



PLATFORM • VIDEO CALL RECORDING

Video REC

Don't just hear it. See it. Prove it.

A reliable, scalable video call recording platform purpose-built for the suite's video-first contact centers — capturing, storing and archiving the whole face-to-face interaction, not just the audio.

RAW / SD / HD

multi-format capture

S3 + Glacier

two-tier storage

SSO • OTP

access security

AWS-managed

cloud service



THE VIDEO STORAGE PLATFORM

Two storage tiers: fast access, then deep archive.

Main storage

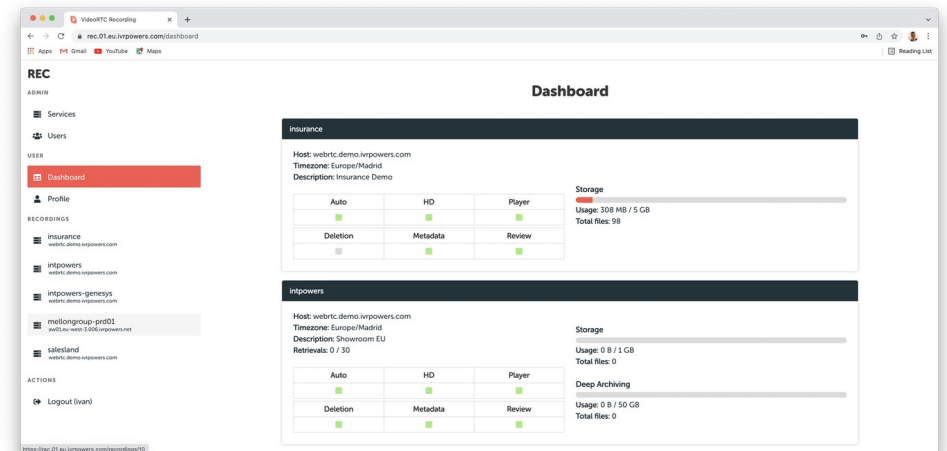
Every recording lands in a regional S3 bucket, ready for playback.

Archive storage

Deep Archiving moves older recordings into low-cost Glacier vaults.

Your bucket, your keys

Recordings stay under your organisation's own control.



Most recorders capture the screen. Not the face.

Video is now how contact centers meet regulated, high-trust customers face to face. The recording layer built for the audio era hasn't caught up.



Audio first, video an afterthought

Compliance recorders add screen capture of the agent's desktop — not the live video interaction itself.



AI investment absorbed by M&A

2025 saw the category consolidate sharply — Smarsh acquired CallCabinet, Thoma Bravo merged Verint with Calabrio.



Compliance without the evidence

A screen recording proves what an agent clicked. It doesn't prove what happened, face to face, on the call.



Video REC starts from the face, not the screen.

Purpose-built via the same SPLIT protocol that powers Video RTC, so what gets recorded is the live video interaction itself — not a bolt-on capture of somebody's desktop.

Built to record the interaction, not just the audio

Video REC is a reliable, scalable video call recording platform for contact centers, providing two levels of regional storage and long-term archiving with automatic post-processing — fully managed on AWS.



Native video capture

Records live video contact-center interactions via the SPLIT protocol — not a screen-share bolt-on.



Multi-format output

RAW, MP4 SD or MP4 HD, with automatic post-processing merging streams into one mixed file.



Two-tier storage

A fast-access bucket plus a deep-archive vault, so cost tracks how old — not how important — a recording is.



Fully managed

Unpacked, deployed and certified by the IntPowers team on AWS — no infrastructure of your own to run.

RAW → MP4

SD / HD automatic post-processing

100GB–1TB

storage unit tiers

256-bit AES

in transit & at rest

Cloud-managed

provisioned for you

What it means to actually record video, not just audio

Not screen capture with a compliance label on it. The live video interaction itself, archived under your own control.



Captures the face, not just the voice

Native SPLIT-protocol video recording of the actual live interaction — not a bolted-on desktop capture.



Purpose-built with Video RTC

Same protocol, same architecture, engineered together — not a third-party integration project.



Your bucket, your keys

Use your own S3 bucket and encryption keys — recordings stay under your organisation's control.



Transparent storage economics

A published per-minute sizing table, not a black-box quote — see the worked example ahead.



Open to any analytics stack

Structured metadata exports to the speech-analytics vendor of your choice — no forced bundle.



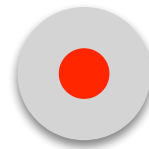
Every review, logged

Reviewed/QM status flags plus full user-activity audit logging, so the audit trail is as real as the recording.

The headline finding: of six compliance-recording vendors reviewed, none natively records webcam video as a first-class channel — all bolt on screen capture instead.



Did you know a Video Contact Center requires special handling when processing its recordings?



Interactive Powers

Every call becomes RAW, then SD, then HD

RAW is the default output straight from the Video RTC gateway. Video REC's post-processing automatically merges the streams into a single mixed file, in the format your retention policy calls for.



RAW

Every stream, unmodified, straight from the gateway — the smallest footprint and the source of truth.



MP4 SD

A standard-definition mixed file, merged and post-processed automatically after the call ends.



MP4 HD

A high-definition mixed file for the clearest evidentiary, training and quality-review use.

Storage per minute of recorded video (published sizing table)

Duration	RAW only	RAW + SD	RAW + SD + HD
1 min	6 MB	8 MB	16 MB
15 min	100 MB	120 MB	240 MB
1 hour	390 MB	480 MB	950 MB

Two storage tiers: fast access, then deep archive

A recording doesn't need the same storage tier on day one and day one thousand. Video REC moves it automatically.



Main storage — S3 bucket

Every recording lands in a regional AWS S3 bucket first, ready for immediate search, review and playback.



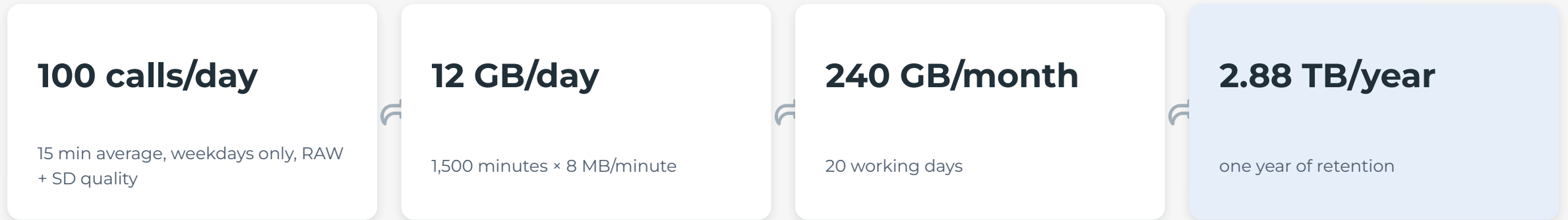
Archive storage — Glacier vault

Deep Archiving mode ('ARC') moves older recordings into low-cost, secure long-term cold storage automatically.

Use your own S3 bucket and your own security keys — recordings stay under your organisation's control, not pooled in shared multi-tenant storage.

What a year of video recording actually costs to store

A worked example, published on the technical wiki — the kind of concrete sizing math most vendors keep behind a sales call.



Recommended: 3× Type 3 (1TB) storage units

Storage unit tiers: Type 1 = 100GB, Type 2 = 500GB, Type 3 = 1TB — sized to retention policy, not guessed.

This is one worked example, for illustration — your actual footprint depends on call volume, average duration and format mix. Ask your account team for a sizing worksheet against your traffic.

Every recording, tagged, searchable and in order



Custom metadata scripts

A script built for your deployment calls your ACD platform to fetch and attach call metadata automatically.



Search by any field

Filter and search recordings by custom metadata field, not just date and duration.



Sequence ordering

Recordings order by sequence number, so a multi-part interaction reads in the order it happened.

Search by metadata field shipped in v1.4.0 (2021); sequence-number ordering followed in v2.12.0 (2024) — steady, incremental investment in findability.

A review flag your quality team can actually trust

Advanced auditing manages the status flags, metadata and fields a QM team needs — a manual review workflow, done properly.



Reviewed status flags

Recordings can be marked Reviewed — and, distinctly, flagged "not approved" — so a QM team's judgement is captured alongside the file, not in a separate spreadsheet.



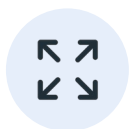
Fields your team defines

Status flags, metadata and required fields are configured for how your quality management process actually works — not a fixed, one-size scoring form.

Read precisely: this is a manual review and flagging workflow for your QM team, not an automated AI scoring engine — see the next slide for how automated analytics fits in.

Open to any speech-analytics stack you choose

Video REC doesn't lock you into one analytics vendor's transcription and sentiment engine. It organises and exports what any of them need.



Structured metadata export

Recordings and their metadata are organised for external speech-analytics systems to consume directly.



Best-of-breed, not bundled

Plug in the transcription, sentiment or auto-QA vendor that fits your stack — not a forced single option.



Built for integration, not isolation

The same metadata-script pattern used for ACD context works for feeding an analytics pipeline.



Your roadmap, your pace

Add analytics when and where you need it, without waiting on a platform vendor's own AI release cycle.



Said plainly

Video REC does not run its own speech analytics, sentiment scoring or automated QA engine today — by design, it exports for the systems that do. If you already run one, or want to choose your own, that's a fit, not a gap.

Where recordings go after the call ends



SFTP push

Custom post-processing scripts commonly push finished recordings to your own external servers securely.



Custom scripts

Post-processing rules run after every recording, built around your export and retention requirements.



CSV export

Bulk export of recording metadata to CSV, added v2.0.0, for reporting outside the platform.



Retention & alerts

Per-service, cron-scheduled deletion policies, with email and Slack alerts as storage nears capacity.

Example alert format: "Storage: 506 GB / 500 GB (101%)" — retention policies can differ by service (e.g. 100 days vs. 365 days), each on its own schedule.

SSO, two-factor login and a full audit trail



SSO via SAML

Signed AuthnRequests, encrypted assertions, full IdP/SP metadata configuration — added v2.14.0, May 2025.



OTP / two-factor login

One-time-password login added v2.9.0, August 2024, as a second factor on every sign-in.



Per-user IP allow-listing

Range-based allow-listing added v2.9.0, then extended to login, OTP and password-reset actions in v2.11.0.



Full audit logging

User activity, IP addresses and blocked actions are all logged — a dedicated events reference is available on request.

Password recovery (v2.1.0, 2022) and a dedicated activity-log service (v2.7.0, 2024) rounded out the access-security build-out before SSO landed.

Built on AWS's independently audited infrastructure



AWS-inherited certifications

SOC 1, 2 & 3, ISO 27001 and FedRAMP/FISMA reports from AWS's own audited infrastructure underpin the platform.



256-bit encryption

AES/SSL encryption, no less than 256 bits, applied to data in transit and at rest.



24/7 monitoring

A monitoring layer sits on top of AWS with daily manual log reviews, on top of AWS's own controls.



Customer-owned buckets & keys

Bring your own S3 bucket and security keys, so storage stays governed by your own policy, not a shared pool.



Full audit logging

Every user action, IP address and blocked attempt is logged, for a defensible operational record.



SSO, OTP and IP allow-listing

Layered access controls sit in front of the storage and playback layer, not just around the AWS account.

Read precisely: these certifications are AWS's own, inherited through the infrastructure Video REC runs on — not an independent audit of Video REC or IntPowers as a company.

Fully managed, so your team doesn't have to run it

Video REC is the one platform in the suite with no on-premises option — by design, not by omission. Here's the trade you get instead.



Provisioned by IntPowers

Unlike Smart IVR or Video RTC, this isn't a package you install — the IntPowers team unpacks, deploys and certifies every instance.



Containerized on AWS ECS

Processing, API and WebApp run as Docker containers on AWS, elastically scaled with call and storage demand.



One thing to manage: policy

You control per-service retention rules and your own encryption keys; IntPowers manages the infrastructure underneath.

Why cloud-only, here specifically

Video and storage workloads scale unevenly and benefit from elastic infrastructure — the two-tier bucket/vault model and automatic archiving depend on AWS S3 and Glacier specifically. What you keep control of is what matters most for compliance: your own bucket, your own keys, your own retention policy.

Four years of steady releases, one recording engine



Native video-call recording

v2.3.0 · NOV 2022

Explicit "possibility to receive and process videocall recordings" added to the platform.



Docker & CSV export

v2.0.0 · APR 2022

Processing, API and WebApp move to containerized deployment; bulk CSV export ships the same release.



Two-factor login & IP allow-listing

v2.9.0 · AUG 2024

OTP login and per-user IP allow-listing land together, tightening access to the recording archive.



SSO arrives

v2.14.0 · MAY 2025

SAML-based single sign-on, with signed requests and encrypted assertions — the most recent release.

Fifteen releases, one steady cadence

From first release (v1.0.0, March 2021) to the latest (v2.14.0, May 2025): 15 versions in roughly four years two months, about one every 3.4 months — steady, incremental hardening of storage, search, access control and auditing, release after release.

Video REC is the compliance layer for three more products

Each platform stands alone and speaks standard protocols — but bought together they behave as one system, with no integration project in between.



Smart IVR

AUTOMATION LAYER

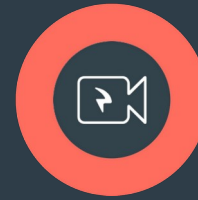
Carrier-grade VoiceXML IVR with speech engines, handling the call before a human is needed.



Web ACD

DISTRIBUTION LAYER

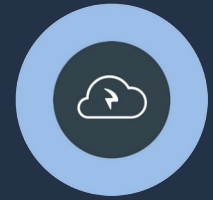
Queues, routes and distributes voice and video to the right agent, and runs their desktop.



Video RTC

MEDIA GATEWAY

Hybrid SIP + WebRTC gateway for browsers, mobile devices and kiosks, built for high availability.



Video REC

RECORDING LAYER

HD video recording, storage and archive, with export for analytics and compliance.

Video is the interaction. Record it like one — that's the thesis running through all four platforms, not just this one.

Cloud Services · hosting, monitoring and managed operation across all four platforms

Standards first, so it fits what you already run



Recording mechanism

- Purpose-built for the Video RTC gateway's SPLIT protocol
- SPLIT Forward, Reverse and Scheduled communications supported
- Ready to connect with other contact-center solutions via the same protocol layer
- Confirm production-proven third-party integrations with your account team



Integration & export

- Custom metadata scripts fetch context from your ACD platform
- SFTP push and custom post-processing scripts for external systems
- CSV export for reporting outside the platform
- Structured metadata export for external speech-analytics systems



Access & identity

- SSO via SAML, with signed requests and encrypted assertions
- OTP two-factor login on every sign-in
- Per-user IP allow-listing, including pre-login actions
- Full user-activity audit logging

Because recording rides the same SPLIT protocol as Video RTC, adding Video REC to a live deployment is a configuration step, not a migration.

Where Video REC parts company with audio-first recorders

	A typical compliance recorder	Video REC
Video capture	Screen recording of the agent's desktop, an add-on tier	Native recording of the live video interaction itself
Analytics approach	Closed, built-in AI module, often behind a higher tier	Open export to the speech-analytics vendor of your choice
Storage model	Pooled, multi-tenant, vendor-controlled	Customer-owned S3 bucket and encryption keys
Storage sizing	Quote-based, opaque	Published per-minute table and worked example
Compliance posture	Independently held certifications (varies by vendor)	Built on AWS's independently audited infrastructure
Category dynamics	Consolidating fast — Smarsh/CallCabinet, Verint/Calabrio in 2025	Focused, video-native specialist inside one coherent suite

"A typical compliance recorder" summarises patterns published on the capability pages of NICE, Verint, CallCabinet (now Smarsh), Red Box, Uniphore and Calabrio, reviewed August 2026. Specific vendor comparisons available on request.

Running where the evidence actually matters

Video REC operates as the recording layer for suite deployments across Latin America and Europe — where a recorded interaction is a compliance record, not just a training clip.

Atento

A leading Spanish and Latin American customer experience provider implemented advanced video calling capabilities in their contact centers — enhancing customer interactions and improving resolution rates.

Suite-level reference (video calling + recording) — confirm exact scope with your account team.

A consolidating category

2025 saw Smarsh acquire CallCabinet and Thoma Bravo combine Verint with Calabrio — the big compliance-recording platforms are consolidating around scale. Video REC stays a focused, video-native specialist inside one suite.

15 releases since March 2021 — steady investment through the consolidation wave.

Industries served (suite-wide client base)



Financial Services



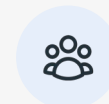
Public Sector



Healthcare



Telecom & Utilities



BPO & Services

Named client references and quantified case-study results available under NDA through your account team.

Storage-tiered, not metered by the call

Video REC is provisioned as a managed service and sized to your storage footprint — not billed per minute or per agent seat.



Storage unit tiers

Type 1 (100GB), Type 2 (500GB) or Type 3 (1TB) — sized to your retention policy, not your call volume.



Managed end to end

IntPowers provisions, certifies and operates the service — no infrastructure project for your team to run.



Your keys, your control

Bring your own S3 bucket and encryption keys, and storage stays governed by your own security policy.



Quote-based

Sized against your actual retention and format mix — talk to sales for a worked estimate like the one in this brochure.

Why storage-tiered pricing is easier to plan around

Per-minute or per-seat recording fees are hard to forecast when video call volume is exactly what you're trying to grow. Sizing to a storage tier — backed by the published per-minute table two slides back — turns that into a line item you can actually budget.

VIDEO REC · VIDEO CALL RECORDING

Record the whole interaction. Prove it.

Let us show you a video call captured, stored and archived end to end — with a worked sizing estimate for your own traffic, and a clear answer on what's inherited and what's independently audited.

[Talk to Sales](#)

[Request a Demo](#)



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