

# A day in the life of a retail associate with a body camera



10:00 AM

A retail associate starts their day by scanning their RFID card at the start of a shift. The VideoManager system assigns a body camera to the associate, which identifies itself in the docking station with a solid red LED. From this point on, all footage captured will be assigned to the retail associate. The associate also grabs their communication device and dedicated earpiece.



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A frustrated customer walks in the store to the retail associate wearing their body camera attached to their uniform, and begins to raise their voice at the associate. The customer's curbside order had not been brought out to their vehicle promptly after their arrival and was missing an item.



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The associate tries to calm the customer and notifies them that they will begin recording on their device. When the customer does not de-escalate, the associate presses the button on their radio device to begin recording. Meanwhile, a team lead hears the altercation and comes out from the back room to assist his colleague, whose body camera also begins to record once the associate enters their colleague's vicinity.



1:48 PM

The customer begins to de-escalate upon seeing the associate's camera turn on. The team lead and associate are able to speak to the customer and locate the missing item from their order, diffusing further escalation from the customer. Using their radio, the team lead calls for a teammate in the electronics department to retrieve the missing item.



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The customer's order is retrieved and the associate verifies that the order is correct with the customer. The customer is visibly de-escalated and walks out of the store with their order in hand. The associates turn off their body cameras.



1:51 PM

The retail associates bookmark footage and is offloaded right away, to be reviewed by an authorized user all stored within the VideoManager software system. Optionally, the footage can be viewed on the VMS system, alongside associated footage from fixed security cameras located inside the store.



1:52 PM

Security teams review saved video that have been securely offloaded to VideoManager. The security team decides to send the footage to management teams to use in protocol evaluation, training, and improving best practices. Footage is erased from the camera.



4:00 PM

The associate returns to normal duties and at the end of their shift, the associate returns their body camera to a docking station. The body camera is now unassigned from the associate, and its battery begins charging to prepare for the next associate's shift.

