Online Video Identification Scenario - Example involving Namirial LiveID+ to identify for QES

Use Case Description

With LiveID+, identifications can be dealt with live. In addition to extensive identification checks, LiveID+ can also be used to sign documents live. Thus, LiveID+ is a perfect tool with which you can ensure that the right documents (passport etc.) are from the right person. With LiveID+ you can instantly check the identification types as photos are taken of the e.g. passport. Furthermore, you can also use the microphone to communicate with the recipient or use the integrated chat window for communication.

Before proceeding with the integration it is mandatory to start with the platform setting, that provides a set of useful information about the organization requesting the integration with LiveID +.

For detailed information about this settings please have a look at: Platform setup

For more information please also see this LiveID-Video-Identifikationsverfahren

In order to answer a call an organization must be inserted between those managed by at least one operator. A single operator can manage calls for more than one organizations, that means that any operator will need to select, once logged in, for which organization want to receive calls. There are two operator types: administrator and standard. The standard one has limited access to the administration panel which only includes calls answering and editing of some of its personal information. The administrator one, in addition to standard operator features, can register other operators of the administered organizations and entering report panel. For each operator connected to a single organization. The example, if an organization has several different processes with roles can indicate operators able to manage only a list of processes and other ones able to manage all the available processes.

Only for resident operators the LiveID+ administration panel is available at the following link:

- TEST: https://liveid.test.namirialtsp.com/app/service-login/

- PRODUCTION: https://liveid.namirialtsp.com/app/service-login/

Settings

Figure									Description
LiveID+ Administration Panel	+3 Incoming Calls	f≣ Managed	Calls						 a. Calls settings b. Generate a token (persistent, temporary) c. Network and media test
Manuel Gierlinger	Available V All OFF D ON	From date 11 Show 10 ~ e	1/04/2020 To c	late 11/09/2020	c 6	rch:			 d. Incoming calls e. Calls waiting for an operator f. Eilter
Calls 1 Generate token 2	Namirial AT Demo		Organization	Process	Effective Start date IF End date duration g.			g. Overview of all calls	
Network and media test (3)	Ring Off CN	Gierlinger Manuel	CA TEST	Processo ViSI LT ITA	11/06/2020 10:05:07 AM	11/06/2020 10:08:33 AM	0 h 3 m 26 s	16 B	
	No calls 🚯	Gierlinger Manuel	CA TEST	Processo ViSI LT ITA	11/06/2020 9:58:27 AM	11/06/2020 10:00:51 AM	0 h 2 m 24 s	**	
	Calls waiting for an operator	Gierlinger Manuel	CA TEST	Processo ViSI LT ITA	11/06/2020 9:17:19 AM	11/06/2020 9:21:00 AM	0 h 3 m 41 s	*	
ψ Ū	No calis 👩	Gierlinger Manuel	Namirial AT Demo	ViSI DE + Signing	11/06/2020 9:10:06 AM	11/06/2020 9:14:53 AM	0 h 4 m 47 s	* #	

Generate Token

You can either generate a persistent token or a temporary token (valid for 60 minutes). You can forward the generated token to the recipient of the call to start the call.

Please also see the next figure:

LiveID+ Administrationsoberfläche								
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	Namirial AT Demo Auto CA TEST Auto	Bestandiges Token https://liveid.test.namiriaitsp.com/app/widget/userCall //direct=eyJhbGciOUUztNilsinR5cCiBixpXvcJ8.eyJpZE9wijoNzNIMWU In dia Zwiechengblage kopieren	<	eitpunkt 17				
	Klingelton Aut	Temporårer Token (gültig für 60 Minuten) https://liveid.test.nomilaitsp.com/app/widget/userColl /?direct=eyJhDGciOUIuziNiisinR5cCiBikpXvCJB.eyJpZEavijoikzhiMivU	^	020 11:05:07			1ê	
	Keine Anrufe	In die Zwischenablage kopieren	×	020 10:58:27				
	Agenten warten Keine Anrufe	Manuel VISLET ITA	0611	202010:17:19				
ڻ ٦		Gierlinger Nommäl AT Demo VISI DE + Manuel Signing	06.11.	2020 10:10:06	06.11.2020 10:14:53	0 h 4 m 47 s		

Network and media test

In this section you can test your network and media (network and system compatibility, microphone, camera and WebRTC. This test is necessary to start an call.

Start a call

Your browser does not support the HTML5 video element

Download Process Data

After finishing the call you can download the process data. Click on the "open" button like it is shown in the next figure:

1. C	Click "open" to get to the download bage
Horoming Calls E Managed Calls	
Manual Gloringer Ar Construction of the Constr	
Colls Nomifol AT Demo Generate token Client Organization Process Start date 12" End date duration Client Organization Process Start date 12" End date duration	
Network and media test Ring Gientinger CA TEST Processo Visi II/09/2020 II/09/2020 0 h 3 m 14 s # Crit or IT TRA IO12:02 AM IO12:03 AM IO15:36 AM II/000:30 II/000:	
No colls Gierlinger Manuel CA TEST Processo VISI II/06/2020 II/06/2020 0 h 3 m 26 s #	
Calls waiting for an operator CA TEST Processo VISI 11/06/2020 0 h 2 m 24 s M CATEST LT ITA 95827 AM 100051 AM	
・・・・・・・・・・・・・・・・・・・・・・・・・・・・・	

Afterwards, you get to the page like it is shown in the figure, where you can download the process data:

 Figure
 Description

Evenes data Connicad Process data	End process	 Download the process data End the process
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If you end the process you can add a note, which you can later see on the main page far right of a call.

Figure	Description
Namirial End process	 Status of the call Additional note
Status Ended correctly	
Notes Here you can add some notes 🕢	
Concel Confirm	
0 0	

Integration

Download Data via REST

Please also see the documentation of all REST API calls here: https://liveid.namirialtsp.com/doc/

First, check if the service is active. For this call you need no authorization. Simply run the following api call (GET) with the URI: https://liveid.test.namirialtsp. com/api/v1/checkStatus

If the service is active you will get the following response:

```
{
    "success": true,
    "service": "/checkStatus",
    "active": true
}
```

Get the conference data

You need the following URI to get the conference data: https://liveid.test.namirialtsp.com/api/v1/conferenceData/

Moreover, you also need the token provided on call closing. Please see the following sample callback which contains the close status, the token and the conference id:

Welcome to N Please fill out	amirial. the fields below to start the call.	
Org CA TEST (CATE First name* Manuel Avoid special ch	Caliback Event: close - Message: {"closeStatus":"N","token":"eyJhbGciOiJiUzI1NilsInR5cCl6lkpXV0 L9edw"} - ID Conf. Process: 8c4ff151-2017-11eb-b968-02199d9d18f4	>
Last name* Gierlinger	ОК	l
Avoid special cho	aracters	

Please also see the next figure which shows a sample call with Postman:

▶ getdata		Examples 0 🔻 🛛 BUILD 🧷 🗐
POST v https://liveid.test.namirialtsp.com/api/v1/com	nferenceData/	Send 🔻 Save 👻
Params Authorization Headers (8) Body Pre	e-request Script Tests Settings	Cookies Code
none form-data sx-www-form-urlencoded ra	w 🔍 binary 🔍 GraphQL	
KEY	VALUE	DESCRIPTION +•• Bulk Edit
✓ token	eyJhbGciOiJIUzI1NiIsInR5cCl6lkpXV	
		Description
Body Cookies Headers (10) Test Results	🔁 Status	s: 200 OK Time: 198 ms Size: 2.95 KB Save Response 🔻
Pretty Raw Preview Visualize JSON 🕶		<u>ا</u> م
1 { 2 "service": "/conferenceData/", 3 "success": true, 4 "data": { 5 "data": { 6 "user_1": { 7 User_1": {		
		😌 Bootcamp 🔳 💀 🏪 🕐

Get the audit trail

To get the audit trail you need again the token and additionally the conference id as authentication. Please see the next figure which shows a sample call to get the audit trail:

▶ getaudit		Examples 🛛 🔻 🛛 BUILD 🧷 🗐
GET v https://liveid.test.namirialtsp.com//api/v1/g	etAuditData/	Send 🔻 Save 👻
Params Authorization Headers (8) Body Pro	e-request Script Tests Settings	
🔍 none 🔍 form-data 🛛 x-www-form-urlencoded 🔍 r	aw 🔍 binary 🔍 GraphQL	
KEY	VALUE	DESCRIPTION ••• Bulk Edit
✓ token	eyJhbGciOiJIUzI1NilsInR5cCl6lkpXV	
✓ idConference	02f63a50-1234-abcd-1234-123456789	
Party Cookies Haadars (12) Tast Pasulte	😤 Statuer	
	Uta Status.	Save Response V
Pretty Raw Preview Visualize Text 🔻	5	Γ Q