

Video CCaaS Transactional

Connecting Video Channels to your Contact Center or CCaaS



Int**Powers**



GENESYS™





Unified Communications Business Suite



Video CCaaS



+



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Video **RTC**

Video Channels

Genesys Cloud

CCaaS (Contact Center)

Video **REC**

Video Recording 

Video Channels: Omnichannel

Video RTC

Real Time SPLIT Channels
Connecting your business processes.

 Transactional Video Calls

 Transactional Voice Calls

 Transfers to VoIP Telephony



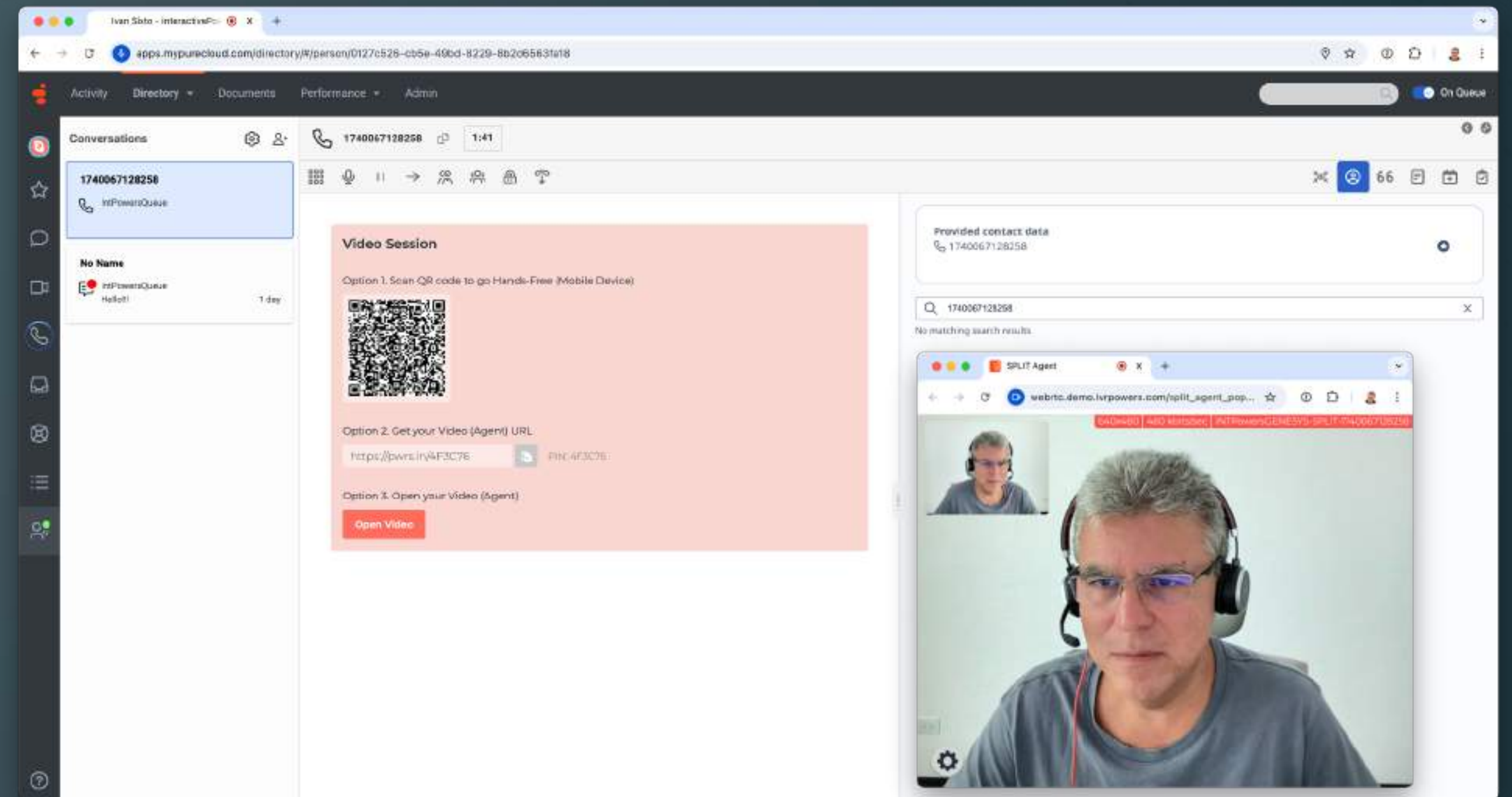
Security Privacy Video HD Transfers Convergence

Genesys Cloud

Comunicaciones Digitales en Tiempo Real



- Llamadas Telefónicas
- Llamadas Web
- Videollamadas
- Colaboración Web



Video Centric KPI Web Responsive Telefonía Applications

Video Recording 📹 : SD/HD Quality

Video REC

Record for Quality and Safety Control



- Security (2FA)
- Auditions
- Access Logs
- Metadatas

The screenshot displays the 'Recordings' page of the VideoREC application. The interface includes a sidebar with navigation options like ADMIN, SERVICES, USERS, and RECORDINGS. The main area shows a table of recordings with columns for Split Id., Date, Duration (s), Seq. Number, To Archive, Metadata, and Formats. The table lists several recordings with their respective details and status indicators.

☐	Split Id.	Date	Duration (s)	Seq. Number	To Archive	Metadata	Formats
☐	1743697388782276	2025-04-03 18:23	61	001	☐	demo INT PowersACD - device(mobile) Safari 18 - More	SDV SD HD
☐	1743696336070484	2025-04-03 18:06	70	001	☐	demo INT PowersDevChat - device(web) Chrome 133 - More	SDV SD HD
☐	1743696336070484	2025-04-03 18:08	63	002	☐	demo INT PowersDevChat - device(web) Chrome 133 - More	SDV SD HD
☐	1743695583722782	2025-04-03 17:53	18	001	☐	demo EMTEC - device(web) Chrome 133 - More	SDV SD HD
☐	1743693052338300	2025-04-03 17:44	120	001	☐	demo EMTEC - device(web) Chrome 133 - More	SDV SD HD
☐	1743695052338300	2025-04-03 17:46	2	002	☐	demo EMTEC - device(web) Chrome 133 - More	SDV SD HD
☐	1743695052338300	2025-04-03 17:46	235	003	☐	demo EMTEC - device(web) Chrome 133 - More	SDV SD HD
☐	1743628465350876	2025-04-02 23:14	188	001	☐	demo INT PowersACD - device(mobile) Safari 18 - More	SDV SD HD
☐	1743628294438586	2025-04-02 23:11	71	001	☐	demo INT PowersACD - device(mobile) Chrome 134 - More	SDV SD HD
☐	1738326176086341	2025-01-31 13:23	9		☐	demo INT PowersACD - device(web) Chrome 133 - More	SDV SD HD

Recordings Storage MP4 Conversion Exportation Archiving



FAB Buttons

100% Web Responsive

Help Center ?

* With dynamic service time control

Welcome

To our direct video call customers, we are here to assist you with inquiries, products, and services, or to guide you through the purchasing process. Monday to Saturday, from 09:00 AM to 09:00 PM, and on Sundays from 09:00 AM to 06:00 PM.

Closing soon

Channels

Contact us via Video Call

Talk with us by WhatsApp

Just chat with us...

Interactive Powers

Interactive Powers

Integrate **Widgets** with **FAB Buttons** into your web pages. So that customers can communicate directly...



FAB Video



FAB Voz



FAB Custom



* Customizations Examples



Customer Widgets & Settings

Colors, Logos, Texts, Disclaimer...



RTC
Directory

Your Company
Directory

Ivonne García
Asesora de Ventas en Línea

Scan me

Location
Miami, United States

Email
ivonne.garcia@....

Phone
+1786 ...

Contact Me

Send email
mailto:ivonne....

Voice
https://

Phone call
tel:+1786

What
http://

Copy link

Download vCard

Your Company
Directory

< Go back to directory

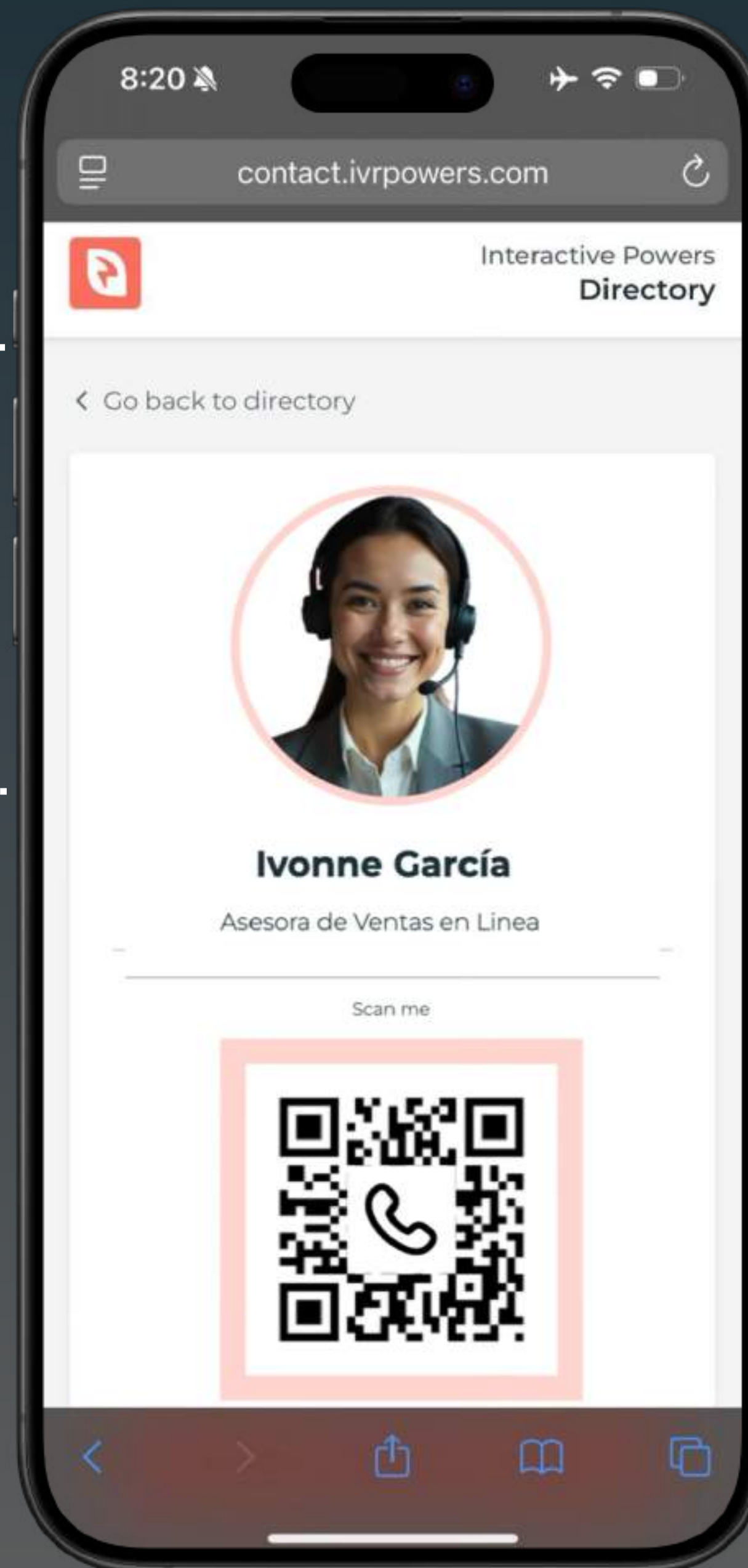
Ivonne García
Asesora de Ventas en Línea

Scan me



Voice Calling

No mobile number
No international number
No extension
No roaming



Video Calling

No scheduling needed
No bookings required
No downloads
No apps



Integrate advanced **Web Collaboration** functionality into Voice or Video Calls



Clients



Live Chat



File Sharing



Dual Screen Sharing



Snapshot



Video Recording



Agents
Video CCaaS



CoBrowsing



Pause



Flip Camera



PiP



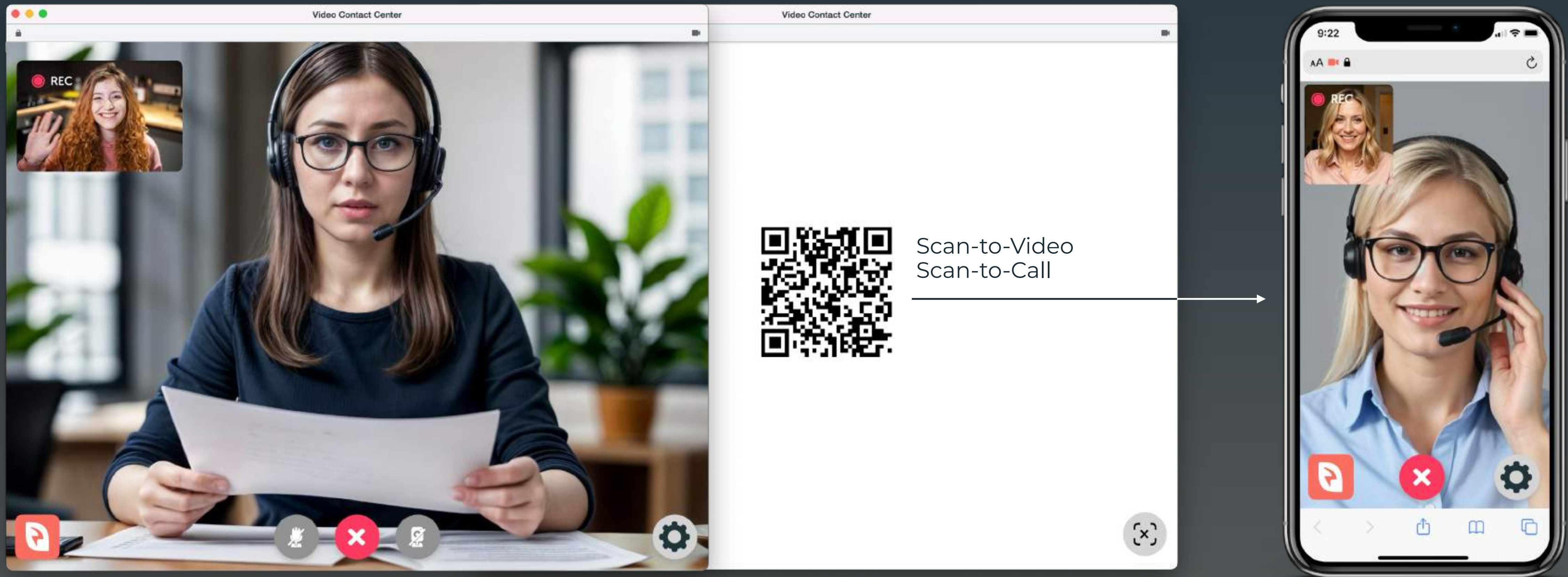
Transfer



DTMF



Reinvent the **Customer Service** that consumers expect.
Innovating means operating as if it were the future, today...



Users can use any device or scan a QR code to call...

Immediacy, professionalism, speed, convenience, quality of service...



Customizable Virtual Backgrounds For a Professional **Corporate Image** for your Clients

Dynamic LED
Indicator for
Video Recording



Picture
Background

Corporate Logo
Customisable
by Service



Blur
Background

Virtual Background
Back +

FLAP Button
Tools
Web Collaboration

Agents can be anywhere, teleworking... or out of the office...

Background Image (HD) or Background Blur.



Video Recording



Local Video

Nael A.
Sales Support

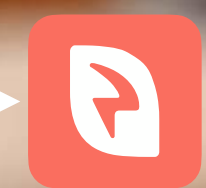


Video Agent Label

Back+ Effects

Remote Video

Overprint Logo



Screen Sharing

File Sharing

Live Chat

Snapshot

Flip Camera

Flap Button

Mute Audio

Mute Video

MacBook Pro



Video Recording

REC

Local Video



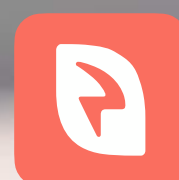
Patrick T.
Customer Care

Video Agent Label

Back+ Effects

Remote Video

Overprint Logo



Screen Sharing

File Sharing

Live Chat

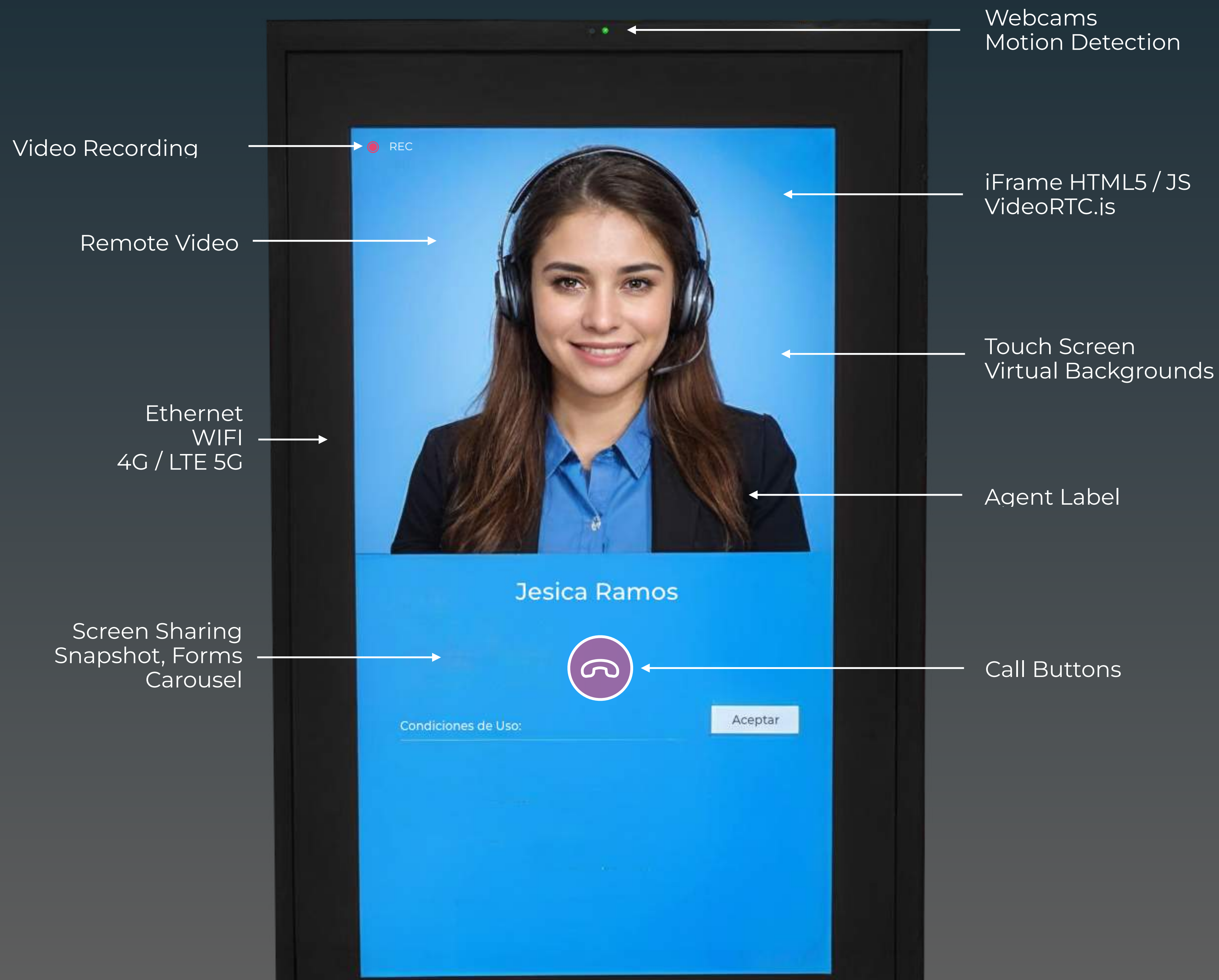
Snapshot

Flip Camera

Flap Button

Mute Audio

Mute Video

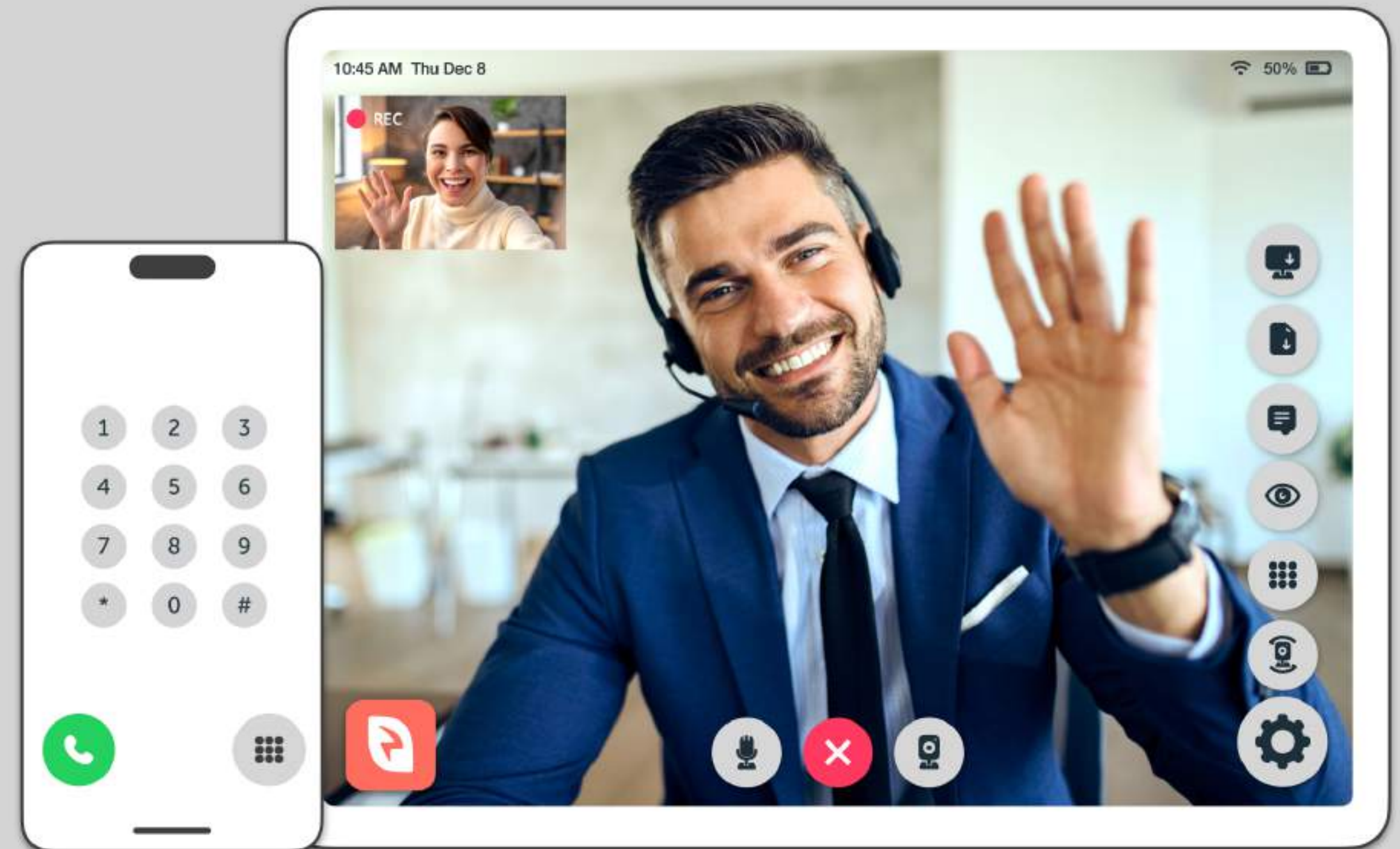


Connect, Reinvent, Empower...

Your Contact Centers

Your Channels

Your Teams





Int**Powers**