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Video In Person

Information Packet



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1. Introduction

Yameo Video In Person is a real-time video communication and interaction platform developed, managed and owned by Yameo B.V. in Utrecht, the Netherlands. VIDEO IN PERSON is the shorthand name for *Video In Person* which is the platform whereby organisations can create a real-time video communication and interaction solution to meet their needs.

This packet is from Yameo B.V. to present general information for the interested organisation to purchase and use VIDEO IN PERSON. In this document a brief explanation will be presented on the features and capacities of VIDEO IN PERSON and how it can be white-labelled for the buying organisation.

If any questions arise or further information is desired you can contact:

Nick van Xanten

Product Manager of Yameo Video Services

nvanxanten@yameo.eu

+31 10 268 0657

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2. Key Features

2.1 Branding

VIDEO IN PERSON enables organization to customize the 'look and feel' of the system. Following elements can be modified according to organization's needs:

- Vanity URL – every organization has a dedicated URL address, for example <https://company-name.yameo.pl>
- Company logo – organization logo is presented in the VIDEO IN PERSON User portal and mobile apps.
- Colour scheme – colour scheme of the user portal and mobile applications can be adjusted to organization's needs.
- Messages templates – organization can define its own email and SMS messages templates.

2.2 Available on many platforms

VIDEO IN PERSON User panel is a web-based application. Organization employees can use it on Mac and Windows computers. Conference participants can join the conference from Android and iOS applications. They can also use supported web browsers installed on Mac or Windows computers. Details of supported platforms and browsers are described in the Technical Specification chapter.

2.3 Screen-share

A conference host might need to explain something to invited participant. The screen sharing capability makes this possible. The host can select whether to share their whole screen or a single application and share it in a real-time with other participant(s).

2.4 Recording

Organizations often need to record interactions between their employees and clients invited to the conference. VIDEO IN PERSON provides the host the ability to record the conference. Recording is automatically attached to the conference, so it is easy to find when required.

2.5 Remote Pictures

In some business scenarios, such as with claims adjustment, the host may have to document visual evidence for a case. VIDEO IN PERSON provides the best possible solution to this requirement whereby the host can remotely take a picture from client's mobile device. High quality pictures are nearly real-time uploaded to the User panel, where the host can check if the picture meets the requirements.

2.6 Geo-localization

Our solution tracks the GPS location of every participant in the conference. This feature provides companies with an accurate location for participants, which is saved in conference details.

2.7 Annotate on Screen

Enable live annotations during video sessions to best instruct, guide or highlight to participants your use case.

2.8 Live KYC Processes

Using live KYC processes, including ID verification via video, biometric analysis and liveness testing.

2.9 Built-in Chat

A robust chat system allowing for text-based communication amongst participants.

2.10 Genesys Integration

A ready to go and market tested Genesys integration to allow Video and all features to be integrated into your Genesys experience.

2.11 Robust Video Engine

Effective video communications are only possible if the video connection is stable. In B2C communication, where organizations have no control over internet connection client is

using, video quality may suffer from poor internet connectivity. This is a scenario where VIDEO IN PERSON stands out. We use the Vonage video engine which ensures the best possible video quality under given conditions by adjusting video quality to available bandwidth.

2.12 Security

We designed VIDEO IN PERSON to be secure solution. Solution security is ensured by:

- Security Policy compliant with GDPR and ISO27001 standard
- Hosting the system in the ISO 27001 certified Data Center located in the EU.
- Using HTTPS for communication with the system
- Securing video stream secured with:
 - SRTP,
 - TLS,
 - AES 128-bit encryption,
 - AES 256-bit optional
 - H.235,
 - FIPS 140-2.
- Imposing password complexity requirements, including periodical password changes.
- Securing passwords with bcrypt algorithm.

2.13 Data Handling Policy

VIDEO IN PERSON lets organizations define how data is stored in the system and should be handled. It is possible to define:

- Conference attachments handling rules, including expiration period
- Conference data expiration period.

Data meeting defined thresholds are automatically removed from the system.

3. Technical Specifications

3.1 Platforms and Browsers

Supported platforms:

- Windows 8.1 32-bit and 64-bit
- Windows 10 32-bit and 64-bit
- Mac OS – latest version
- MacOS Mojave 10.14
- iOS – latest version
- Android – latest version

Supported browsers:

WebRTC enabled:

- Chrome iOS & Android (latest release)
- Firefox iOS & Android (latest release)

Plug-in enabled:

- Safari on MacOS and iOS (latest version)
- Samsung Browser – Chromium based – latest version
- Edge – Support on Chromium latest version

3.2 Network Configuration

In most network environments, applications will work without requiring the network team to modify the configuration. Please keep in mind, however, that in some environments, which are more restrictive outbound, this information may be needed to control and to perform changes that allow VIDEO IN PERSON to work.

Tokbox services require access to specific ports. At a minimum the following requirement must be met:

- *Open TCP port 443*
- *Whitelist the following domains:*
 - **.tokbox.com*
 - **.opentok.com*
- *Whitelist the following IP address:*
 - *193.46.47.200*
- *Open UDP Port 3478*
- *Recommendation (but Optional): Open UDP ports 1025 – 65535*
- *Whitelist following HTTPS verification servers:*
 - *Ocsp.godaddy.com*
 - *Crl.godaddy.com*

4. Service & Support

Yameo offers two Service Level Agreements with the VIDEO IN PERSON product:

- 1. Standard SLA
- 2. Extended SLA

4.1 Standard SLA

- Service desk business hours: Monday-Friday, 9:00-17:00 CET***
- Communication method: Dedicated service desk platform (Jira)
- Reaction and resolution times:

Issue priority	Reaction time*	Resolution time**
Prio 1	1 hour	Provided individually for every issue
Prio 2	1 hour	Provided individually for every issue
Prio 3	1 hour	next release
Prio 4	1 hour	next release

- System related service parameters:

Service parameter	Value
System availability	99,8% monthly exclusive planned maintenance
Recovery time objective	72 hours
Recovery point objective	24 hours
Planned maintenance****	Max 8 hours if possible on Saturday or Sunday
New release downtime*****	Max 3 hours

* During business hours

**Issues with Vonage components excluded

***Public holidays excluded (relevant to Public Holidays of the Netherlands)

****Client is informed about planned maintenance 2 weeks before

*****Client receives release notes and date of the release 2 weeks before

4.2 Extended SLA

- Service desk business hours: Monday-Friday, 8:00-18:00 CET***
- Communication method: Dedicated service desk platform (Jira)
- Reaction and resolution times:

Issue priority	Reaction time*	Resolution time**
Priority 1	1 hour	12 hours*
Priority 2	1 hour	16 hours*
Priority 3	1 hour	next release
Priority 4	1 hour	next release

- System related service parameters:

Service parameter	Value
System availability	99,8% monthly exclusive planned maintenance
Recovery time objective	72 hours
Recovery point objective	24 hours
Planned maintenance ****	Max 8 hours if possible on Saturday or Sunday
New release downtime*****	Max 3 hours

* During business hours

**Issues with Tokbox components excluded

***Public holidays excluded (relevant to Public Holidays of the Netherlands)

****Client is informed about planned maintenance 2 weeks before

*****Client receives release notes and date of the release 2 weeks before

4.3 Issue Priority Definition

Issue priority	Definition
Priority 1	Priority 1 (Production disruption) should be assigned to an incident, bug or issue, when the Client's core activities can no longer be carried out in the system. This means a situation where at least 50% of the organization users are unable to execute any further activities in the software and can no longer use the system. An example of a production-disrupting issue is the loss of access to an application. Faults caused by the infrastructure or related components should be disregarded in this calculation.
Priority 2	Priority 2 (High) should be assigned to an incident, bug or issue, when highly fundamental activities of the Client can no longer be carried out in the system. This means a situation where problem affects at least 50% of the organization users. Although users may still be able to work, the problem reduces the Client's performance.
Priority 3	This priority applies to all incidents, bugs or issues that occur during use of the system by organization and user questions concerning functionality.
Priority 4	This priority applies to long-term incidents, bugs or issues. As a rule, these are not disruptive since the organization can perform activities in the system, but a solution must be found to resolve the incidents.

5. IP Rights

VIDEO IN PERSON is owned and managed by Yameo B.V. in Utrecht, the Netherlands. The software solution including all features, all marketing attributes and design are owned by Yameo B.V. The buying organization has rights to the branding of the white-label delivery of VIDEO IN PERSON. This means all logo's, brand name and colours used by the organization as well as any customized mobile application and customized URL link used to brand the solution are owned by the buying organization.