IntPowers

FIELD SERVICE SOLUTION · STANDALONE OR WEB ACD ADD-ON

Field Service VGO

Notify. Collect. Serve as a team.

An SMS or an email with a link: your customer pays or identifies, waits in a room with your brand and is served by video by the first free professional on the team. If the network fails, the team calls them by phone.

SMS · Email
one link, no app

PayPal
payment before service

Team View
shared waiting room

Rescue
call over the phone network

PAYMENT AND VIDEO SERVICE

From payment link to video call, with no fixed agent.

Notified with a link

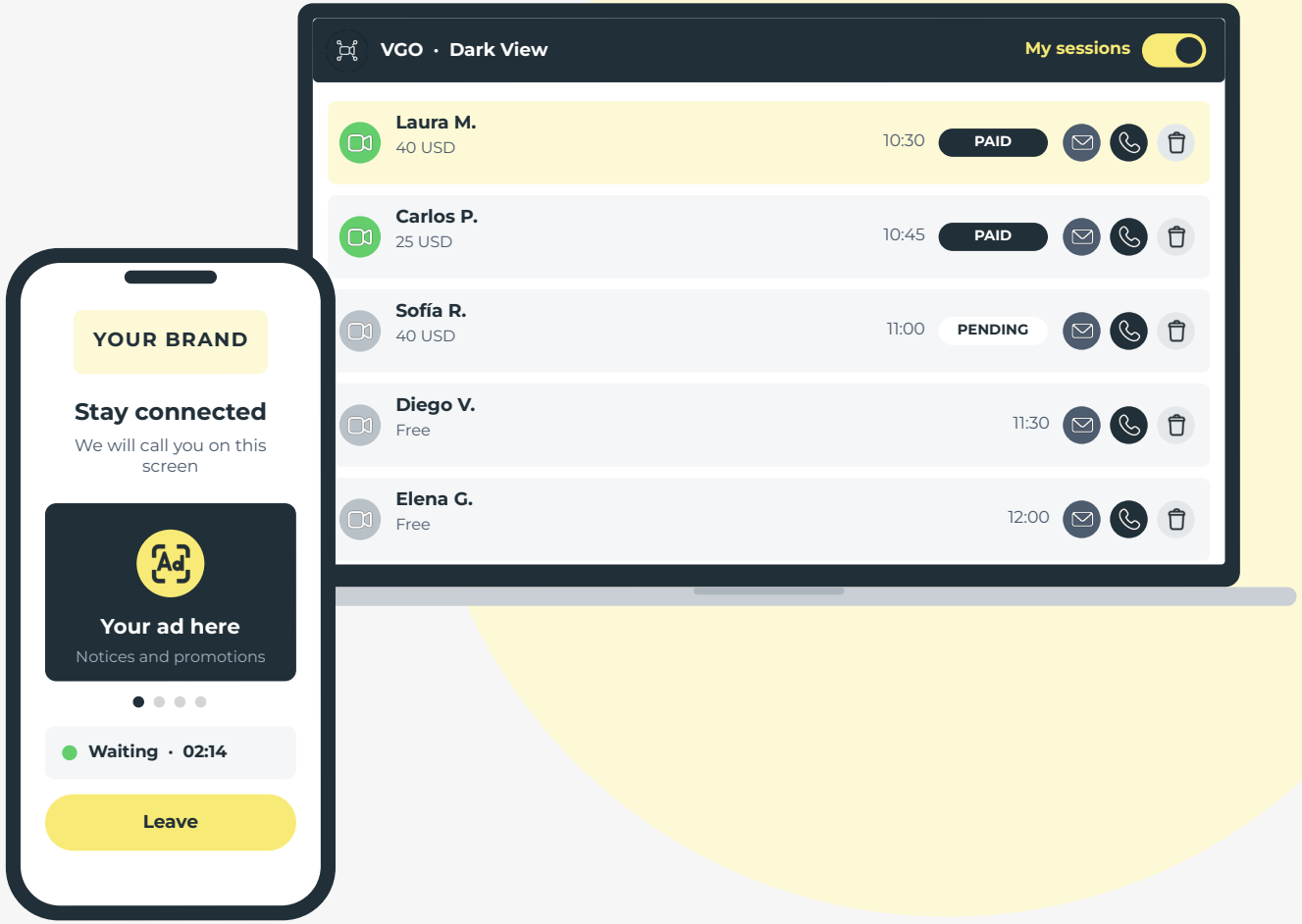
The professional sends it by SMS or email, for right now or for a set date and time.

Paid or validated at the door

A PayPal payment, or a PIN or User ID, before entering the waiting room.

Answered by whoever is free

The customer waits in a shared room and the first available professional takes the call.



Source: VGO As-Is Documentation v3.0 · interactivepowers.com/en/solutions/field-service

THE GAP

Charging and serving by video: easy apart, hard together.

Scheduling tools solve the calendar, and payment gateways the charge. The hard part comes at service time: who answers, who has paid, and what happens if the customer cannot connect.

The appointment has an owner

It is assigned to one person at booking. If that person runs late or is busy, the customer waits in front of an empty link.

Payment and access are separate

Charging before the call, or admitting only with a code, usually depends on the plan or on another tool.

If it fails to connect, it is lost

If the customer cannot get in because of coverage, camera or browser, the appointment is rescheduled or marked as a no-show.

VGO starts from the other end.

One link and a team, not a calendar: the customer pays or identifies before entering, waits in a shared room and is served by the first free professional. And if they cannot connect, they get a phone call in one click.

Patterns published on the help and product pages of scheduling and video-visit tools, reviewed September 2026

THE SOLUTION

Notification, payment and video call in a single application

VGO is the Interactive Powers Field Service solution: a responsive web application that runs standalone or as a Web ACD add-on. Your customer downloads nothing and does not register: a link and a browser are enough.

Notification with a link

The professional creates the session and sends it by SMS or email, with a short link or on your own domain.

Payment or access first

The session can require a PayPal payment, a PIN or a User ID before entering the waiting room.

Team service

Team View gathers the waiting customers: any free professional can take them.

Rescue call

If the customer cannot connect, they get a phone call from the same list, in one click.

0 downloads

no apps or sign-up for the customer

2 views

shared Team View and private Dark View

4+ languages

ES · EN · PT · FR and more

1 link

to pay, wait and be served

Source: VGO As-Is Documentation v3.0 (production, October 2026) · VGO On Boarding Guide

HOW IT WORKS

From notification to video call, in five steps

Every session follows the same path, whether a professional creates it for themselves or an administrator creates it for the team.

01

Notification

Customer name, now (or in 15 min to 2 h) or a date and time, and channel: SMS or email.

02

Link

Short URL or your own domain. Connect in one click or in two steps.

03

Access

PayPal payment, PIN or User ID before entry, if the session calls for it.

04

Waiting room

With your brand and your ads. Arriving early, the customer sees a countdown.

05

Video call

The first free professional answers. If it fails to connect, a rescue call.

Now or scheduled

The notification opens the session right away or sets it for a day and time.

With or without payment

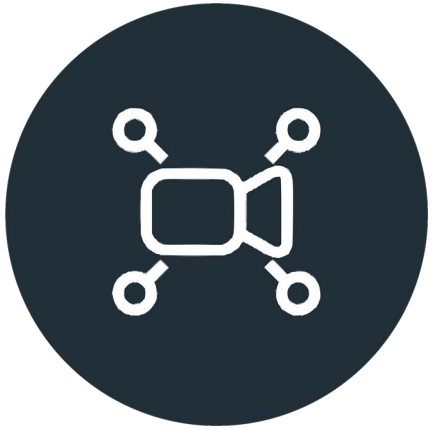
Payment, a PIN or a User ID is only requested when the session needs it.

With or without a set agent

Their own professional answers, or anyone on the team from Team View.

When the customer pays, the professional gets an email notice. After the call, they send documents and comments from the same session.

Source: VGO As-Is Documentation v3.0 — Notification, Team View, Email with attachments



Did you know a paid video call can be answered by whoever is free on your team, not only by who sent it?

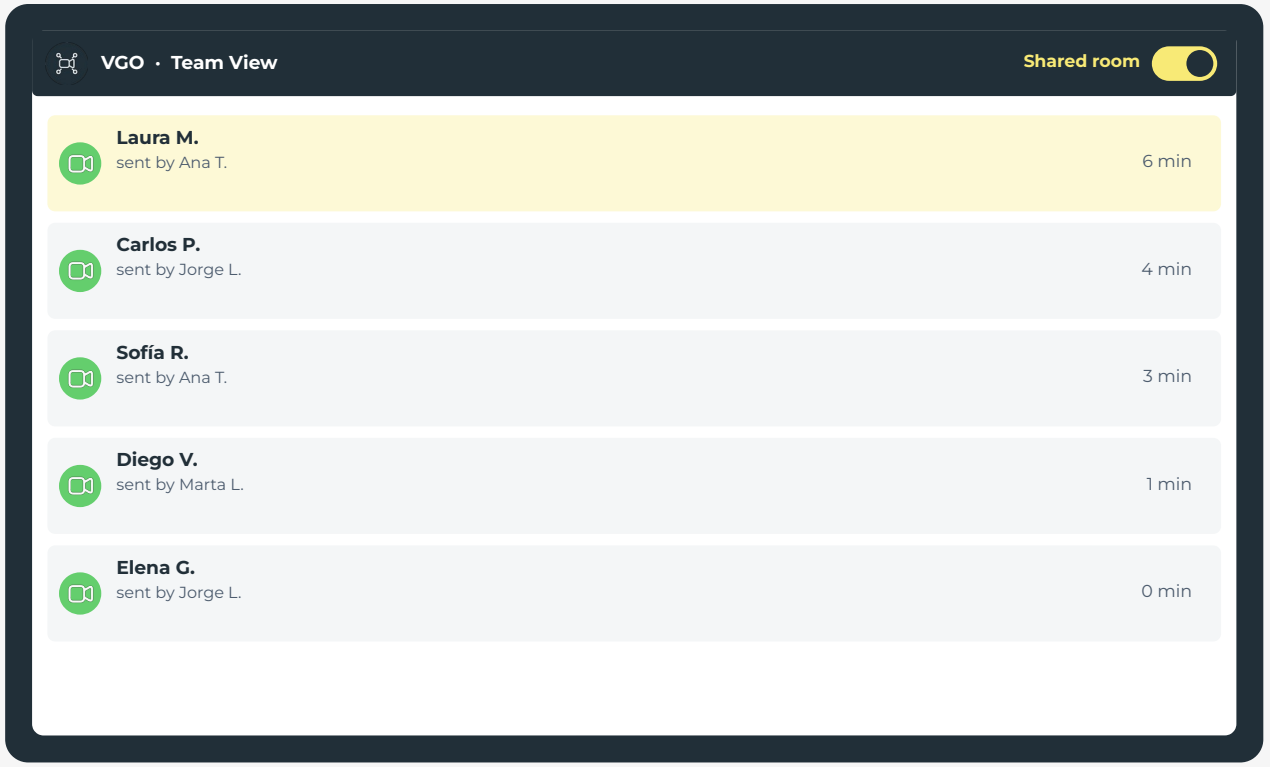


Interactive **Powers**

TEAMWORK

One waiting room shared by the whole team

The session does not need a specific agent to be available: the pool of connected professionals handles it.



Each row: a connected customer, the professional who sent the session and the minutes in the room. Tapping the row starts the video call.

Team View · shared

All connected customers in one room. Each professional serves their own and their colleagues' customers, with waiting time in view.

Dark View · private

Each professional's own sessions, with their time, amount paid or pending and the email, rescue and delete actions.

The administrator assigns

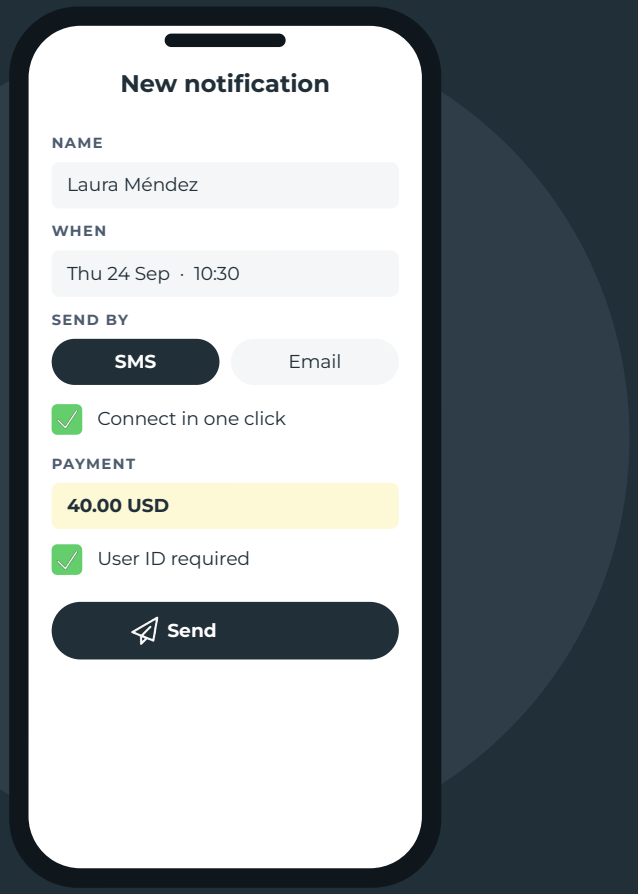
Creates the team accounts and sends notifications on behalf of other professionals.

Source: VGO As-Is Documentation v3.0 — Team View, Dark View, Accounts

THE NOTIFICATION

Every session starts with an SMS or an email

The notification form decides everything that happens next: when, through which channel, how the customer connects and what they need to get in.



- **Customer name** — shown in the waiting room and in the team list.
- **When** — now, in 15, 30 or 45 minutes, in 1 or 2 hours, or on a specific date and time.
- **Channel** — SMS or email, through your SMS gateway and your email account.
- **Auto-connect** — the customer enters in one click, or in two steps if you prefer a confirmation.
- **Short link** — the SMS carries a pwrs.in link; with your own domain, your URL.
- **Payment** — mark the session as paid and set the amount; the professional is notified once it is paid.
- **PIN or User ID** — ask for a 4-digit PIN or an identifier before letting the customer in.

An administrator can send notifications on behalf of any professional on the team.

Source: VGO As-Is Documentation v3.0 — Notification

PAYMENT AND ACCESS

Charge before the call, or admit only with a code

Access to the video call can stay locked until the customer pays or identifies. A paid service no longer depends on invoicing afterwards.

PayPal, in your account

You connect your own PayPal Business account: the amount of each session goes to your business.

Prepayment lock

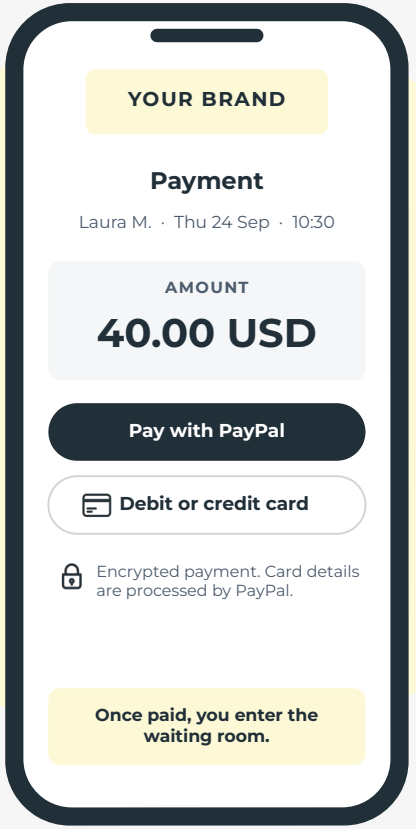
Until payment is complete, the customer does not get in. The team sees it as pending in the list.

PayPal, Venmo or card

The customer pays from their phone with PayPal or Venmo, or with Visa, Mastercard, American Express or Discover.

PIN or User ID

With no payment involved, the session can ask for a 4-digit PIN or an identifier: customer, case or policy number.



Source: VGO On Boarding Guide — PayPal payments · VGO As-Is Documentation v3.0

WAITING ROOM

The wait works for your brand too

While a professional becomes free, the customer sees your logo, your notices and your promotions — and knows they are still connected.

Ad carousel

Images with notices, promotions or the service requirements, while the customer waits.

Your brand, not ours

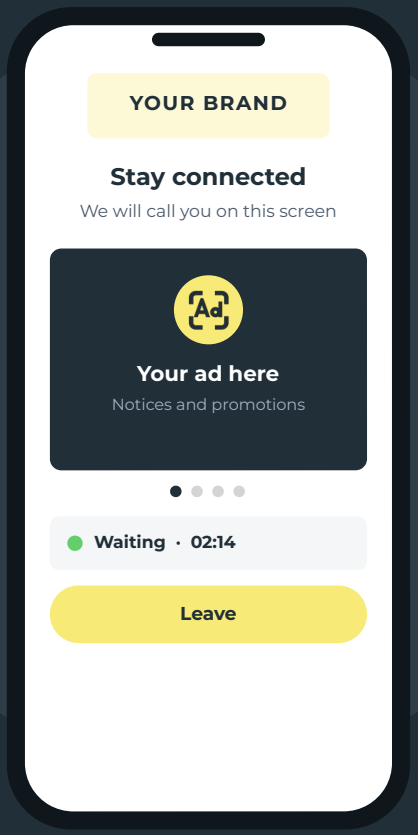
Your own service name, logo, background and favicon, in the customer's language.

Presence in view

The customer sees they are connected; the team sees how long they have been waiting.

Reconnect or rescue

While the customer stays in the room, the team can call them again; if not, a rescue call by phone.



WAITING ROOM SPECIFICATIONS

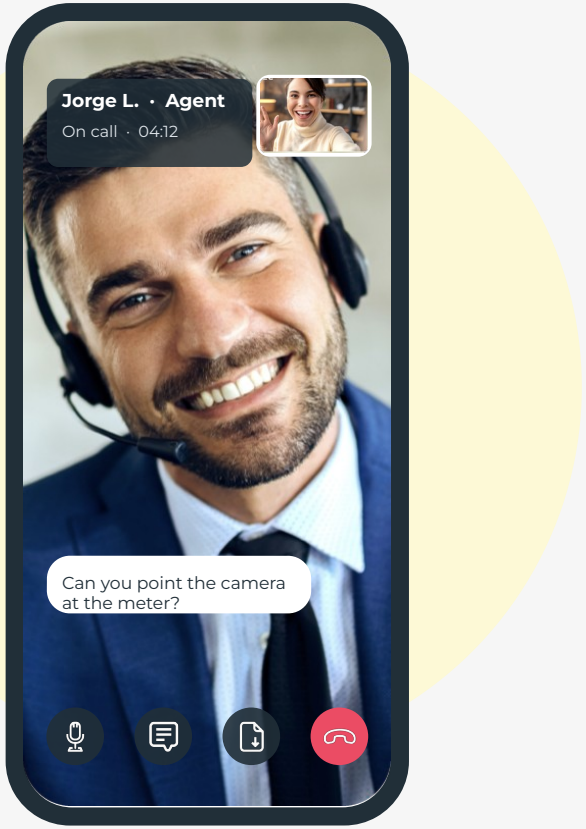
Main logo	Background	Favicon	Ads
900 × 628 px	1000 × 1000 px	64 × 64 px	1080 × 1080 px

Source: VGO On Boarding Guide — Waiting room and ads

THE VIDEO CALL

Face to face from the browser, on any network

The video call opens in one click, with no downloads, apps or sign-up, and works over WiFi, 3G, 4G or 5G from desktop, tablet or phone.



Bubble chat

Messages and emojis over the video, without leaving the call.

Documents and comments

Send files and notes by email, before, during or after the call.

Remote Viewer add-on

As an auxiliary element: two-way screen sharing and file transfer.

Recording with Video REC

The video call is recorded with Video REC when the service requires it, with storage and archive.

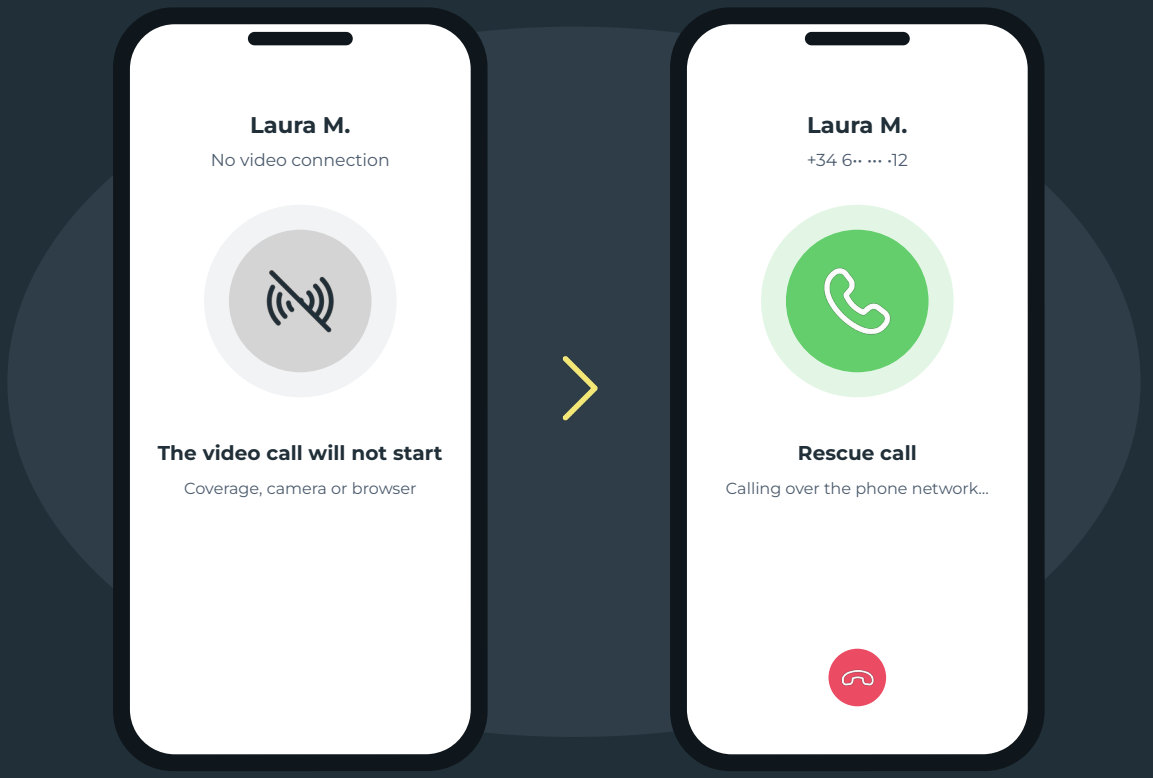
No downloads, apps or sign-up: the customer enters with the link in the notification.

Source: VGO As-Is Documentation v3.0 · interactivepowers.com/en/solutions/field-service

RESCUE CALL

If the customer cannot connect, the team calls them

A paid session should not be lost because coverage, the camera or the browser fails. VGO keeps a phone fallback one click away.



One click from the list

The rescue button sits in every session, next to email and delete: no number to look up.

Over the phone network

The call goes out through your VoIP/SIP account to the phone network (PSTN), to the customer's landline or mobile.

The service happens

The professional resolves by voice what could not be done by video, with no rescheduling and no lost turn.

Source: VGO As-Is Documentation v3.0 — Rescue call · On Boarding Guide (VoIP/SIP account)

ADMINISTRATION

Accounts, roles and activity from the same console

An administrator — the service owner or the front desk — manages the team; each professional manages their own sessions.

Two roles

Administrator: creates and deletes users according to your plan and sends notifications for others. Professional: manages their sessions.

Usage statistics

Counts of emails, SMS and calls, with activity reports and monthly downloads.

Session management

Turn the video call on or off, delete a session or share a file with the customer.

Team access

Username and password per professional, with password recovery and change from the console.

Built for teams on the move

The console is web responsive: the professional answers from a laptop in the office or from a phone on a field visit, with the same account and the same list.

Source: VGO Guides — Accounts, Password, Stats · interactivepowers.com/en/solutions/field-service

HYPER-PERSONALIZATION

Your service, under your name, domain and channels

VGO adapts without changing the product: each service is set up with its own identity and connected to your accounts.

Service name

8 to 16 characters; it names the room and the notices.

Logo and background

Your own main logo, background image and favicon.

Languages

Spanish, English, Portuguese, French and more.

Own domain

For example video.yourdomain.com, instead of the default URL.

SMTP email

Notifications are sent from your email account.

SMS gateway

SMS go out through your provider, with a short link.

VoIP/SIP account

For rescue calls over the phone network.

PayPal Business

Your app keys, to collect payments in your account.

Set up in five steps

1. Choose the name
2. Check browsers
3. Personalize
4. Load the ads
5. Connect PayPal

Source: VGO On Boarding Guide — 5 steps and Hyper Personalization

DEPLOYMENT

As a Web ACD add-on, or standalone

The product is the same; what changes is where it lives. Choose by who serves: a contact center or a field team.



Web ACD add-on

For contact centers running Web ACD

- **Loads into Web ACD** — in the Applications section, with no separate tool.
- **One console** — the agent does not switch environments to serve a VGO session.
- **Recording with Video REC** — like every other video call in the contact center.



Standalone

For field teams and professional services

- **No contact center needed** — the web application and a browser are enough.
- **On the move** — the professional answers from a phone or a tablet.
- **Your domain and your brand** — published as your own service.
- **Recording with Video REC** — also without a contact center.

BROWSERS

Chrome · Safari · Firefox · Edge · Opera

SYSTEMS

Windows · macOS · iOS · Android · ChromeOS · Linux

NETWORKS

WiFi · 3G · 4G · 5G

HOSTING

AWS cloud

Source: VGO As-Is Documentation v3.0 · VGO On Boarding Guide — Browsers

USE CASES

For services that are paid for and delivered by video

Field Service was built for mobile professionals, but the pattern — link, payment or controlled access, team service — fits any sector that sells or serves remotely.

Technical service

Video diagnosis before dispatching a technician: the first free person on the team answers.

Healthcare

Teleconsultation or triage by video with prepayment, handled by the first free professional.

Banking and insurance

Advice or loss assessment by video, with a customer ID or policy number to enter.

Tourism and eCommerce

Services sold by an advisor, paid from the link and then served by video, with vouchers by email.

Public sector

Video service with prior identification, by the available team.

One edition per sector, the same product

VGO already runs in business, healthcare and tourism editions without changing the product: the texts, terminology, messages and configuration of each instance change.

SECURITY AND PRIVACY

Privacy by design in every session

A video call with a customer is personal data. VGO minimizes what it stores and encrypts what it transmits.

Encrypted in transit

SSL connection with 256-bit encryption for signaling and video.

No customer account

They enter with a link, with no sign-up or password; VGO keeps only the session data.

GDPR and HIPAA

Compliant with the General Data Protection Regulation and with HIPAA rules and protocols in healthcare.

Controlled access

PIN or User ID before entry, one session per browser and account lockout after failed attempts.

Payments outside VGO

Payment is processed by PayPal and VGO validates order and amount; card details never pass through VGO.

Hosted on AWS

AWS cloud infrastructure; its certifications belong to AWS, not to Interactive Powers.

Source: VGO As-Is Documentation v3.0 · Field Service brochures 2021 · Security and Compliance 2026

THE SUITE

VGO rests on a complete suite

Each platform stands on its own. VGO runs standalone or joins Web ACD as an add-on, and records its video calls with Video REC.



Smart IVR

AUTOMATION LAYER

Carrier-grade VoiceXML IVR with speech engines, handling the call before a human is needed.



Web ACD

DISTRIBUTION LAYER

Queues, routes and distributes voice and video to the right agent, and runs their desktop.

+ Field Service VGO



Video RTC

MEDIA GATEWAY

Hybrid SIP + WebRTC gateway for browsers, mobile devices and kiosks, built for high availability.



Video REC

RECORDING LAYER

HD video recording, storage and archive, with export for analytics and compliance.

SOLUTIONS

Remote Viewer · RMV | **CoBrowsing** | **Field Service · VGO** | **Web Caller**

Remote Viewer joins VGO as an auxiliary add-on to share screens and files during the video call.

Source: interactivepowers.com — platforms and solutions

COMPARISON

Where VGO parts company with a typical scheduling tool

	A typical scheduling tool	Field Service VGO
Who answers	The person assigned at booking, by calendar or round robin	**The first free professional on the team, at the time of service**
Waiting room	Usually one per professional	**Shared (Team View) or private (Dark View)**
Access to the call	The link is enough; payment and control depend on the plan	**PayPal payment, PIN or User ID before entry**
If the customer cannot connect	Reschedule, or a number the customer dials in to	**Outbound rescue call, in one click**
Brand and domain	Customization by plan, on the vendor's domain	**Your name, your logo, your ads and your domain**
Contact center	A separate tool	**Standalone or Web ACD add-on, with Video REC recording**

"A typical scheduling tool" summarizes patterns published on the help and product pages of scheduling and video-visit tools, reviewed in September 2026. Vendor-specific comparisons available on request.

COMMERCIALS

By channel plan or by project

VGO is contracted through channel plans in monthly or annual packs, standalone or as a Web ACD add-on. In partner operations, also by project: set-up, monthly support and a per-transaction fee. Rates come with the proposal.

Channel subscription

Monthly or annual packs, sized to the video capacity your team serves.

By project

Set-up, minimum monthly support and a per-transaction fee, for partner operations.

Your own channels

Email, SMS, VoIP/SIP and PayPal connect to your accounts; payments go to your business.

Email and phone support

From teams covering business hours in CET and EST.

What this means in practice

You pay for the capacity your team uses or for the project activity. And each service payment never passes through us: it goes from your customer to your PayPal account.

FIELD SERVICE VGO · STANDALONE OR WEB ACD ADD-ON

No customer left unanswered.

Let us show you a complete session on your own use case: notified by SMS, paid before entry, answered by the first free professional and rescued by phone if needed.



Talk to Sales

Request a Demo

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