VIDEO RTC 6.X · BANK-GRADE

Seamless Escalation

for Genesys Cloud

When a WhatsApp conversation needs a person, the customer moves in one click to an encrypted voice or video call with a Genesys Cloud agent.



HOW IT WORKS

From chat to voice or video, inside Genesys Cloud

1 The customer writes

On the channel they already use. The agent or bot sends a secure link in the conversation.

- **WhatsApp** — Messaging and bots
- **Apps and web chat** — Your mobile app and website
- **SMS** — Short link with PIN
- **Email** — Link or QR code

2 Chooses voice or video

One tap opens the session in the mobile browser over SPLIT, the hybrid SIP + WebRTC protocol.

- **Voice** — From the browser
- **Video** — Portrait, from the phone
- **Encrypted** — 256-bit certificates
- **No app** — In the browser, no downloads

3 A Genesys agent answers

The session enters Genesys Cloud as a regular call, with the chat context.

- **Architect** — Queues, skills and priorities
- **Dialpad** — Answer, hold and transfer
- **Agent Copilot** — Live agent assist
- **Reporting** — Same queues and KPIs

Channels — WhatsApp · Apps · Chat · SMS → **SPLIT** — Encrypted voice and video → **Genesys Cloud** — A single interaction → **Video REC** — Bank-grade custody

GENESYS APPFOUNDRY

Genesys AppFoundry Premium Partner since 2019

Video RTC 6.x for Genesys, listed on AppFoundry. The interaction lives in your Genesys Cloud; we provide the voice, the video and their gateway.

- **SPLIT trunking.** Arrives as a regular call.
- **Your routing.** Architect, queues and skills: it stays in your flow.
- **Agent identity.** Signs in with their Genesys account.
- **Dialpad and reporting.** The Genesys tools you already use.

GENESYS | AppFoundry

Genesys Cloud / Video RTC

Video RTC
for Genesys Cloud CX

Author	**Interactive Powers**
Version	**6.X**
Selling party	**Vendor**
Attestations	**GDPR · HIPAA**
Integration	**SPLIT · ACD queueing**

PREMIUM PARTNER · 2019 | BANK-GRADE

appfoundry.genesys.com › Video RTC

SECURITY AND COMPLIANCE

Six controls on the channel

Encryption
256-bit certificates, SRTP and AES-256.

Isolation
Dedicated nodes per customer and region.

Own channel
Your own domain and PIN.

Recording
Voice in Genesys, video in Video REC.

Traceability
One SPLIT ID; named accounts.

Continuity
Documented DRP, backups per region.

SELF-ATTESTED: GDPR · HIPAA

INFRASTRUCTURE CERTIFIED: ISO 27001 · SOC 1/2/3 · PCI

powered by aws

Interactive Powers is an AWS Standard Technology Partner. Security dossier available under NDA on request.

NEXT STEP

A three-step pilot (POC) on your Genesys Cloud

1

DEFINE

Pilot scope

One channel, for example WhatsApp, and one Genesys queue.

OUTCOME
Agreed scenario and success criteria

2

CONFIGURE

Activation in Genesys

SPLIT and Architect in your org, with your integrator.

OUTCOME
Ready, no custom development

3

MEASURE

Pilot with real customers

KPIs set upfront and a security review under NDA.

OUTCOME
Report to decide the rollout

IntPowers

Let's talk about your case

We design the pilot with your team and your Genesys integrator.

WEB interactivepowers.com

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