IntPowers

USER GUIDE · FIELD SERVICE

Field Service VGO

Schedule, charge for and handle video calls as a team, from the browser

Service: **[CLIENT]**



Interactive Powers · Version 2026.1 · October 2026

WHAT IT IS

VGO at a glance

The professional sends a link; the customer pays if required, waits in a branded room and is served by the first available professional.

SMS or email notification

For now, in a few minutes, or for a set date and time

Payment or identifier

Upfront PayPal payment, or a User ID before entry

Branded waiting room

Logo, timer and ads while they wait

Dark View and Team View

Your sessions, or the room shared by the team

Rescue call

If video does not connect, you call their phone

No downloads or sign-up

Customers join from their phone, tablet or PC

From notification to video call

You set the conditions when you create the notification; VGO sends it, takes payment if needed and hosts the room. The customer just opens a link.

01

You create the session

Fill in the notification: customer, when, channel and, optionally, price or User ID.

02

The customer gets the link

By SMS or email. They open it in their browser, with nothing to install.

03

They pay or identify

If the session has a price, they pay with PayPal. If you require a User ID, they enter it.

04

They wait in the room

They see your brand, a timer and your ads. You see them connected in your list.

05

You call, they answer

You click their row to call; the customer slides to answer.

Not connecting? Call them by phone with the rescue call, from their row.

Where you use it As a standalone web app with your brand and domain, or as an application inside Web ACD.

Signing in to VGO

There are two profiles: professional and administrator. Both sign in on the "Professional" screen with a username and password.

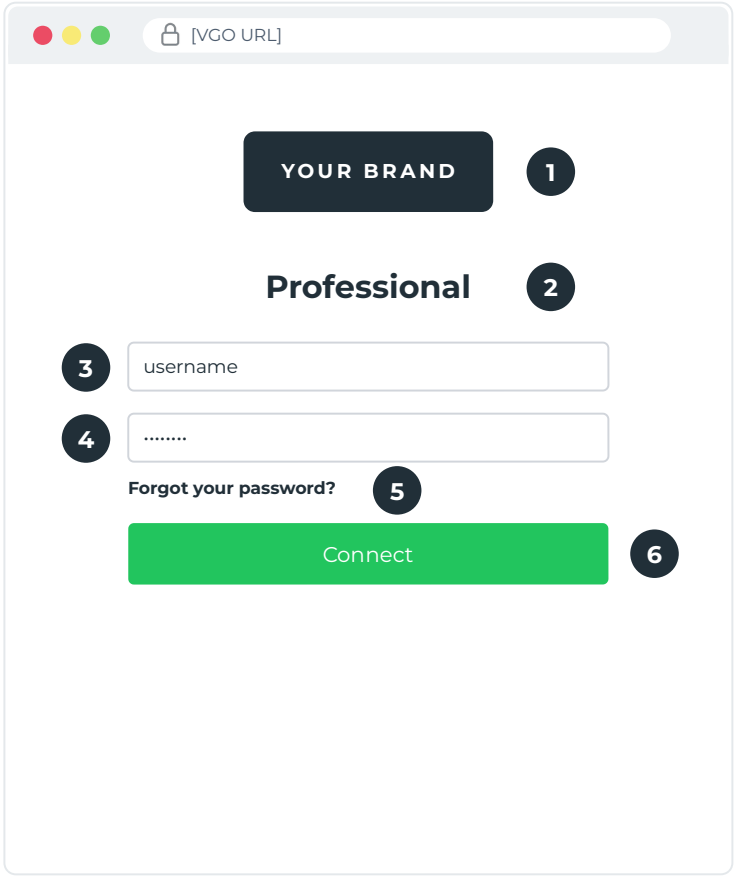
To sign in you need

- Your username and password, sent in your account welcome email. Change it the first time you sign in.
- Forgot it? Click "Forgot your password?" and a new one will be emailed to you.
- An up-to-date browser: Chrome, Safari, Firefox, Edge or Opera.
- One open session at a time: if you sign in from another browser, VGO warns you.

Access URL: [VGO URL]

SUPPORTED BROWSERS

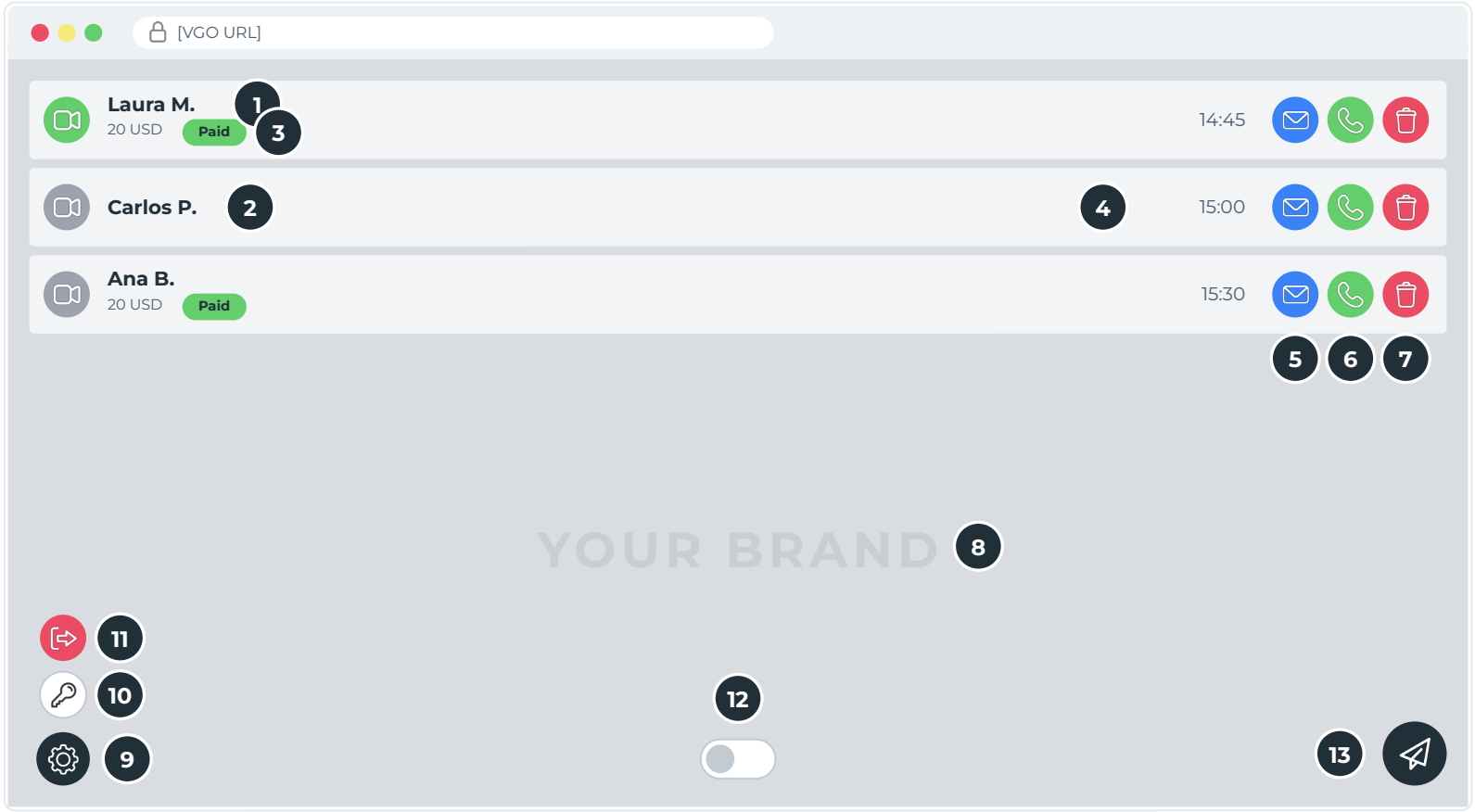
Safari (Apple) · Firefox (Mozilla) · Chrome (Google) · Edge (Microsoft) · Opera (Opera Software)



1. **Logo** of your service
2. **Professional** team sign-in
3. **Username**
4. **Password**
5. **Forgot your password?** a new one is emailed
6. **Connect** opens VGO

What you see first

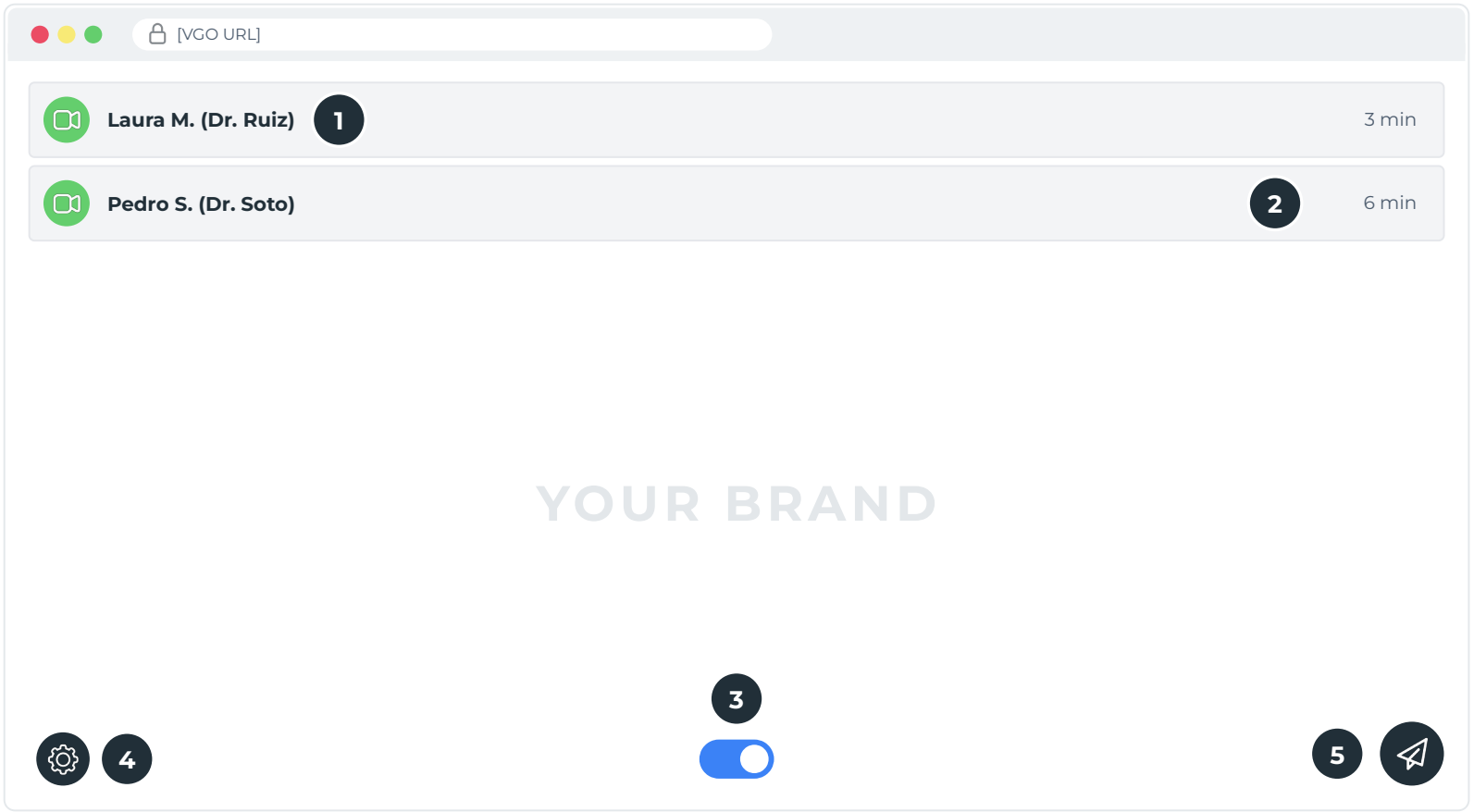
VGO opens in Dark View: your sessions, with their time, status and actions. At the bottom: settings, view switch and new notification.



1. **Customer connected** green video icon: click the row to call
2. **Customer disconnected** gray icon: not joined yet
3. **Paid** amount and Paid label
4. **Time** scheduled for the session
5. **Email** sends files and comments
6. **Rescue call** to their phone
7. **Delete session** the customer gets a cancellation
8. **Watermark** your service logo
9. **Settings** opens the menu
10. **Profile** change your password
11. **Log out** ends your session
12. **Dark View / Team View** switches view
13. **New notification** creates a session

The shared waiting room

With the switch on, you see every connected customer across the team, with their professional in brackets and their wait time.



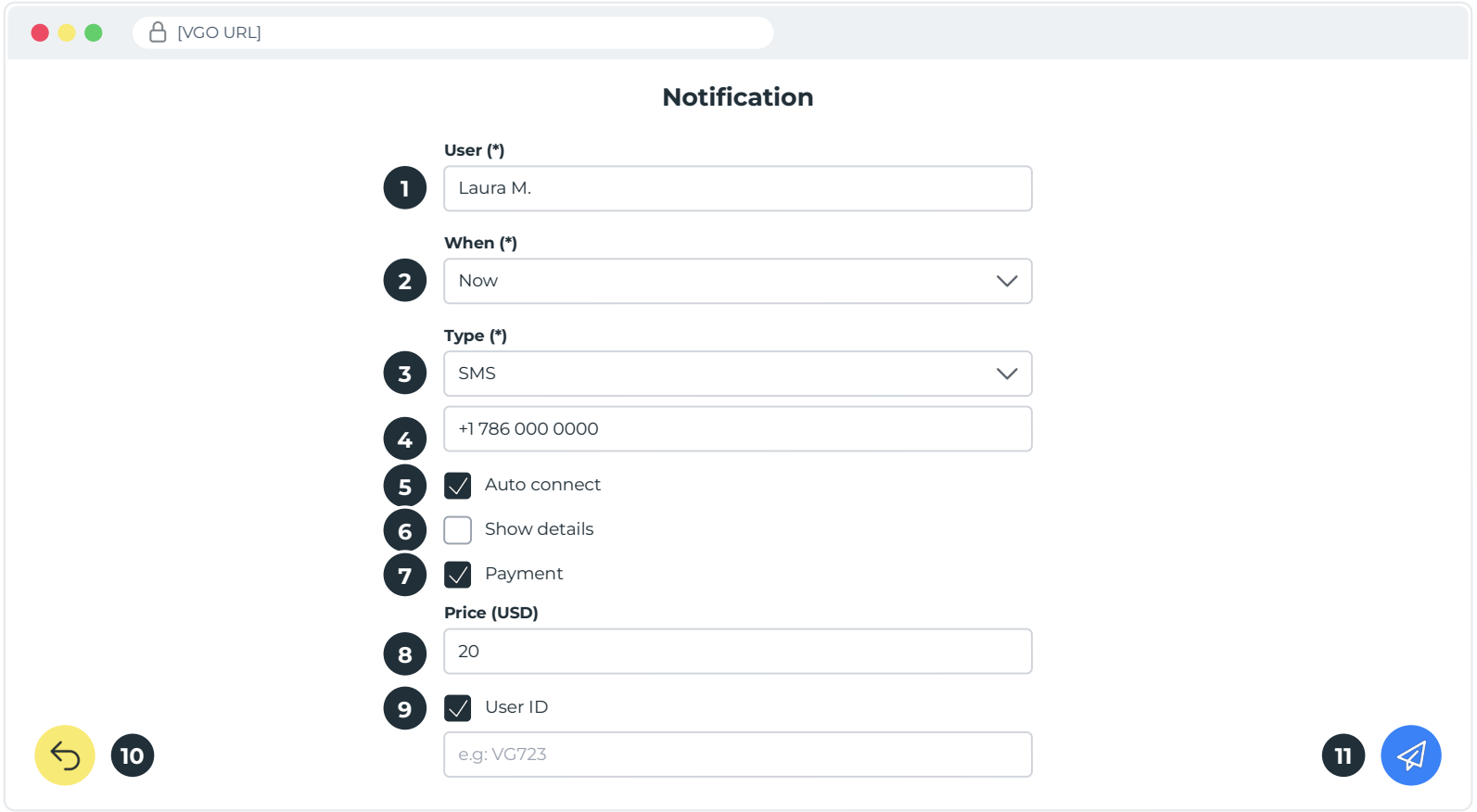
1. **Customer in the room** and their professional
2. **Wait time** since they joined
3. **Switch on** Team View
4. **Settings** Profile and Log out
5. **New notification** creates a session

How to use it

- Click a customer's row to call them, whether they are yours or another professional's.
- Start with whoever has waited longest.
- Only connected customers appear: if nobody is waiting, the view is empty.

Creating a session: the notification

Every video call starts here. Fields marked (*) are required; the rest turn on access and payment options.



1. **User** customer name shown in the room
2. **When** Now, +15 min to +2 h, or More… for date and time
3. **Type** Email or SMS
4. **Contact** the customer's email or phone
5. **Auto connect** checked: one-click entry; unchecked: two steps
6. **Show details** shows the notification so you can copy the link
7. **Payment** the room stays locked until payment
8. **Price (USD)** session amount
9. **User ID** identifier the customer must enter
10. **Back** to the room without sending
11. **Send** the customer receives the link

From link to video call, with nothing to install

The customer's journey on their phone. Screen texts appear in your service's language; here, in English.



1 Opens the link

By SMS or email, with date and time.

2 Pays if required

PayPal or card, with "Price" and "Unpaid".

3 Waits in the room

Timer and your ads.

4 Answers

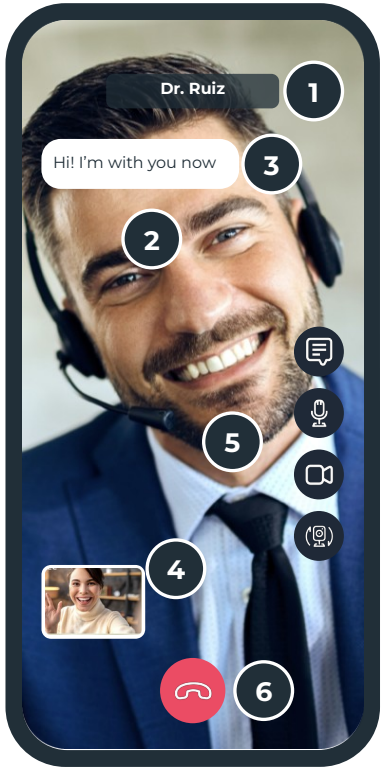
Slides "Slide to Answer" and allows camera and mic.

5 Video call

Face to face with the professional.

The video call

Face to face in the browser. This is the customer's view on their phone.



1. **Professional** name of who is serving
2. **Remote video** the professional, full screen
3. **Bubble chat** text messages over the video
4. **Local video** the customer
5. **Controls** chat, microphone, camera and flip camera
6. **Hang up** asks to confirm: "End call?"

During and after

- **Chat** details, links or references without interrupting the conversation.
- **On hang-up** the customer confirms and returns to the sign-in screen.
- **The session stays open** in your Dark View until you delete it.
- **Documents** email them from the customer's row, also afterward.

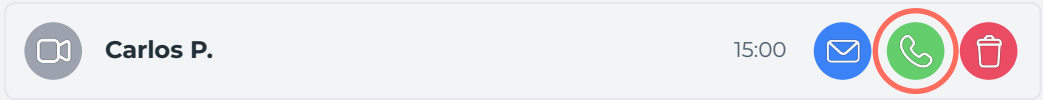
Say what you are about to do before sending a document: "I'll email you the report, is that OK?"

Rescuing a session and sending files

Two actions on every Dark View row: call by phone if video does not connect, and email the customer with files.

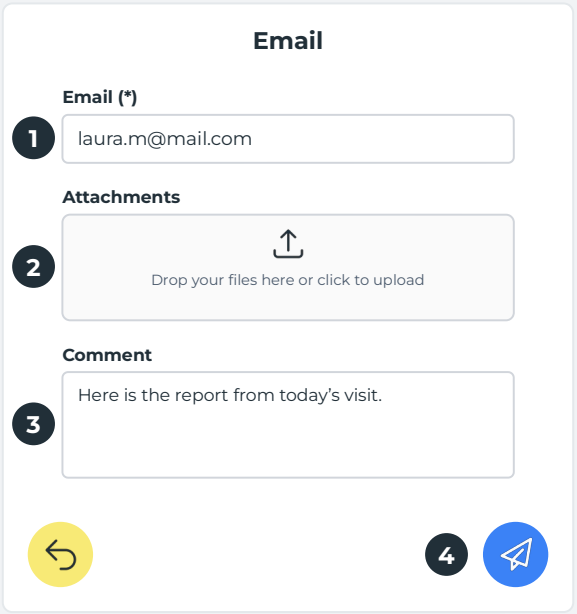
Rescue call

If the customer cannot connect by video (coverage, camera or browser), you call them by phone in one click.



1. In Dark View, click the green phone button on the customer's row.
2. VGO calls their phone through the service's VoIP/SIP account.
3. You serve them by voice and, where possible, invite them back to the room.

Email with files

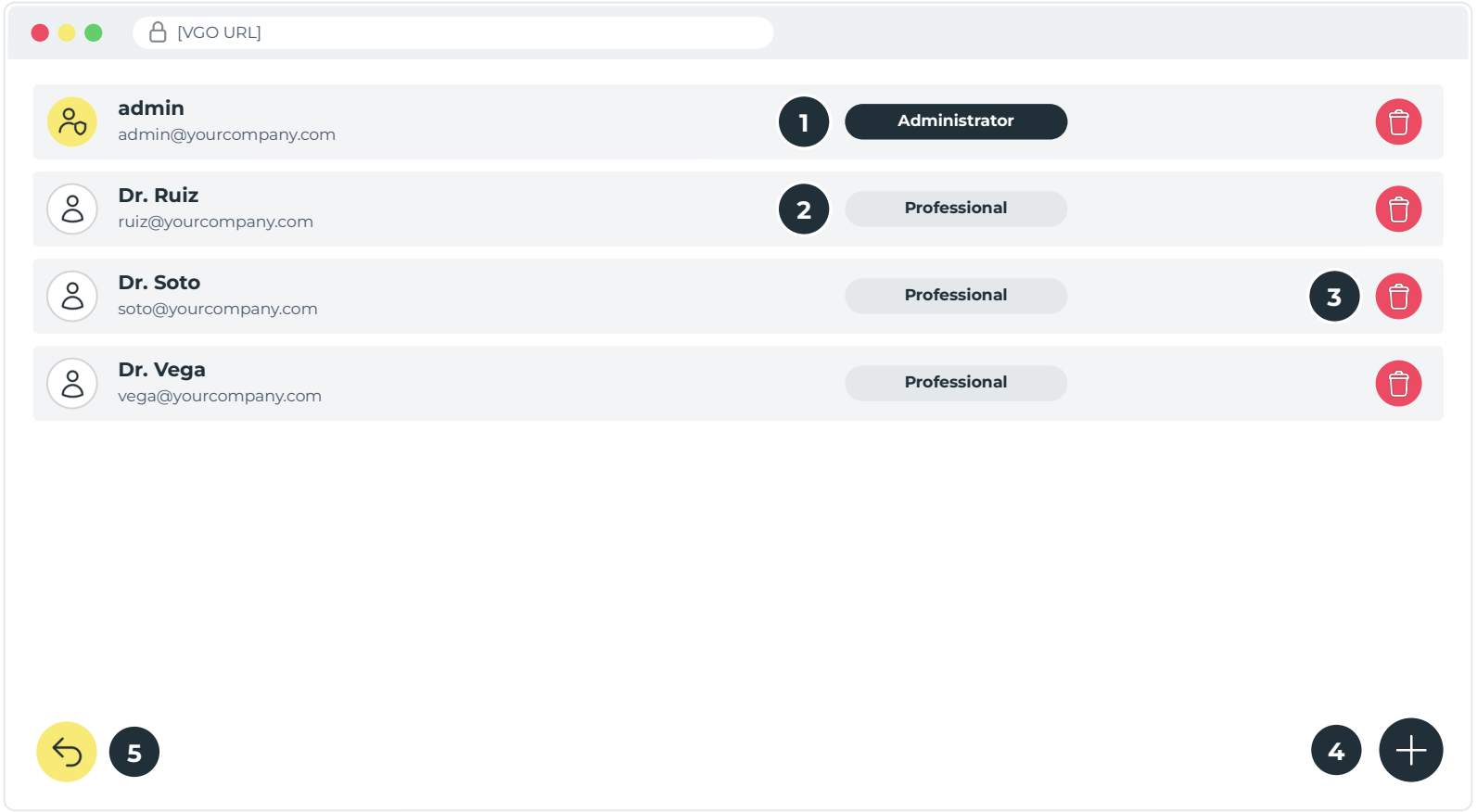


1. **Email** the customer's, prefilled
2. **Attachments** drop or upload files
3. **Comment** required, up to 255 characters
4. **Send** delivered by email

Available once the session is created, while the customer is connected or after the video call.

Team accounts and roles

For accounts with the administrator role: add and remove professionals within the seats of your plan.



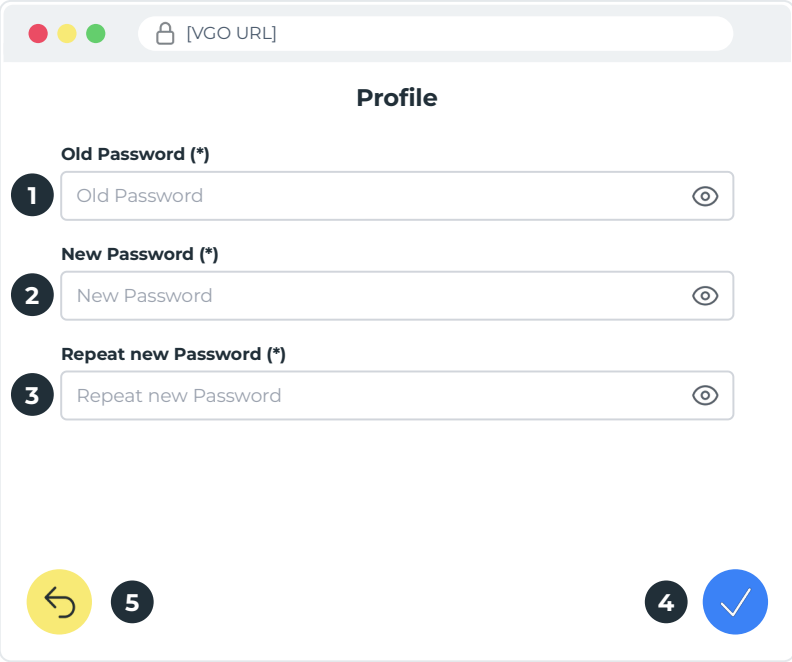
1. **Administrator** manager or front desk
2. **Professional** standard user
3. **Delete user** nobody can delete themselves
4. **Create user** according to your plan
5. **Back** to the room

When creating a user

- **Username** no spaces; username and email must be unique.
- **Alias** the display name, up to 120 characters.
- **Welcome** VGO emails the site, username and a password to change at first sign-in.

Password and sign-out

From the gear at the bottom left: Profile for your password and Log out to leave.



Profile: change password

1. **Old Password** your current password
2. **New Password**
3. **Repeat new Password** to avoid typos
4. **Confirm** blue button
5. **Back** to the room

Settings

The gear opens Profile (key) and Log out (red).

Log out

Asks for confirmation. Log out at the end of your shift, especially on shared computers.

Access security

One open session per user, and the account locks after several failed attempts.

Forgot your password? On the sign-in screen, click "Forgot your password?" and a new one will be emailed to you.

GOOD PRACTICE

Before and during your shift

Simple habits that prevent waits and lost sessions.

Check your workstation

Camera, microphone and browser before you start. Details in "Network Connectivity Requirements".

Send ahead of time

For an appointment, use When with a date and time and check the customer's phone or email.

Serve in order

In Team View, each customer's wait time tells you who to call first.

Check the status

Before calling, make sure the icon is green and, for paid sessions, that it shows Paid.

Delete with care

Deleting a session sends the customer a cancellation. Do it once they have been served.

Log out when done

Log out at the end of your shift: only one session per user can be open.

MORE DOCUMENTATION

Next steps

Configuration guide

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

Network connectivity requirements

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

Support

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