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 · Short edition

THE SMART ROUTING PLATFORM

The distributor at the center of the platform.

Queued and skilled

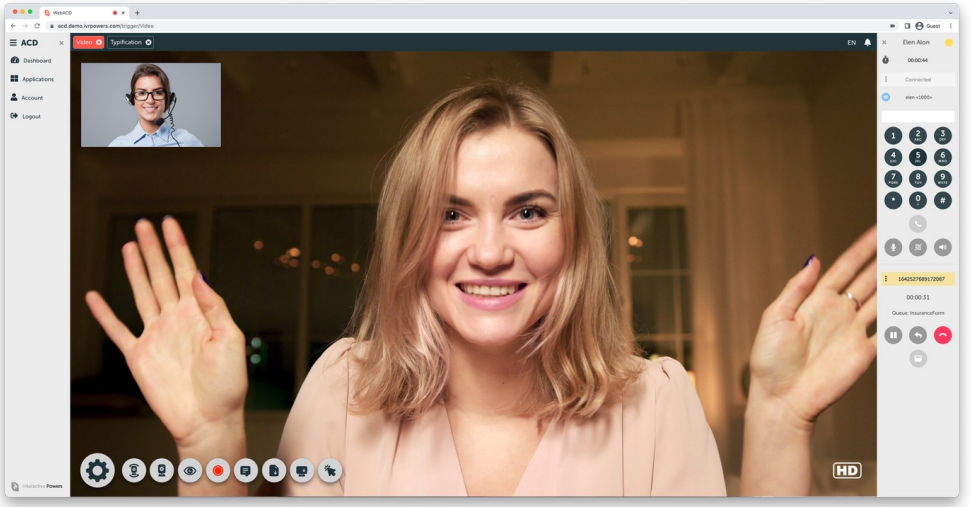
Video calls enter the same queues and rules as voice.

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

Priced as a paid add-on

Delegated to a third party

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.

Native video capture, adaptive from LD through SD and HD to Ultra HD, entering the same queues and reported alongside every phone call — not bolted on from a third-party meeting link.

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

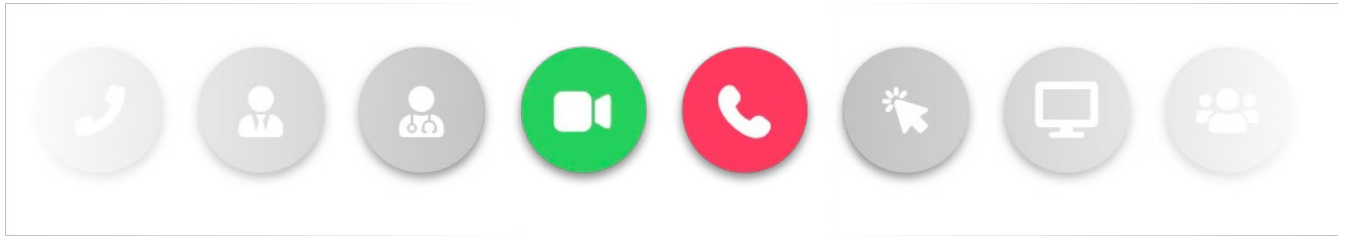
Post-video-call events trigger automatic surveys, so video gets its own satisfaction data — not a blended average.

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

CAPABILITIES

Routing, agents, supervision and security — one console

Queues and routes

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

Full softphone

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

Live queue monitoring

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

Whisper, listen and transfer

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

Default report library

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

Role-based access control

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

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

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

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

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**
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 & COMMERCIALS

Running where it matters, licensed to keep it that way

Industries served

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

Deployed in public services, healthcare, insurance and financial institutions across Latin America and Europe. Named references available under NDA through your account team.

Seat-based subscription, with a license available

Web ACD is contracted by subscription, by seat — a seat being one agent, supervisor or administrator. 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. Full-function evaluation licenses are available for a proof of concept.

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 — and a perpetual per-seat purchase is still available for organizations that need to own the license.

Source: interactivepowers.com/en/platforms/webacd; 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