IntPowers

USER GUIDE · DIRECTORY EXTENSION

Directory

Your team’s web directory: one contact page per person, with a link, a QR code and a virtual card

Directory: **[CLIENT]**



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WHAT IT IS

Directory at a glance

A web page with your company's sales or service team. Each person has their own contact page, with every contact channel one click away.

Your team's directory

Advisors, sales reps or agents, on a single page with search

One page per person

Photo, job title, location and a web address of their own

Every channel

Email, web voice and video calls, phone and WhatsApp

Link, QR and vCard

For the email signature, the printed card or the customer's contacts

Into your contact center

Web voice and video come in through Video RTC and Web ACD

Set up with one JSON file

No development: add a person and their page appears

HOW IT WORKS

From the advisor’s page to the conversation

Customers don’t look up a number or install anything: they open the page of the person who serves them and choose how to talk.

01

You publish the directory

A list of people in contacts.json. Each one gets a page.

02

The advisor shares it

With their link, their QR code or their virtual card (vCard).

03

The customer opens it

On a phone or a computer, in any browser.

04

They pick a channel

Email, web voice or video call, phone or WhatsApp.

05

You talk

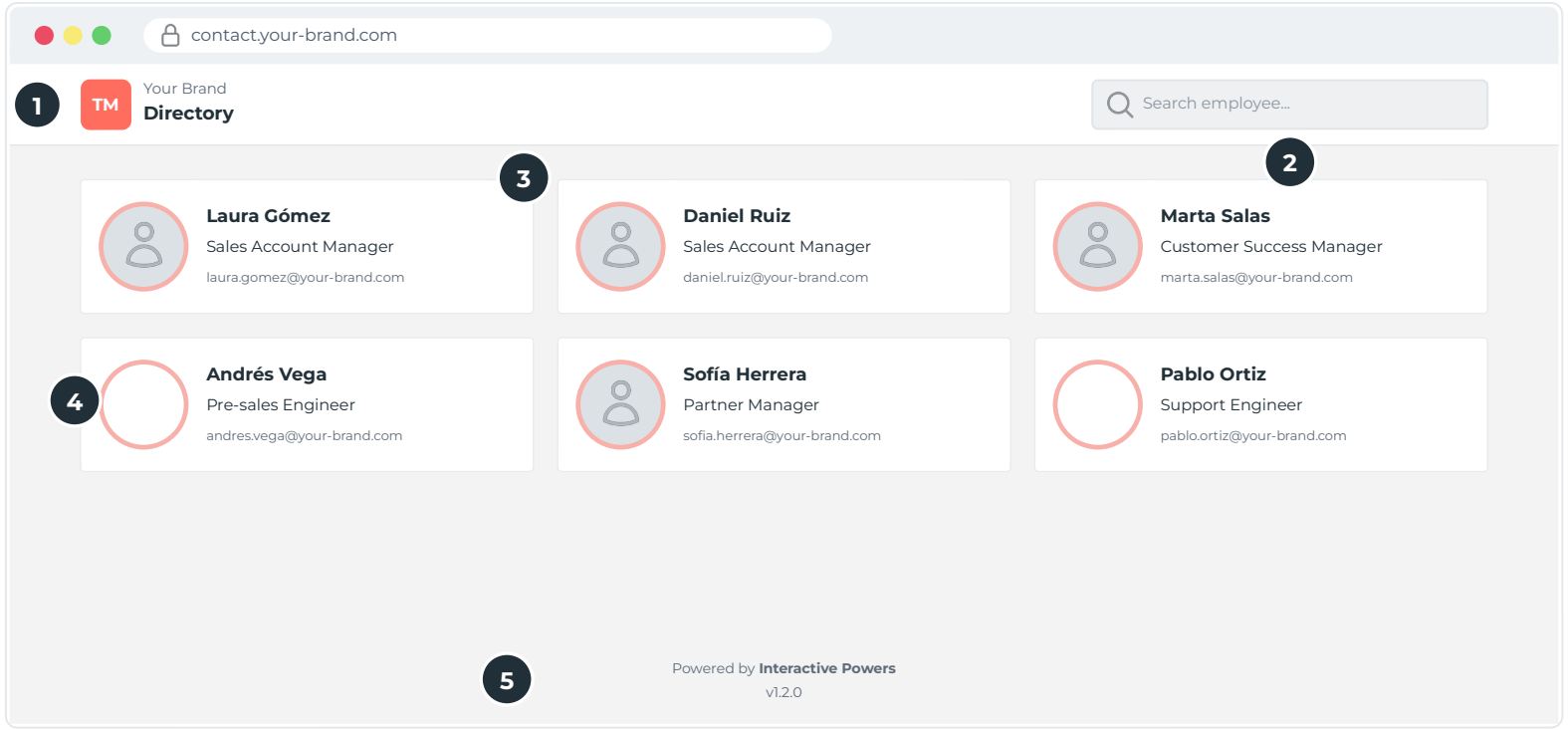
Web voice and video arrive through Video RTC and Web ACD; the rest, through their app.

For the advisor, a digital business card. One address that brings all their channels together, kept up to date by the administrator.

Where it works In modern browsers on computers, tablets and phones (iOS and Android), with no app and no sign-up.

The home page: the whole team

The home page shows one card per person, in the order of the configuration file. Clicking a card opens that person's page.



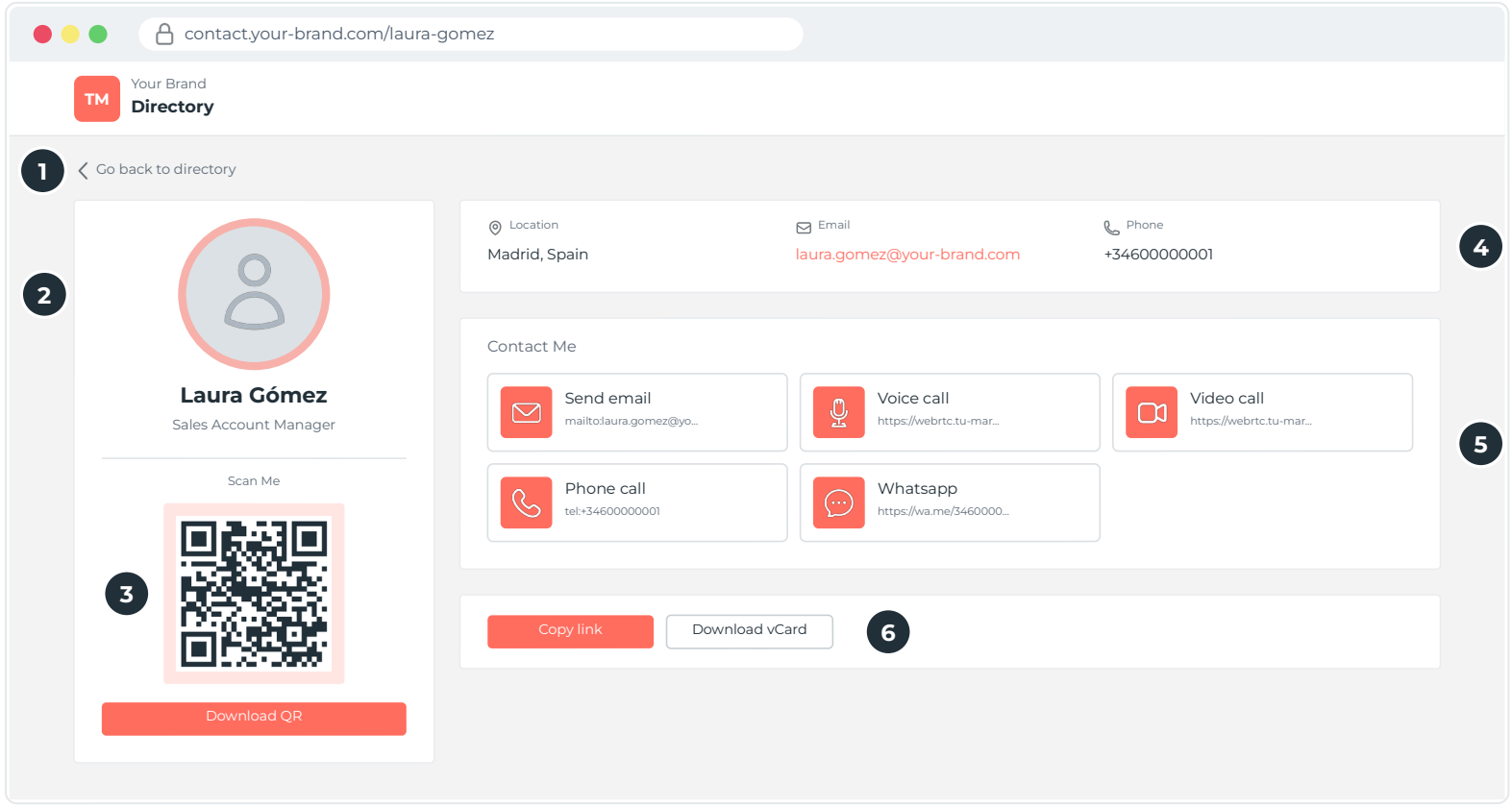
1. **Your brand** logo, company name and directory title
2. **Search** filters by first or last name as you type
3. **Person card** photo, name, job title and email; opens their page
4. **No photo** if there is no picture, an empty circle is shown
5. **Footer** "Powered by" and the installed version

If the search finds no one, the page shows "There are currently no available contacts". Search does not filter by job title.

THE CONTACT PAGE

What customers see when they open the page

Each person has their own address: the directory domain followed by their identifier, for example /laura-gomez.



1. **Back** "Go back to directory" returns to the list
2. **Introduction** photo, name and job title
3. **QR code** opens this same page; "Download QR" saves it
4. **Details** location, email and phone
5. **Contact Me** one button for each configured channel
6. **Share** "Copy link" copies the address and "Download vCard" saves the card

Five ways to get in touch, each with its own button

The page shows only the channels the administrator sets up for each person. Someone who doesn't take video calls has no video button.

BUTTON	WHAT IT DOES	WHERE IT ARRIVES
Send email	Opens the email app with the advisor's address already filled in.	**Their email**
Voice call	Voice call in the browser, with no number and no app, using the device's microphone.	**Video RTC · Web ACD**
Video call	Video call in the browser, with camera and microphone, no downloads.	**Video RTC · Web ACD**
Phone call	Phone call: on a phone it dials the number; on a computer, the calling app.	**Their phone**
Whatsapp	Opens a WhatsApp chat with the advisor's number.	**Their WhatsApp**

Web voice and video, into your contact center. Both web buttons open the Video RTC web client with the advisor's service: the conversation enters Web ACD like any other.

SHARING THE PAGE

Link, QR code or virtual card

All three lead to the same page. Advisors pick the one that fits each moment of the customer relationship.

Copy link

Copies the page address to the clipboard. A notice confirms it was copied.

- **Email signature**
- **Proposals and PDFs**
- **Messages and LinkedIn**

Download QR

Saves the QR code image, which opens the page when scanned with a camera.

- **Business card**
- **Booth or counter**
- **Presentations**

Download vCard

Saves a .vcf file that customers add to their contacts in one tap.

- **Phone contacts**
- **Outlook or Gmail**
- **CRM**

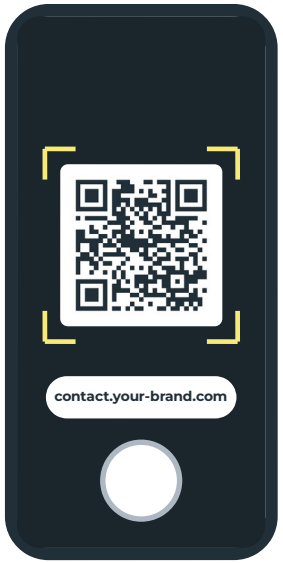
What the vCard holds

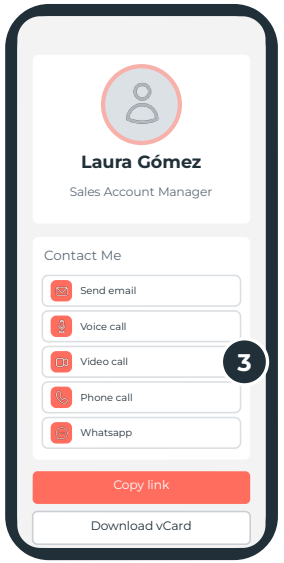
- First and last name
- Email
- Phone (as mobile)
- Job title
- Company
- Page address

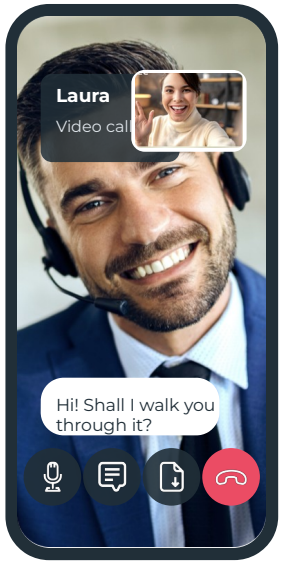
Always up to date. The link and the QR code stay the same when the details change: customers come back to the page and see the current channels.

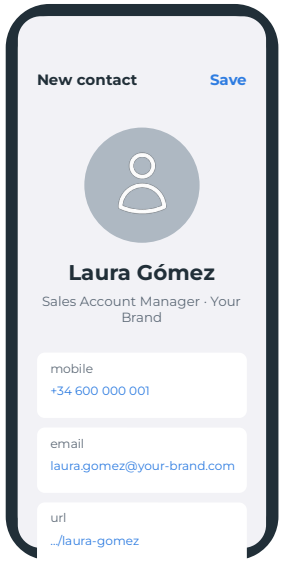
From a printed QR code to a video call, in four taps

The page fits the phone screen. Customers scan, choose a channel and talk to the advisor, without installing anything.









1 Scan the QR code

With the phone camera, from a card, a poster or a screen.

2 The page opens

In the browser, with the advisor's photo and details.

3 Pick a channel

For example, "Video call" to meet face to face.

4 Save the contact

With "Download vCard" it stays in their contacts for next time.

How each advisor uses it day to day

Advisors don’t set anything up: they get their link and QR code, and use them wherever they already meet their customers.

Their routine

1. Pastes the link into their email signature.
2. Prints the QR code on their business card.
3. Sends their vCard after the first meeting.
4. Takes web voice and video calls in Web ACD.

Calls in their name

The voice and video links carry their identifier, which reaches Web ACD with the call.

Their channels only

Only the buttons they handle are shown: no WhatsApp, no WhatsApp button.

No number needed

Web voice and video calls need no phone number, neither theirs nor the customer’s.

When something changes

The administrator updates the file; the advisor’s link and QR code keep working.

With Web ACD Plus. Directory adds on as an extension: web conversations that start on the page are handled, routed and logged in your contact center.

Five steps to publish the directory

The administrator sets it up once, with the Interactive Powers team. After that, keeping it current means editing one file.

01

Gather the details

Name, job title, location and channels for each team member.

02

Prepare the photos

One square PNG per person, named with their identifier.

03

Fill in contacts.json

One entry per person, with their contact channels.

04

Apply your brand

Logo, company name, title and colors.

05

Publish and test

Open each page: buttons, QR code, link and vCard.

UNDER THE HOOD

People
data/contacts.json

Photos
data/photos/<id>.png

Brand
theme/ (logo, texts, CSS)

Licensing
Standalone or Web ACD Plus add-on

One entry per person in contacts.json

The file is a list: each block between braces is one person. Adding someone means copying a block and changing the details.

data/contacts.json · one person

```
{
1  "id": "laura-gomez",
2  "firstName": "Laura",
3  "lastName": "Gómez",
4  "role": "Sales Account Manager",
5  "picture": "/data/photos/laura-gomez.png",
6  "location": "Madrid, Spain",
7  "contactMethods": [ { "type": "...", "value": "..." } ]
}
```

Example with fictitious data. Entries appear in the directory in the order they are listed.

1. **id** unique identifier: it is the page address and what the QR code contains
2. **firstName · lastName** first and last name; search looks in both
3. **role** the job title, under the name
4. **picture** the photo path; without it, an empty circle
5. **location** city and country, in the page details
6. **contactMethods** the list of channels: one type and one value per channel

Don’t change the id. If it changes, the address and the QR code change too, and the ones already handed out stop opening the page.

The five channel types and their values

Each channel is a type + value pair. The type sets the button; the value, where it leads. Anything left out is not shown.

"type"	"value"	Example
"email"	Email address	laura.gomez@your-brand.com
"voice"	Video RTC web client link, in voice mode	.../webclient?theme=<voice-service>&autocall=true&extra=laura
"video"	Video RTC web client link, in video mode	.../webclient?theme=<service>&autocall=true&extra=laura
"phone"	Number in international format	+34600000001
"whatsapp"	WhatsApp link with the number	https://wa.me/34600000001

VOICE AND VIDEO LINK PARAMETERS

theme
the Web ACD service (and queue) that answers

autocall=true
the call starts when the link opens

extra
the advisor data the agent receives

The email and the first phone number are the ones saved to the vCard. Interactive Powers provides the voice and video links.

Your brand in three files

The directory carries your company's name, logo and colors. Everything lives in the theme folder.

theme/texts.json

```
{
    "title": "Directory",
    "company": "Your Brand"
}
```

Directory title and company name (also saved to the vCard).

theme/custom.css

- **--color-brand-primary** buttons and rings
- **--color-brand-primary-contrast** text on the color
- **--color-brand-black** text
- **--color-brand-grey** borders and backgrounds

Four color variables in :root. Anything not defined keeps its default color.

theme/logo.png



The header logo, square and with a transparent background.

BEST PRACTICES

So the directory works as a business card

Simple habits for whoever manages the directory and for the team that shares it.

Consistent photos

Square, with the same framing and background: the directory reads as one team.

The id is for good

first-last in lowercase, no accents. Don’t change it once handed out.

International numbers

Country code on phone and WhatsApp, so they work from any country.

Only channels you answer

Every button is a promise: publish the channels the advisor really responds to.

Keep joiners and leavers current

When someone joins or leaves the team, update the file that same day.

Test after every change

Open the page on a phone, scan the QR code and try the voice and video call.

MORE DOCUMENTATION

Next steps

Web ACD User Guide

How the contact center handles the voice and video calls that start on the page.

Network connectivity requirements

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

Support

Email: support@ivrpowers.com
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