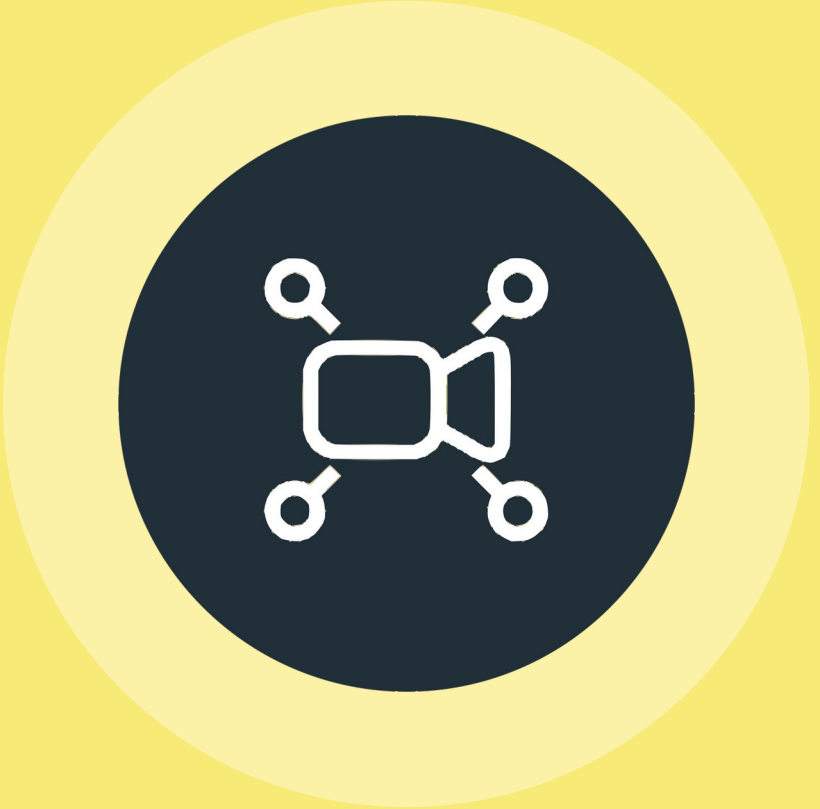
IntPowers

CONFIGURATION GUIDE · FIELD SERVICE

Field Service VGO

Branding, ads, messages, services and payments for your instance

Service: **[CLIENT]**



Interactive Powers · Version 2026.1 · October 2026

WHAT GETS CONFIGURED

Your VGO instance, in six blocks

Each customer has its own instance: its name, its brand, its messages and its services.

Name, address and languages

Service name, default URL or your own domain, and one subdomain per language.

Branding

Main logo, background logo (watermark) and favicon.

Waiting room

Up to four ads in a carousel while the customer waits.

Messages

Email and SMS templates in each language, with your wording and signature.

Services

SMTP email, SMS gateway and VoIP/SIP account for the rescue call.

Payments and settings

PayPal Business, maximum price, plan seats and attachments.

How it is applied You send the files and details to support, and Interactive Powers loads them into your instance. There is no self-service configuration panel today.

Five steps to open the service

The order for setting up an instance. Each step is detailed in the following slides.

01

Choose the name

8 to 16 characters. It names your service's URL.

02

Check browsers

Up-to-date versions on PCs, Macs, phones and tablets. No downloads, sign-up or apps.

03

Customize

Logos, favicon, languages, domain, templates, SMTP, SMS and VoIP/SIP.

04

Upload the ads

Up to four images for the waiting room.

05

Connect PayPal

Your PayPal Business account, in Live mode.

Where to send it Files, texts and credentials to support@ivrpowers.com.

What your service is called and where it lives

The service name is part of the default URL. If you prefer, the service can run on your own domain.

DEFAULT URL

en.	yourservice	.virgo.ivrpowers.com
language	service name	Interactive Powers domain

Service name

- 8 to 16 characters.
- Part of the default URL.
- Pick one that is short and recognizable to your customers.

Languages

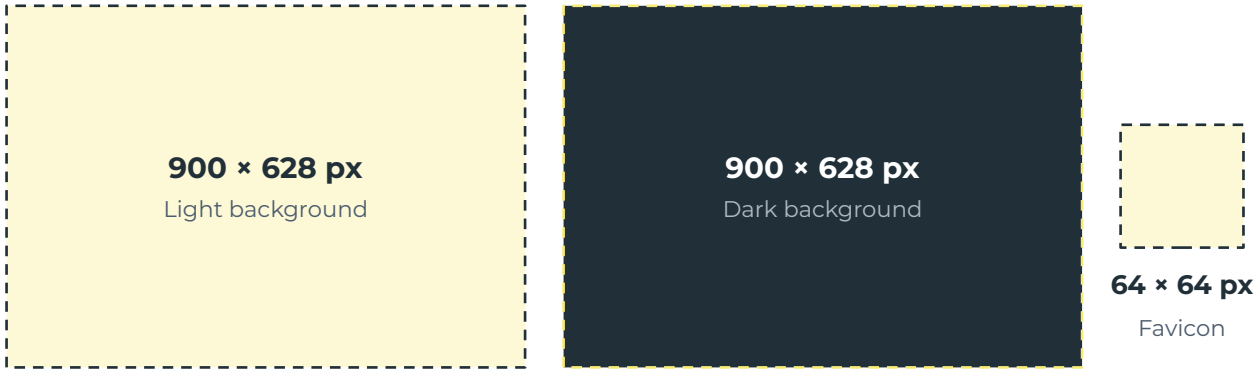
- ES, EN, PT, FR and others.
- Each language has its own subdomain (es., en., pt.).
- Screen texts and templates are loaded per language.

Own domain (optional)

- For example, video.yourdomain.com.
- You create a DNS record pointing to the IP or server name Interactive Powers provides.
- Managed by your domain provider.

Main logo and favicon

The main logo is the first thing customers and your team see: at sign-in, on the customer's screen and at payment.



True 900 × 628 ratio (≈ 1.43 : 1). Favicon enlarged for visibility.

File	Format	Size
Main logo	PNG with transparency	900 × 628 px
Logo for dark backgrounds	PNG with transparency	900 × 628 px
Favicon	Square image	64 × 64 px

Where it appears

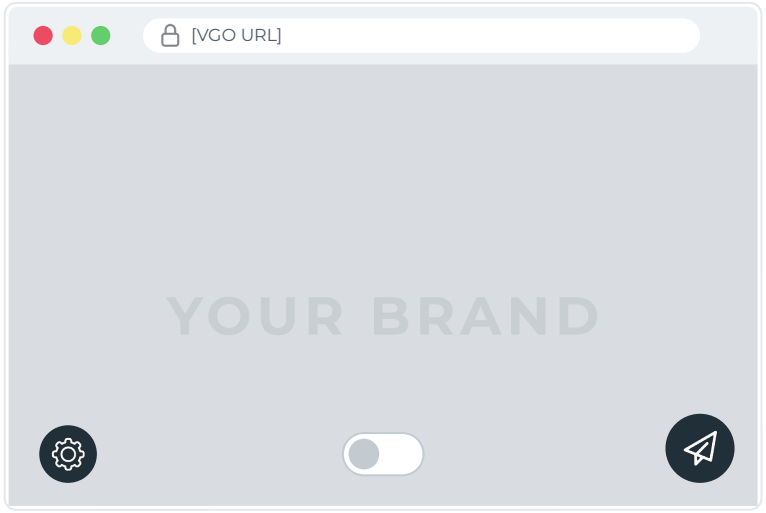
- Team sign-in ("Professional" screen).
- Customer access and payment screens.
- The favicon, in the browser tab.

How to prepare it

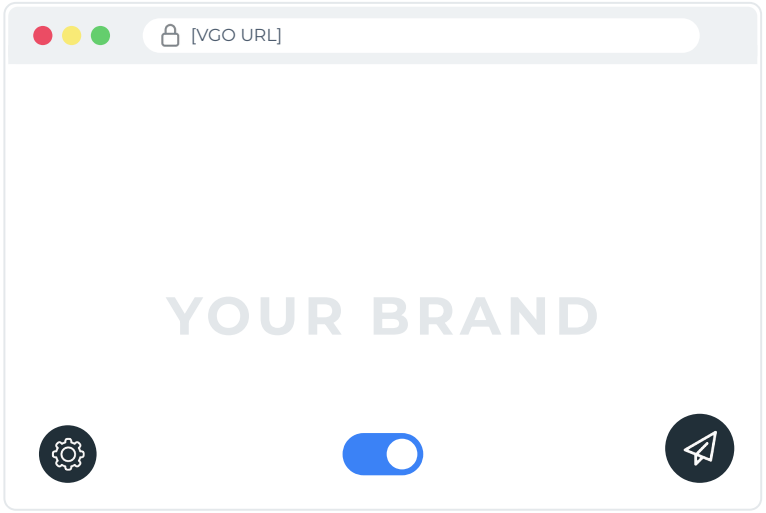
- Exact 900 × 628 px canvas, with the logo centered and margin around it.
- Transparent background: the same file works on any color.
- Also provide a light version for dark backgrounds.
- Simple, square favicon: at 64 px only the symbol is legible.

The watermark in the rooms

The background logo appears in the center of both team views, behind the list of sessions.



Dark View: on a gray background



Team View: on a white background

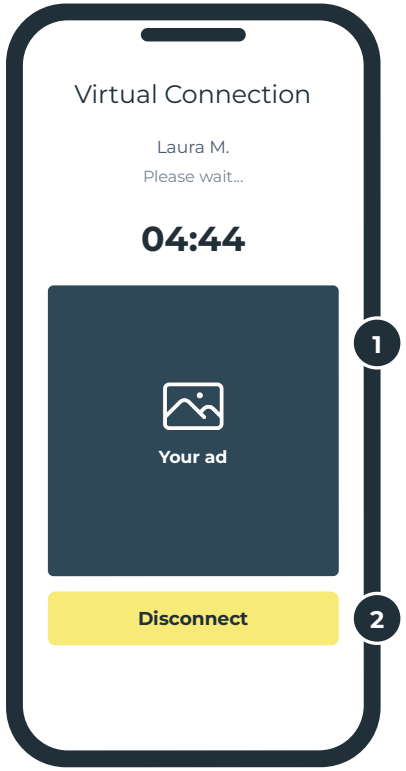
File	Specification
Background logo	PNG, 1000 × 1000 px, with or without transparency
Where it shows	Dark View (gray) and Team View (white)

How to prepare it

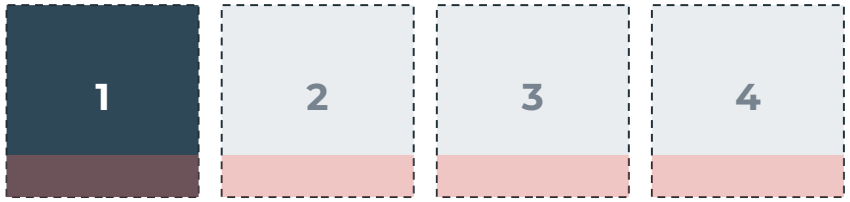
- Square 1000 × 1000 px canvas.
- Transparency works best: it must read equally well on gray and on white.
- A single-color logo or symbol in a soft tone: it sits behind the list.
- Generous margin: session rows and buttons sit on top of it.

Ads in the waiting room

While they wait, customers see a timer and a carousel with your ads.



CAROUSEL · UP TO 4 IMAGES



PNG, 1080 × 1080 px (1:1). In coral, the strip that may be covered.

1. **Ad** square carousel image
2. **Disconnect** fixed button below the ad

How to prepare them

- Square 1:1 format, 1080 × 1080 px.
- Main message at the top: on phones, the Disconnect button may cover the bottom edge.
- Few, large words: they are read on a phone screen.
- Keep file size down: they load over the customer's mobile data.
- Useful content for people waiting: notices, opening hours, offers or how to prepare for the call.

Email and SMS templates

VGO sends seven automatic messages. Each instance writes them with its own wording and signature, in each language.

Template	Recipient	When it is sent	Variables
New session	Customer · email or SMS	When the notification is sent	__PROFESSIONAL__ · __DATE__ · __URL__ · __PRICE__
New session with PIN	Customer · email or SMS	Same, with a 4-digit code	All of the above + __PIN__
Session canceled	Customer · email or SMS	When the session is deleted	__PROFESSIONAL__ · __DATE__
Documentation	Customer · email	When files are sent	__PROFESSIONAL__ · __DOCUMENTATION__ · __MESSAGE__
Payment received	Professional · email	When payment completes	__PROFESSIONAL__ · __USER__ · __DATE__ · __PRICE__
New professional	Professional · email	When the account is created	__URL__ · __USERNAME__ · __PASSWORD__
New password	Professional · email	With "Forgot your password?"	__PASSWORD__

In your own words For example, "scheduled connection" signed "Sales Team" in a commercial edition, or "order" in an ordering service. SMS messages carry a pwrs.in short link.

Email, SMS, telephony and domain

VGO uses your own accounts to send messages and place calls. This is what you provide for each.

Service	What VGO uses it for	What you provide
SMTP account	All emails: notification, cancellation, documentation, payment, welcome and password	SMTP credentials
SMS gateway	SMS notification with a short link	Gateway account and a sender registered for each country
VoIP/SIP account	Rescue call to the customer's phone: the only telephony point in the flow	SIP credentials
Domain (optional)	Your own URL instead of the default one	DNS record pointing to the IP or server name provided

SMS to US mobile numbers Requires a verified toll-free sender. Allow for the verification time when planning your launch.

Connect your PayPal Business account

Payments go straight to your account. VGO validates the payment before letting the customer into the room.

Six steps

1. Sign in at developer.paypal.com with your PayPal Business account (create one first if needed).
2. Create a new app.
3. Switch from Sandbox to Live.
4. Copy the Client ID and Secret keys.
5. Send them to support@ivrpowers.com.
6. Run a paid test session before opening the service.

How payment works

- **Price per session** in USD: set by the professional when creating the notification (Payment and Price).
- **Maximum price** set per instance; VGO rejects higher amounts.
- **Payment methods** PayPal balance, Venmo and Visa, Mastercard, American Express and Discover cards.
- **Locked room** until payment completes; the professional receives the payment-received email.
- **Validation** VGO checks the order, payment intent and amount with PayPal.

Seats, limits and access

Settings fixed when the instance is set up, and rules the system enforces.

Set per instance

- **Professionals** number of accounts according to your plan.
- **Maximum price** per session.
- **Attachments** allowed file types and maximum upload size.
- **Active Directory** optional: team sign-in with corporate credentials, with allowed hours and workstations.
- **Mode** standalone web app or application inside Web ACD.

SYSTEM RULES

Item	Rule
Service name	8 to 16 characters
Username	No spaces; username and email must be unique
Professional alias	Up to 120 characters
Customer User ID	Up to 100 characters
PIN	4 digits
Email comment	Required, up to 255 characters
Session date	Not earlier than now
Open sessions	One per user
Failed attempts	The account is locked

What to provide and in which format

Everything Interactive Powers needs to configure your instance. Send it to support@ivrpowers.com.

Item	Format	Size or value	Notes
Service name	Text	8–16 characters	Part of the default URL
Main logo	PNG with transparency	900 × 628 px	Team sign-in, customer access and payment
Logo for dark backgrounds	PNG with transparency	900 × 628 px	Light version of the main logo
Background logo	PNG, with or without transparency	1000 × 1000 px	Watermark in Dark View and Team View
Favicon	Square image	64 × 64 px	Browser tab
Ads	PNG	1080 × 1080 px	Up to 4, in a carousel
Languages	List	ES, EN, PT, FR...	One subdomain per language
Own domain	Subdomain	video.yourdomain.com	Optional; DNS record
Templates	Text per language	7 emails and SMS	With the system variables
Email	SMTP credentials	—	Sender of all emails
SMS	Gateway account	—	Sender registered for each country
Telephony	VoIP/SIP credentials	—	Only for the rescue call
PayPal	Client ID and Secret	Live mode	PayPal Business account

MORE DOCUMENTATION

Next steps

User guide

How the team works in VGO: Dark View, Team View, notifications and rescue.

Network connectivity requirements

Browsers, bandwidth and ports for the workstation and the network.

Support

Email: support@ivrpowers.com
Help Center: support.ivrpowers.com
Phone ES: +34 911 599 846
Phone US: +1 786 329 7177