IntPowers

USER GUIDE · VCCAAS

Web ACD

The web agent desktop for handling calls and video calls

Service: [CLIENT]



Interactive Powers · Version 2026.1 · October 2026

Web ACD at a glance

Agents handle calls and video calls from the browser, with nothing to install, and with queues and recording built in.

Queued video calls
Automatic routing to available agents

Adaptive Full HD
Quality adjusts to the network in real time

Responsive web
On PCs, laptops and tablets, in the browser

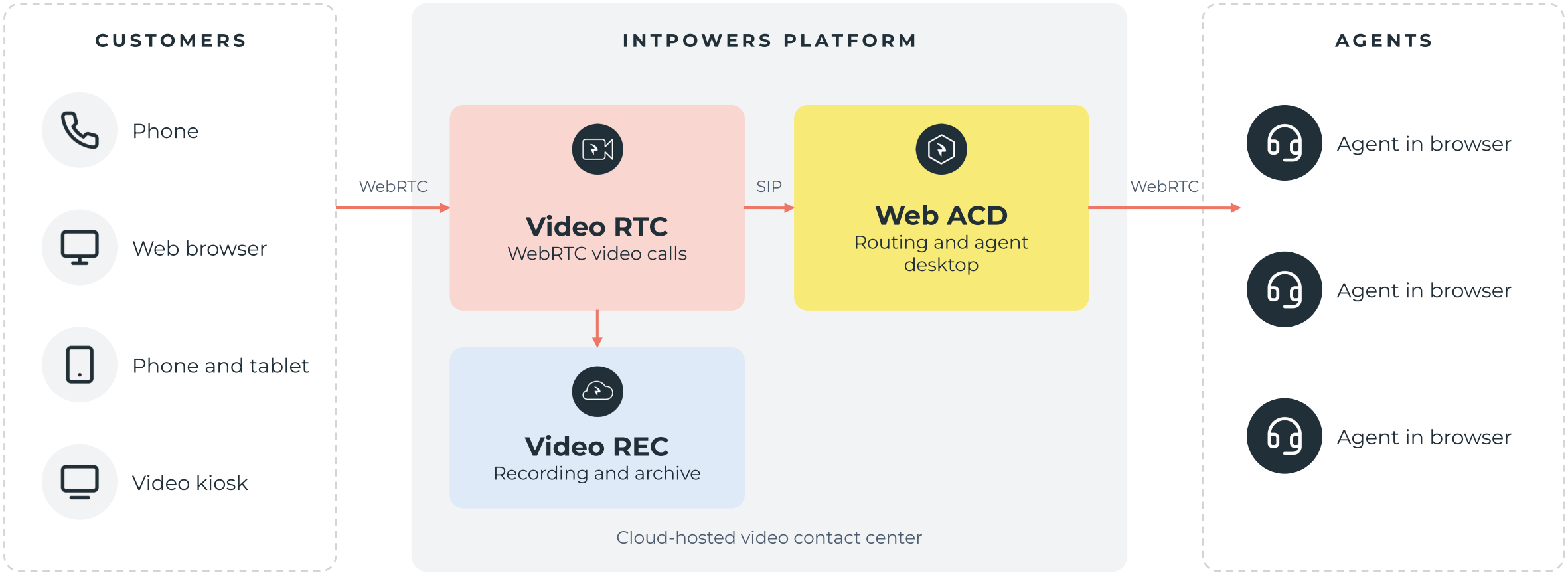
Video first
Designed for video contact centers

iOS and Android, no app
Customers join from their phone with a link

Touch screens
Ready for kiosks and service tablets

From customer to agent

Customers call or join by video from any device; the platform routes the session to an available agent in Web ACD.



Signing in to Web ACD

There are two profiles: agent and supervisor. Both sign in with a username and password.

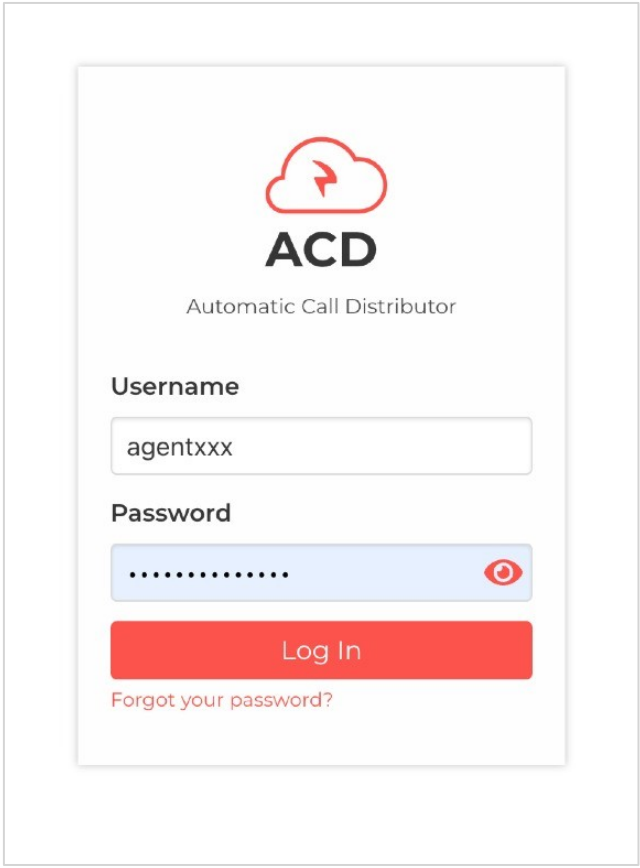
To sign in you need

- Your username and password, sent in your welcome email.
- Forgot your password? Use "Forgot your password?" and you will receive an email to reset it.
- An up-to-date browser: Chrome is recommended.

Access URL: [WEB ACD URL]

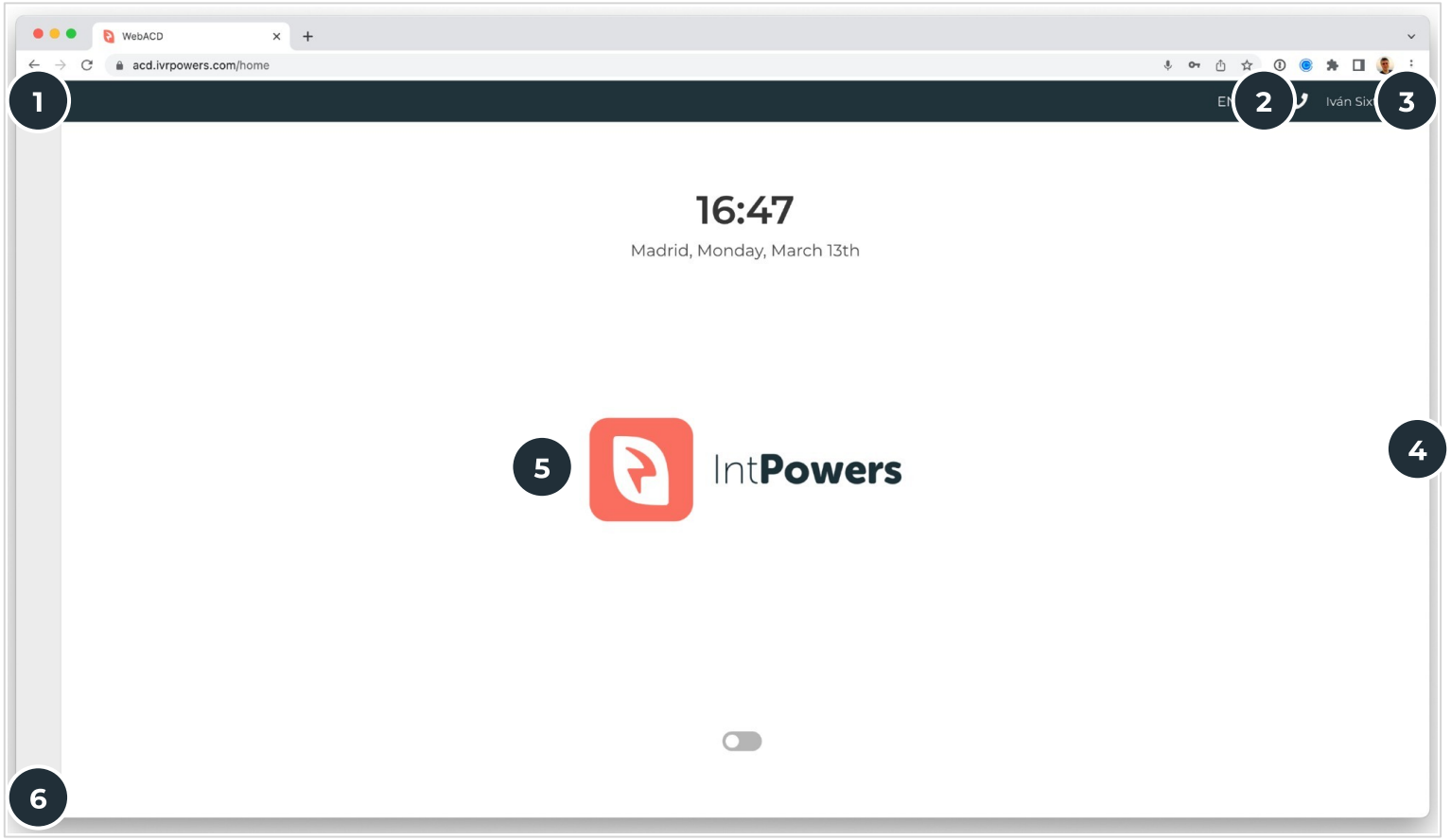
SUPPORTED BROWSERS

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



What you see first

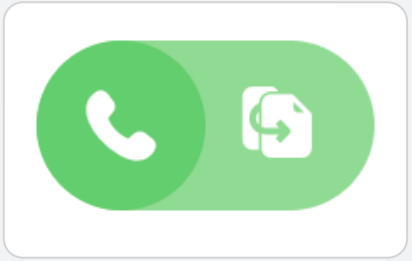
The home screen can be customized with each service's image and logo.



1. **Main menu** dashboard, applications, account
2. **Sound** turns alerts on or off
3. **Agent status** your name and status
4. **Dial pad** opens the phone
5. **Home area** customizable per service
6. **Logo or brand** of the service

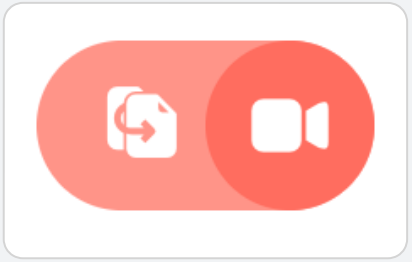
From text conversation to voice or video

Copy the link, paste it where you are already talking to the customer, and they join in one click, with nothing to install.



Voice link

Voice call from the customer's browser.



Video link

Video call from their phone or computer.

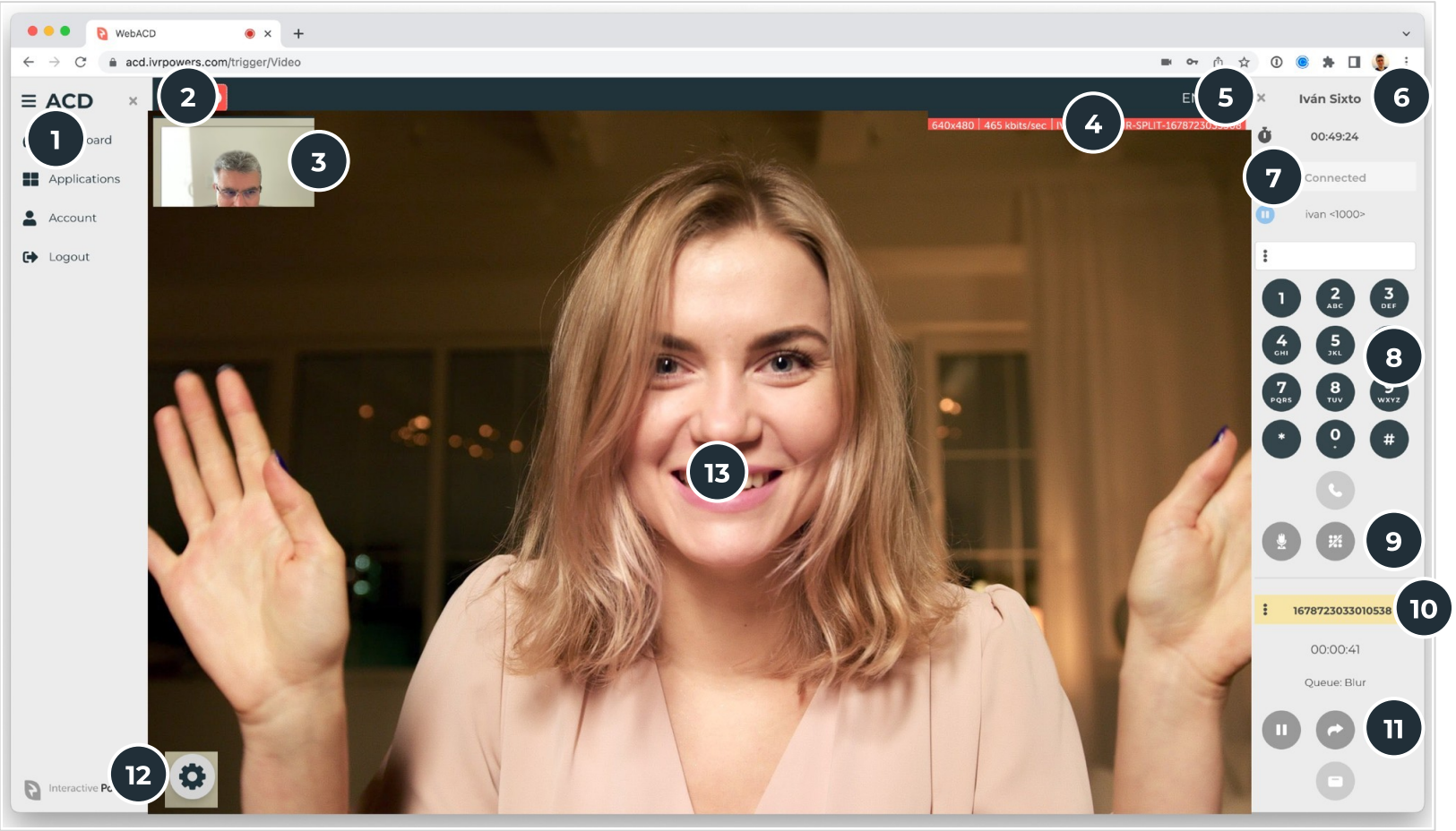
How to use it

1. Click the voice or the video button. "Copied!" appears: the link is on your clipboard.
2. Paste it in the conversation with the customer: web chat, SMS, WhatsApp, a social media private message or any other messaging app.
3. The customer taps the link and joins the call in one click, without downloading an app.
4. The call reaches Web ACD and you handle it like any other call.

Suggest the switch when text is not getting you there: "Shall I call you for a minute so we can go through it together?". Paste the link only in that customer's conversation.

The call screen

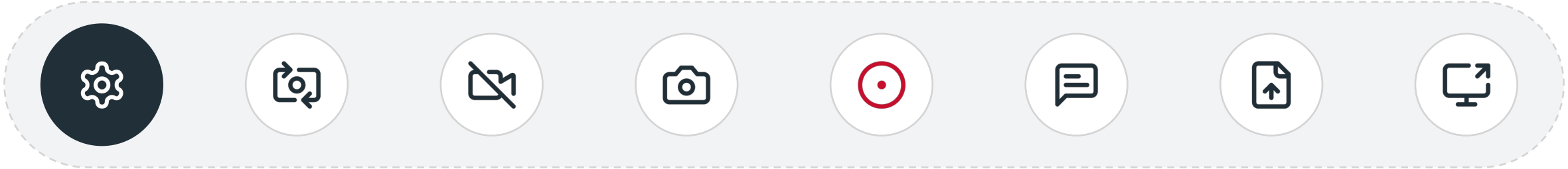
Everything you need in one view: the customer, your own video, the phone and the tools.



1. **Main menu** and applications
2. **Triggers** service quick actions
3. **Local video** your image
4. **Quality** resolution, kbps, SPLIT-ID
5. **Sound** on / off
6. **Agent status**
7. **Time and extension** of the connection
8. **Dial pad** to dial
9. **Audio controls** mic, video, speaker
10. **Call selector**
11. **Pause, transfer, hang up**
12. **Floating button (FAB)** tools
13. **Remote video** the customer

The floating action button (FAB)

At the bottom left of the video. Click it to open the collaboration tools.

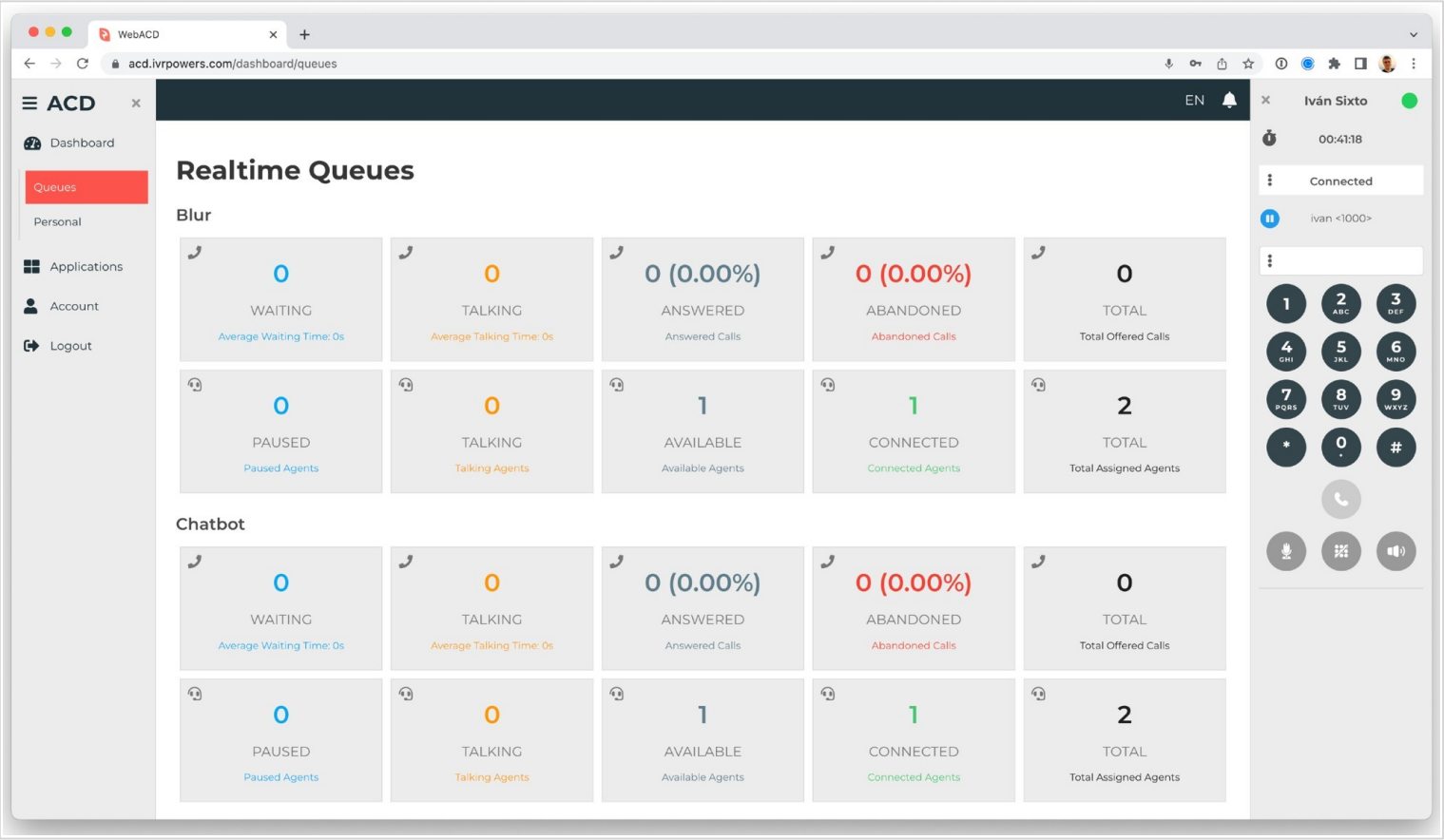


FAB menu	Flip camera	Mute camera	Snapshot	Recording	Live chat	File sharing	Screen sharing
Opens and closes the tools	Between the computer cameras	Continue with audio only	Still image of the remote video	Starts or stops recording	Data, links and references	Send documents to the customer	Your window or desktop

Announce each tool before you use it: "I am going to share my screen, is that OK?". Snapshots and recording follow your service rules.

Real-time queues

The status of the service you are connected to, updated live.

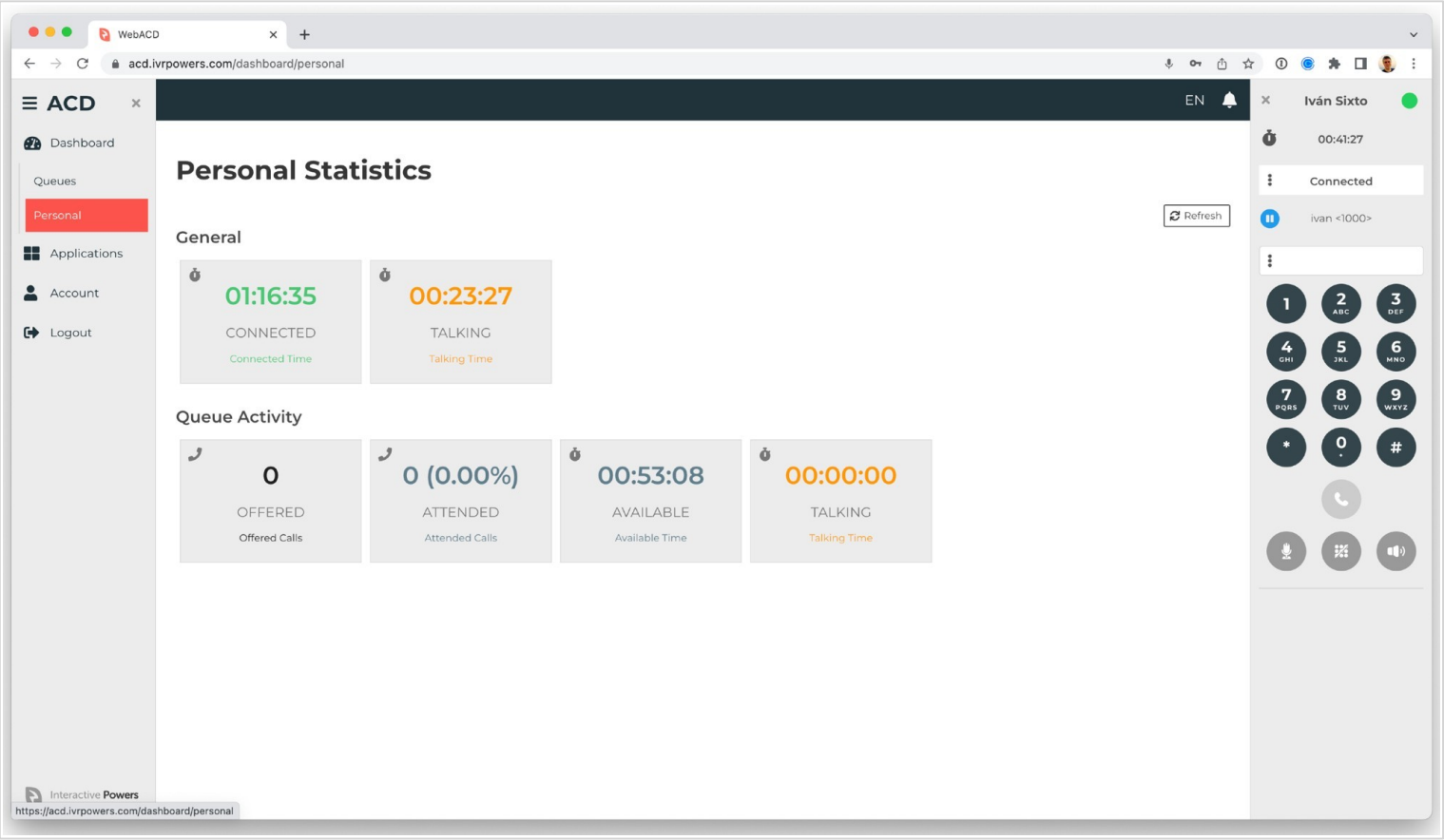


What it shows

- Calls: waiting, talking, answered, abandoned and total.
- Agents: paused, talking, available, connected and total.
- Use it to anticipate peaks and coordinate with your team.

Your statistics

Your activity during the shift, so you can review your times and calls.

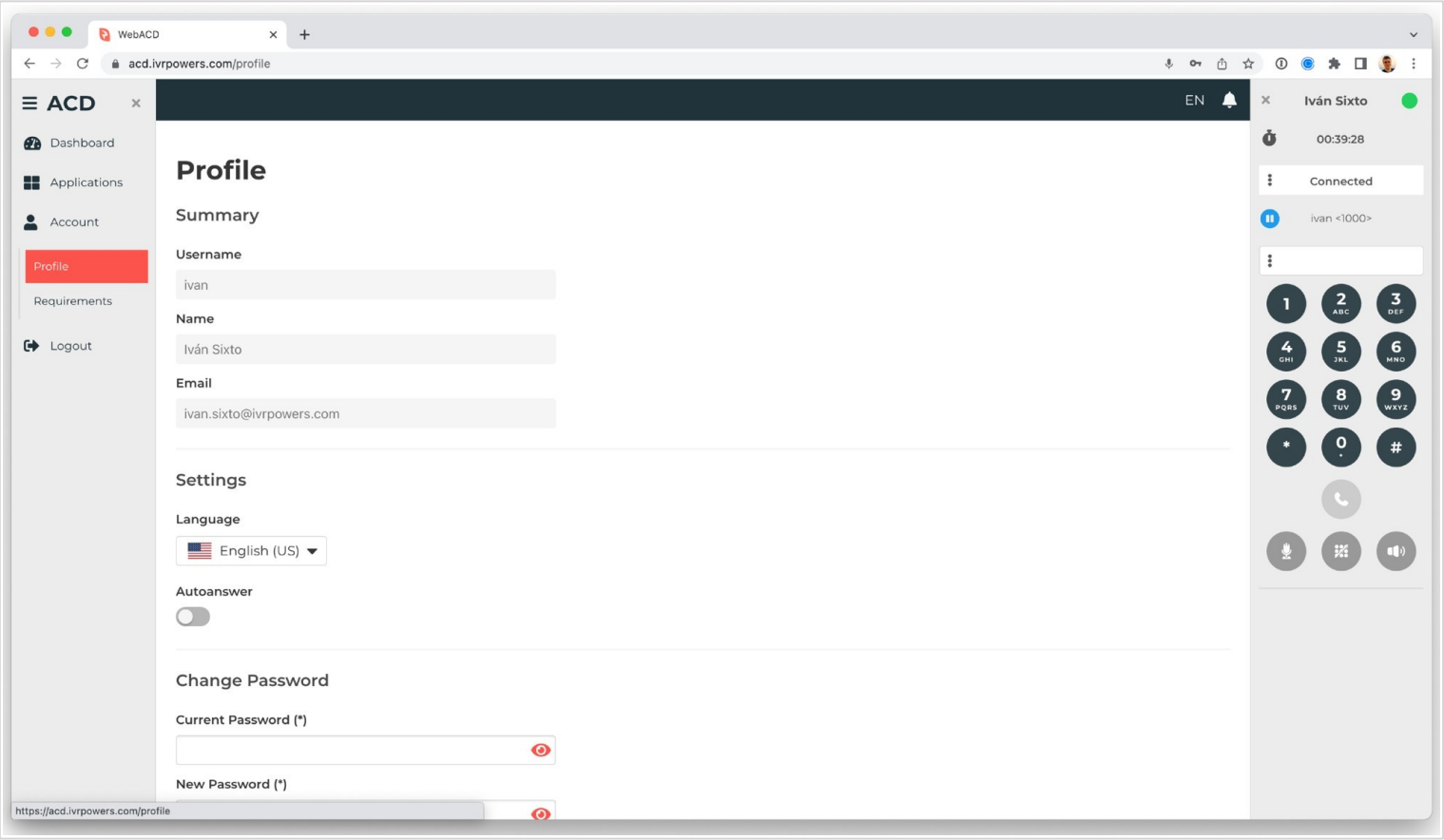


What it shows

- General: time connected and time talking.
- Queue activity: calls offered and answered, time available and time talking.

Your profile

Your details and personal settings.

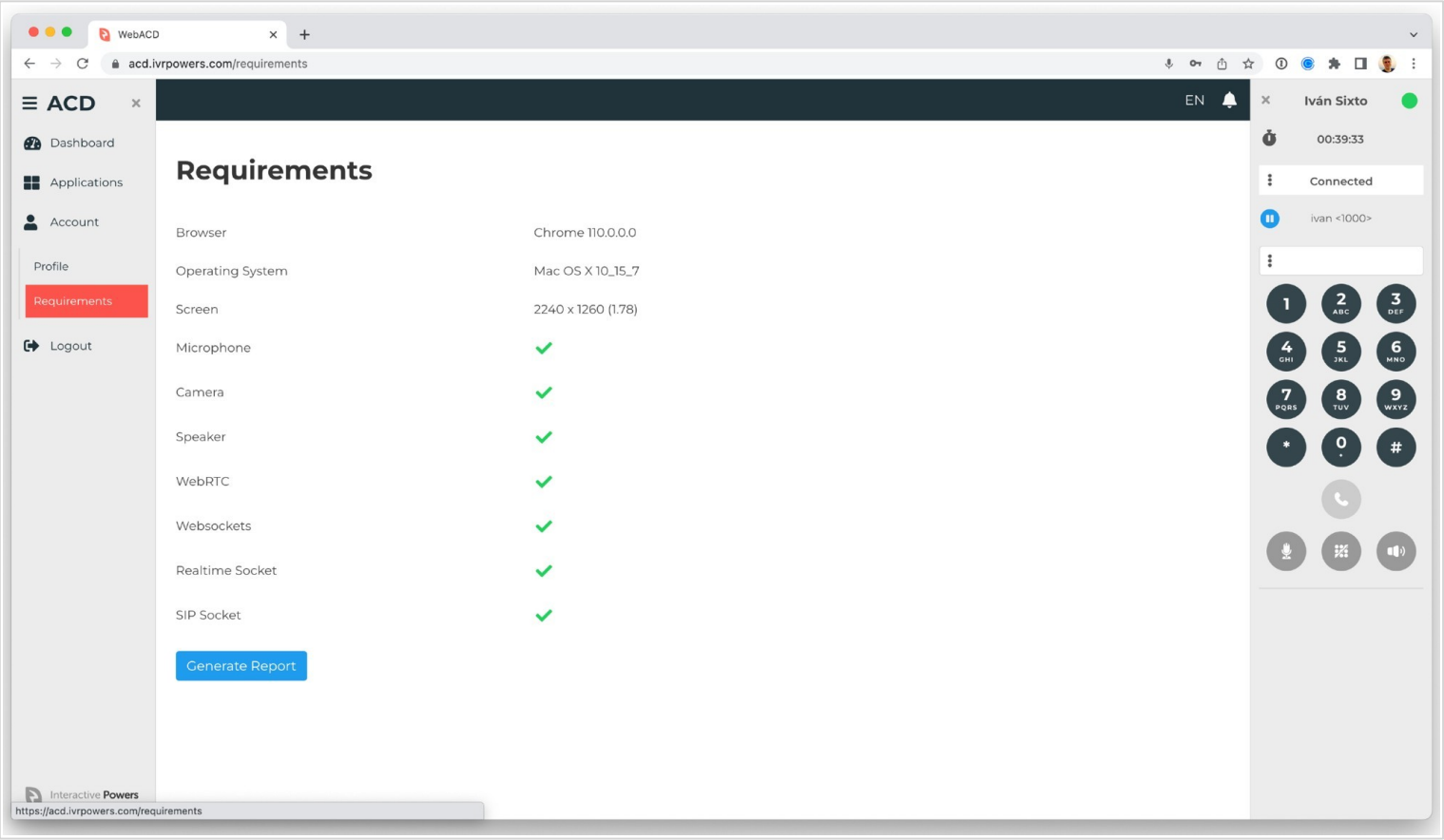


From here you can

- Change your password.
- Choose the language: English or Spanish.
- Turn on auto-answer.
- Check with support before changing these settings.

Check your workstation

Verify your computer, browser and devices before starting your shift.



All green

- Browser, system, screen, microphone, camera, speaker, WebRTC, Websockets and connections.
- If anything is red, click "Generate Report" and send the TXT to support.
- Details in the "Settings and troubleshooting" guide.

MORE DOCUMENTATION

Next steps

Agent quick guide

Tips for video service: appearance, opening, transfers and closing.

Settings and troubleshooting

Workstation requirements, troubleshooting by symptom and an IT appendix.

Support

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