1.) User Roles and Access Control:

User roles play a crucial role in defining the responsibilities and permissions of individuals using the system. This ensures a structured and secure environment. The system recognizes three primary user roles:

Admin: The Admin holds the highest level of authority. They possess the capability to configure and manage the system's settings, including customization options and system behaviour. Additionally, Admins have the privilege to create and manage user accounts, thereby controlling who has access to the system.

Receptionist: The Receptionist role is pivotal in managing day-to-day interactions with visitors. While not endowed with the power to alter major system settings, Receptionists are empowered to execute critical tasks such as processing visitor check-ins, capturing visitor information, and generating identification badges.

Security: The Security role is primarily concerned with maintaining a secure environment. They utilize the system to oversee visitor activity, ensuring that entry and exit records are properly monitored. Although Security personnel do not possess administrative control, they have the ability to view relevant visitor data for security purposes.

When discussing "user roles," it pertains to the distinct responsibilities associated with each role. "Access control," on the other hand, entails establishing parameters that govern the actions each role can perform within the system. For instance:

Admins have extensive control, enabling them to manage the system comprehensively and administer user accounts. Receptionists are tasked with visitor management functions, but they lack the authority to modify core settings. Security personnel are equipped with the ability to monitor visitor activity, though their access is limited to safeguarding tasks.

2.) Visitor Registration:

The process of visitor registration involves collecting information from individuals who plan to visit a location. This is done through two main methods: advanced online registration and on-site registration.

1. Advanced Online Registration: Visitors have the convenience of registering ahead of time through a website or portal. During this process, they provide details such as their name, contact information, the reason for their visit, and the estimated time of arrival. This method allows visitors to pre-enter their information, reducing the time needed during their actual visit and contributing to a smoother experience.
2. On-Site Registration: For visitors who arrive without prior notice (walk-in visitors), the system should still be equipped to accommodate them. These visitors can provide their information on the spot, including their personal details and the purpose of their visit. The system will capture this data and create a record for their visit.

The visitor registration feature serves as a digital record-keeping mechanism. It grants visitors the flexibility to choose between registering online in advance or registering on-site upon their arrival. This dual approach ensures that the system can efficiently manage both planned and unexpected visitors while maintaining accurate and organized records.

3.) Check-In and Check-Out Process:

The check-in and check-out process refers to the steps taken when visitors arrive at a location and when they leave.

i.) Check-In Process:

When visitors arrive, the system offers an easy-to-use screen or interface that is simple to understand. This interface is designed for receptionists or can be automated. It helps these staff members or machines handle the entry of visitors smoothly.

As part of the check-in, the system collects important information about the visitor. This typically includes their name, contact details, the purpose of their visit (like a meeting or appointment), and the expected time of arrival. Additionally, the system captures a photo of the visitor for identification purposes.

To make things even more organized, the system generates a special code or symbol that is unique to each visitor. This could be a badge they wear or a QR code they carry on their phone. This makes it easy to identify and track each visitor during their time on the premises.

ii.) Check-Out Process:

Once the visitor's purpose has been fulfilled and they are ready to leave, the system has a streamlined process for checking out. This involves recording the time when the visitor departs. This can be done by the receptionist or by scanning the unique identifier (badge or QR code) at a designated spot.

By recording the departure time, the system keeps an accurate record of how long the visitor stayed. This information can be useful for various purposes, like analyzing busy periods, improving the visitor experience, and ensuring safety protocols.

In summary, the check-in and check-out process in the Visitor Management System is designed to make the arrival and departure of visitors organized and efficient. It provides a straightforward way for receptionists to gather visitor information, generate identification, and accurately record the time when visitors leave the premises.

4. Host Notifications:

* Hosts should be immediately notified about their visitor arrival through (SMS, Email, or In-App) so that the Hosts / Management could provide hassle free entry to the visitor.
* The notification should include visitor’s details such as identity proof, date and purpose of the visit.

5. Visitor Tracking:

* A Log should be maintained containing the details of every visitor, Details such as Entry and Exit times, host of the visitor, and purpose of the visit.
* If necessary, Implement real-time tracking of visitors within the premises (for the security and log purpose).

6. Blacklist Management:

* Admins should have the privilege to Add, Edit, or Remove visitors from a blacklist or restricted list (visitors can get blacklisted, if visitors perform any suspicious activity/ Invalid identity proof/host details/required details of the visit).
* Admin should be get alerts if restricted or blacklisted visitors attempt to register or entry.

7. Visitor Experience and Efficiency:

* Book the calendar of the receiver who will greet the visitor if required for visitors like clients or VIP guests so that visitor won't go unnoticed and the greet person will not get other work.
* Maintain the data of visitors for, so no need for repeated registration.
* Visitor feedback after checkout done by the user.
* Print Visitor badge which provides an ID to be identified in the office.

8. Data Analysis and Reporting:

* Provide a reporting dashboard that displays visitor traffic, peak hours, and popular visit purposes.
* Admins should be able to generate custom reports based on date ranges and specific criteria.

9. Visitor Experience and Efficiency:

* Include a feature to account for visitors during emergency evacuations.