IntPowers

USER GUIDE · VIDEO RTC EXTENSION

Widget Lite

The service button for your website: several services, business hours and video calls without leaving the page

Website: **[CLIENT]**



Interactive Powers · Version 2026.1 · October 2026

WHAT IT IS

Widget Lite at a glance

A floating button you add to any website with one line of code. It opens a panel with your brand, your services and your hours, and connects visitors to your contact center.

A button on your site

Floating, on every page, without touching your site design

Several services

One button per service: video call, web call, chat or each service area

Built-in video

The conversation happens inside the panel, or in a tab or window if you prefer

Business hours

Open, closing soon or closed, with an out-of-hours message

Your brand

Logo, colors, text, button icon and a color for each service

No app, no plugin

Works in desktop and mobile browsers

HOW IT WORKS

From the button on your site to the conversation

Visitors don’t look up a number or install anything: they click the button, pick a service and talk without leaving your page.

01

Visit your site

The floating button shows in the corner of the page.

02

Open the panel

They see the welcome, the hours and whether you are open.

03

Pick a service

Each button leads to a different service.

04

Connect

Allow camera and microphone and join the queue.

05

An agent answers

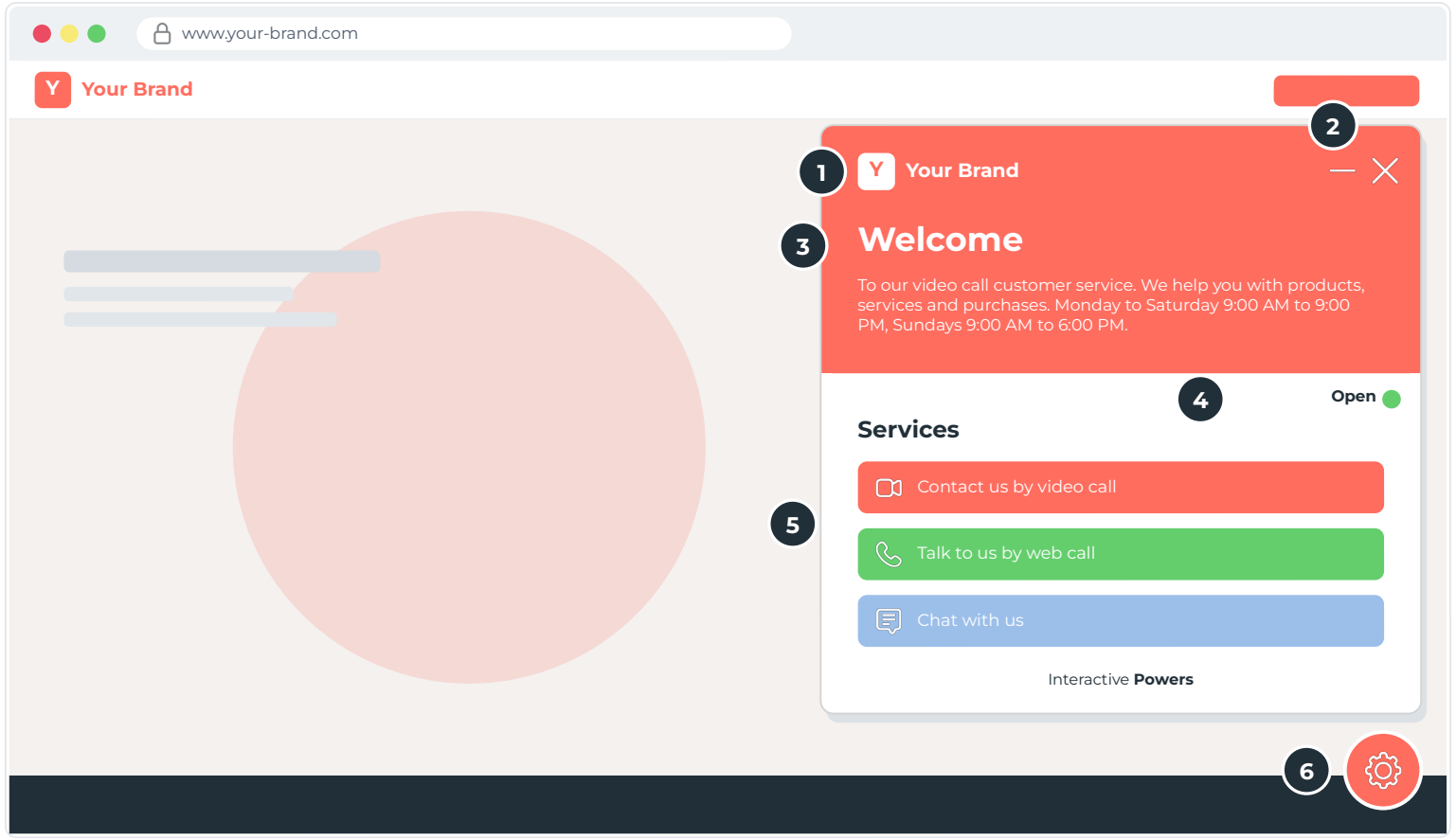
In Web ACD or in your integrated contact center suite.

Without leaving the page. They can minimize the panel and keep browsing: the call continues.

Video RTC underneath. Each service opens the Video RTC web client with its own queue.

Parts of the panel

Everything the visitor sees comes from a single configuration file. This is what they get when they click the button.

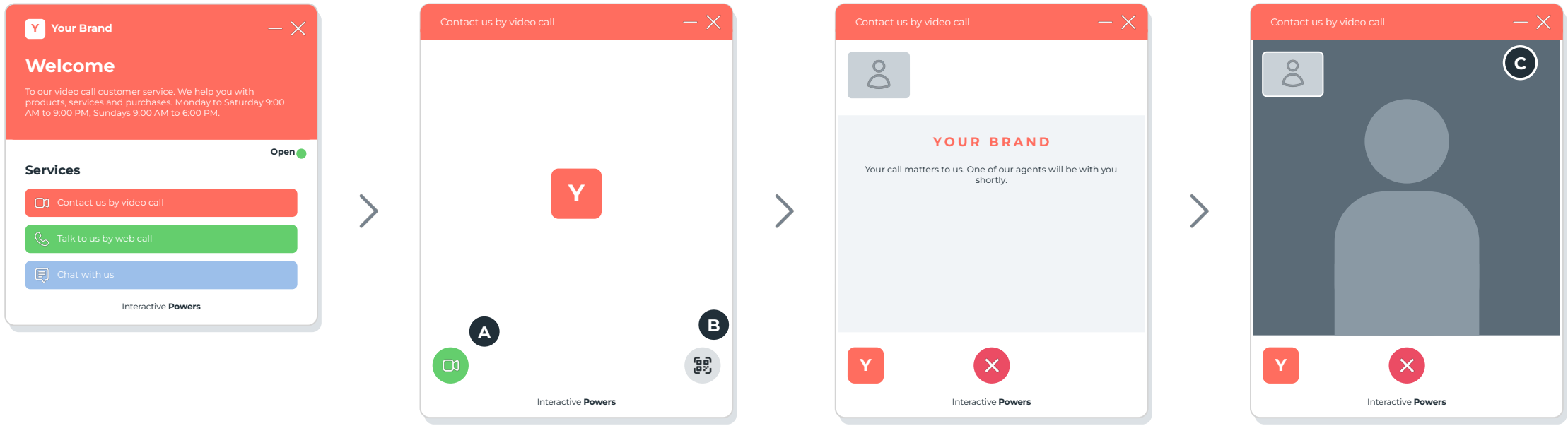


1. **Logo** Your logo in the header, in your brand color.
2. **Minimize and close** Minimize hides the panel; close removes it.
3. **Welcome** Title and message: who answers, what for and when.
4. **Status** Open, Closing soon or Closed, each with its color.
5. **Services** One button per service, with its own icon, text and color.
6. **Floating button** Opens and closes the panel. Its icon is configurable too.

Panel text is whatever each client configures, in the language of their site.

A video call from the widget

Four moments, always in the same corner of the page. Visitors never lose sight of what they were looking at.



1 Click the button

The panel opens over the page, with hours and services.

2 Pick the service

The panel switches to it. The green button starts the video call; the QR button moves it to a phone.

3 Wait in queue

They see their own camera and your branded waiting screen until an agent joins.

4 Talk

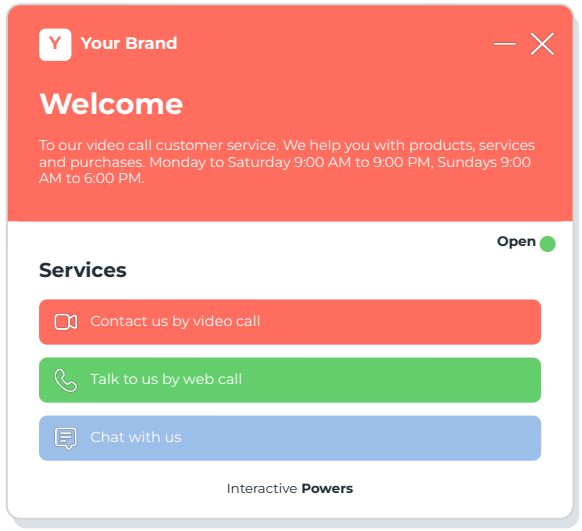
Face to face with the agent. The red button hangs up; minimizing does not end the call.

The panel knows whether you are open

Every time a visitor opens the panel, the widget checks your service calendar and shows one of three states.

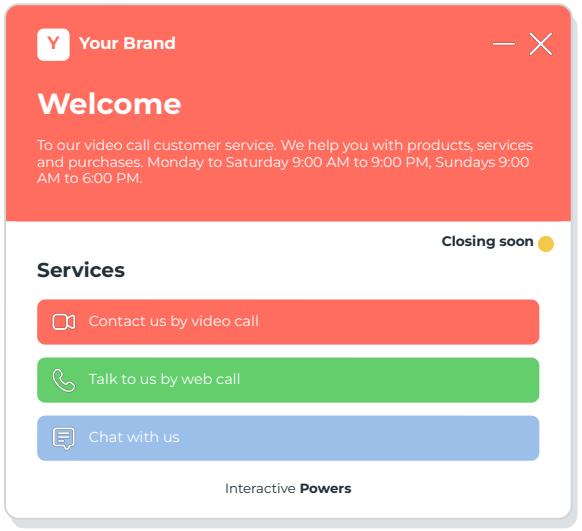
Open

Services are available. The indicator is green.



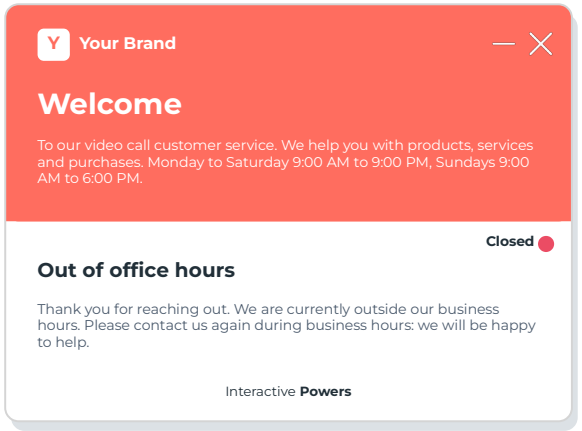
Closing soon

Closing time is near: visitors can still connect, with a heads-up.



Closed

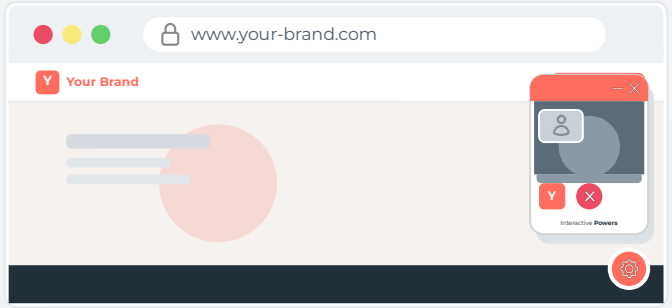
Service buttons are hidden and the out-of-hours message is shown.



No missed calls after hours. Nobody waits in an empty queue: the message tells them when to come back. Hours are set once, on the server, and apply to every service in the widget.

In the panel, in a tab or in a window

Each service chooses where the conversation opens. It is set button by button with the mode property.

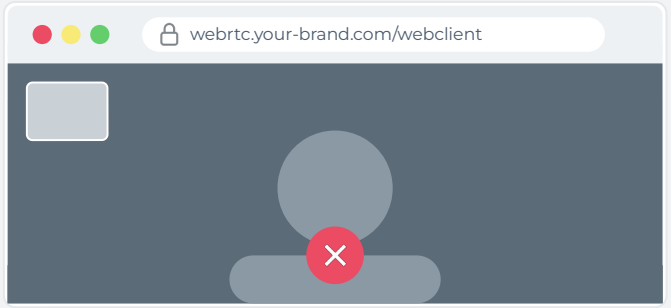


Embedded

mode: "iframe"

The conversation happens inside the panel, in the corner of the page. Visitors keep browsing and can minimize without hanging up.

The default and the smoothest option.

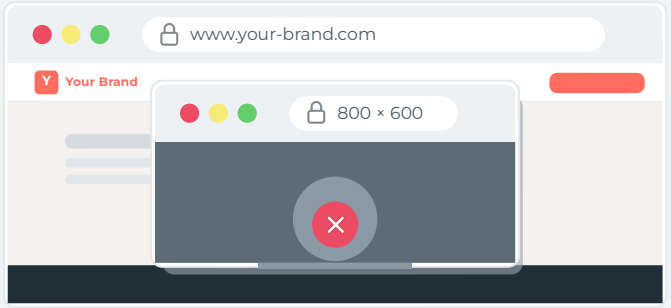


Tab

mode: "tab"

The service opens in a new browser tab, full screen.

For long conversations or small screens.



Window

mode: "popup"

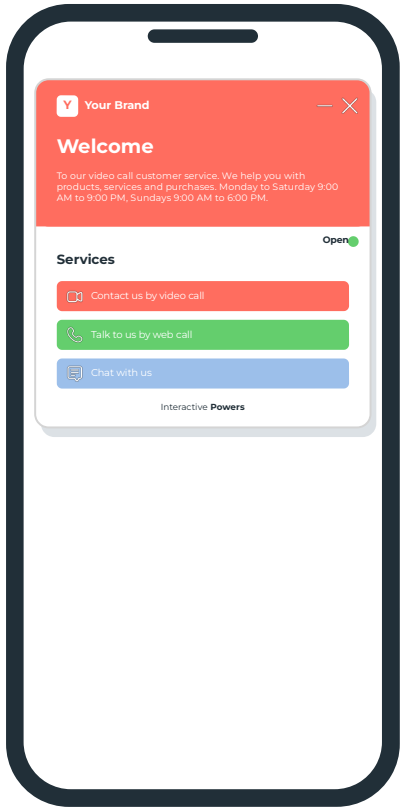
The service opens in a separate 800 × 600 window, centered on the screen.

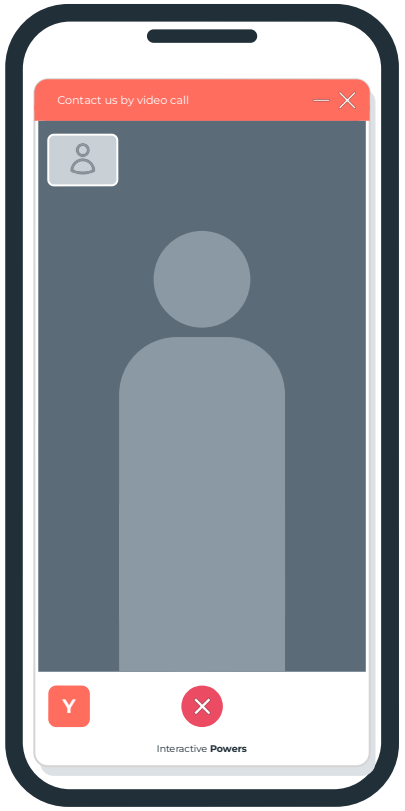
To talk without covering the page being viewed.

Your own buttons on the page. Besides the widget, your site can have its own buttons (for example, one per department) that open the same web client in a window.

The same widget on any screen

Widget Lite is responsive: on small screens the panel adapts to the width of the phone. No app or plugin needed.





iOS and Android

In the phone's browser, with its camera and microphone.

From desktop to phone

The service's QR button moves the conversation to a phone with one scan.

Desktop

In modern browsers on Windows and macOS.

Permissions

The browser asks once for camera and microphone; without them there is no video.

How the conversation reaches the contact center

For the agent, a widget video call is just another Video RTC video call, in the queue of the service the visitor chose.

What happens on the other side

1. The visitor clicks a service in the panel.
2. Video RTC places it in that service's queue.
3. The agent receives it in Web ACD or in their CCaaS suite.
4. They answer with video, audio and their usual desktop tools.

One queue per service

Each panel button points to its own service: loans, support, sales...

Knows why they call

The chosen service classifies the inquiry before the agent answers.

With recording

If the service records, widget conversations are recorded like any other.

Same desktop

No new screens: agents work with what they already use.

Tip: name panel services the way your customers would ("Loans", "Digital banking"), not after your internal queues.

Five steps to publish the widget

Interactive Powers sets up your branded widget on its server. You decide the services, the hours and the look, and paste one line into your site.

01

Define the services

Which buttons visitors see and which Video RTC service each one opens.

02

Set the hours

Service days and times for the business hours check.

03

Send your brand

Logo, button icon, colors and text in each language.

04

Paste the code

One <script> tag on your site, on every page.

05

Test

Open the panel during and after hours and place a call.

WHAT TO SEND TO SUPPORT@IVRPOWERS.COM

Header logo
Transparent PNG, in white

Button icon
Square PNG

Colors
Hexadecimal (#RRGGBB)

Text and hours
Welcome, services and out of hours

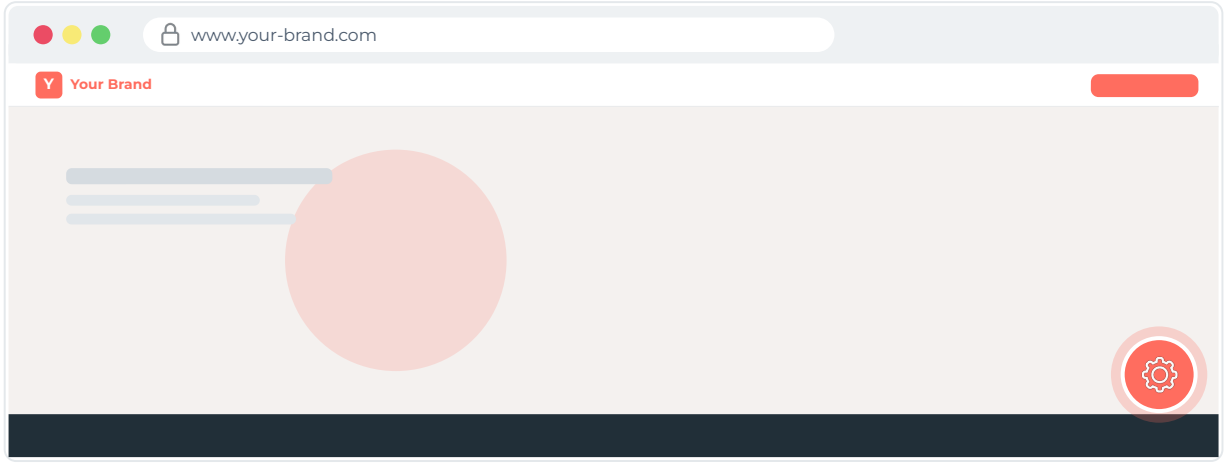
INTEGRATION

One line of code on your site

The widget installs like any third-party script. It does not change your page: it adds the floating button and its panel.

Before </body>, on every page

```
<script src="https://<server>/widget/
  <your-brand>/videortc.widget.loader.js">
</script>
```



1. **Creates the container** Adds its own element at the end of the page, leaving the rest untouched.
2. **Loads the styles** Its stylesheet plus your brand's (custom.css).
3. **Loads the widget** Reads your brand configuration (config.json) and draws the button.
4. **Updates itself** Changes to text, services or colors are made on the server, not on your site.

Works with your CMS. WordPress, Shopify or a custom site: all you need is to paste a script into the template.

config.json: text, services and hours

A single file describes the panel. Each block maps to an area of what the visitor sees.

theme/config.json

```
{
1   "header": { "title", "msg" }
    "services": {
        "title": "Services"
2       "items": [ { "icon", "title", "url", "mode", "color" } ]
3       "workingHours": { "url", "title", "msg", "labels" }
    }
4   "powered": { "title", "msg", "btn" }
}
```

Icons come from the Video RTC set, for example videortc-icon-cam (video), videortc-icon-Call (call) or videortc-icon-Livechat (chat).

1. **header** Welcome title and message. Include the hours here as text.
2. **items** One object per button: icon, text, link to the Video RTC service, mode (iframe, tab or popup) and color.
3. **workingHours** Hours check plus the out-of-hours text and the labels of the three states.
4. **powered** Text for the “Interactive Powers” footer.

Colors, logo and button icon

Four colors in a stylesheet, two images and a color for each service. That is all it takes to make the widget yours.

theme/custom.css

- **--vrtc-theme-background** — Header and button
- **--vrtc-theme-text** — Header text
- **--vrtc-content-background** — Panel background
- **--vrtc-content-text** — Panel text

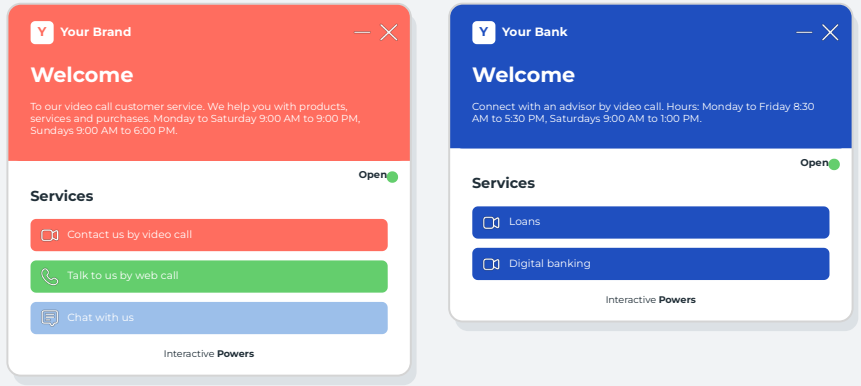
Panel colors. Use your main brand color in the header and check text contrast.

Images

- **logo-header.png** — Header logo
- **open-btn.png** — Floating button icon

The logo sits on the header color: send it in white or in its dark-background version.

TWO BRANDS, THE SAME WIDGET



"color" on each service. Each button can have its own color: the brand color for video, green for the web call, light blue for chat.

Turning site visits into conversations

Simple choices for whoever configures the widget and for the team that answers.

Few services

Two to four buttons. With more, visitors hesitate and don’t click.

Customer language

Name each service the way a visitor to your site would.

Hours in plain sight

Write them in the welcome too, not only in the indicator.

Embedded by default

Use iframe mode; keep tab or window for specific cases.

Contrast

Readable text on the header color and on each button.

Test after every change

On desktop and mobile, during and after hours.

MORE DOCUMENTATION

Next steps

Web ACD User Guide

How agents handle the video calls that start in the widget.

Network Connectivity Requirements

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

Support

Email: support@ivrpowers.com
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Phone US: +1 786 329 7177