IntPowers

PLATFORM · VIDEO CALL RECORDING

Video REC

Don't just hear it. See it. Prove it.

A reliable, scalable video call recording platform purpose-built for the suite's video-first contact centers — capturing, storing and archiving the whole face-to-face interaction, not just the audio.

RAW / SD / HD
multi-format capture

S3 + Glacier
two-tier storage

SSO · OTP
access security

AWS-managed
cloud service

2026 Product Brochure · Short edition

THE VIDEO STORAGE PLATFORM

Two storage tiers: fast access, then deep archive.

Main storage

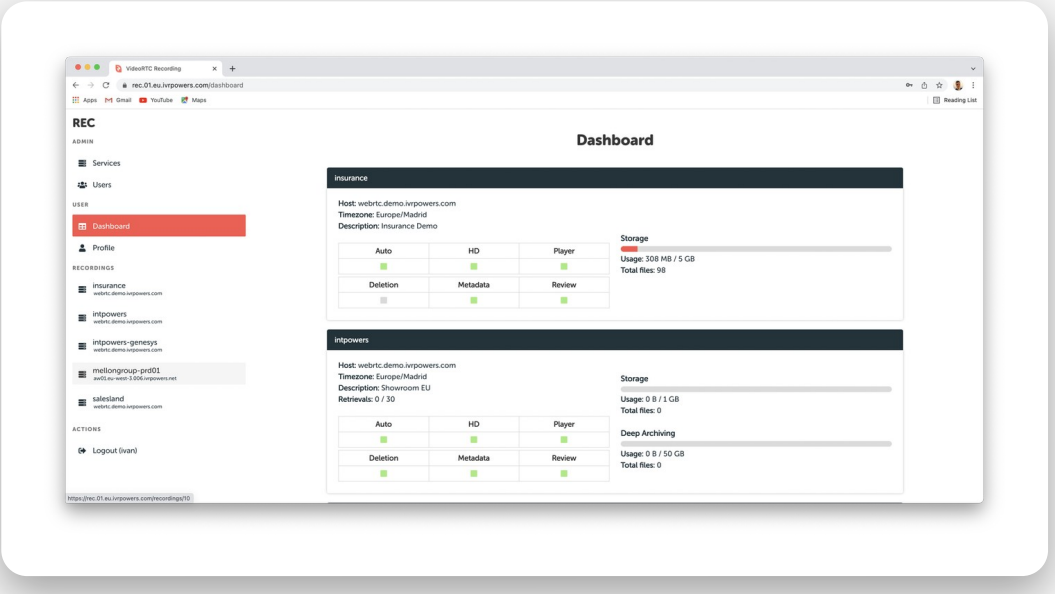
Every recording lands in a regional S3 bucket, ready for playback.

Archive storage

Deep Archiving moves older recordings into low-cost Glacier vaults.

Your bucket, your keys

Recordings stay under your organization’s own control.



THE GAP

Most recorders capture the screen. Not the face.

Video is now how contact centers meet regulated, high-trust customers face to face. The recording layer built for the audio era hasn't caught up.

Audio first, video an afterthought

AI investment absorbed by M&A

Compliance without the evidence

Video REC starts from the face, not the screen.

Purpose-built via the same SPLIT protocol that powers Video RTC, so what gets recorded is the live video interaction itself — not a bolt-on capture of somebody's desktop.

Native SPLIT-protocol video recording of the actual live interaction — not a bolted-on desktop capture.

Positioning based on published capability pages of leading compliance-recording vendors, reviewed August 2026

THE PLATFORM

Built to record the interaction, not just the audio

Video REC is a reliable, scalable video call recording platform for contact centers, providing two levels of regional storage and long-term archiving with automatic post-processing — fully managed on AWS.

Native video capture

Records live video contact-center interactions via the SPLIT protocol — not a screen-share bolt-on.

Multi-format output

RAW, MP4 SD or MP4 HD, with automatic post-processing merging streams into one mixed file.

Two-tier storage

A fast-access bucket plus a deep-archive vault, so cost tracks how old — not how important — a recording is.

Fully managed

Unpacked, deployed and certified by the IntPowers team on AWS — no infrastructure of your own to run.

RAW → MP4
SD / HD automatic post-processing

100GB–1TB
storage unit tiers

256-bit AES
in transit & at rest

Cloud-managed
provisioned for you

Source: wiki.ivrpowers.com/en/videorec/start, /first-steps

DIFFERENTIATOR

What it means to actually record video, not just audio

Not screen capture with a compliance label on it. The live video interaction itself, archived under your own control.

Captures the face, not just the voice

Native SPLIT-protocol video recording of the actual live interaction — not a bolted-on desktop capture.

Purpose-built with Video RTC

Same protocol, same architecture, engineered together — not a third-party integration project.

Your bucket, your keys

Use your own S3 bucket and encryption keys — recordings stay under your organization's control.

Transparent storage economics

A published per-minute sizing table, not a black-box quote — see the worked example ahead.

Open to any analytics stack

Structured metadata exports to the speech-analytics vendor of your choice — no forced bundle.

Every review, logged

Reviewed/QM status flags plus full user-activity audit logging, so the audit trail is as real as the recording.

The headline finding: of six compliance-recording vendors reviewed, none natively records webcam video as a first-class channel — all bolt on screen capture instead.

Source: wiki.ivrpowers.com/en/videorec/faq, competitor product pages reviewed August 2026



Did you know a Video Contact Center requires special handling when processing its recordings?

Interactive Powers

CAPABILITIES

Metadata, review, export and access — one platform

Custom metadata scripts

A script built for your deployment calls your ACD platform to fetch and attach call metadata automatically.

Reviewed status flags

Recordings can be marked Reviewed — and, distinctly, flagged "not approved" — capturing a QM team's judgment with the file.

Structured metadata export

Recordings and their metadata are organized for external speech-analytics systems to consume directly.

SFTP push

Custom post-processing scripts commonly push finished recordings to your own external servers securely.

SSO via SAML

Signed AuthnRequests, encrypted assertions, full IdP/SP metadata configuration — added v2.14.0, May 2025.

AWS-inherited certifications

SOC 1, 2 & 3, ISO 27001 and FedRAMP/FISMA reports from AWS's own audited infrastructure underpin the platform.

Source: wiki.ivrpowers.com/en/videorec/changelog, Source: interactivepowers.com/en/platforms/videorec, Source: wiki.ivrpowers.com/en/videorec/extensions

THE SUITE

Video REC is the compliance layer for three more products

Each platform stands alone and speaks standard protocols — but bought together they behave as one system, with no integration project in between.



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.



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.

Cloud Services · hosting, monitoring and managed operation across all four platforms

Source: wiki.ivrpowers.com/en (platform documentation)

COMPARISON

Where Video REC parts company with audio-first recorders

	A typical compliance recorder	Video REC
Video capture	Screen recording of the agent's desktop, an add-on tier	**Native recording of the live video interaction itself**
Analytics approach	Closed, built-in AI module, often behind a higher tier	**Open export to the speech-analytics vendor of your choice**
Storage model	Pooled, multi-tenant, vendor-controlled	**Customer-owned S3 bucket and encryption keys**
Storage sizing	Quote-based, opaque	**Published per-minute table and worked example**
Compliance posture	Independently held certifications (varies by vendor)	**Built on AWS's independently audited infrastructure**

"A typical compliance recorder" summarizes patterns published on the capability pages of NICE, Verint, CallCabinet (now Smarsh), Red Box, Uniphore and Calabrio, reviewed August 2026. Specific vendor comparisons available on request.

IN PRODUCTION & COMMERCIALS

Running where the evidence matters, priced by storage

Industries served (suite-wide client base)

- **Financial Services**
- **Public Sector**
- **Healthcare**
- **Telecom & Utilities**
- **BPO & Services**

Video REC operates as the recording layer for suite deployments across Latin America and Europe, including a suite-level reference at Atento — confirm exact scope with your account team. Named references available under NDA.

Storage-tiered, not metered by the call

Video REC is provisioned as a managed service and sized to a storage tier — Type 1 (100GB), Type 2 (500GB) or Type 3 (1TB) — not billed per minute or per agent seat. IntPowers provisions and operates the service on your own S3 bucket and encryption keys; pricing is quote-based, sized against your actual retention and format mix.

Per-minute or per-seat recording fees are hard to forecast when video call volume is exactly what you're trying to grow. Storage-tiered pricing turns that into a line item you can actually budget.

Source: interactivepowers.com/en/success-cases; Source: wiki.ivrpowers.com/en/videorec/first-steps

VIDEO REC · VIDEO CALL RECORDING

Record the whole interaction. Prove it.



Let us show you a video call captured, stored and archived end to end — with a worked sizing estimate for your own traffic, and a clear answer on what's inherited and what's independently audited.

Talk to Sales Request a Demo

IntPowers interactivepowers.com