VIDEO RTC FOR GENESYS

Video that Genesys routes, on the Genesys you already run

Listed on the Genesys AppFoundry as Video RTC, by Interactive Powers. The session arrives as a SIP call, your ACD routes it, and the agent answers from the Genesys dialpad.

Genesys Cloud CX

The main target. Video queued and routed by the same rules as voice.

Genesys Cloud EX

The same session model applied to employee-facing services.

Genesys PureConnect

Supported through the same SIP entry point.

Genesys PureEngage

Supported through the same SIP entry point.

SPLIT Forward

SPLIT Reverse

SPLIT Scheduled

SPLIT Messaging & WhatsApp

SPLIT Remote Viewer

Source: Video RTC for Genesys solution page and Genesys AppFoundry listing, verified September 2026.

HOW IT CONNECTS

The integration map against Genesys, with its real status

The status column is deliberate. Everything marked "to validate" is confirmed with engineering before it goes into a proposal.

Point	Against Genesys	Status
1 · SIP trunk	Standard trunk into the Genesys tenant; the video session arrives as a call.	Documented
2 · ACD routing	Existing Genesys queues, skills, priorities and business hours, unchanged.	Documented
3 · Agent control	Pickup, hold, transfer and hang up from the Genesys dialpad.	Documented
4 · Video panel	VideoRTC.js embedded beside the agent desktop, browserEvents iframe API.	Documented
5 · Invitation	SPLIT Forward, Reverse and Scheduled; widget, link, QR, SMS, chat escalation.	Documented
6 · Recording	SPLIT capture into Video REC, independent of the Genesys desktop recorder.	Capability
7 · Context and reporting	Variables over the SIP leg; recording ID and metadata returned to the interaction.	To validate

A step-by-step Genesys integration guide exists in the Interactive Powers technical wiki. Items marked "capability" are delivered in production but not yet written up against Genesys specifically.

PROOF AND NEXT STEP

What backs this on Genesys, and what the first thirty days look like

On the AppFoundry

Listed as Video RTC, by Interactive Powers, with GDPR, HIPAA and ISO 27001 attestations.

Partner since 2019

Genesys AppFoundry partnership announced in 2019 and live since.

Thirty-day proof

One queue, one skill, a small agent group, and success criteria agreed in writing in week zero.

If the criteria are not met, the trunk comes down and nothing in the Genesys configuration has changed.