TimeDESK Visitor Management Software

A BRIEF

Providing first-class service to every single visitor, be it a customer or a mere contact is vital in today's highly competitive environment. First impressions last. And therefore the entry point treatment plays a major role in creating a professional image for an organization.

A well-coordinated reception / security area is the ideal way to manage your visitors efficiently and give them the attention they deserve - and the best news is that you don't have to invest in highly skilled man power to achieve the same.

The Visitor Register facility in TimeDESK is designed to facilitate the organization in doing away with the manual process of filling up of visitor passes. The passes are instead printed on to a self adhesive sticker / paper, which can be easily carried by the visitor. The bonus advantage is the printing of the photograph of the visitor which is captured through a webcam and printed onto the sticker / paper pass.

FEATURES OF VMS (VISITORDESK)

- ✓ Different Login for each user.
- ✓ Creation of different Host Companies and Pre Creation of Visitors Company.
- ✓ Use of the Software for not only Visitors but **Employees , Vendors, Temporary employee**.
- ✓ Use of the software for **GATE PASS** generation also.
- ✓ **Pass Validity** can be put instead of pass issued for a single day.
- ✓ Auto updation of Visitors Name and Company, if the same is not there in the database.
- ✓ Auto selection of Visitors Name and details if he/she is a pre-Visitor to the company.
- ✓ Capture basic information of an appointment like Visitors Name, Company Name, Address, etc.
- ✓ Capture of computerized photographs of the visitor for pass printing as well as future records.
- ✓ Capture additional info like Contact No., Vehicle No, Co Visitors (2 Names), Person to Meet, Department (Auto update if pre-feeded), Materials / Tools brought along with the Visitor (returnable / Non returnable) etc Purpose of Visit (Official / Personal).
- ✓ Capture the digital signature of the visitor if Digital Signature Pad is taken.
- ✓ Dear Mr. Ramesh Singh. Mr. Satish from HCL has come to meet you. Please share OTP No. 9876 once meeting is over." can be sent as SMS on the Official's mobile for security purpose and only after the same is feeded, Pass OUT can be done.
- ✓ SMS Alert feature activated in the Application as follows :

  - SMS to the host employee as "Mr. Ramesh Singh has come to meet you. Pass Time 11:10".
  - Verification Code as "Welcome to ABC CORP. This is system generated message for Visitor Pass printing. Your OTP is 1234. Please confirm to operator".

- ✓ SMS Alert to the visitor on booking his appointment through Web based (If SMS Pack Taken)
- ✓ Auto update of OUT Time for each visitor. If Bar Code Reader is taken, OUT can be marked automatically.
- ✓ Easy convert of Appointment to Visitor pass.
- ✓ Visitor Pass can be customized with Organization logo and desired fields.
- ✓ Add Pre-appointments for expected visitors, to reduce time delay in Visitor waiting at the reception.
- ✓ Display current day's appointments for easy search.
- ✓ Web based Pre Visitor's entry and cancellation for each individual.
- ✓ Integration of finger print biometrics, barcode scanner to capture the finger templates of the visitor (Optional)
- ✓ Information of DEFAULTERS at the click of a button.
- ✓ Entry of Visitor details by the user for pre appointment (through web based)
- ✓ Cancellation of Visitors Appointment. (through Web based)
- ✓ Self view of the number of visitors who has turned up. (through web based)

PROCESS FLOW

The software has multiple modules

Desktop based
(loaded at Reception / Security Gate)

Tab Based
(Loaded on Windows Tab)

Web based
(loaded on Server)

DESKTOP APPLICATION

- The security person / receptionist enters the details of the visitor in the software.
- The snap of the visitor is captured through the web camera.
- The digital signature of the visitor is captured through the signature pad.
- Pre-Appointment can also be fed in by the security person / receptionist in advance.
- Upon arrival of visitor, the same is checked by the reception and pass is generated.
- The software **prints the Pass / I Card** for visitor.
- Real time Monitoring of **number of visitors in the organization**.
- Exit Time is marked on the exit of the visitor from the organization.
- Various reports as per customer requirements. Date wise, Monthly, Weekly, By Specific Time, Department wise, Time interval wise, purpose wise, company wise, person visited wise etc.

WEB BASED APPLICATION

- Each user is created with a login and password.
- Each user can book his appointment through the web based application.
- The digital signature of the visitor is captured through the signature pad.
- Pre-Appointment can also be fed in by the security person / receptionist in advance.
- Upon arrival of visitor, the same is checked by the reception and pass is generated.
- The user can cancel the pre appointment booked.
- The user can view the reports desired.
- The user can clear the status of the visit after the meeting is over.
- Constant up-gradation to the software is being done for more features.

GRAPHICAL REPRESENTATION OF PROCESS FLOW
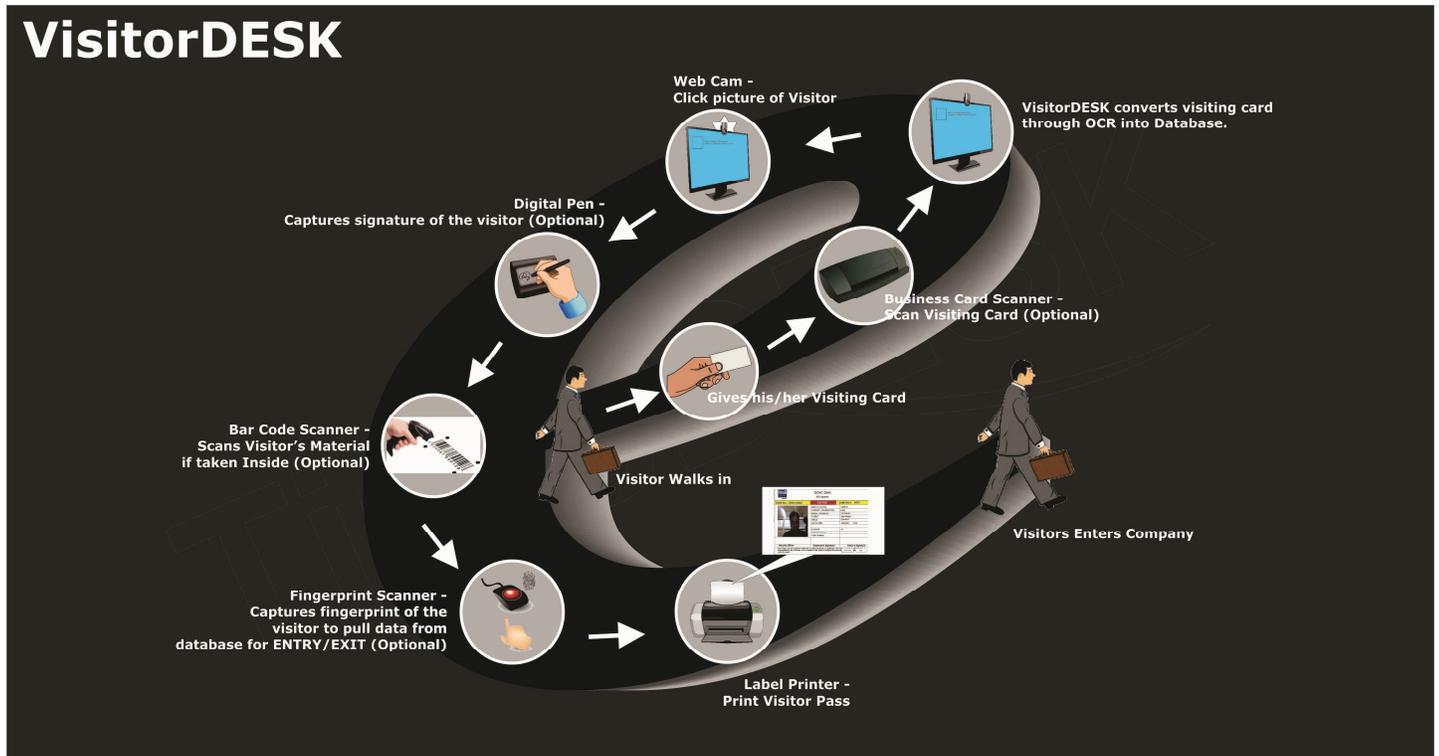
When you click on the icon for the Visitor Management Software, it shows all the User Names who can log on to the system. On selecting a particular user name, it asks for a valid password as shown below :

Upon login, the below screen is displayed.

Here a host of forms are there wherein you can create the followings:

Masters for

- ✓ Host COMPANY Name
- ✓ DEPARTMENT of the visit
- ✓ The name of the Employees

Menus for

- ✓ Creation of NEW BADGE / Pass
- ✓ Mark Visitor OUT BADGE / Pass
- ✓ Pre APPOINTMENTS
- ✓ HISTORY of Visitors Search
- ✓ REPORTS the software can generate
- ✓ SIGN OFF from the system

COMPANY MASTER

This is the Host Organization name i.e. the Organization where the visitor is visiting. You can create multiple companies in the same software if there are multiple companies located in the same block.

DEPARTMENT MASTER

This is the Host Organization's department that exists in the Organization where the visitor wishes to visit. You can create multiple department as the employees whom the visitor wish to visit can exist from multiple department.

EMPLOYEE MASTER

This is the Host Organization's employee database whom the visitor wish to visit.

PASS GENERATION (CREATE PASS)

This form is used to generate new pass for the visitor.

On clicking "New Pass" the below mentioned screen is displayed. The greatest advantage of the software is that it can be used for :

- ✓ VISITORS
- ✓ VENDORS
- ✓ CONTRACTOR

VISITOR DETAILS

This screen is used to enter the details who wish to visit the organization.

- ➤ Option to use the Software for Visitors, Vendor Data Tracking and Contractors
- ➤ **Visit Type** can be Official, Personal or Others which can be manually feeded.
- ➤ **Card Number** can be used where Printed Cards are handed over to the user.
- ➤ **Visitor Name** can be feeded or pulled from the database by pressing F2 or through Fingerprint Module.
- ➤ **Option** to take Snap of the visitor, Scan and verify through Fingerprint Module Scanner and Use Digital Signature Pad for Signature.
- ➤ **ID Proof** – Selection option is there for the type of ID Proof of the visitor. The snap of the same can be taken also.
- ➤ **Vistor OTP**- This OTP need to be shared by the visitor. Only then the Pass can be saved and Printed.
- ➤ For enhanced security, the Materials deposited and Allowed can be entered in the system and also printed on the pass. This is because often in secured places / IT companies laptops / camera phones need to be deposited at the reception / security gate with proper entry made.
- ➤ **SMS INTEGRATION WITH OTP**
    - ➤ To verify the mobile number provided by the visitor, OTP can be sent and only once OTP shared the pass can be generated. The OTP will be like "Welcome to DEMO GROUP. This is system generated message for Visitor Pass printing. Your OTP is 1234. Please confirm to operator".
    - ➤ Only when the correct OTP is shared and entered, the pass can be generated.
    - ➤ When Visitor Pass is generated. " Dear RAMESH SINGH, Welcome to DEMO GROUP. Your Visitor Request No is 2410170001.
    - ➤ SMS to person whom visitor has come to meet. "Dear AJAY KUMAR, RAMESH SINGH from ABACUS INDIA has come to meet you."
    - ➤ On Exit, SMS to the visitor as "Dear RAMESH SINGH, thanks for visiting DEMO GROUP"
    - ➤ Dear AJAY KUMAR. RAMESH SINGH from DEMO GROUP has come to meet you. Please share OTP No. 9876 once meeting is over." and only after the same is feeded, Pass OUT can be done.

SAMPLE VISITOR PASS

This is the sample of the pass which can be viewed before taking a printout of the same and handing over to the visitor.

PASS RETURN

This screen is used to automatically mark the OUT Time of the visitor who leaves the premises of the organization. Else Bar Code Scanner can be used to mark the OUT for the visitors.

PRE APPOINTMENT SCHEDULE

This form is used to pre feed the details of the visitor who wishes to visit the organization. This form is usually useful for VVIP visitors wherein you can reduce the time to generate the pass as the visitor need not wait for long at the reception or security gate.

HISTORY SEARCH FOR VISITORS

This form is very useful to search the details of any visitor who had visited the organization. The search can be based on Name, Company Name, Mobile No. ID Card No. etc. The data can be exported to excel file directly for reports.

On clicking any of the row, the details of the same will be displayed in the screen as given below :

MIS REPORTS

These are the various types of Visitor reports that can be generated from the software for various analysis.

This screen is used to SIGN IN to the Visitor Management Application
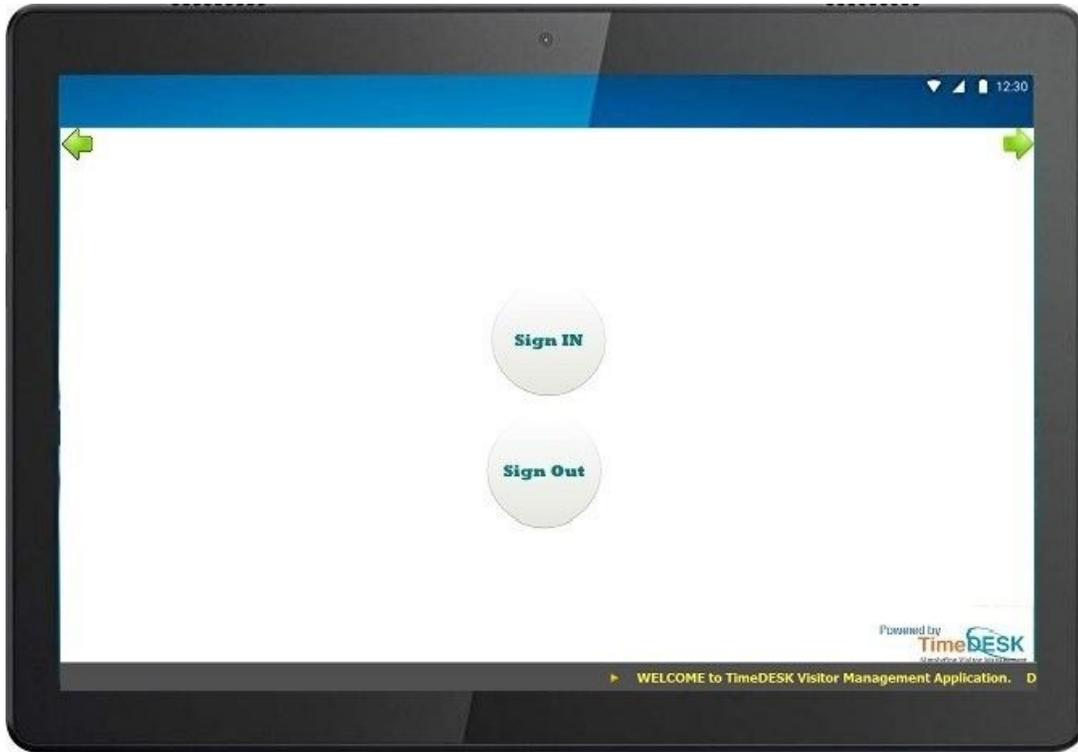
The below screen is used to select the type of Visitor
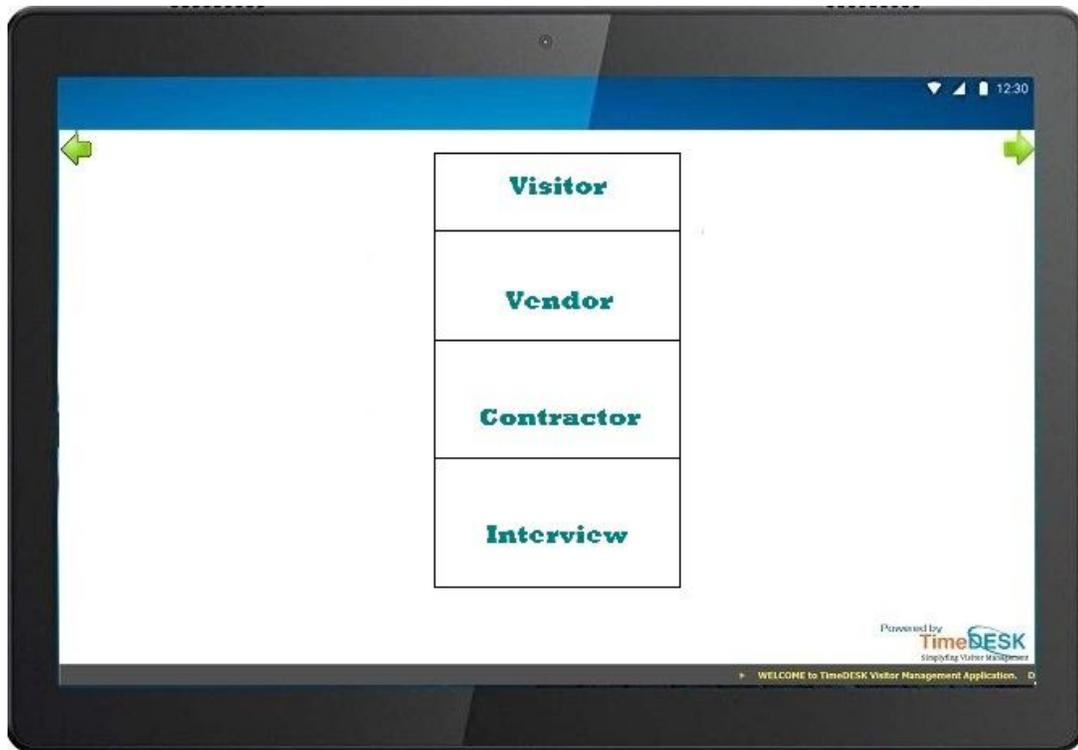
The below screen is used to enter the Mobile Number of the Visitor. Once entered, OTP is sent to the Mobile Number for Verification.

The below screen is used to enter the Name, Company details and Email ID of the Visitor.

The below screen is enter the details of the Person whom the Visitor wishes to meet. A SMS is sent to the person regarding the details of the Visitor
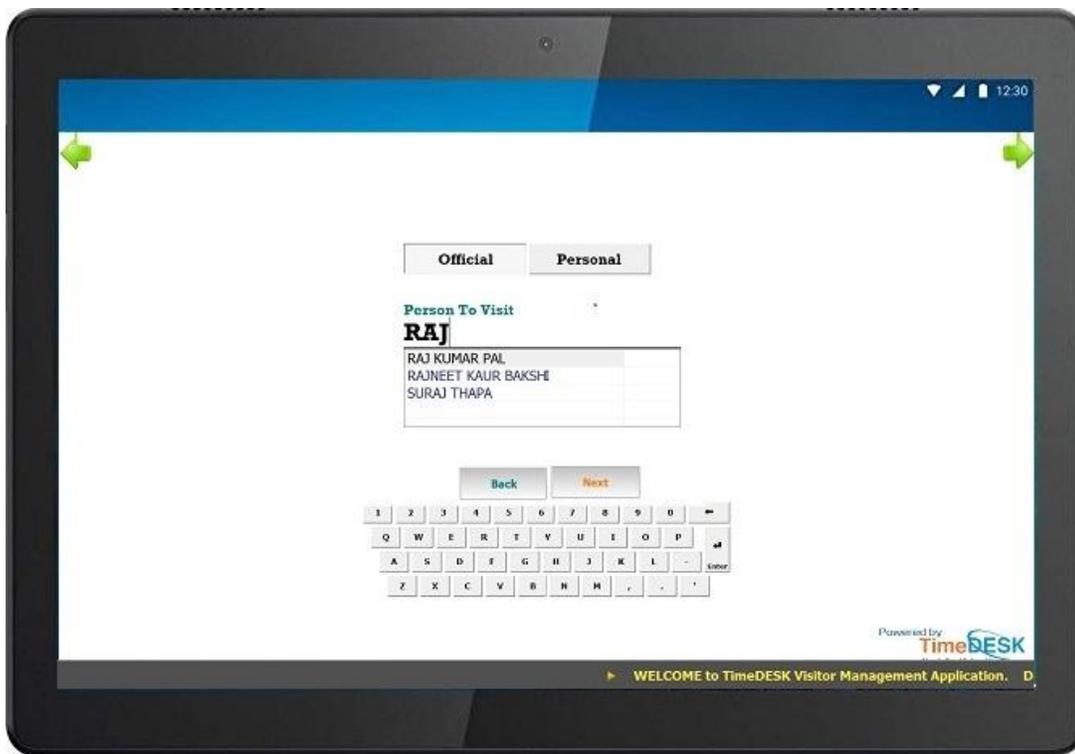
The below screen is used to take the snap of the Visitor and also his ID Proof
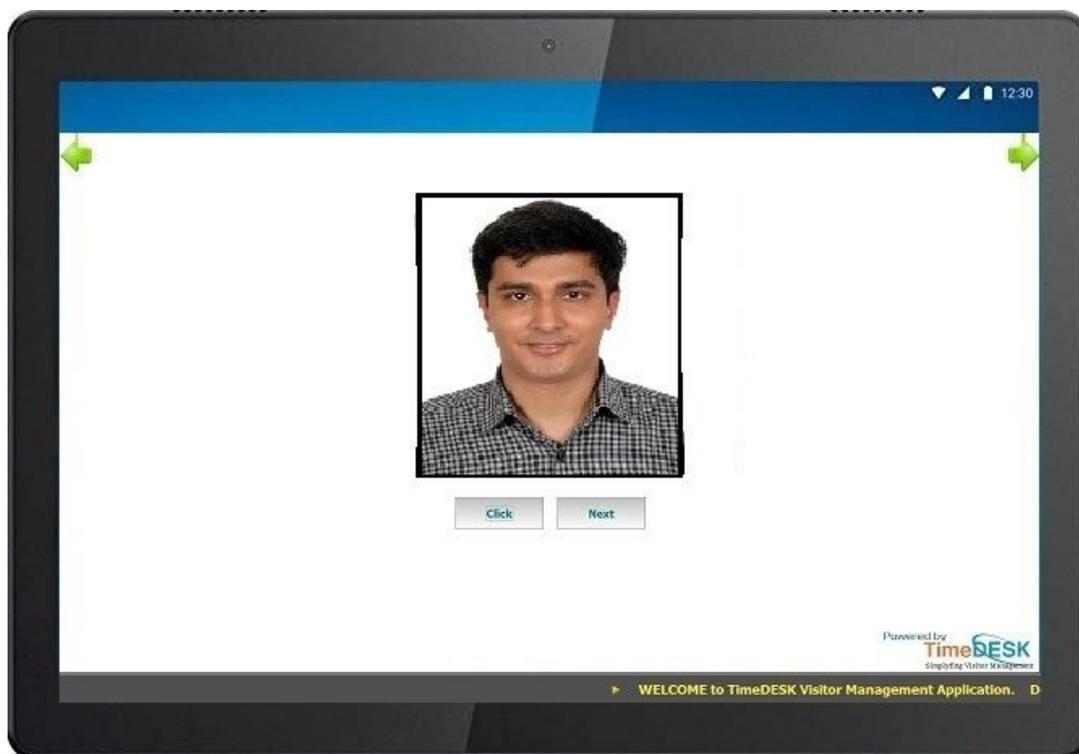
On pressing Finish, the pass for the visitor is generated. The pass can be customized as per the requirement of the company.
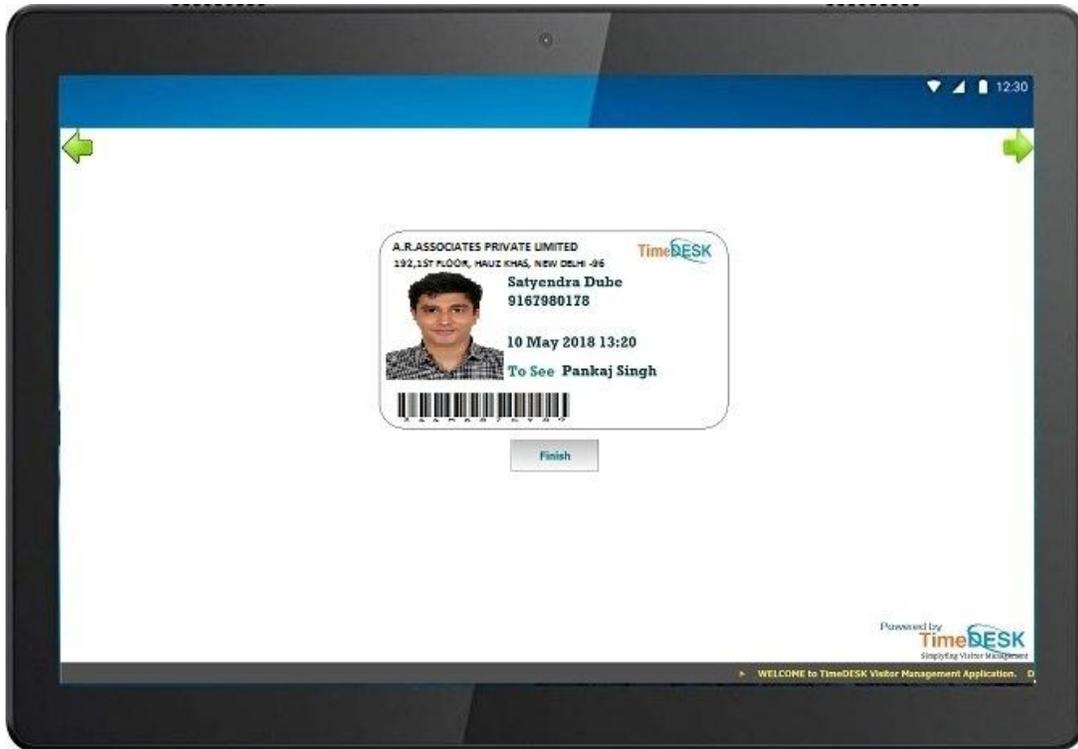
PASS RETURN

This screen is used to automatically mark the OUT Time of the visitor when he leaves the premises of the organization. User need to select the record and Mark OUT.
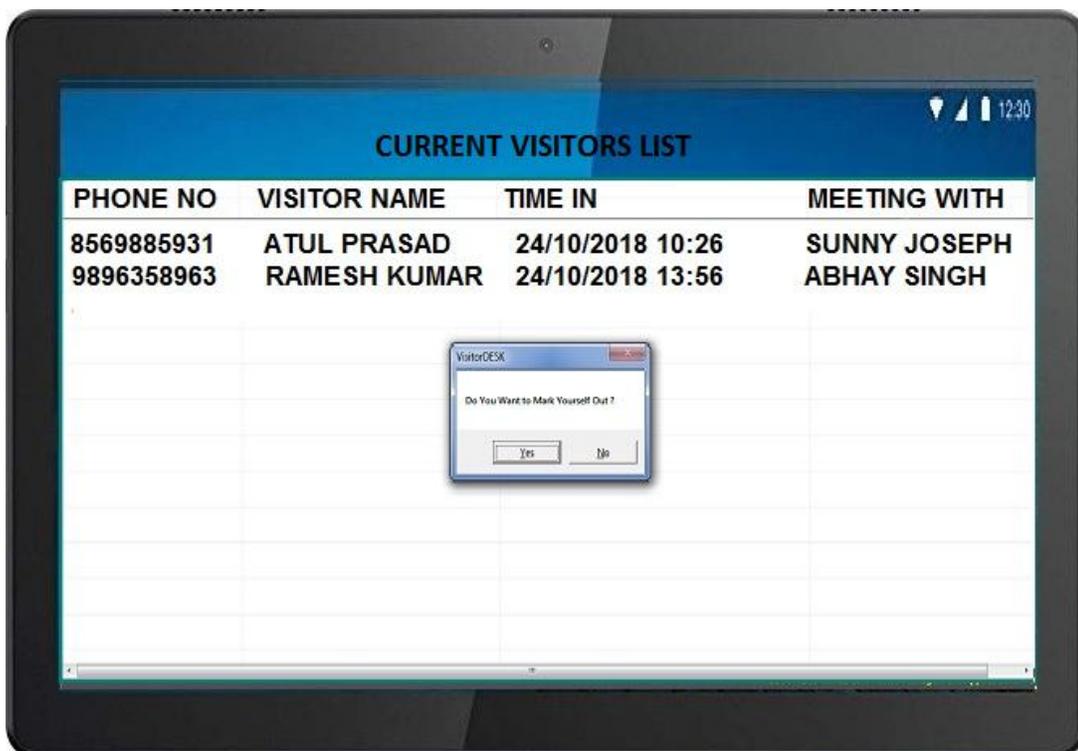
PART III - VISITOR MANAGEMENT SOFTWARE (WEB BASED APPLICATION)

This is an extension of the Desktop Application wherein the software (web based) can be accessed from Internet / Intranet by the users.

The screen will depend upon the user rights. Like if he is a simple user then he would get:

- Home
- Pre Appointment Booking
- Appointment Cancellation
- Password Change
- Reports
- Sign Out (To log out of the system)

The opening screen looks as below :
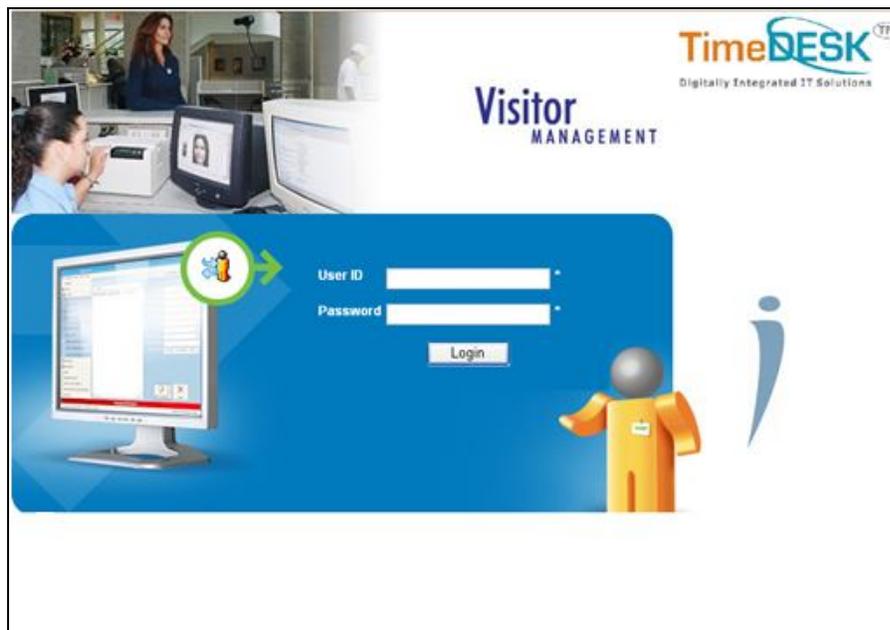
The user can log in with his userID and Password if he wants to Book Appointment, Cancel Appointmnets. Administrator can log in to see the various types of reports. After login, the screen would look as given below.

- **Pre – Appointment –** To book the Appointment of the Visitor. The same has to be greater than the current system date and time

- **Cancellation -** To cancel the Appointment of the Visitor already pre booked. The same has can only be done if the to be greater than the current system date and time

- **Change Password –** To Change the Password

- **Reports** –The details of the visitor. For individual employee, the user can see the details of visitors who have come to meet him only. Admin can view the reports of all.

- **Logout-** To logout of the system

PRE APPOINTMENT SCREEN

This screen is used to pre book an appointment of the visitor. After booking the appointment, the same is displayed on the reception desktop application wehrein the receptionist / security guard just need to click the photograph on the arrival of the visitor.

APPOINTMENT CANCELLATION SCREEN

This screen is used to cancel the pre booked appointment of the visitor.

Welcome : ANJAN KUMAR

Pre-Appointment	Cancellation	Change Password	Report	Logout

Pre-Appointment Cancellation

APPOINTMENT LIST

Visiting DateTime	Visitor Name	To Meet	Visitor Company	Address	Co-Visitor1	Co-Visitor2	Cancel	Over
28/04/2009 12:30	AMIT JAIN	ANJAN KUMAR	NETCOM IMPO EXPO PVT. LTD.	OKHLA	AJIT	AJIT	Cancel	Meet Over

[Home]

PASSWORD CHANGE SCREEN

This screen is used by the user to change his /her password.

Welcome : ANJAN KUMAR

Pre-Appointment	Cancellation	Change Password	Report	Logout

Old Password   [_____]

New Password   [_____]

Confirm Password   [_____]

[Change] [Cancel]

REPORT VIEW SCREEN

This screen is used by the admin to view all types of MIS reports. The reports can be sagregated / sorted out in various options.

Welcome : Admin

Pre-Appointment	Cancellation	Change Password	Report	Logout

View Report

From Date 28/04/2009   To Date 28/04/2009   Filter on All ▼

Report only All ▼   Short on : < Name > | < Company > | < Date >

[View] [Cancel]

APPOINTMENT LIST

Visiting DateTime	Visitor Name	To Meet	Visitor Company	Address	Co-Visitor1	Co-Visitor2	Over
28/04/2009 12:30	AMIT JAIN	ANJAN KUMAR	NETCOM IMPO EXPO PVT. LTD.	OKHLA	AJIT	SUJIT	Appointed
28/04/2009 12:30	MANISH CHOUBEY	KAUSHIK ADHIKARI	RELIANCE INDUSTRIES	NEW DELHI	AMBRISH JAIN	NEETU KUMARI	Appointed

SYSTEM REQUIREMENTS

- Intel Core i3 or equivalent
- Windows 7,Windows 8 (32 and 64 bit) Windows 10 (64 bit)
- Windows Server 2008/R2, 2012
- SQL Server 2005 and Higher
- 4 GB RAM Available
- 1 Tb of HDD with free hard disk space
- Windows Based Tab for Tab Application Software Module

OPTIONAL ITEMS THAT CAN BE INTEGRATED WITH VISITORDESK

BILL OF MATERIALS

- ✓ *Web Camera -* To capture the photograph of the visitor.
- ✓ *Digital Signature Pad* - To be used for taking digitalized signature of the visitors.
- ✓ *Visiting Card Scanner* - To capture the details from the visiting card and auto fill the Visitor's Entry Screen.
- ✓ *Bar Code Scanner* - To capture the bar code of the visitors material as also mark OUT.
- ✓ Computer to load the software.
- ✓ *Label Printer* – To print the pass as per the format given by you.
- ✓ *Fingerprint Module* - To capture the fingerprint details of the visitor and auto fill the Visitor's Entry Screen.
- ✓ *Semi Glossy paper of A6 Size for Visitor's Pass*.
- ✓ *Pouch and Clips for holding the pass*