IN²

CLICK VIRTUAL OFFICE

Virtual Assistance Office

Digital transformation has reached the world of in-person assistance.

Sobre IN2

We are a technology consultancy with **nearly 30 years of experience** that seeks to accompany companies on their path towards **digital transformation**, developing and implementing solutions and methodologies adapted to each of our clients. We define ourselves as a consolidated company with an **agile attitude and entrepreneurial vision**, focusing on what really **adds value** to our clients.

Our goal is to achieve a more connected world, putting **technology atthe service of society**. That the reason why we make technology, for and by people. Because we know that being a technology company is not the same as being a company of people who develop technology.

For us it is very important to be up to date with new technologies, so we are committed to **innovation** and **continuous improvement**, working every day with new technologies that help us to develop projects in a more agile, efficient, secure and interoperable way.

Sobre IN2

117
Active Clients

54
Active Projects

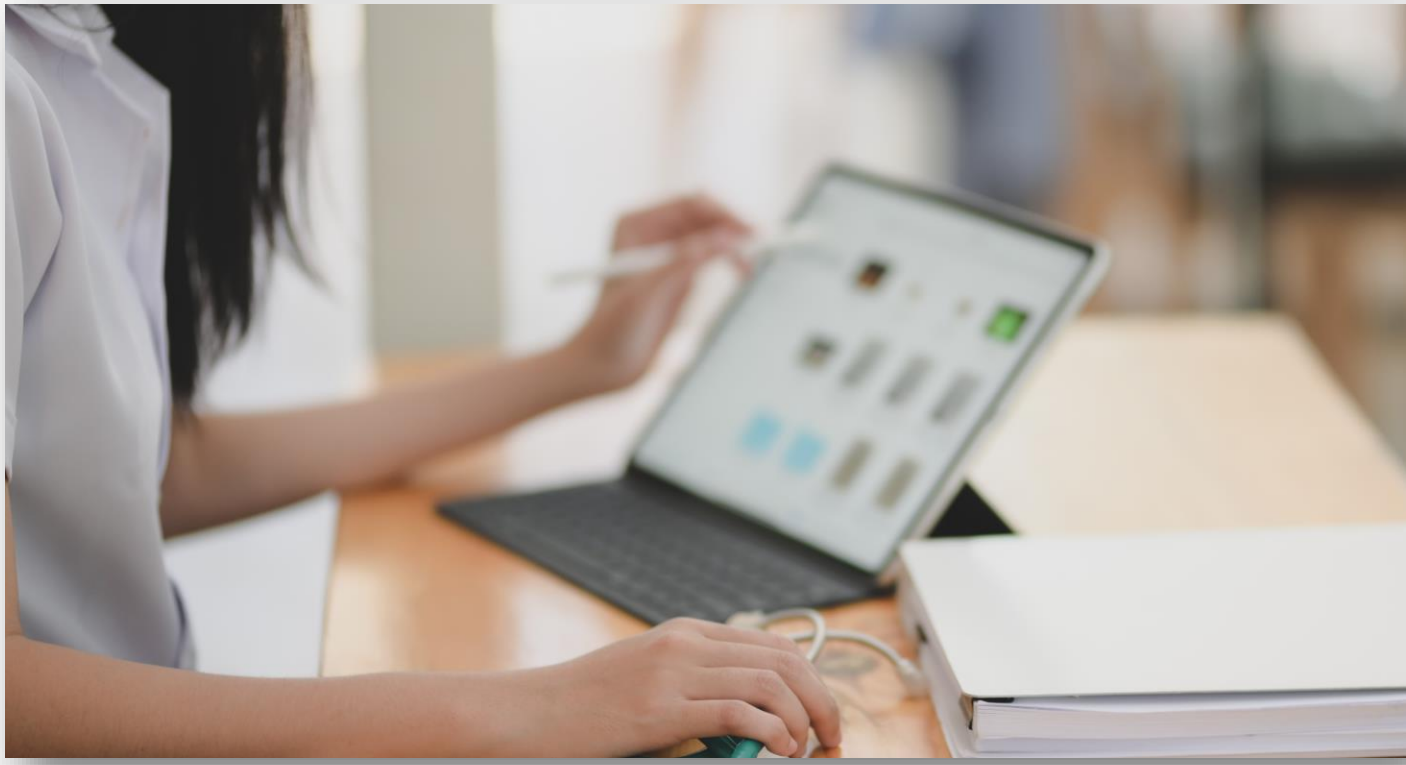
5.631.428
Hours dedicated to innovation and digital transformation

138
Active Workers

28
Years of activity

Virtual Office, a solution created to adapt to your organization.

The distinctive characteristic of our proposal is very simple: **to adapt to the needs of the project, while respecting its interoperability**. We avoid rigid architectures and technological, contractual or learning requirements that may limit the transformation process of organisations.



Click Virtual Office – Virtual helpdesk

We would like to introduce Click Virtual Office, a remote service solution for users (internals and externals) to resolve doubts and carry out procedures with the support of a videoconferencing tool.

The solution is designed to speed up the service when carrying out procedures, queries or providing them with advice, by reducing the need for face-to-face assistance at the customer service offices.

Click Virtual Office is the technology that allows us to improve the relationship with users, designed along the following lines

Intuitive and easy to use

Integrable with the organisation's services

Multichannel

Customisable look & feel

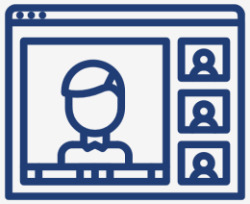
Privacy and security

Functionalities

Click Virtual Office provides the following out-of-the-box functionalities:

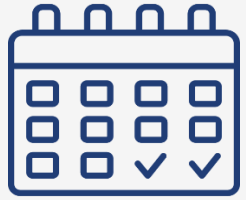
Videoconference with recording

Screen sharing and document exchange documents



Multi-conference

Management of services or topics



Appointment, appointment management and integrated agenda

Extensions

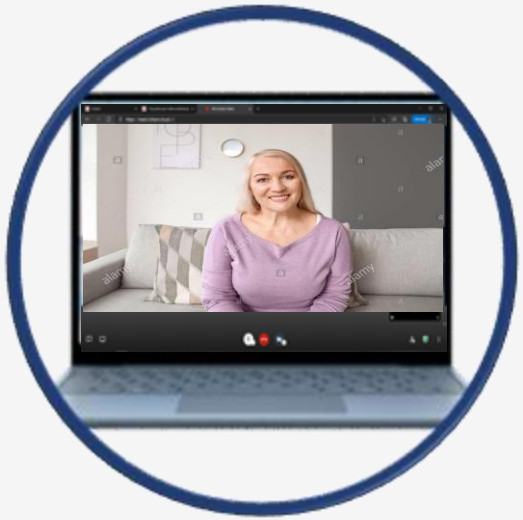
Click Virtual Office also offers a wide variety of integrations and extensions to provide the best possible service:

Componentes

Click Virtual Office provides the following out-of-the-box features:

Appointment

Videoconference



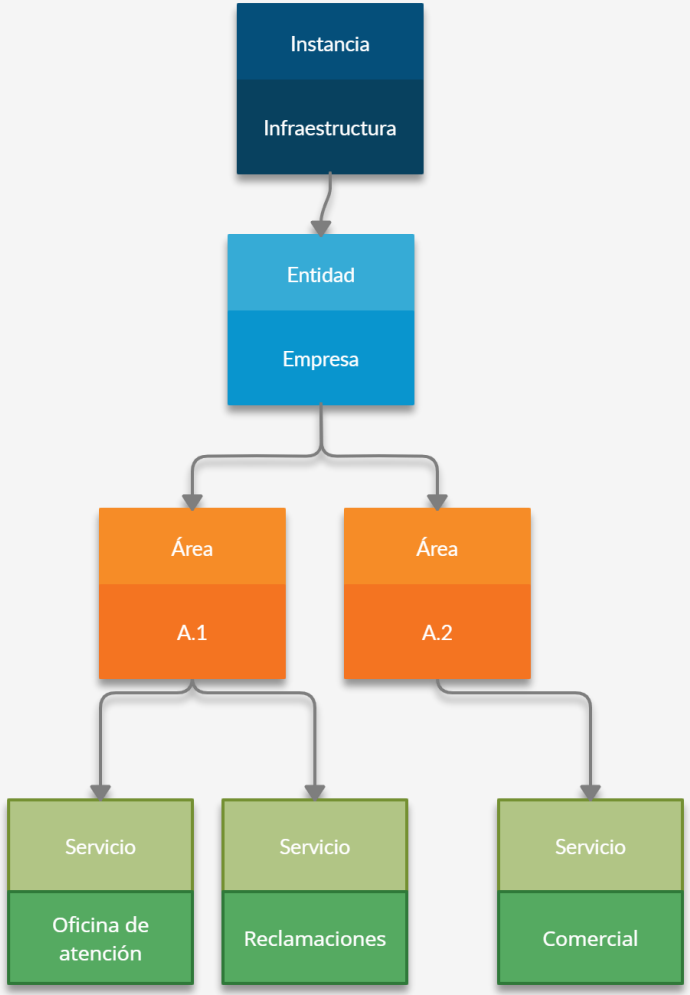
Back office

Functionality. Service Management

The customer service can be configured by establishing a set of **areas** that group together the issues that can be resolved with the help of videoconferencing.

Each **topic** will have assigned to it the personnel who will attend the videoconferences, and the same person can be assigned to more than one topic.

The areas and topics can be activated and deactivated to make the service more flexible.



Demo

Functionality. Video conferencing

At the time of the appointment, the citizen or client will receive the **link to be able to connect** to the videoconference. When you connect, the citizen service person will receive a notice through the app to connect. The videoconference link will be valid as long as the room is opened by one of the interlocutors.

The conversation will start by videoconference and the user will be able to do any of the following:

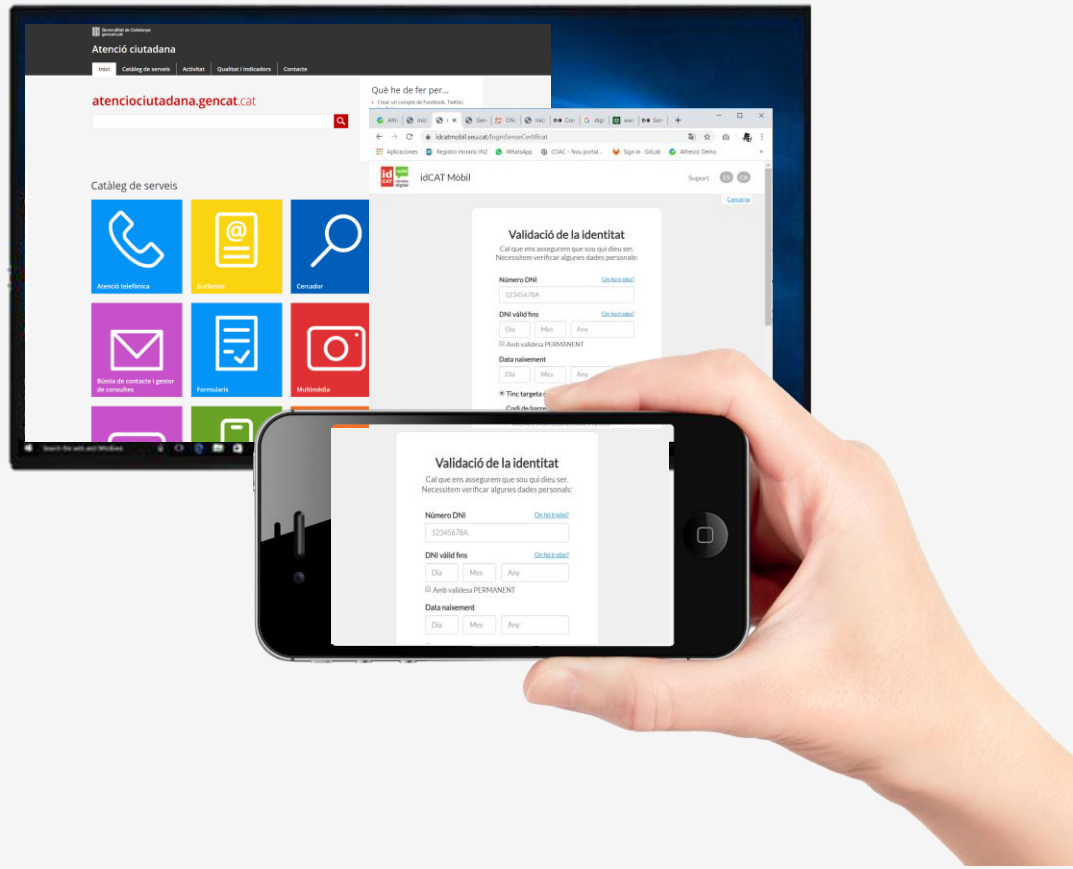
- Turn the output video (your camera) on or off.
- Turn output audio (your microphone) on or off.
- Screen sharing (only available on PC).

- The video conference can be recorded whenever desired.
- The videoconference can be set up between 2 or more persons (multi-conference).

Functionality. Screen Sharing

The service staff will be **able to show** the person with whom they are holding the videoconference the actions they are carrying out. To do so, they can **share their screen** with the citizen through the videoconference.

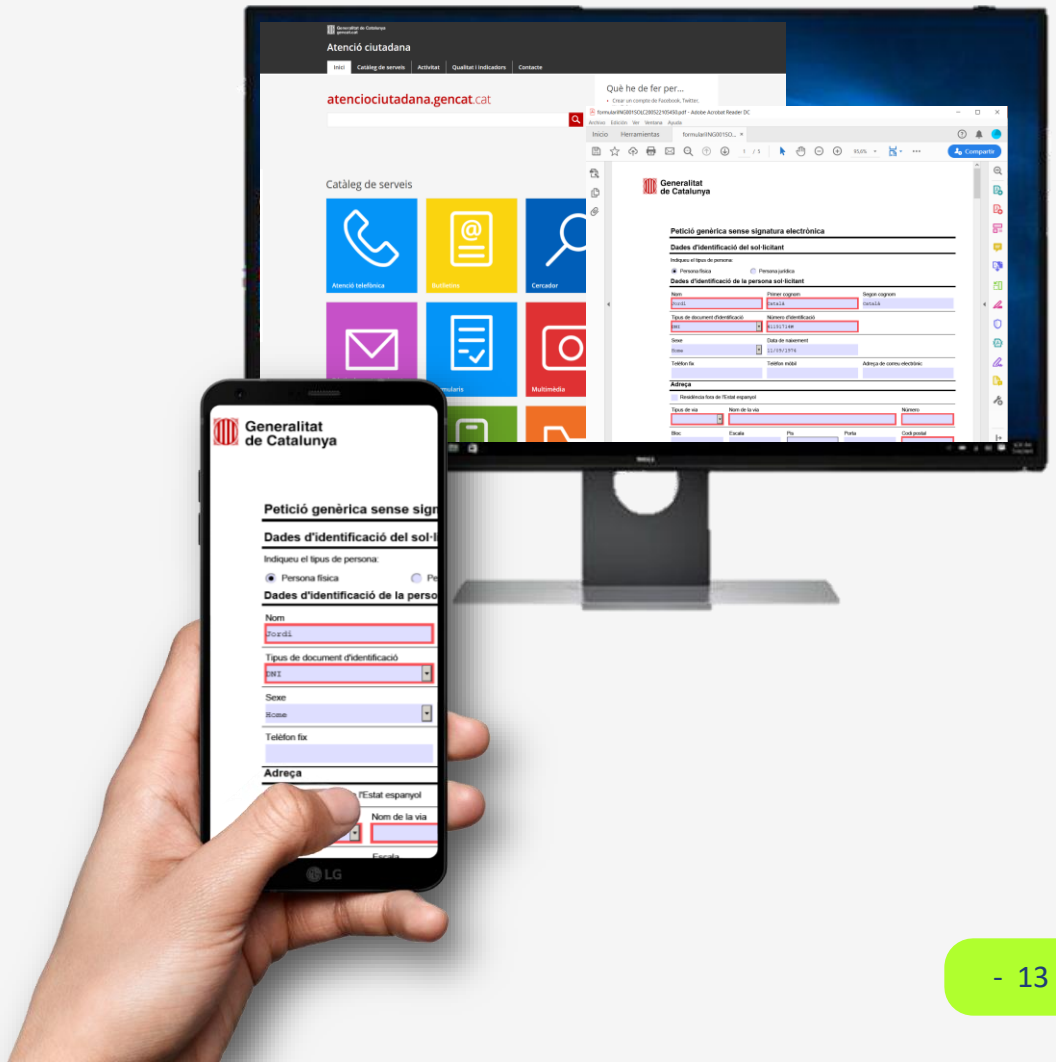
They can choose between sharing their entire desktop or sharing only one of the applications they have open on their screen. The citizen can also share his screen whenever he is using a PC or laptop.



Functionality. Documentation Exchange

At any time, the customer service staff can send documents to the person with whom the video conference is being held for consultation or downloading. They can choose documents from their computer (for example, a PDF file resulting from a procedure they have carried out).

This person can download the document for the duration of the videoconference.

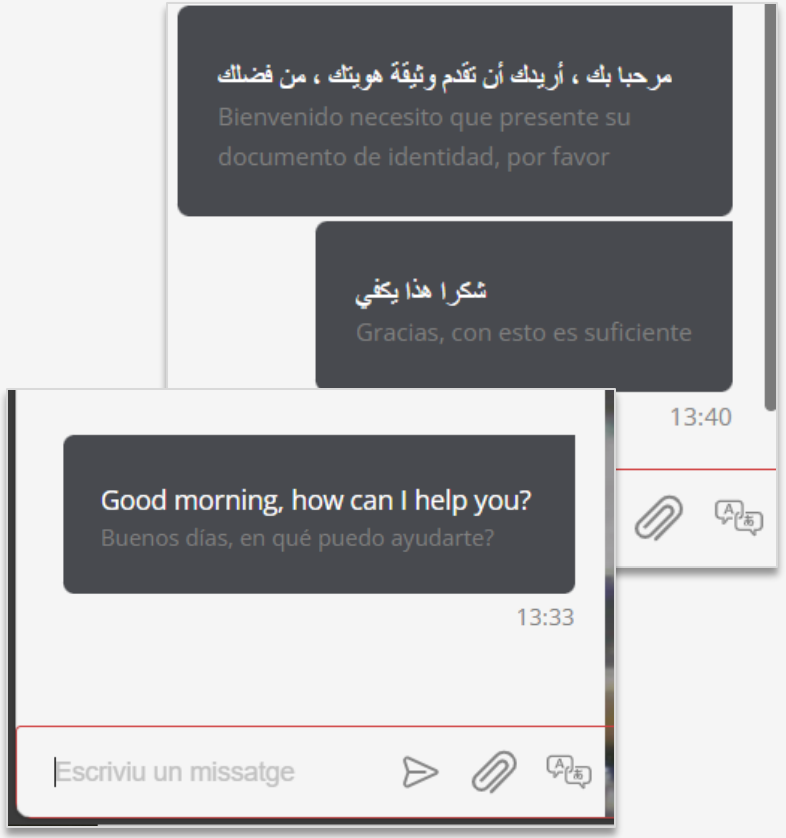


Functionality. Translations and Transcriptions

Video conferencing participants are provided with language tools to **facilitate communication in multiple languages.**

In the chat component, each participant can choose which language they want their messages to be translated into. In this way, each interlocutor will be able to write in their own language and the rest will be able to read it in their own language.

Video conferencing can be enriched with the transcription feature. Thanks to speech-to-text technology, subtitles can be generated in real time to help people with functional and hearing disparities.



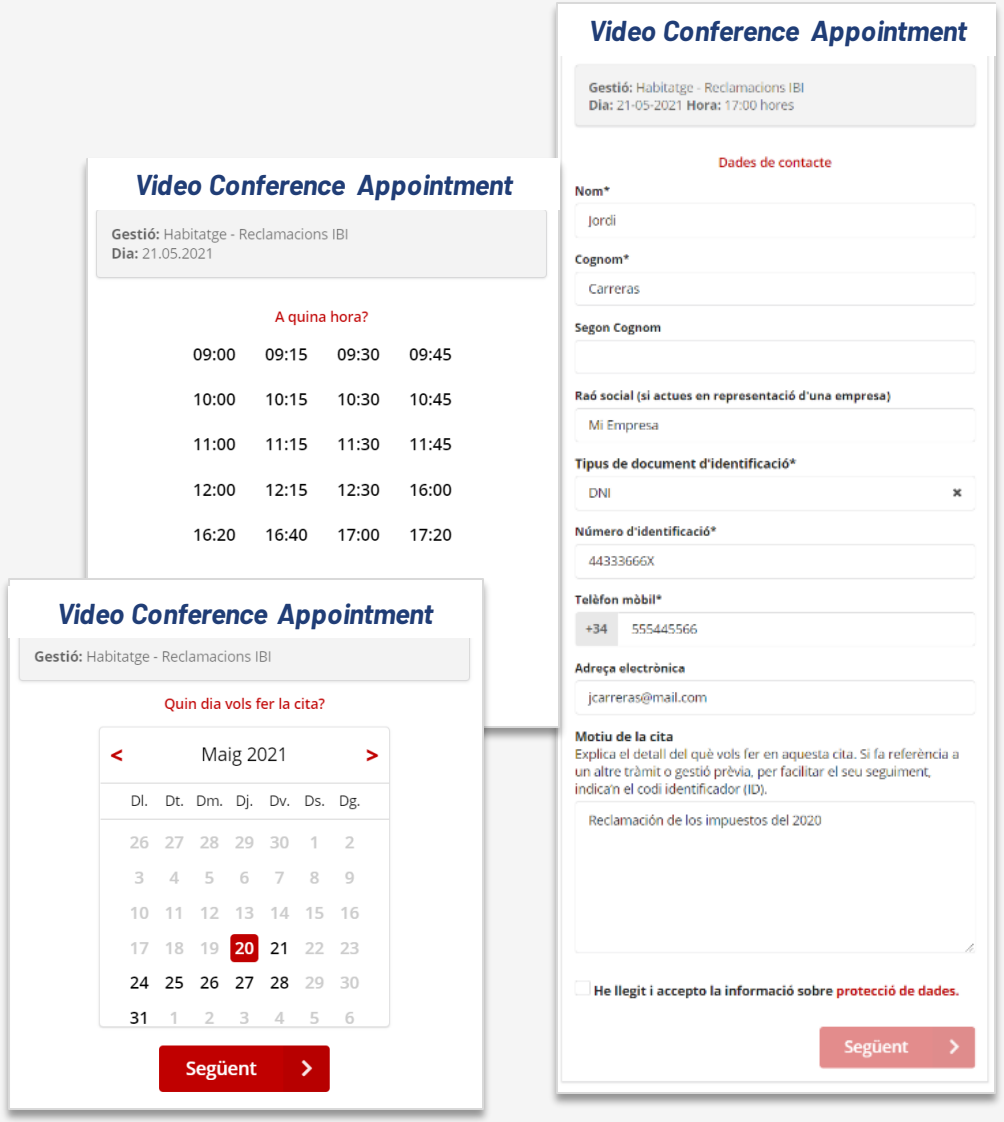
Functionality. Appointments

The citizen or customer will be able **to book his visit using the calendar system** integrated in the solution.

They will have a calendar where they will be able to see the days and times available for booking and will be able to choose one of them.

The remote service application will manage the sending of the link so that the citizen or customer can connect to the videoconference.

When the time comes for the videoconference, the citizen or customer can connect with their mobile phone or from their computer.

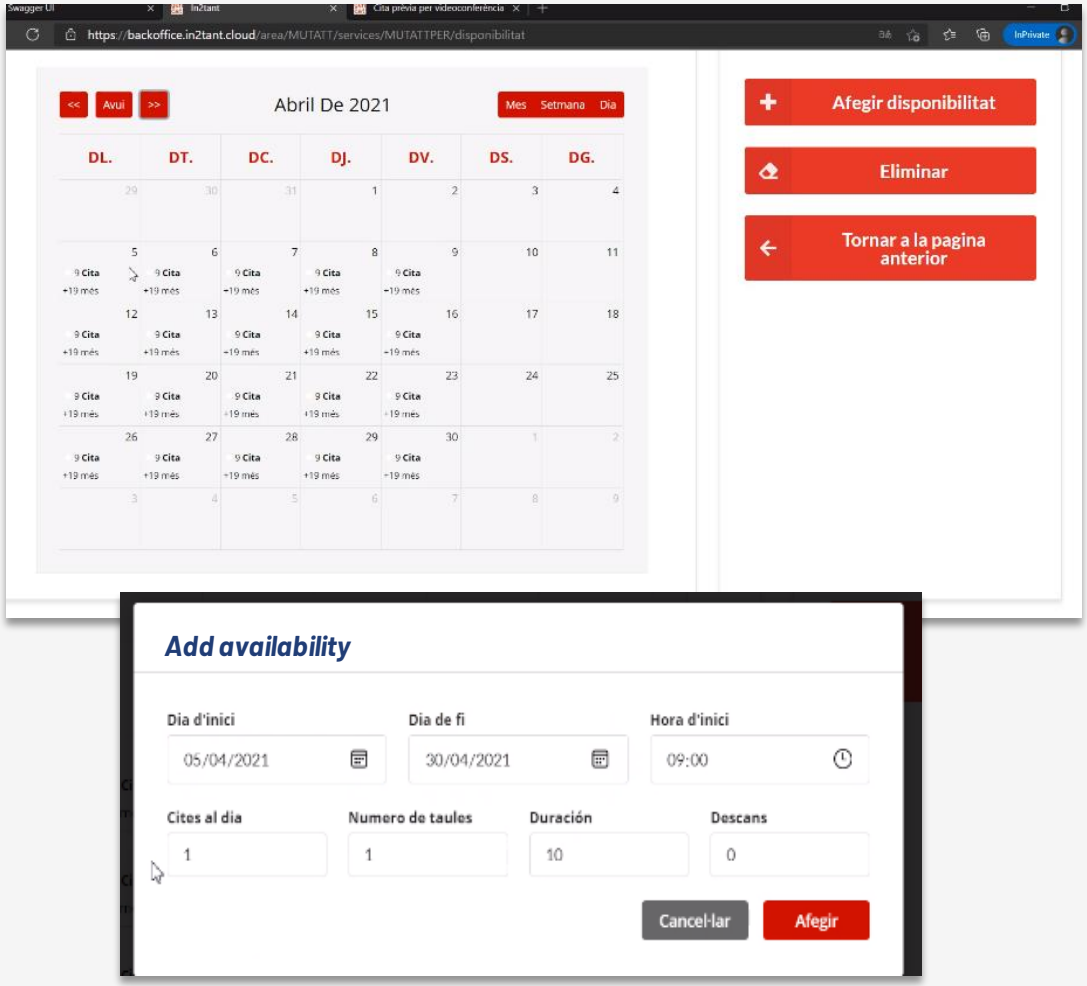


Functionality. Schedule management

From the application's backoffice, administrators **can manage the agendas** of their topics and the staff that will attend them.

The availability of each topic is independent and can be defined by days or date ranges.

The users that can be assigned to the topics will be synchronised with the corporate directory (Azure AD) and will be able to access the application with their usual credentials.



Functionality. Appointment Management

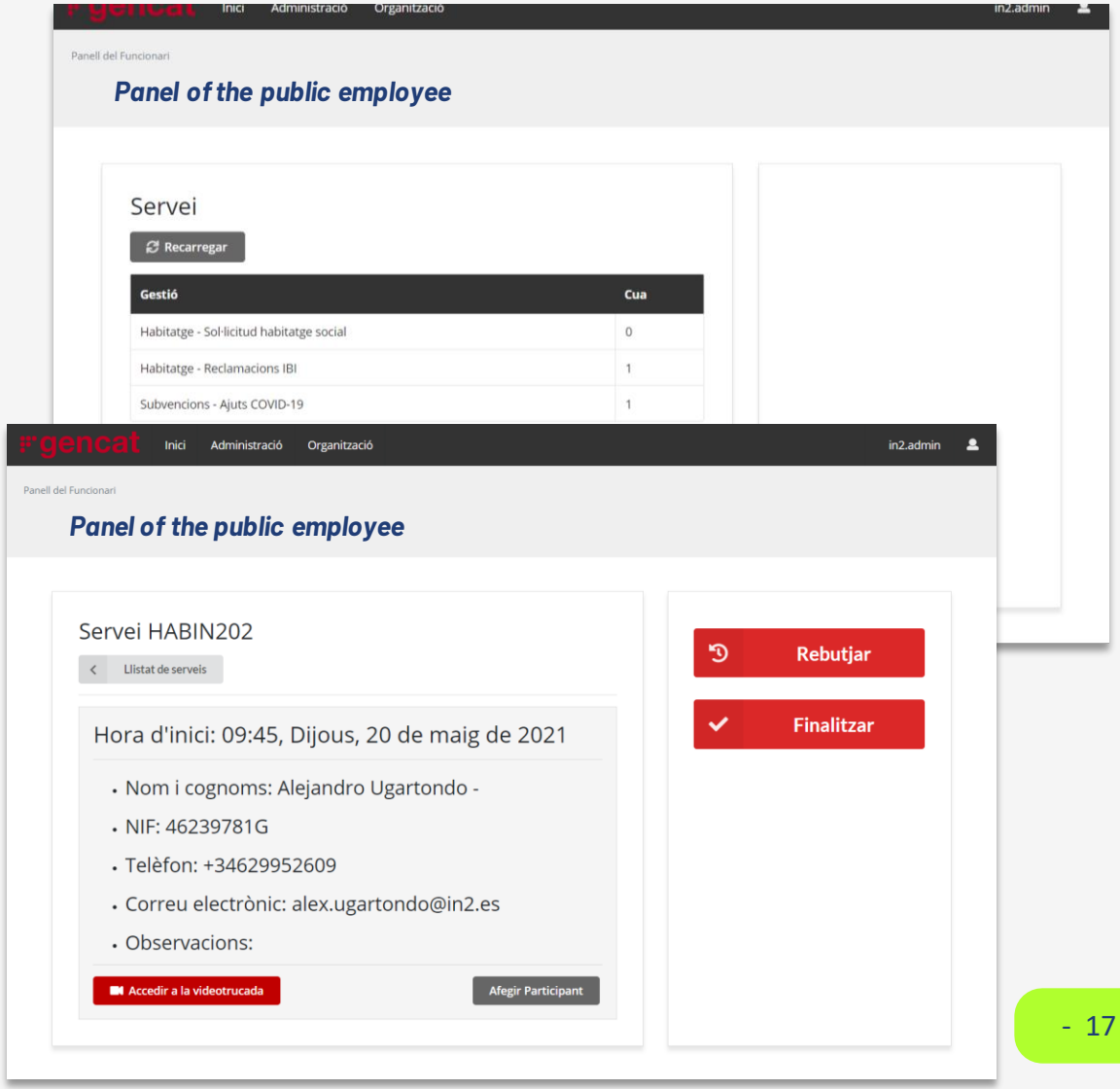
From the back office of the application, the service staff will be able to **manage the appointments** they are going to attend:

- Selecting Specific Appointments
- On a first-come, first-served system

- The integration with Outlook would allow staff to view appointments in their personal calendar and access to the video conferences directly.

- Staff will be able to schedule their own appointments using the same public agenda as the services.

- On-demand videoconferencing is also available for unscheduled videoconferences.



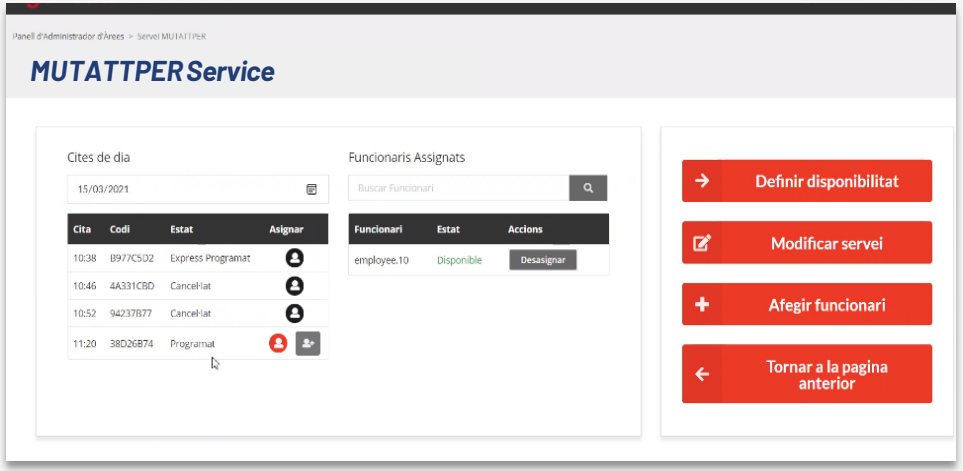
Functionalities. Service Management

The services are the elements that represent the **procedures**, **arrangements** or **issues** that can be dealt with by videoconferencing.

- A service comprises:
  - Scheduled appointments
  - Available staff to attend appointments
  - The availability to book appointments

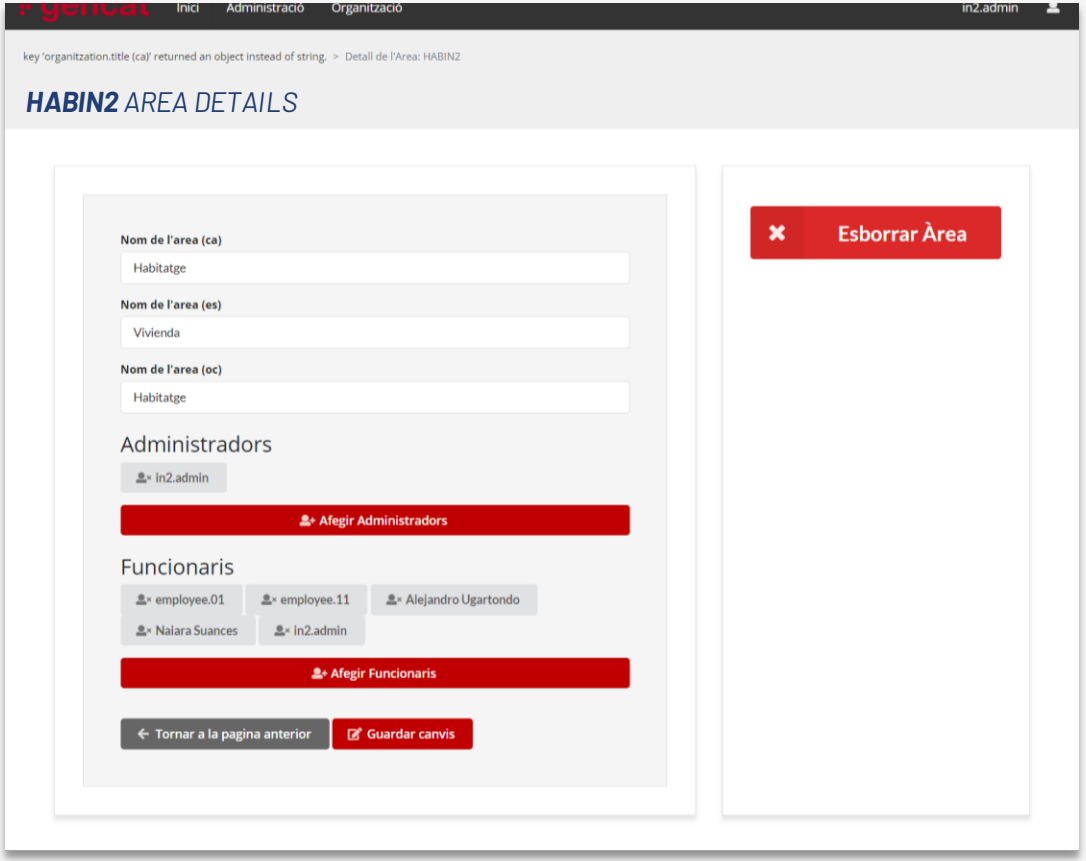
- All these aspects can be controlled from the service management and, in addition:

✓ Check the history of previous appointments.
✓ Check the appointment schedule for the next few days.
✓ Assign appointments to specific operators.
✓ Activate and deactivate complete services.



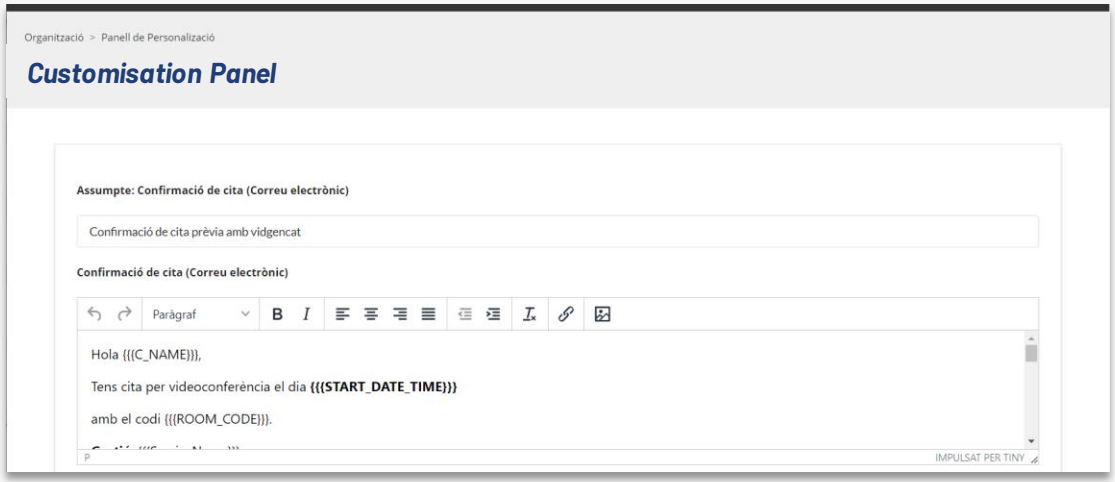
Functionalities. Role Management

- The management application operates at different levels depending on the **role of the user**:
  - Client service. Attend appointments.
  - Area manager. Defines the services, their availability and the staff who attend them.
  - Organisation administrator. Defines the personalisation and roles of the rest of the users in the application.



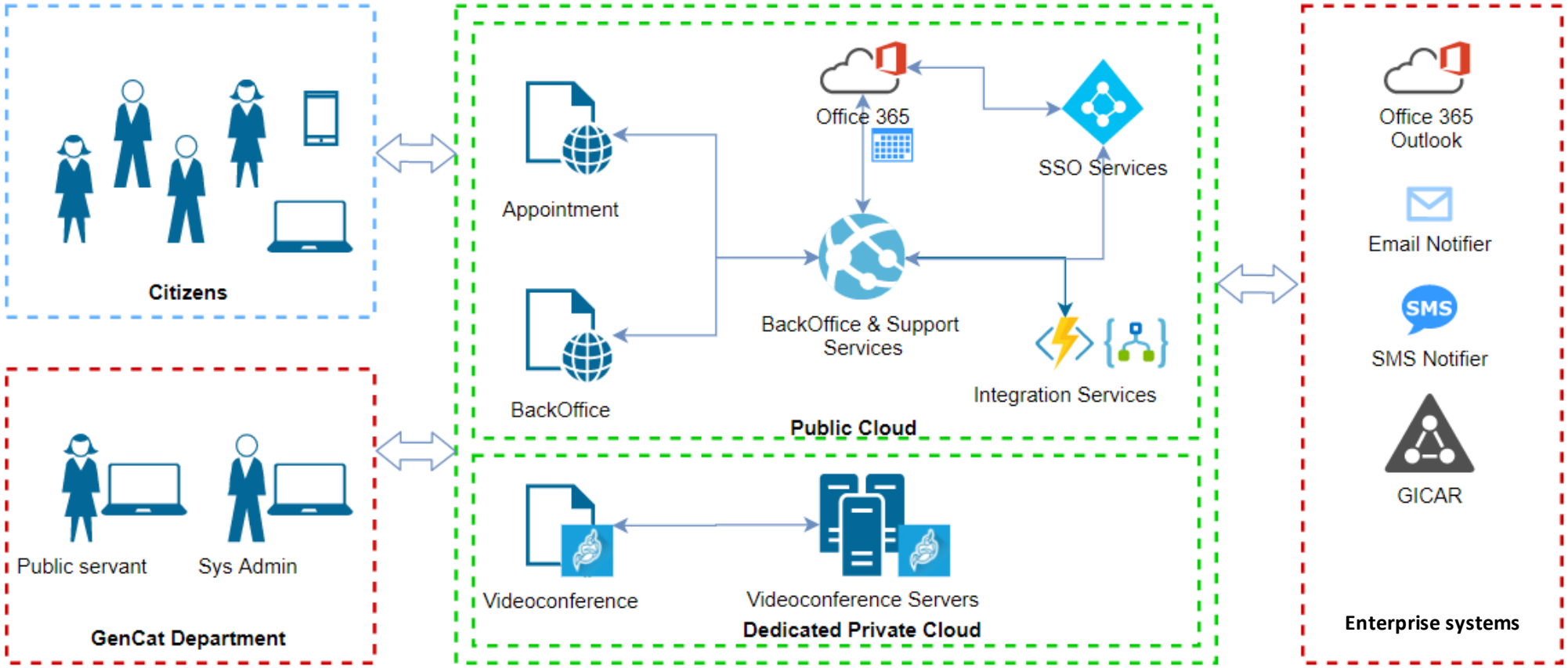
Functionalities. Customization

- From the application's backoffice, each organisation will be able to customise the messages sent to people using the service:
  - Appointment confirmation messages
  - Reminders and link to videoconference
  - Appointment cancellation messages
  - Secure access code messages
- Messaging can be done by both **email** and **SMS** to reach a wider spectrum of users.
- The organisational administrators will also decide on the **recording** of video conferences.



Architecture

Click Virtual Office - Architecture



Click Virtual Office - Integrations

Public area

Exposed APIs:
- HTTP Appointment creation services
- HTTP file exchange services
- HTTP notification services

Public Services
calendar-api.in2tant.cloud
citizen-api.in2tant.cloud
sharedfile-api.in2tant.cloud

- Appointments
- Case managers
- Citizen's folder

Cita Prèvia

Private area

Integration points:
- Backoffice actions (secured)
- Videoconferencing actions (secured))

Private Services
backoffice-api.in2tant.cloud
meeting-api.in2tantcloud

- Service Bus
- Web Services
- SFTP

SMS Notifier

Zona IDP

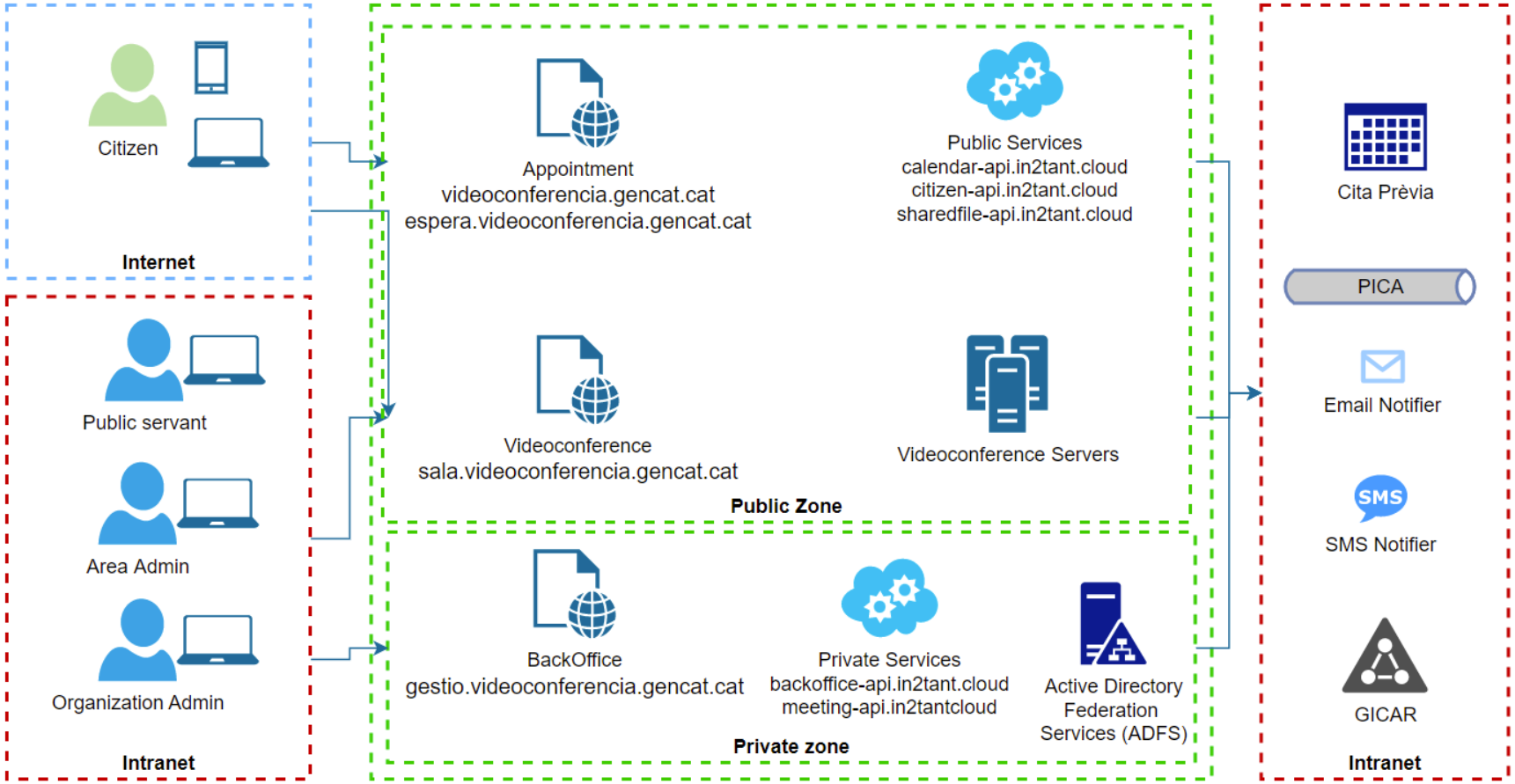
Identity federation:
- SAML
- OIDC

Active Directory
Federation
Services (ADFS)

- Keycloak
- Azure AD
- Shibboleth
- SAML Agents

GICAR

Click Virtual Office - Integraciones



Click Virtual Office – Cloud Native Architecture

Click Virtual Office's cloud-native architecture will enable:

- Separation of components into microservices to facilitate the reuse, maintenance and evolution of each of them.
- Use of standard cloud components to reduce bugs and costs.
- Scalability of the entire architecture, both at the individual component and global level.
- Security provided by the cloud.
- Rapid deployment of new environments and dedicated instances.
- Service availability guaranteed by the cloud.

Click Virtual Office – Diferencial

Platform to build virtual front offices

Ease of use

- No additional installations
- Simplicity to avoid the digital divide

Azure Cloud Native Architecture

Integration with systems

- Customisation of the service
- Adaptation into existing procedures

Security and privacy

- Action tracking
- Recording video services

THANK YOU

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