IntPowers

PLATFORM · VIDEO-CENTRIC ACD

Web ACD

Video is a channel, not an add-on.

The convergent voice and video ACD for contact centers that meet their customers face to face — routed, supervised, recorded and reported by one platform, deployed wherever your data has to live.

19	3	SD–4K	Cloud / on-prem
locales	user roles	adaptive video	deployment

2026 Product Brochure · Full edition

THE SMART ROUTING PLATFORM

The distributor at the center of the platform.

Queued and skilled

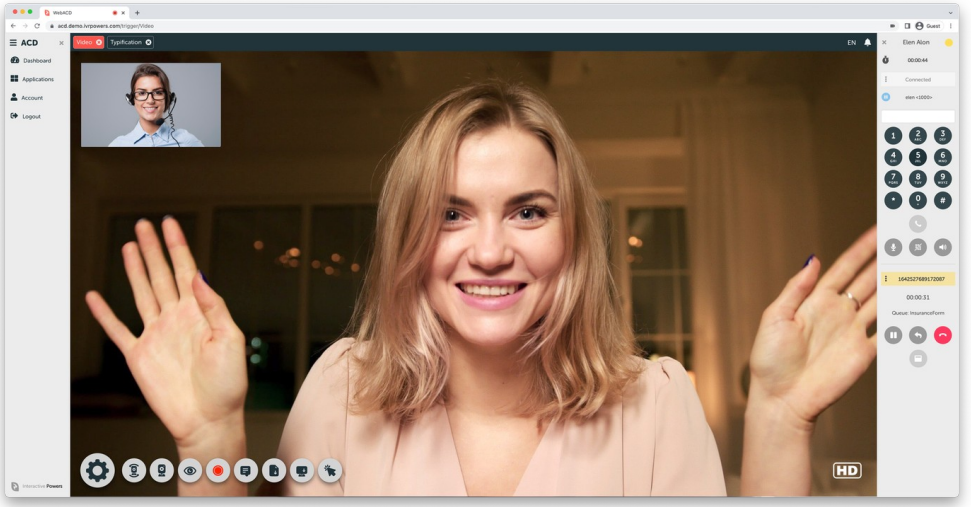
Video calls enter the same queues and rules as voice.

Supervised live

Monitor video interactions from the same panel as voice.

Recorded and archived

Native integration with Video REC for every call.



THE GAP

Everyone says omnichannel. Almost nobody routes video.

Contact center platforms have spent a decade adding channels — chat, email, SMS, social, messaging apps. Video is the one channel that keeps getting treated as an exception.



Missing from the channel list

Video simply does not appear among the routable interaction types, so there is nothing to queue, staff or report on.



Priced as a paid add-on

Video exists, but outside the bundle — metered separately, which quietly discourages the teams who would use it most.



Delegated to a third party

Video arrives through a marketplace plug-in, with its own console, its own recording and its own support path.



Web ACD starts from the other end.

It was built as a video-centric agent desktop with an automatic call distributor inside it — so a video call is queued, skilled, transferred, supervised, recorded and reported exactly like a phone call, on the same platform, in the same license.

Positioning based on published capability and pricing pages of leading CCaaS suites, reviewed August 2026

THE PLATFORM

A web-responsive business phone with an ACD inside

Web ACD is a software-based, 100% packaged platform that turns any modern browser into a full contact center endpoint. It supports WebRTC natively, connects to existing contact centers over standard SIP, and runs on Linux Debian 64-bit — on your own servers, on a virtual machine, or on AWS.

Convergent by architecture

One interface, one queue engine and one report set for phone calls and video calls alike.

Video-centric by design

The desktop was laid out around the video pane first, not retrofitted around a softphone.

Deploy anywhere

Cloud, on-premises or virtualized — the same build, so data residency is a choice, not a constraint.

Open and interoperable

Standard SIP trunking, WebRTC browsers, and SPLIT for hybrid RTC connectivity to platforms you already run.

256-bit

AES / SSL encryption

Hundreds

of agents per instance

19 locales

EN · ES · PT · HU

Seat-based

subscription or license

Source: wiki.ivrpowers.com/en/webacd, /faq

DIFFERENTIATOR

What it means for video to be a real channel

Not a meeting link sent from a chat window. A video interaction that the distributor owns end to end.

Queued and skilled

Video calls enter the same queues, with the same distribution strategies and agent assignment rules as voice.

Transferable

A video call can be transferred to another service, extension or agent — including to a plain phone extension.

Supervised live

Supervisors monitor video interactions in real time from the same panel they use for voice.

Recorded and archived

Native integration with Video REC captures HD video for quality, compliance and dispute resolution.

Adaptive quality

Video adapts from LD through SD and HD to Ultra HD according to the bandwidth actually available.

Measured after the call

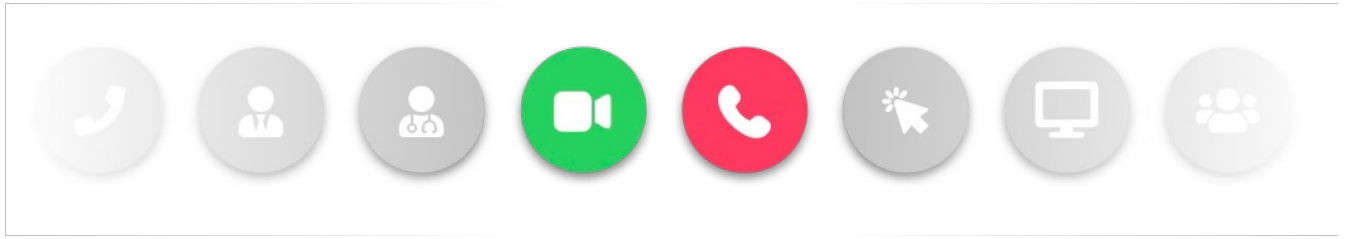
Post-video-call events trigger automatic surveys, so video gets its own satisfaction data — not a blended average.

Entry points: any WebRTC-compliant browser, iOS and Android devices, and self-service kiosks.

Source: wiki.ivrpowers.com/en/webacd/faq, /videortc



Did you know you can transform teamwork and your processes with new tools?



Interactive Powers

ROUTING

The distributor at the center of the platform

Queue distribution strategies

Round Robin | Random | Simultaneous | Time Based | Talk Time

Queues and routes

Build inbound and outbound flows with dedicated queue and route objects, each independently configurable.

Dynamic agent assignment

Adding or removing an agent from a queue updates membership automatically, with visual feedback in the panel.

Pause management

Standard and custom pause types, pause timers, auto-pause per queue, and pause state preserved across reconnects.

Triggers on call events

Queue triggers fire on call events and can open an app in an iframe or a new tab, auto-closing at call end.

Transfers and blending

Inter-user transfers from a queue, agent-to-agent transfer, plus inbound and outbound campaign handling.

Auto-answer

SIP users can auto-answer with an audible beep, removing the pickup delay on high-volume queues.

Source: wiki.ivrpowers.com/en/webacd/faq, /webacd/configuration, /webacd/changelog

AGENT EXPERIENCE

A desktop built around the conversation

Agents work in a single browser workspace: the video pane and phone controls on one side, the applications your business runs on the other. Nothing to install, nothing to alt-tab between.

Full softphone

Dialpad with key tones, DTMF during calls, and ringing tone between extensions.

Personal statistics

Each agent has a page for their own daily activity — calls, pauses and connected time.

Call history

A call history button on the phone and a Latest Calls view for the working day.

Embedded applications

Business apps open inside the desktop or in a new tab, passing user and name variables.

OS notifications

Incoming call notifications surface even when the web app is in the background.

Requirements check

A built-in check verifies microphone, speaker and browser support before the shift starts.

Touch and mobile ready

Sleep-mode prevention on touch devices and a responsive layout for tablets and phones.

Dark Mode

A full dark interface for low-light rooms and long or late shifts.

Source: wiki.ivrpowers.com/en/webacd/changelog, /webacd/usage

SUPERVISION

Real-time control, with permissions that fit the team

Live queue monitoring

A real-time Queues panel with per-queue statistics, agent status and talking indicators, refreshed over websockets.

Whisper, listen and transfer

Coach an agent mid-call, listen in for quality, or move an interaction without dropping the customer.

Broadcast to agents

Send a supervision message to the whole floor or direct it to specific agents during a peak.

Graded permissions

Supervisors can be granted a narrower scope — queue listing, editing a subset of queue parameters, or agent management.

Attention thresholds

A maximum attention time parameter per queue makes service-level breaches visible as they happen.

Full roster visibility

Show offline users in the dashboard to see the whole team, not only who happens to be connected.

Source: wiki.ivrpowers.com/en/webacd/changelog, /webacd/usage

ANALYTICS

Reporting your business intelligence team can actually use

Web ACD ships with a library of default reports and lets administrators write and save their own queries. Report generation runs on a separate worker, so heavy extractions never compete with live call handling.

Default report library

A batch of ready-made reports covering calls, agents and pauses is installed with the platform.

Custom reports

Define, preview and manage your own report queries from the administration interface.

CDR as the source of truth

Call detail records, including the typified user field, are the base for every extraction.

Remote database mode

The reporting worker can read from a remote database, keeping analytical load off the production node.

Export to BI and speech analytics

Any report can be exported for downstream business intelligence or speech analytics processing.

Real-time counters

Connected time and agent status are available in minutes for live service-level tracking.

Source: wiki.ivrpowers.com/en/webacd/changelog, /webacd/configuration

ADMINISTRATION

Five configuration domains, one console

Staff

User profiles for administrators, supervisors and agents; status panel; supervisor permission sets.

Voice

Queues, routes, pauses and SIP trunks, each with full lifecycle management and live trunk status.

Analytics

The default report catalog plus creation, configuration and deletion of custom reports.

Platform

Network, media and SMTP settings, plus custom parameters for the deployment.

System

Lower-level parameters, license status and a system summary of the running instance.

Extensibility built into the administration layer

- **Custom PHP modules**

  extend platform behavior without forking the product

- **WebSocket API**

  query the full user roster and drive real-time actions

- **Database custom modules**

  read business data mid-call for screen-pop and typification

Source: wiki.ivrpowers.com/en/webacd/configuration, /changelog

APPLICATIONS

Extend the desktop without leaving it

Applications run inside the agent workspace and receive call context automatically, so the agent never retypes what the platform already knows.

Scheduler

Book video appointments and issue time-limited secure links to customers and agents.

Recorder

List, filter, play and download call recordings by call ID or date range from a secure panel.

Messenger

Private XMPP chat between agents and supervisors, alongside the live conversation.

Typifier

Capture structured outcome data during or after a call, written to the CDR user field.

Home Screen

Put your brand and key service information on the agent's landing screen.

Back+

Immersive background effects — blur, corporate imagery or an office scene — for video calls.

Applications open embedded or in a new tab, and can receive user, name and destination variables from the queue trigger.

Source: wiki.ivrpowers.com/en/webacd/extensions, interactivepowers.com

RELEASE TRACK

What changed in 2025 and 2026



Progressive Web App

v1.25 · MAY 2026

Install Web ACD as an app on the desktop or home screen, with faster start-up and no browser chrome.



Two-factor authentication

v1.26 · JUL 2026

Email OTP as a second factor on every login, for agents, supervisors and administrators alike.



Hungarian language

v1.23 · NOV 2025

hu_HU joins the platform, bringing coverage to 19 locales across English, Spanish, Portuguese and Hungarian.



WebRTC warm-up

v1.23.1 · DEC 2025

Microphone permission is requested at connection, eliminating audio faults on an agent's first call of the day.

Under the hood, the same period

Node.js runtime moved to 18 LTS and libraries updated · a database connection bottleneck that could block the application removed · query race conditions resolved · dark-theme table styles and layout heights corrected · WSS transport templates extended with local and external IP handling.

Source: wiki.ivrpowers.com/en/webacd/changelog (v1.22.0 – v1.26.0)

SECURITY

Protection at the session, the account and the perimeter

Encrypted in transit

256-bit AES encryption over SSL-certified transport for signaling and media alike.

Two-factor authentication

Email OTP verification on login, applied uniformly across all three user roles.

Role-based access control

Administrator, supervisor and agent roles, with supervisor scope narrowed permission by permission.

Recording under your control

Recordings are held by your Video REC instance, in the environment and jurisdiction you chose.

Auditable operations

CDR, agent and pause records give a reconstructable history of who handled what, and when.

Perimeter of your choosing

Run it inside your own network, and no interaction data has to cross an external boundary at all.

Deployment choice is a privacy control: on-premises and virtualized installations keep conversation content, recordings and reporting data inside your own infrastructure.

Source: interactivepowers.com/en/platforms/webacd, /webacd/changelog

DEPLOYMENT

The same platform, wherever it has to run

Most contact center platforms sold today exist in exactly one place: the vendor's cloud. Web ACD does not force that choice.

Cloud

Hosted and managed on AWS, with the operational model of a service and no infrastructure of your own to run.

On-premises

Packaged for Linux Debian 64-bit on your own hardware, inside your own network perimeter.

Virtualized

Licensed for Amazon EC2, VMware, Proxmox and Xen, so it fits the virtualization estate you already operate.

Hybrid

Combine them — for instance, agents in the cloud with recording and archive retained on your premises.

Why it matters for video specifically

Video is the heaviest, most personal and most regulated payload a contact center handles — a recorded face is biometric-adjacent personal data in most jurisdictions. Being able to keep video capture, storage and archive inside your own perimeter turns the hardest objection in a banking, healthcare, insurance or public-sector procurement into a configuration decision.

Source: wiki.ivrpowers.com/en/webacd/faq (installation, hosting and licensing sections)

SCALE

Engineered to grow without re-platforming

Hundreds of agents per instance

Concurrency depends on the codecs and processes enabled, and scales with the resources you give it.

Resilient sessions

A five-minute reconnection grace period preserves agent state, and disconnect dialogs surface socket loss immediately.

Load-balanced video

Video services distribute across Video RTC gateways, so media capacity grows independently of the ACD.

Separated workloads

Report generation runs on its own worker and can target a remote database, isolating analytics from live traffic.

Built for AWS scale-out

Designed, built and packaged for deployment in AWS cloud environments as well as private infrastructure.

Pooled database access

Connection pooling replaced single-connection access, removing a bottleneck under sustained concurrency.

Video quality adapts per session — LD, SD, HD or Ultra HD — according to the IP bandwidth actually available to each participant.

Source: wiki.ivrpowers.com/en/webacd/faq, /webacd/changelog

THE SUITE

Web ACD is one layer of a complete stack

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.

Video RTC is designed to interoperate with existing contact center and CCaaS platforms as well — which is how many organizations add video to a suite they have already standardized on.

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

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

AUTOMATION

Self-service and speech AI, from the same stack

Automation in a Web ACD deployment is delivered by Smart IVR, the suite's carrier-grade IVR platform — so the bot and the agent share one telephony layer, one set of trunks and one reporting trail.

Speech engines

Support for advanced TTS, STT, ASR and NLU engines, so you choose the vendor that fits your language and budget.

Conversational mode

Run touch-tone prompts and speech-recognition scripting, then switch to natural-language conversation.

VoiceXML 2.x

Built on an open W3C standard with extended tags, keeping applications portable rather than vendor-locked.

Carrier-grade concurrency

Multi-tenancy with hundreds of simultaneous calls per server for automated phone applications.

Automation and live agents on one continuum

A caller can be identified and served by a voicebot, then escalated to a queued video call with a named agent — without changing platform, losing context or crossing a vendor boundary mid-conversation.

Source: wiki.ivrpowers.com/en/smartivr

SOLUTIONS

Purpose-built engagement tools on top of the platform



Remote Viewer

Collaboration on conventional telephone calls, adding a visual layer to a voice conversation already in progress.



CoBrowsing

Browse a website alongside the visitor during a chat, phone or video call, guiding rather than describing.



Web Caller

A browser-powered virtual phone embedded in any website, connected to your own telephony systems.



Field Service

Fast video calling for professionals in the field who need to collaborate and get connected with users.



Kiosk Manager

Self-service kiosks as a video entry point, with QR pairing, dynamic PIN and fleet management.

Every one of them is a way into the same queue

A customer who starts on a website, in a mobile app, on a branch kiosk or from a field technician's phone arrives in the same Web ACD queue, is distributed by the same strategy, is supervised in the same panel and appears in the same report. The entry point changes; the operating model does not.

Source: interactivepowers.com/en (Solutions), wiki.ivrpowers.com/en

INTEROPERABILITY

Standards first, so it fits what you already run

Telephony

- Standard SIP trunking to any carrier or VoIP system
- SPLIT — hybrid SIP + WebRTC protocol for RTC trunking
- Connects to existing contact centers rather than replacing them
- Trunk configuration and live trunk status in the console

Applications

- Business apps embedded in the desktop or opened in a tab
- Call data passed by destination into custom applications
- User and name variables available to apps and queue triggers
- Queue triggers with copy and QR-code actions

Platform APIs

- Custom PHP modules to extend platform functionality
- WebSocket actions for real-time roster and messaging
- Database custom modules for mid-call business lookups
- Reporting worker able to target a remote database

Because the platform speaks standard SIP and WebRTC, Web ACD can be introduced next to an incumbent contact center and take on the video traffic first.

Source: wiki.ivrpowers.com/en/webacd/faq, /webacd/changelog, /webacd/configuration

COMPARISON

Where Web ACD parts company with the suites

	A typical CCaaS suite	Web ACD
Video as a channel	Absent, add-on priced, or a marketplace plug-in	**Native, routed by the same ACD as voice**
Video recording	Usually a separate product or partner	**Video REC, integrated in the same suite**
Deployment	Vendor cloud only, in most cases	**Cloud, on-premises, virtualized or hybrid**
Where video data lives	The vendor's region, by architecture	**Wherever you install it**
Commercial model	Per agent, per month, indefinitely	**Subscription or licenses**
Vendors in the stack	Platform, plus video partner, plus recorder	**One vendor for IVR, ACD, video and recording**

"A typical CCaaS suite" summarizes patterns published on the capability and pricing pages of leading platforms as of August 2026. Specific vendor comparisons available on request.

IN PRODUCTION

Running where the conversation actually matters

Web ACD is deployed in public services, healthcare, insurance and financial institutions across Latin America and Europe — sectors where an interaction is a case file, not a ticket.



Industries served

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

Named customer references, with deployment size and outcome detail, are available under NDA through your account team.

Source: interactivepowers.com/en/platforms/webacd (customer logos)

COMMERCIALS

Seat-based subscription, with a license available

Web ACD is contracted by subscription, by seat — a seat being one agent, supervisor or administrator — on any deployment model. For the public sector and regulated environments that need to own the license, we still offer a perpetual per-seat purchase, with an annual maintenance that covers new versions, updates and online support.

Seat-based subscription

Units are seats by role, so the commercial model matches the way the contact center is actually staffed.

Annual maintenance

Covers new versions, updates and online support — the upgrade path is included, not re-sold.

Full-function evaluation

Complete, unrestricted functionality, with limited capacity and duration, for a proof of concept.

Email and phone support

Delivered according to your license maintenance, from teams covering CET and EST business hours.

What this means over a five-year horizon

Seat-based subscription means you pay for contact center capacity, not a named license tied to each person. Cost tracks how the contact center is actually staffed — and video is inside it, not metered on top. And where your organization needs to own the license, a perpetual per-seat purchase is still available, with the same annual maintenance.

Source: wiki.ivrpowers.com/en/webacd/faq (licensing and billing section)

WEB ACD · VIDEO-CENTRIC ACD

Put a face to your contact center.



Let us show you a queued video call — distributed, supervised, recorded and reported — on your own use case, with an evaluation license and no capacity games.

Talk to Sales Request a Demo

IntPowers interactivepowers.com