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

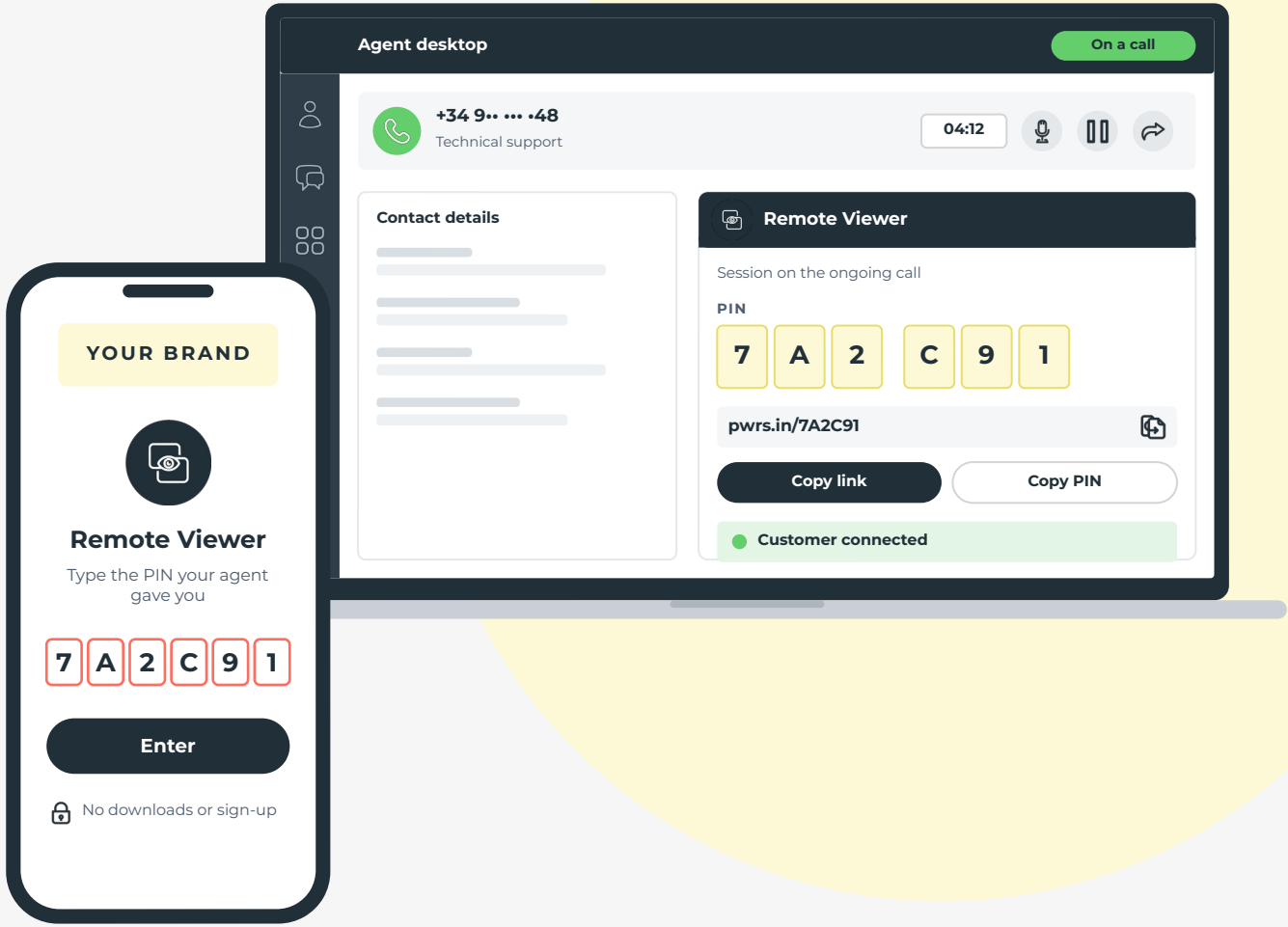
One click on the widget in their desktop, without leaving the call they are handling.

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**

CAPABILITIES

Desktop, access, screen and camera in one session

Everything a call that needs to be seen requires, from the agent's widget to the file that reaches the customer.

A widget in the desktop

Connect, in Web ACD Applications or in your CCaaS, creates the session with the customer's presence in view.

PIN or short link

The PIN is read out over the phone; the link is pasted into your SMS, email or chat. It expires when the session closes.

Dual screen

Agent and customer share an app, a window or the whole desktop, always with prior consent.

Rear camera

The customer shows what is in front of them, with quality set from QVGA to 4K.

Files and chat

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

Technicians in the field

A technician calls their support center and the expert sees what they see, without traveling.

Plus: floating action button, agent virtual background, audio and video by role, and RMV as an add-on to Field Service VGO.

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

DEPLOYMENT, BRAND AND SECURITY

Your platform, your brand and your privacy

RMV opens in Web ACD, in your CCaaS or as a Web App extension, and runs on Video RTC in our cloud or on your infrastructure.

Web ACD application

Loads in Applications, next to the call.

Widget in your CCaaS

In the agent desktop, with nothing to migrate.

Web App extension

Just a browser, for support or technicians.

Your brand

Logo, theme, languages and the PIN page in your colors.

Your own domain

The shortener publishes the link under your company's domain.

Encryption and privacy

256-bit AES over SSL, with no internal recording and no user data stored.

Links that expire

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

Chrome, Safari, Firefox, Edge and Opera · Windows, macOS, Linux, iOS and Android · Ethernet, WiFi, 4G/LTE and 5G

Source: Remote Viewer brochure · Remote Viewer and Video RTC technical documentation · 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.

USE CASES AND COMMERCIALS

Where it fits and how it is contracted

The RMV pattern — a call under way that needs a picture — repeats in any sector that serves by phone.

Wherever a call needs a picture

- **Technical support**
- **Insurance and claims**
- **Banking and services**
- **Utilities and telecom**
- **Public sector**

Application scenarios, not customer references.

Channel-based subscription, on Video RTC

RMV runs with Video RTC and is contracted by subscription, by channel — not by agent seat — in Web ACD, in your CCaaS or as a Web App. You pay for the channel capacity you use, not for every agent who could open a session; 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**

IntPowers interactivepowers.com