IntPowers

REMOTE VIEWER SOLUTION · ADD-ON FOR WEB ACD AND CCAAS

Remote Viewer RMV

The call goes on. Now you can see it too.

Screen, camera, files and chat on top of a phone call already under way. The agent opens the session from their desktop, the customer joins with a PIN or a short link, and the voice stays on the phone — in Web ACD, in your CCaaS or as a Web App extension.

PIN · short link
one-step access

Dual screen
shared by agent and customer

Rear camera
what the customer is looking at

0 downloads
just a browser

COLLABORATION ON THE CALL

See the problem without switching calls.

The agent opens the session

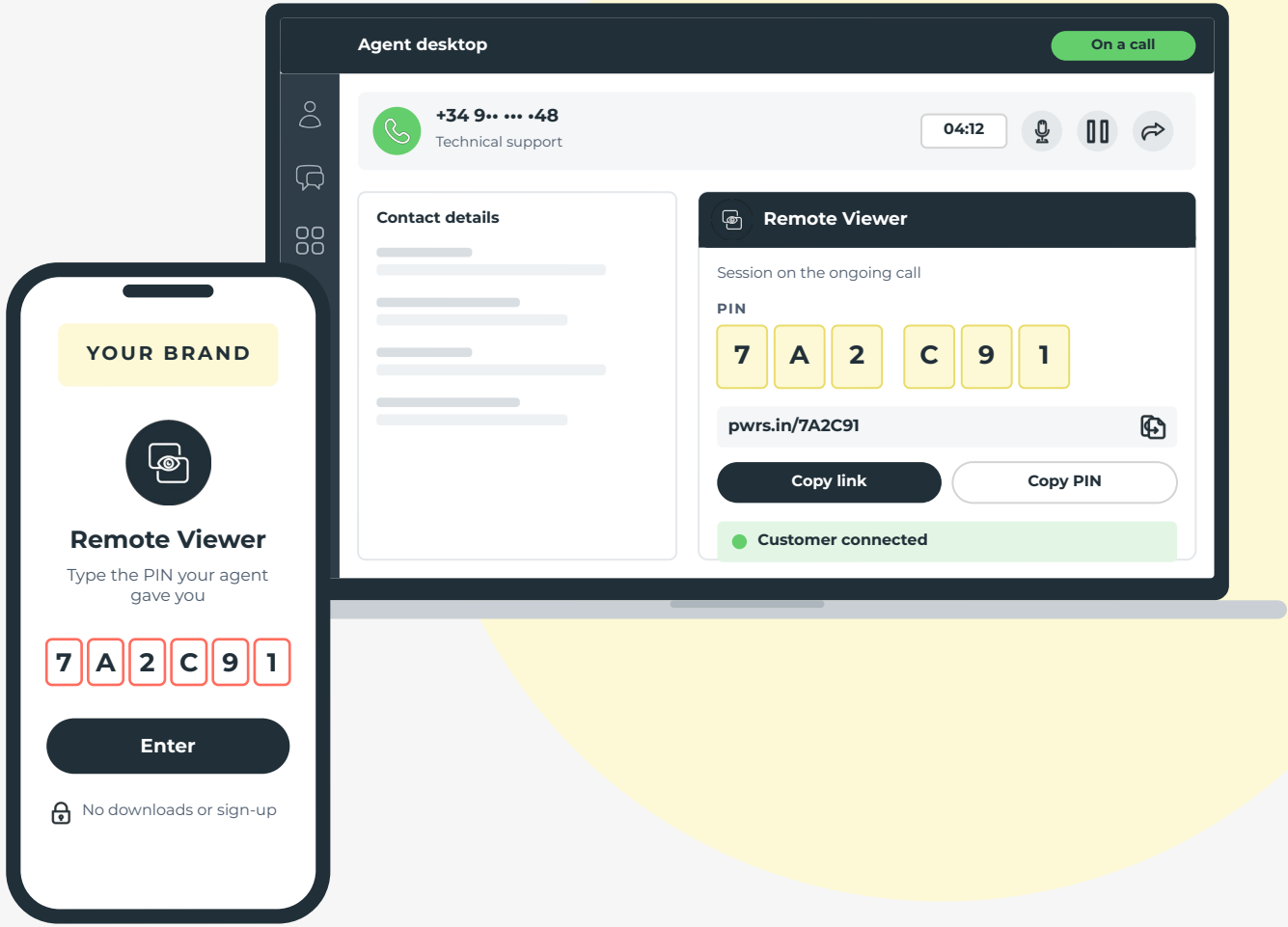
One click on the widget in their desktop, without leaving the call they are handling.

The customer joins with a PIN

The agent reads out the PIN or pastes the short link into an SMS, email or chat. No apps, no sign-up.

Both see the same thing

Screen, camera, files and chat, while the voice stays on the phone.



Source: Remote Viewer brochure · interactivepowers.com/en/solutions/remote-viewer

THE GAP

You can’t show anything over the phone.

When the agent needs to see a serial number, an error on screen or a meter reading, the call falls short. The usual workarounds make the contact longer or change the channel.

Describing it in words

The customer tries to explain what they see and the agent pictures it. The call drags on and the fix arrives late.

A photo by email and another call

A photo or a document is requested, the call ends and someone calls back: two contacts for a single problem.

Switching to another tool

A meeting, a support app or a separate platform: another link, another console and, often, another audio.

RMV starts from the call already under way.

The agent opens the session from their desktop, the customer joins with a PIN or a short link, and both see and share the same thing. The voice stays on the phone: no change of channel, no change of tool.

Patterns published on the product pages of CCaaS suites and of meeting, visual assistance and remote support tools, reviewed September 2026

THE SOLUTION

Web collaboration for the phone call

RMV is the Interactive Powers Remote Viewer solution: a web application that loads as a widget in the agent desktop — in Web ACD Applications or in your CCaaS — or runs as a Web App extension. The customer downloads nothing: a browser is enough.

A session from the desktop

The agent clicks Connect in the widget and RMV creates the session, with its PIN and its short link.

Access by PIN or link

The PIN is read out over the phone; the short link is pasted into the SMS, email or chat you already use.

Screen and camera

Screen sharing in both directions, plus the customer's front or rear camera.

Files and chat

Documents, photos, messages and links, in both directions and without leaving the call.

0 downloads

no apps or plugins for the customer

2 directions

agent and customer both share

6 characters

the PIN read out over the phone

3 modes

Web ACD, your CCaaS or Web App

Source: interactivepowers.com/en/solutions/remote-viewer · Remote Viewer technical documentation

HOW IT WORKS

From the call to the shared session, in five steps

The web session joins the call without touching it: they are two independent channels. If one drops, the other carries on.

01

The call

The customer is already on the phone with the agent, on the usual line.

02

The widget

The agent clicks Connect and RMV creates the session with its PIN and link.

03

The access

The agent reads out the PIN or pastes the link into their system's SMS, email or chat.

04

The presence

The agent sees when the customer joins and whether they are still connected.

05

The collaboration

Screen, camera, files and chat, with the conversation on the phone.

With or without video

The camera is enabled by role, or the session stays as web collaboration.

Web audio muted

The browser microphone starts muted, so the voice is not duplicated.

Automatic or manual entry

Each role joins on page load or with a click, depending on the configuration.

When the agent closes the session, the link and its PIN cease to exist.

Source: Remote Viewer technical documentation — first steps and use-case configuration



Did you know your agent can see what your customer sees without either of them hanging up the phone?

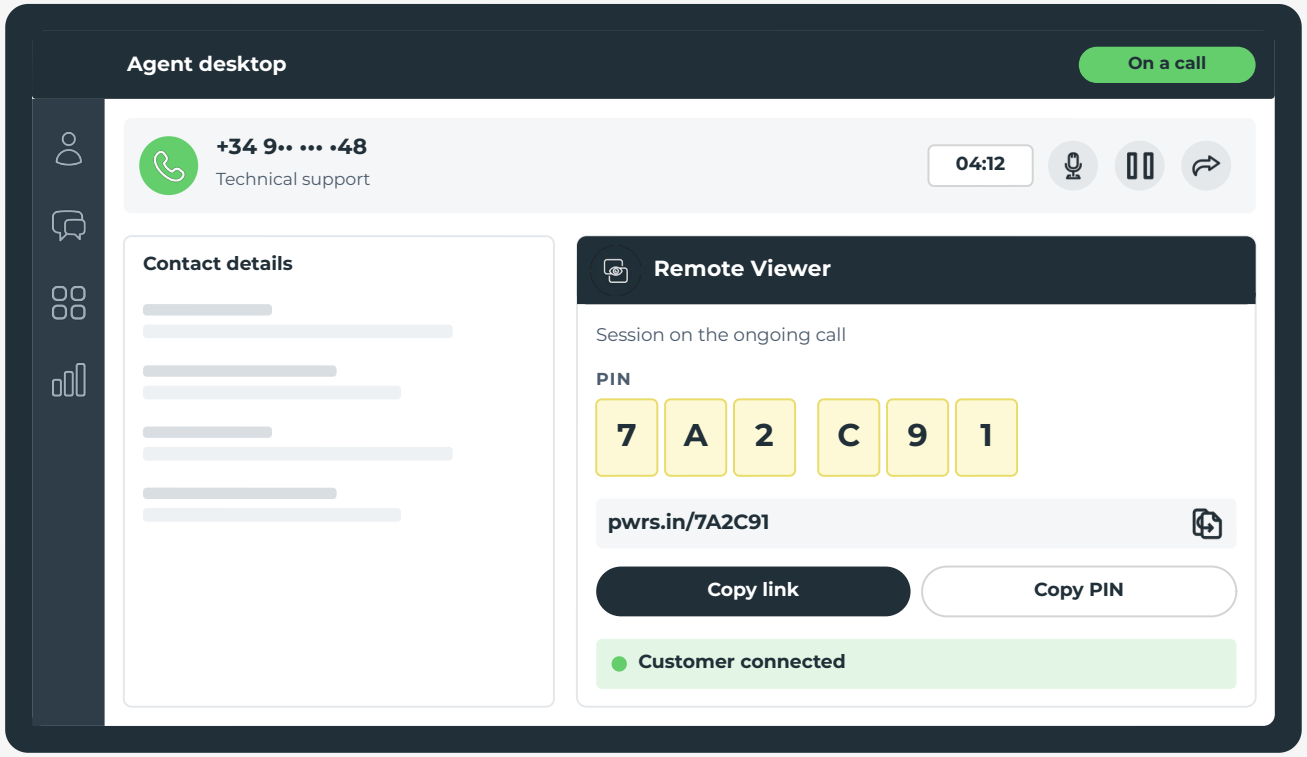


Interactive **Powers**

IN THE AGENT DESKTOP

It opens where the agent already works

RMV is not another console: it is a widget that sits next to the call, in the agent desktop.



Mock-up with synthetic data: the ongoing call at the top and the RMV widget with the PIN, the link and the customer's presence.

A widget in the desktop

It loads in Web ACD Applications or in your CCaaS agent desktop. One button, Connect, creates the session.

PIN and link in view

The session shows its short link and its PIN, ready to read out or to copy and paste.

Presence in view

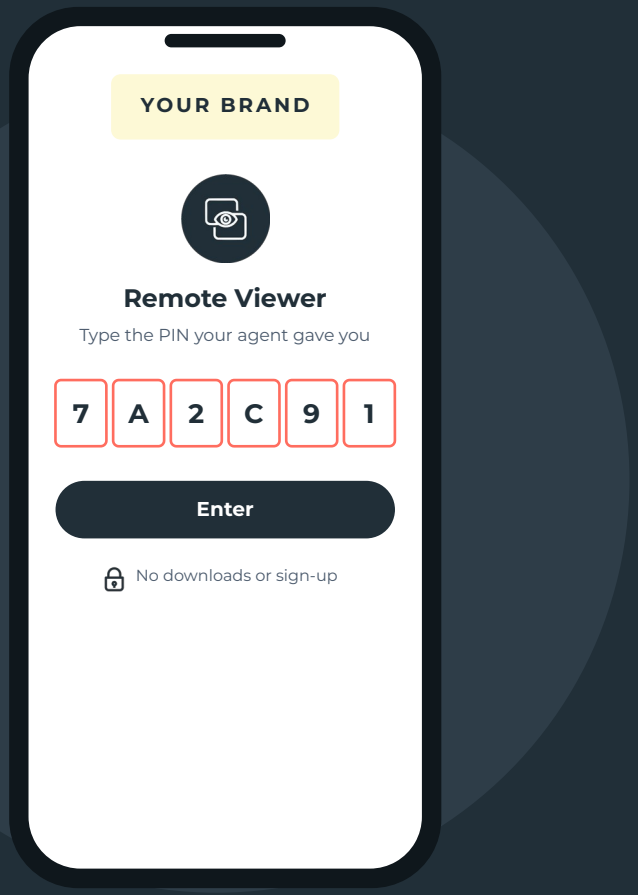
The widget shows when the customer joins and while they stay connected: nobody has to ask whether they are in yet.

Source: Remote Viewer agent desktop widget · Remote Viewer brochure

THE ACCESS

A PIN you read out, or a link you share

The customer is on the phone and may be sitting at their computer. RMV gives them two ways in, and both fit within the same call.



- **PIN** — the code of the short link: read out over the phone, the customer types it into the access page from any browser.
- **Short link** — copied and pasted into the SMS, email or chat the agent already uses in Web ACD or in their CCaaS.
- **Your domain** — the Interactive Powers shortener publishes the link under your company's domain.
- **Your brand** — the PIN page is customisable too: your logo and your colors, not ours.
- **No sign-up** — the customer creates no account and installs nothing: they open the page and join.
- **Expires with the session** — when the agent closes the session, the link and its PIN cease to exist.

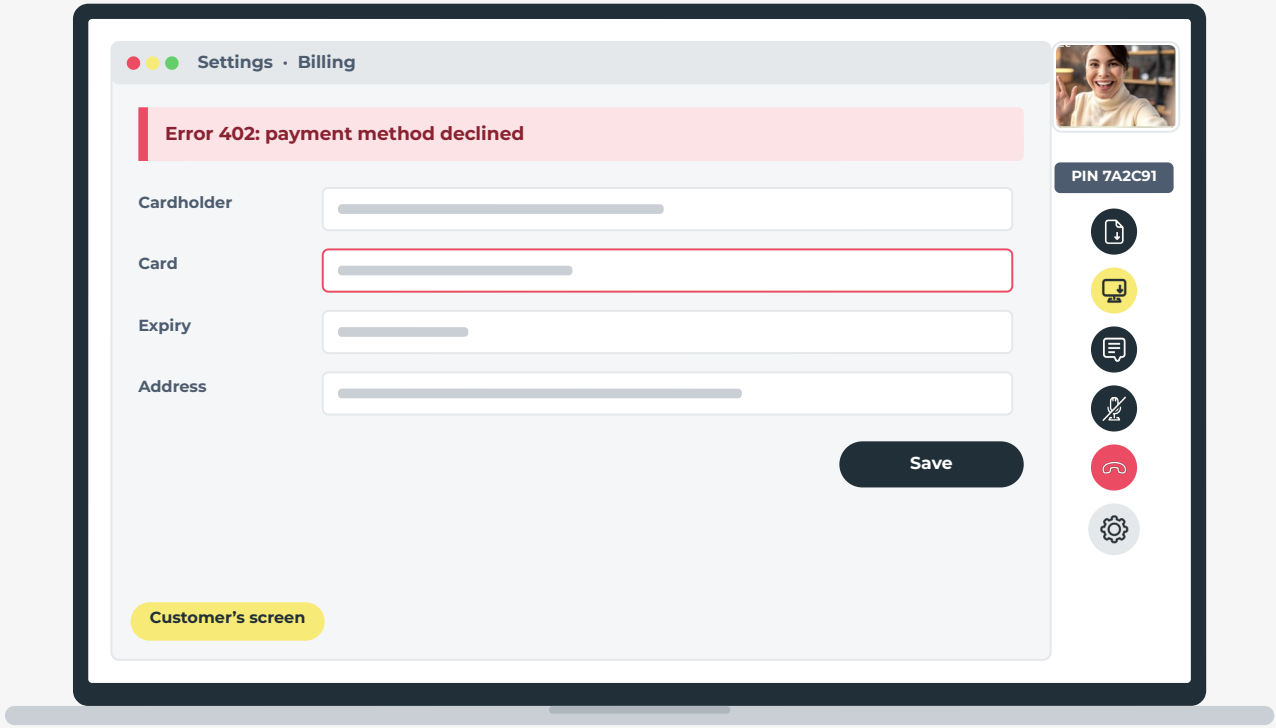
On the phone, a PIN works best. On a digital device, copying and pasting the link works best.

Source: interactivepowers.com/en/solutions/remote-viewer — URL shortener and PIN access

DUAL SCREEN

Screen sharing in both directions

Sometimes the agent shows a procedure; sometimes the customer shows the error. RMV does both in the same session.



On the right, the floating action button with the session PIN: files, screen (active), chat, mute, hang up and settings.

The agent shows

A form, a document or the steps of a procedure, without sending screenshots.

The customer shows

The error message or the exact screen where they got stuck.

App, window or desktop

The browser asks what to share: an application, a window or the whole desktop.

Nothing without consent

The other party accepts the request before seeing anything, and sharing stops with one click.

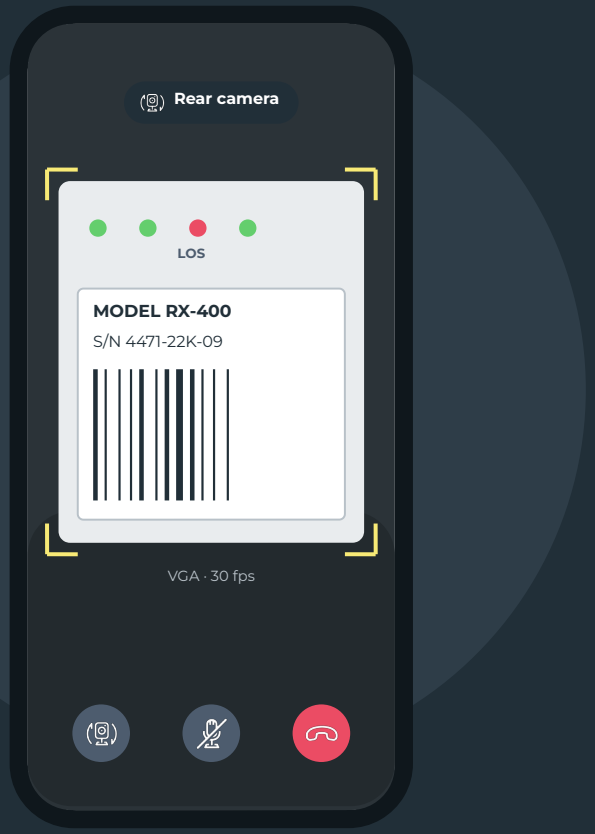
The screen is shared from a computer: mobile browsers do not allow it. From a phone, the customer shows the camera.

Source: Remote Viewer technical documentation — usage: screen sharing

THE CAMERA

What matters is what the customer has in front of them

You rarely need to see the customer's face — rather a meter, a label or a warning light. The phone's rear camera takes care of it.



Rear camera in one tap

The customer switches from the front to the rear camera with a button.

Quality to measure

Resolution from QVGA to 4K, frames per second and room quality are all configurable.

Face to face, if needed

The agent's and the customer's video are enabled separately, depending on the process.

Agent virtual background

A brand image or blur behind the agent, whenever their camera is on.

To read a serial number, resolution beats smoothness: it is set in the configuration, not on every call.

Source: Remote Viewer use-case configuration (flipCamera, resolution, frameRate, quality, virtualBackground)

FILES AND CHAT

Files and messages, without leaving the call

Whatever gets misheard over the phone arrives in writing: an address, a reference, a case number or the full document.

Files in both directions

The agent sends a document; the customer sends back a photo or a receipt.

Direct download

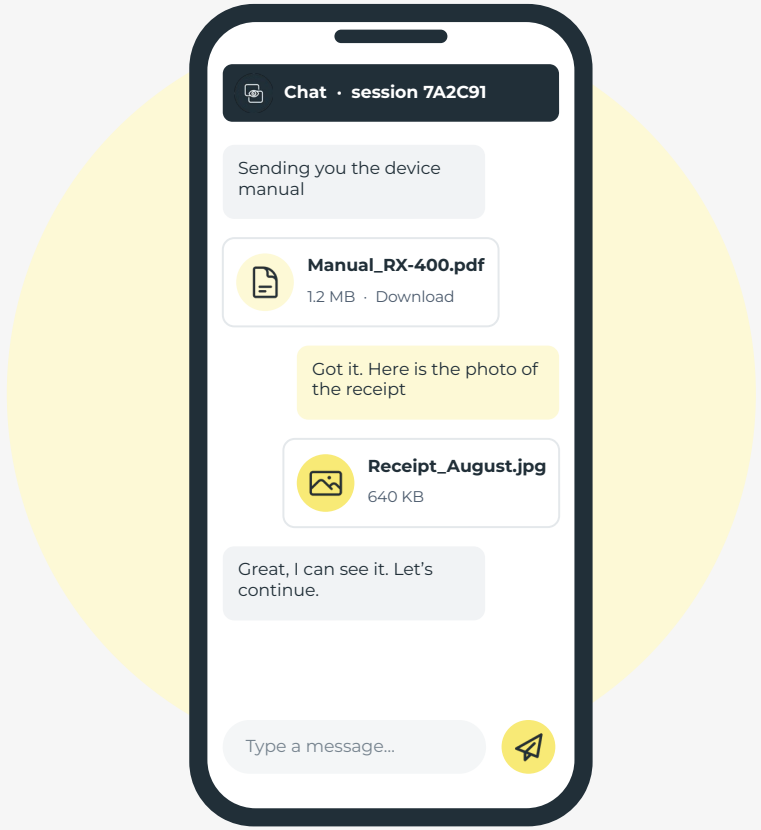
The file opens or downloads from the session, without going through email.

Live chat

Text, emojis and clickable links, next to the shared screen or camera.

Nothing to spell out

Addresses, references and numbers arrive in writing and without typos.



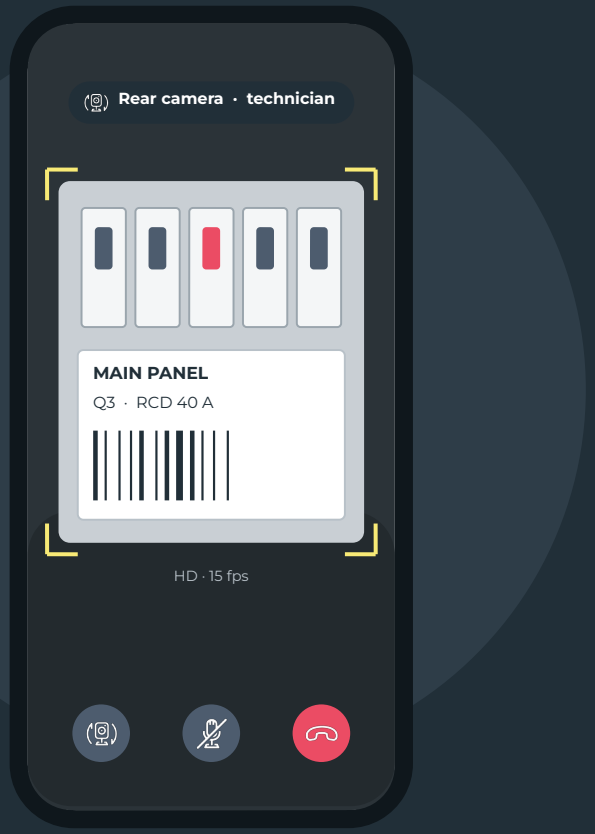
No email attachments and no callbacks to confirm receipt: it all happens inside the session.

Source: Remote Viewer technical documentation — usage: chat and files

AGENTS IN THE FIELD

For the technician out in the field, too

RMV does not need a contact center on the other side. A technician calls their support center and the expert sees what they see.



1 The technician calls

From their phone, to their support center or to an expert colleague.

2 The expert opens RMV

Creates the session and reads out the PIN, or pastes the link into a message.

3 The installation in view

The technician shows what is in front of them with the rear camera.

4 The documentation arrives

The expert sends the diagram or the manual, and guides by voice.

With Field Service VGO, RMV joins the scheduled video call to share screen and files.

USE CASES

Wherever a call needs a picture

The pattern repeats in any sector that serves by phone: the customer is on the line, and what needs solving is seen, not told.

Technical support

See the error on screen or the device's warning light before escalating or sending a technician.

Insurance and claims

The policyholder shows the damage with the rear camera and sends the photos on the same call.

Banking and services

Review a document together or guide a procedure on screen, step by step.

Utilities and telecom

Read a meter, a label or a serial number without the customer spelling it out.

Public sector

Walk a citizen through an online procedure without asking them to visit an office.

An add-on, not a project

RMV switches on over the operation you already have: it does not change the telephony, the queues or the agent desktop. It joins the call whenever a picture is needed.

HYPER-PERSONALIZATION

Your brand, your channels and your rules

RMV adapts without touching the product: the brand, the languages and what each role can do are set in the configuration.

Logo and notices

Your logo and messages on the PIN page.

Brand theme

Colors and logo per theme, chosen in the URL.

Languages

The interface in your customer's language.

Your own domain

The shortener publishes the link under your domain.

Copy and paste

The link goes out by your SMS, email or chat.

Audio on / off

Muted by default when there is a call.

Video on / off

By role: agent, customer or neither.

Shortener and PIN

Short link or PIN, depending on the channel.

A single configuration file

config.json

```
{
    "startMuted": true
    "audio": false
    "video": { guest: true, admin: true }
    "screenSharing": true
    "flipCamera": true
    "resolution": "vga"
    "frameRate": 30
    "shortener": { enabled: true }
    "livechat": { emojis: true }
    "virtualBackground": "blur"
}
```

Illustrative extract of the use case's config.json file.

Source: interactivepowers.com/en/solutions/remote-viewer — Customization · Remote Viewer use-case configuration

DEPLOYMENT

In Web ACD, in your CCaaS or as a Web App extension

The product is the same; what changes is where the agent opens it. Choose by the platform that already runs your service.

Web ACD application

For contact centers on Web ACD

- **In Applications** — loads as an add-on, no separate tool.
- **Next to the call** — the agent stays in the same workspace.

Widget in your CCaaS

For contact centers on another suite

- **In the desktop** — a widget in the agent desktop.
- **No migration** — your telephony and queues stay as they are.

Web App extension

For teams without a contact center

- **Just a browser** — for internal support or technicians.
- **On the move** — from a laptop or a tablet.

A Video RTC use case, not another server

It deploys with Video RTC — in our cloud or on your infrastructure — and is configured in a single file.

BROWSERS

Chrome · Safari · Firefox · Edge · Opera

SYSTEMS

Windows · macOS · Linux · iOS · Android

NETWORKS

Ethernet · WiFi · 4G/LTE · 5G

PLATFORM

Video RTC, cloud or on-premises

Source: Remote Viewer brochure (browsers and systems) · Remote Viewer and Video RTC technical documentation

SECURITY AND PRIVACY

Privacy by design in every session

Seeing a customer's screen or home means entering a private space. RMV shares only what is accepted and keeps nothing of what is seen.

256-bit encryption

Connection encrypted with 256-bit AES over SSL, with no downloads or plugins on the customer's device.

No internal recording

RMV does not record the session: what is shared is seen live and is not stored.

No user data stored

The customer joins with a PIN or a link, with no account or sign-up to keep.

Nothing without permission

Camera, microphone and screen ask the browser for permission; the screen also asks the other party.

Links that expire

When the agent closes the session, the short link and its PIN cease to exist.

GDPR and hosting

GDPR-ready. In the AWS cloud, the certifications are AWS's, not those of Interactive Powers.

Source: interactivepowers.com/en/solutions/remote-viewer · Remote Viewer brochure · Security and Compliance 2026

COMPARISON

Where RMV parts company with the usual alternative

	The usual alternative	Remote Viewer RMV
The conversation	Often moves to a meeting or another app, with its own audio	**Stays on the phone; the session joins the call**
Customer access	A link by SMS or email: you need the customer's number or address	**A PIN read out, or a short link pasted into any channel**
What is shared	The customer's camera, or their browser inside your website	**Screen and camera in both directions, plus files and chat**
Where the agent works	Another console, or a third-party integration	**A widget in their desktop: Web ACD, your CCaaS or Web App**
Deployment	Usually, the vendor's cloud	**Cloud or on-premises, on Video RTC**
Brand	The vendor's, customisable depending on the plan	**Your logo, your theme, your languages and your domain**

"The usual alternative" summarizes patterns published on the product pages of CCaaS suites and of meeting, visual assistance and remote support tools, reviewed in September 2026. Vendor-specific comparisons available on request.

THE SUITE

RMV is backed by a complete suite

RMV runs on the WebRTC technology of Video RTC and opens from Web ACD, from your CCaaS or as a Web App.



Smart IVR

AUTOMATION LAYER

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



Web ACD

DISTRIBUTION LAYER

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

+ Remote Viewer RMV



Video RTC

MEDIA GATEWAY

Hybrid SIP + WebRTC gateway for browsers, mobile devices and kiosks. The RMV session runs on it.



Video REC

RECORDING LAYER

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

SOLUTIONS

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

What RMV does not do: the call is placed by your telephony or Web Caller; guiding the customer's browser is CoBrowsing; distributing calls is Web ACD.

Source: interactivepowers.com — platforms and solutions · Remote Viewer technical documentation

COMMERCIALS

Channel-based subscription, on Video RTC

RMV runs with Video RTC and is contracted by subscription, by channel — not by agent seat — whether as a Web ACD or CCaaS add-on or as a Web App extension.

Channel-based subscription

The unit is the Video RTC channel: you pay for capacity, not a named license for every agent.

On Video RTC

RMV runs on the Video RTC platform, in our cloud or on your infrastructure, with no extra server.

On top of what you have

It adds to your telephony and your ACD: no platform change is needed to get started.

Email and phone support

From teams covering business hours in CET and EST.

What this means in practice

You pay for the channel capacity you use, not for every agent who could open a session: cost follows actual business usage. And because the voice stays on your line, there are no new minutes to buy for talking.

REMOTE VIEWER RMV · ADD-ON FOR WEB ACD AND CCAAS

Show me, without hanging up.



Let us show you a complete session on your own use case: opened from the agent desktop, with the customer in by PIN, screen and camera shared, and the call untouched.

Talk to Sales **Request a Demo**

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