	Demo Supervisor	oHMBJA91F8RST	OTAwMDhfMTQtM...	14/09/2021 19:59:07	14/09/2021 20:10:08	14/09/2021 20:29:50	00:19:42
binnym	binnym mathew	Demo Supervisor	oHMBJA91F8RSE	YmlubnltXzkvMTQv...	14/09/2021 19:56:40	14/09/2021 19:56:41	14/09/2021 20:28:52	00:32:11
90008	kavya shetty	Demo Supervisor	oHMBJA91F8RST	OTAwMDhfMTQtM...	14/09/2021 19:59:07	14/09/2021 20:08:17	14/09/2021 20:10:03	00:01:46
90008	kavya shetty	Demo Supervisor	oHMBJA91F8RST	OTAwMDhfMTQtM...	14/09/2021 19:59:07	14/09/2021 20:05:09	14/09/2021 20:08:08	00:02:59
90008	kavya shetty	Demo Supervisor	oHMBJA91F8RKQ	OTAwMDhfMTQtM...	14/09/2021 19:11:40	14/09/2021 19:14:34	14/09/2021 19:14:34	00:00:00
90008	kavya shetty	Demo Supervisor	oHMBJA91F8RKQ	OTAwMDhfMTQtM...	14/09/2021 19:11:40	14/09/2021 19:12:52	14/09/2021 19:14:30	00:01:38
90008	kavya shetty	Demo Supervisor	oHMBJA91F8RGP	OTAwMDhfMTQtM...	14/09/2021 18:44:31	14/09/2021 18:45:33	14/09/2021 18:45:33	00:00:00
90008	kavya shetty	Demo Supervisor	oHMBJA91F8RGP	OTAwMDhfMTQtM...	14/09/2021 18:44:31	14/09/2021 18:45:07	14/09/2021 18:45:29	00:00:22
90008	kavya shetty	Demo Supervisor	oHMBJA91F8R55	OTAwMDhfMTQtM...	14/09/2021 17:01:14	14/09/2021 17:01:51	14/09/2021 17:04:25	00:02:34
90008	kavya shetty	Demo Supervisor	oHMBJA91F8R55	OTAwMDhfMTQtM...	14/09/2021 17:01:14	14/09/2021 17:01:19	14/09/2021 17:01:40	00:00:21
90008	kavya shetty	Demo Supervisor	oHMBJA91F8QU1	OTAwMDhfMTQtM...	14/09/2021 14:59:21	14/09/2021 15:00:47	14/09/2021 15:03:05	00:02:18
90008	kavya shetty	Demo Supervisor	oHMBJA91F8QU1	OTAwMDhfMTQtM...	14/09/2021 14:59:21	14/09/2021 14:59:59	14/09/2021 15:00:42	00:00:43

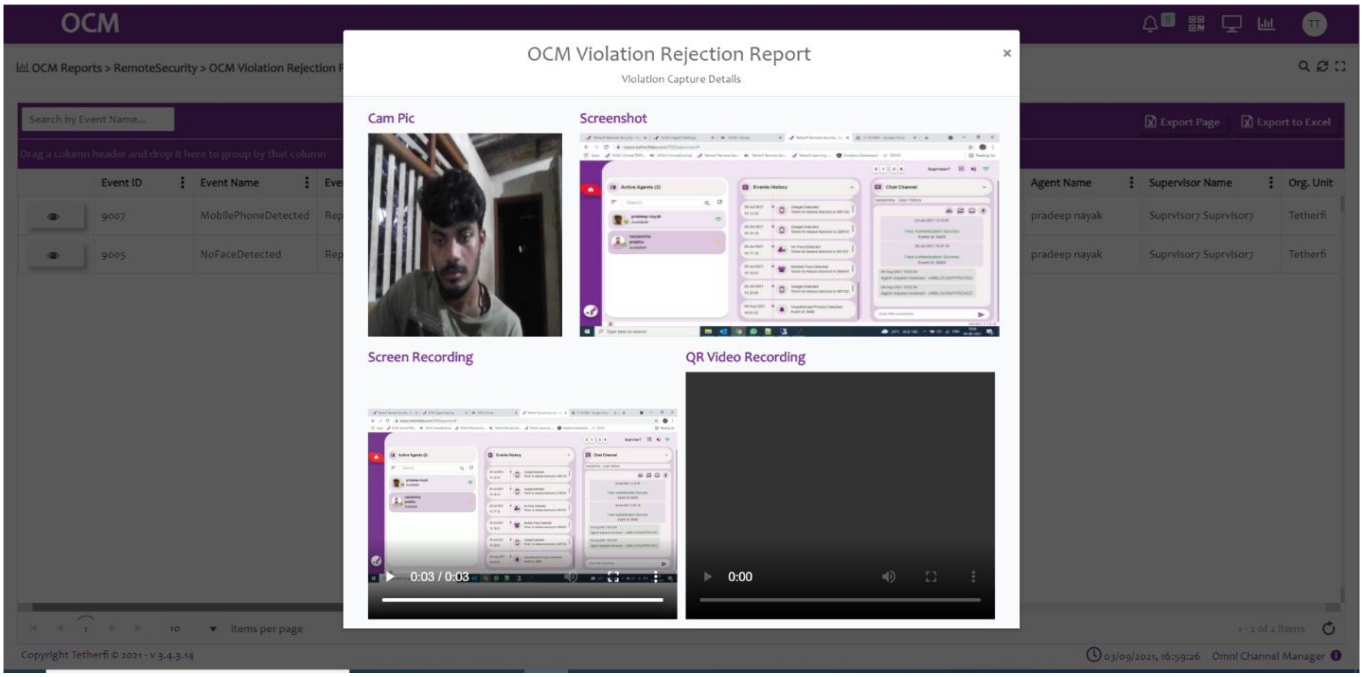
OCM Event Rejection Report:



OCM Reports > RemoteSecurity > OCM Event Rejection Report from 31-01-2021 00:00:00 to 12-10-2021 00:00:00

	Event ID	Event Name	Event Type	Annotated Name	Rejection Comment	Rejected By	Rejected DateTime	Agent Name	Su
👁	383	GadgetDetected	Violation	phone	Red Phone	EC2AMAZ-1NCoOGE\trsdemo	22/04/2021 17:11:17	Shishir Sasal	D
👁	8002	AuthenticationSucceeded	Authentication	facefound	gf	EC2AMAZ-1NCoOGE\trsdemo	12/07/2021 12:01:29	Sankalp Shetty	Su
👁	8150	GadgetDetected	Violation	other	test	EC2AMAZ-1NCoOGE\trsdemo	15/07/2021 21:38:14	pradeep nayak	Su
👁	9007	MobilePhoneDetected	ReportBug	other	test	EC2AMAZ-1NCoOGE\trsdemo	04/08/2021 19:08:30	pradeep nayak	Su
👁	9005	NoFaceDetected	ReportBug	other	test	EC2AMAZ-1NCoOGE\trsdemo	04/08/2021 19:08:47	pradeep nayak	Su
👁	8895	GadgetDetected	Violation	camera	test	EC2AMAZ-1NCoOGE\trsdemo	06/08/2021 10:49:28	Darryl Tauro	Su
👁	17746	BackgroundAuthenticationFailureDetected	Authentication	noface	no face	EC2AMAZ-1NCoOGE\trsdemo	17/09/2021 22:01:45	pradeep nayak	Su
👁	18317	BackgroundAuthenticationSucceeded	Authentication	person	test	EC2AMAZ-1NCoOGE\trsdemo	27/09/2021 18:45:56	pradeep nayak	Su
👁	18318	BackgroundAuthenticationSucceeded	Authentication	noface	testd	EC2AMAZ-1NCoOGE\trsdemo	27/09/2021 18:46:45	pradeep nayak	Su
👁	18359	NoFaceDetected	Violation	noface	person was present	EC2AMAZ-1NCoOGE\trsdemo	28/09/2021 16:31:00	Vineeth Shetty	D

On clicking the eye icon of any of the records, the following screen would appear:


OCM
OCM Reports > RemoteSecurity > OCM Violation Rejection R
Search by Event Name...
Drag a column header and drop it here to group by that column
Export Page
Export to Excel
OCM Violation Rejection Report
Violation Capture Details
Cam Pic
Screenshot
Screen Recording
QR Video Recording
0:03 / 0:03
0:00
10
items per page
1 - 2 of 2 items
Copyright Tetherfi © 2021 - V 3.4.3.14
03/09/2021, 16:59:26
Omni Channel Manager

	Event ID	Event Name	Eve	Agent Name	Supervisor Name	Org. Unit
	9007	MobilePhoneDetected	Rep	pradeep nayak	Suprvisor7 Suprvisor7	Tetherfi
	9005	NoFaceDetected	Rep	pradeep nayak	Suprvisor7 Suprvisor7	Tetherfi

Column	Column Data Information
Event Id	Unique id of the event
Event Name	Name of the event recorded
Event Type	Whether the event recorded was a system event, authentication event, supervisor event or a violation
Agent Id	Id of the agent for whom the event was recorded
Agent Name	Name of the agent for whom the event was recorded
Supervisor Name	Supervisor of the agent for whom the event was recorded
Org Unit	Organization or team name of the agent for whom the event was recorded
Threshold	Number of times the same event has been recorded for an individual agent
Model Version	Version number of TRS object detection models
Action Summary	Whether the recorded caused a screen blackout, windows lock, camera restart or just insert the record into db
Created Date Time	Date and time of the recorded event

Feature - (Desktop Activity Analysis)

Desktop Activity Analysis (DAA) is another set of features in TRS Module that tracks and reports on activities on the desktop, showing which applications users are using, including how they are using them, when, and for how long. The desktop information captured can be used to determine if all available capacity is used productively and observe any applications that are extensively used that can be considered as non-productive or non-compliant.

Feature	Description
Keystrokes	Identify any non-compliant keystrokes like CTRL-C or PrintScreen, etc.
Detecting Peripheral Device	Identify any USB device or secondary screen/monitor connected or cast to 3rd party screen
Detecting Screen Share	Detecting any screen share activated when using any 3rd party collaboration application like Zoom, Teams, BlueJeans, WebEx, Spaces, etc.
Application Activity	Monitor all process and applications used by the user and provide overall time spent on focus of these application
Website Activity	Monitor all website access through browser client used by the user and provide overall time spent on focus of these web application
Whitelist application	Monitor usage of any non-white list applications after Login to trigger alerts and events or totally prevent from using the non-white list application
Blacklist application	Monitor usage of any blacklist applications to trigger alerts and events or totally prevent from using these application
Data Sensitive Application	Monitor Data Sensitive applications (classified as holding customer sensitive data), which could be in focus and certain thresholds to detect object (camera), multi-person can be increased, when these configured applications are active.

Dashboards

New real-time dashboards will provide information on

Compliance Details:

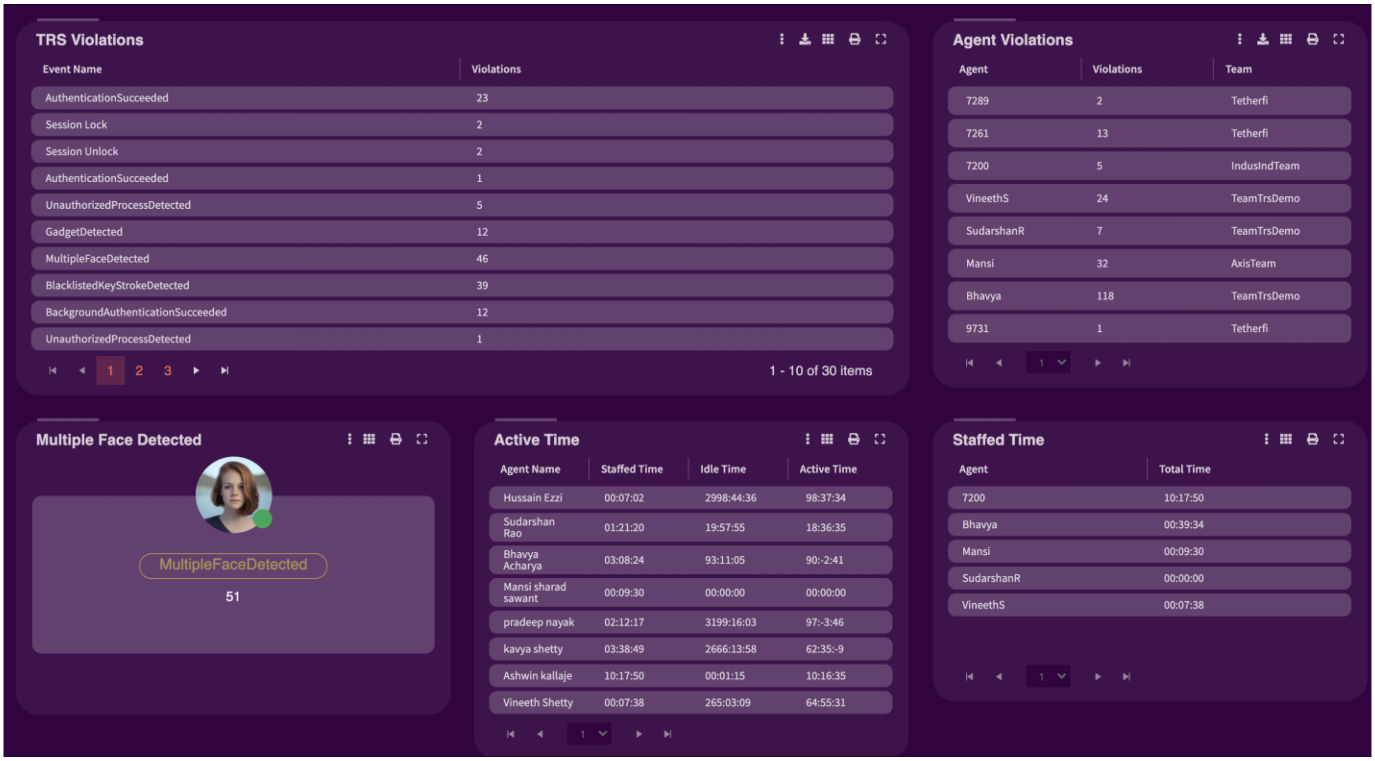
- No. of logged-in users and No. of active users.
- Adherence to the various compliance features with false acceptance % and false reject %
- Agent-wise summary of the different non-compliances.
- Top 5 agents with the most non-compliances.

Desktop Activity Analysis Details:

- Total logged-in time, idle time and productivity %
- Summary of time spent on different applications, websites and in breaks.

- Agent-wise details of
    - Time spent on different applications.
    - Time spent on different websites.
    - Time spent on breaks.

The below snapshots provide details of the different dashboards:



TRS Violations

Event Name	Violations
AuthenticationSucceeded	23
Session Lock	2
Session Unlock	2
AuthenticationSucceeded	1
UnauthorizedProcessDetected	5
GadgetDetected	12
MultipleFaceDetected	46
BlacklistedKeyStrokeDetected	39
BackgroundAuthenticationSucceeded	12
UnauthorizedProcessDetected	1

1 - 10 of 30 items

Agent Violations

Agent	Violations	Team
7289	2	Tetherfi
7261	13	Tetherfi
7200	5	IndusIndTeam
VineethS	24	TeamTrsDemo
SudarshanR	7	TeamTrsDemo
Mansi	32	AxisTeam
Bhavya	118	TeamTrsDemo
9731	1	Tetherfi

Multiple Face Detected

MultipleFaceDetected

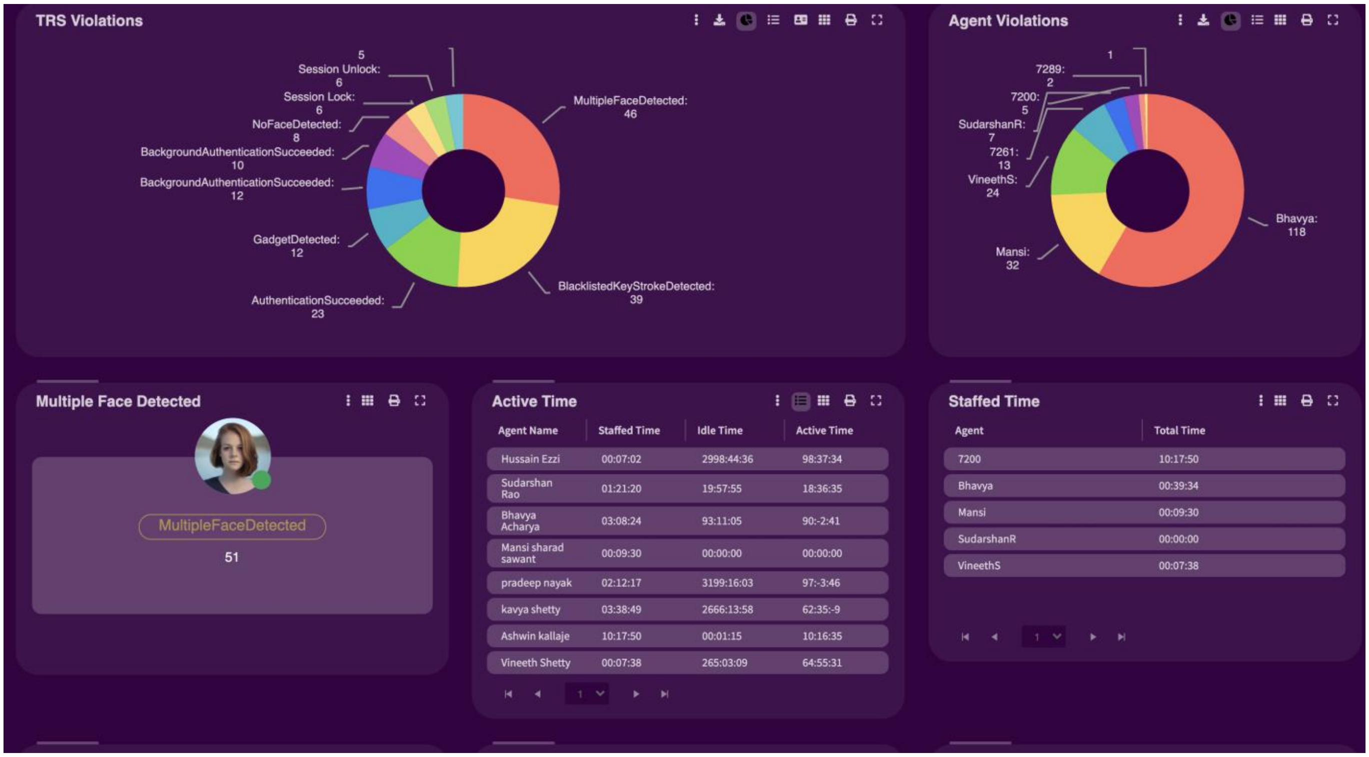
51

Active Time

Agent Name	Staffed Time	Idle Time	Active Time
Hussain Ezzi	00:07:02	2998:44:36	98:37:34
Sudarshan Rao	01:21:20	19:57:55	18:36:35
Bhavya Acharya	03:08:24	93:11:05	90:-2:41
Mansi sharad sawant	00:09:30	00:00:00	00:00:00
pradeep nayak	02:12:17	3199:16:03	97:-3:46
kavya shetty	03:38:49	2666:13:58	62:35:-9
Ashwin kallaje	10:17:50	00:01:15	10:16:35
Vineeth Shetty	00:07:38	265:03:09	64:55:31

Staffed Time

Agent	Total Time
7200	10:17:50
Bhavya	00:39:34
Mansi	00:09:30
SudarshanR	00:00:00
VineethS	00:07:38



TRS Violations

Agent Violations

Multiple Face Detected

MultipleFaceDetected

51

Active Time

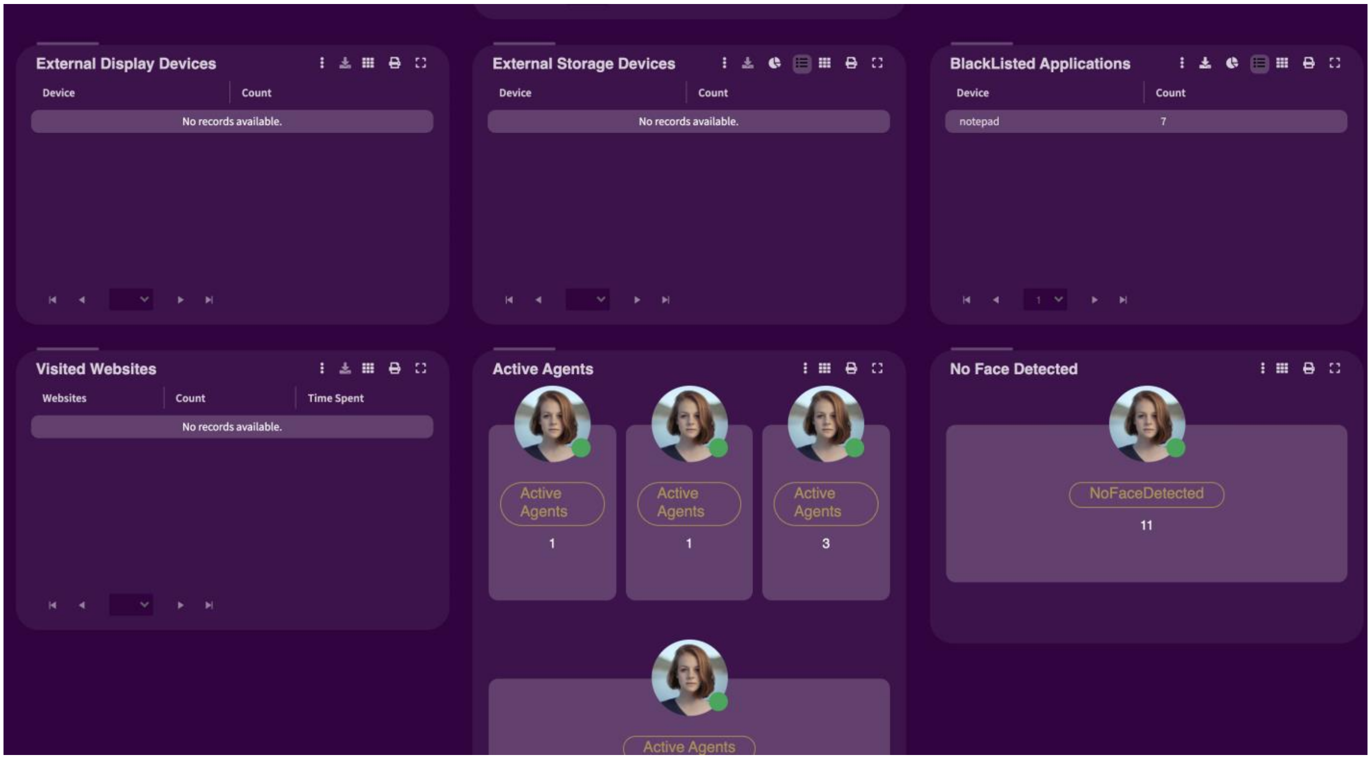
Agent Name	Staffed Time	Idle Time	Active Time
Hussain Ezzi	00:07:02	2998:44:36	98:37:34
Sudarshan Rao	01:21:20	19:57:55	18:36:35
Bhavya Acharya	03:08:24	93:11:05	90:-2:41
Mansi sharad sawant	00:09:30	00:00:00	00:00:00
pradeep nayak	02:12:17	3199:16:03	97:-3:46
kavya shetty	03:38:49	2666:13:58	62:35:-9
Ashwin kallaje	10:17:50	00:01:15	10:16:35
Vineeth Shetty	00:07:38	265:03:09	64:55:31

1

Staffed Time

Agent	Total Time
7200	10:17:50
Bhavya	00:39:34
Mansi	00:09:30
SudarshanR	00:00:00
VineethS	00:07:38

1



External Display Devices

Device	Count
No records available.	

External Storage Devices

Device	Count
No records available.	

BlackListed Applications

Device	Count
notepad	7

1

Visited Websites

Websites	Count	Time Spent
No records available.		

Active Agents

Active Agents

1

Active Agents

1

Active Agents

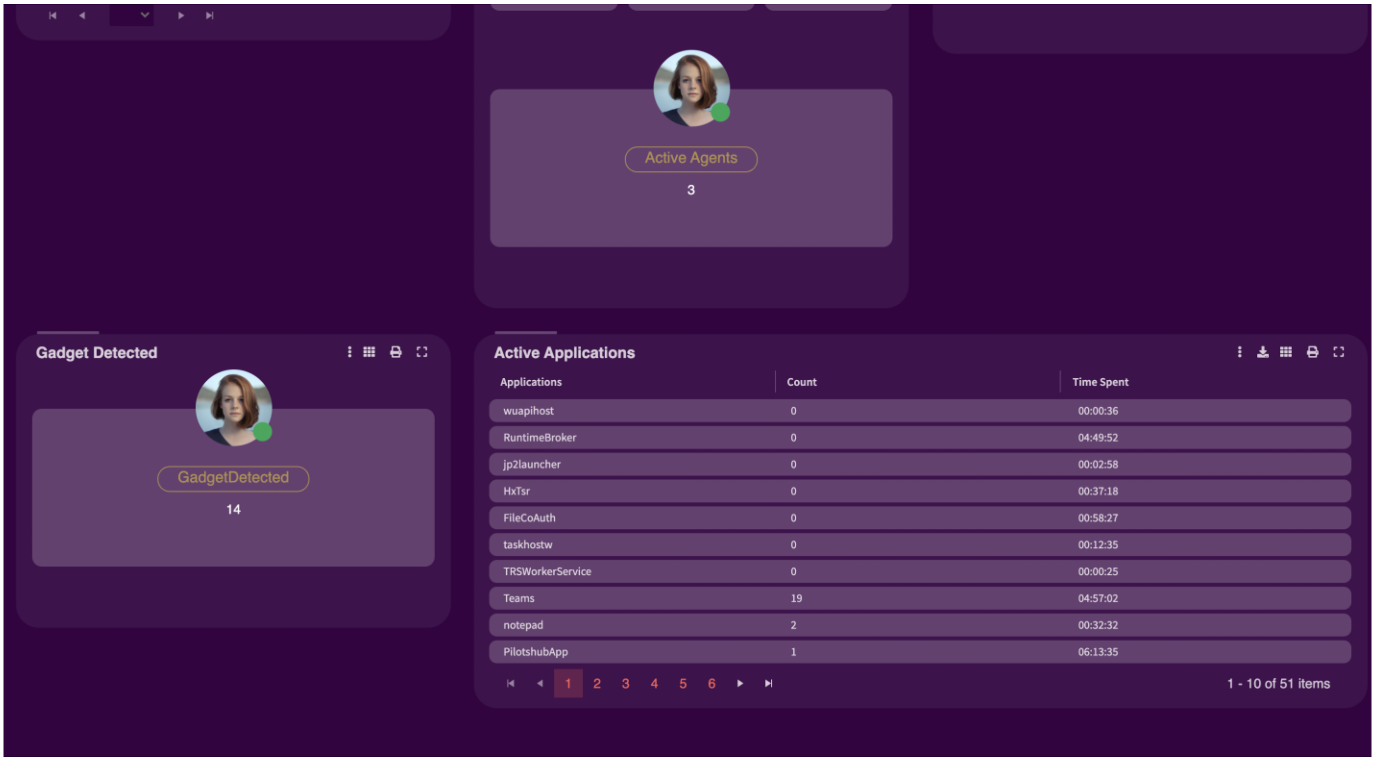
3

Active Agents

No Face Detected

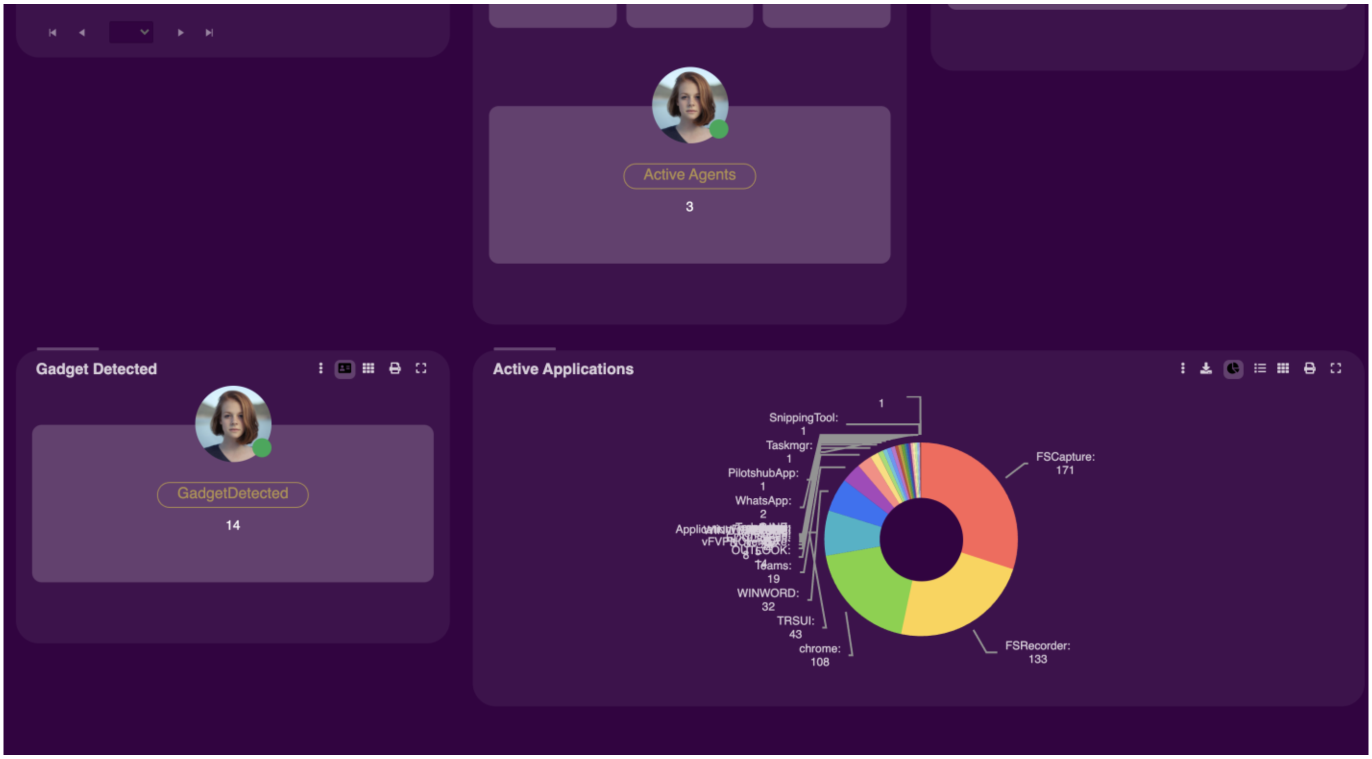
NoFaceDetected

11



Active Applications

Applications	Count	Time Spent
wuapihost	0	00:00:36
RuntimeBroker	0	04:49:52
jp2launcher	0	00:02:58
HxTsr	0	00:37:18
FileCoAuth	0	00:58:27
taskhostw	0	00:12:35
TRSWorkerService	0	00:00:25
Teams	19	04:57:02
notepad	2	00:32:32
PilotshubApp	1	06:13:35



Active Agents
3
Gadget Detected
GadgetDetected
14
Active Applications
1
SnippingTool:
1
Taskmgr:
1
PilotshubApp:
1
WhatsApp:
2
OUTLOOK:
Teams:
19
WINWORD:
32
TRSUI:
43
chrome:
108
FSCapture:
171
FSRecorder:
133