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

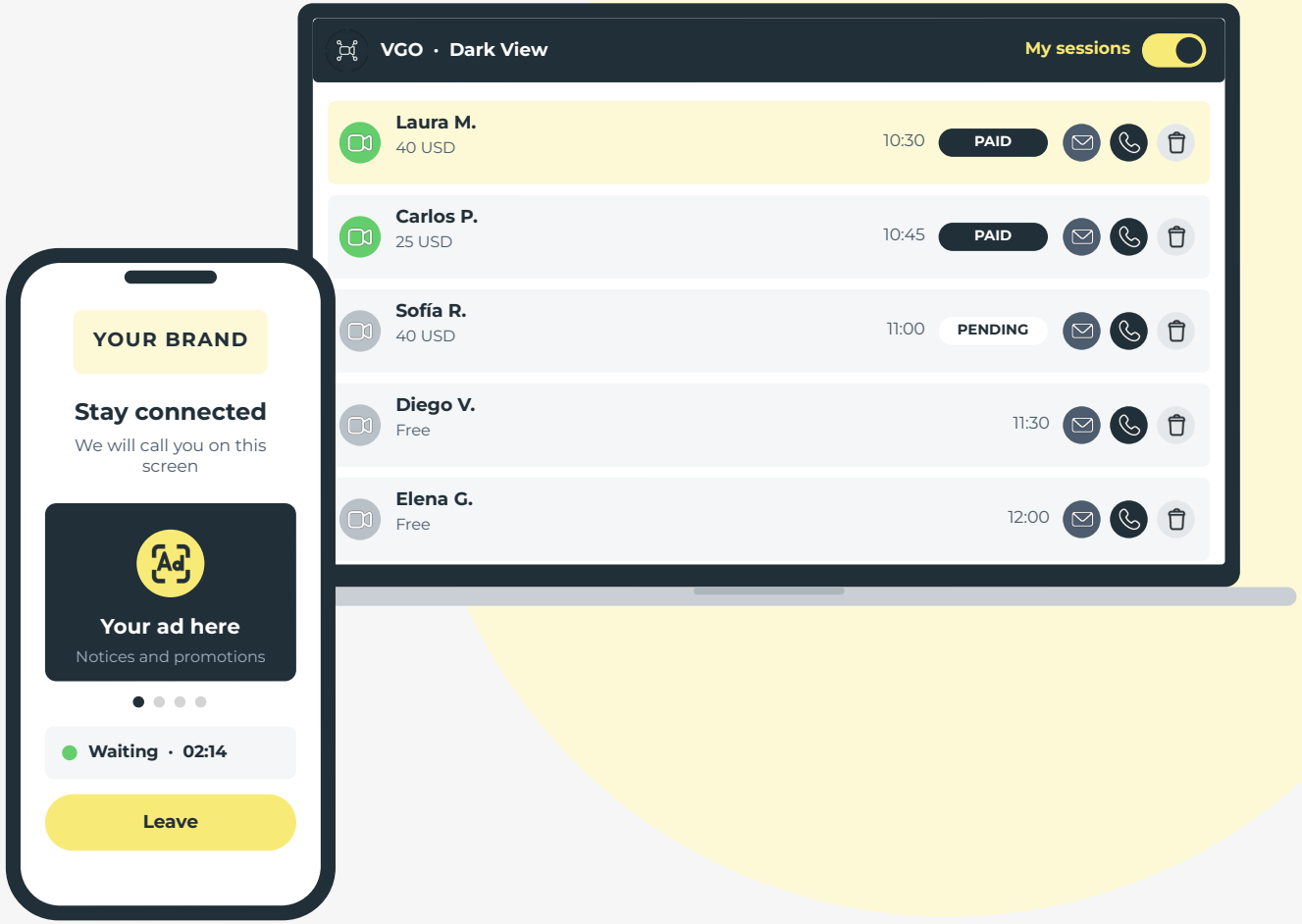
The professional sends it by SMS or email, for right now or for a set date and time.

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

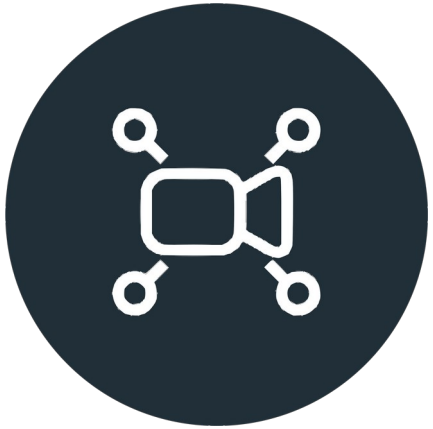
Payment, a PIN or a User ID is only requested when the session needs it.

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**

CAPABILITIES

Notification, payment, teamwork and rescue in one console

Everything a paid video service needs, from the notification to the rescue call, in the same web application.

Team View · shared

All customers in one room: any free professional takes them, with waiting time in view.

Dark View · private

Each professional's sessions, with their time, amount paid or pending and their actions.

SMS or email notification

Now or for a date and time, with one-click connection and a short link or your own domain.

PayPal payment, PIN or User ID

Prepayment lock with payment into your PayPal Business account, or access with a PIN or User ID.

Branded waiting room

Logo, background and an ad carousel while a professional becomes free.

Rescue call

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

Plus: bubble chat, documents by email, Video REC recording, Remote Viewer as an auxiliary add-on, roles and usage statistics.

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

DEPLOYMENT, BRAND AND SECURITY

Your deployment, your brand and your accounts

VGO runs standalone or as a Web ACD add-on, always with your identity and connected to your own accounts.



Web ACD add-on

Loads into the Web ACD Applications section: the agent serves from their console and the video call is recorded with Video REC.



Standalone

No contact center needed: the professional answers from a phone or tablet, with your domain, your brand and Video REC recording.



Personalization

Service name, logo, background, languages and your own domain.



Your channels

SMTP email, SMS gateway, VoIP/SIP account and PayPal Business.



Encryption and privacy

256-bit SSL, no customer account, GDPR and HIPAA.



Hosted on AWS

Certifications of the AWS infrastructure, not of Interactive Powers.

Chrome, Safari, Firefox, Edge and Opera · Windows, macOS, iOS, Android, ChromeOS and Linux · WiFi, 3G, 4G and 5G

Source: VGO On Boarding Guide · Security and Compliance 2026

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.

USE CASES AND COMMERCIALS

Where it fits and how it is contracted

The VGO pattern — link, payment or controlled access, team service — fits any sector that sells or serves remotely.

Sectors that charge and serve remotely

- **Technical service**
- **Healthcare**
- **Banking and insurance**
- **Tourism and eCommerce**
- **Public sector**

Application scenarios, not customer references.

By channel plan or by project

Channel plans in monthly or annual packs, standalone or as a Web ACD add-on; in partner operations, by project: set-up, monthly support and a per-transaction fee.
Each service payment goes from your customer to your PayPal account, without passing through us.

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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