

Video CCaaS Transactional

Connecting Video Channels to your Contact Center or CCaaS





Unified Communications Business Suite

Optional

Video CCaaS



Cisco CM, Avaya...

External PBX

Video **RTC**

Punto de Atención

Web **ACD**

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

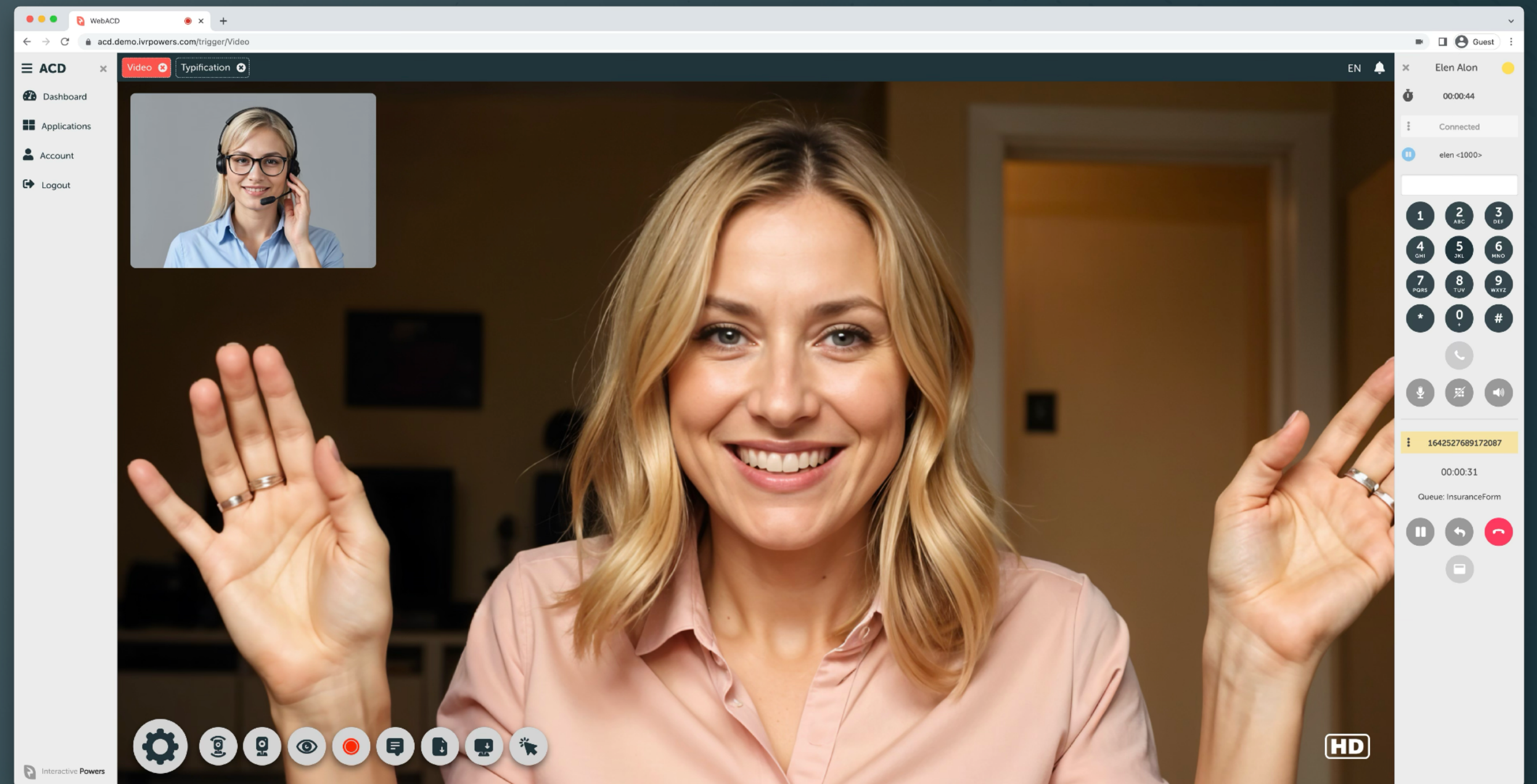
CCaaS: **Video Centric**

Web ACD

Comunicaciones Digitales en Tiempo Real



- Llamadas Telefónicas
- Llamadas Web
- Videollamadas
- Colaboración Web



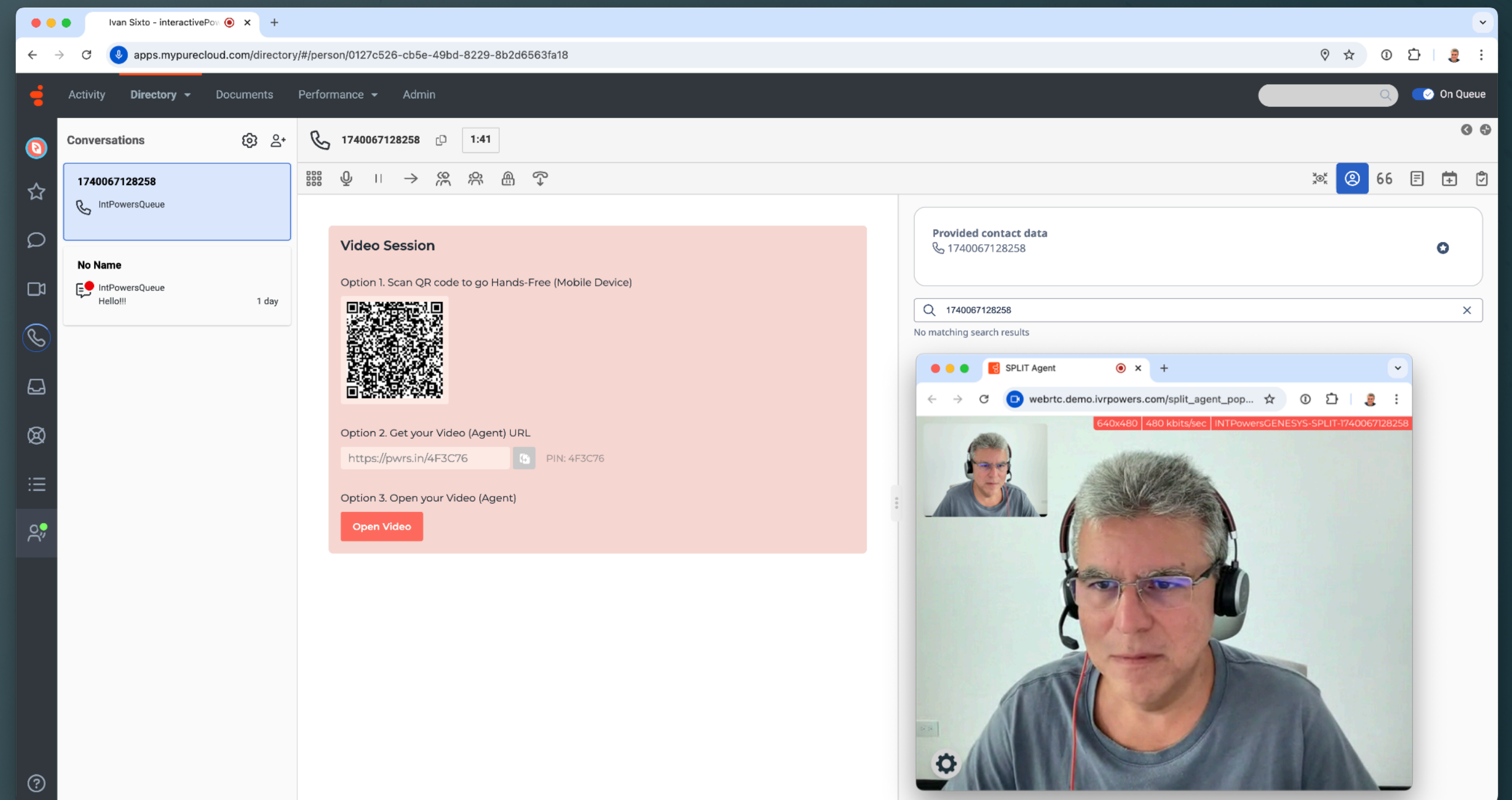
Video Centric KPI Web Responsive Telefonía Applications

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

Recordings

intpowers (web rtc.demo.ivrpowers.com)

10 per page Advanced Filter Export

Split Id. Search

☐	Split Id.	Date	Duration (s)	Seq. Number	To Archive	Metadata	Formats
☐	1743697388782276	2025-04-03 18:23	61	001		demo:INTPowersACD device:[mobile] Safari 18 More	RAW SD HD
☐	1743696336070484	2025-04-03 18:06	70	001		demo:IVRPowersDevChat device:[web] Chrome 133 More	RAW SD HD
☐	1743696336070484	2025-04-03 18:08	63	002		demo:IVRPowersDevChat device:[web] Chrome 133 More	RAW SD HD
☐	1743695583722782	2025-04-03 17:53	18	001		demo:EMTEC device:[web] Chrome 133 More	RAW SD HD
☐	1743695052338308	2025-04-03 17:44	120	001		demo:EMTEC device:[web] Chrome 133 More	RAW SD HD
☐	1743695052338308	2025-04-03 17:46	2	002		demo:EMTEC device:[web] Chrome 133 More	RAW SD HD
☐	1743695052338308	2025-04-03 17:46	235	003		demo:EMTEC device:[web] Chrome 133 More	RAW SD HD
☐	1743628465350876	2025-04-02 23:14	188	001		demo:INTPowersACD device:[mobile] Safari 18 More	RAW SD HD
☐	1743628294438586	2025-04-02 23:11	71	001		demo:INTPowersACD device:[mobile] Chrome 134 More	RAW SD HD
☐	1738326176086341	2025-01-31 13:23	9			demo:INTPowersACD device:[web] Chrome 132 More	RAW SD HD

1 2 ... 28 < >

Recordings Storage MP4 Conversion Exportation Archiving

FAB Buttons

100% Web Responsive



**IntPowers**

Help Center ?

* With dynamic service time control

**IntPowers**

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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, 09:00 AM to 09:00 PM, and Sunday from 09:00 AM to 06:00 PM.**

Closing soon

Channels

 Contact us via **Video Call**

 Talk with us by **Phone**

 Just chat with us... **Chat**

Interactive **Powers**



Interactive **Powers**



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

 IntPowers

Bienvenido ...

A nuestro servicio de atención al cliente por videollamada directa. Estamos aquí para ayudarle con sus consultas sobre productos y servicios, o para guiarle en su proceso de compra. Nuestra disponibilidad es de lunes a sábado, de 09:00 AM a 09:00 PM, y los domingos de 09:00 AM a 06:00 PM.

Open 

Services

 Contactá por Videollamada

 Hablá por Llamada Web

 Chatea con nosotros

 Continúa en WhatsApp ...

Interactive Powers

 IntPowers

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Cerrado 

Servicios

 Contactá por Videollamada

 Habla por Llamada Web

 Chatea con nosotros

 Continúa en WhatsApp ...

Interactive Powers

 emtec
telecomunicaciones

Bienvenidos

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Abierto 

Servicios

 Contactá por Videollamada

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 Continúa en WhatsApp ...

Interactive Powers

 tigo

Bienvenido a Tigo

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Abierto 

Servicios

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 Habla por Llamada Web

 Chatea con nosotros

 Continúa en WhatsApp ...

Interactive Powers

FAB Video



FAB Voz



FAB Custom



* Customizations Examples



Customer Widgets & Settings

Colors, Logos, Texts, Disclamer...



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

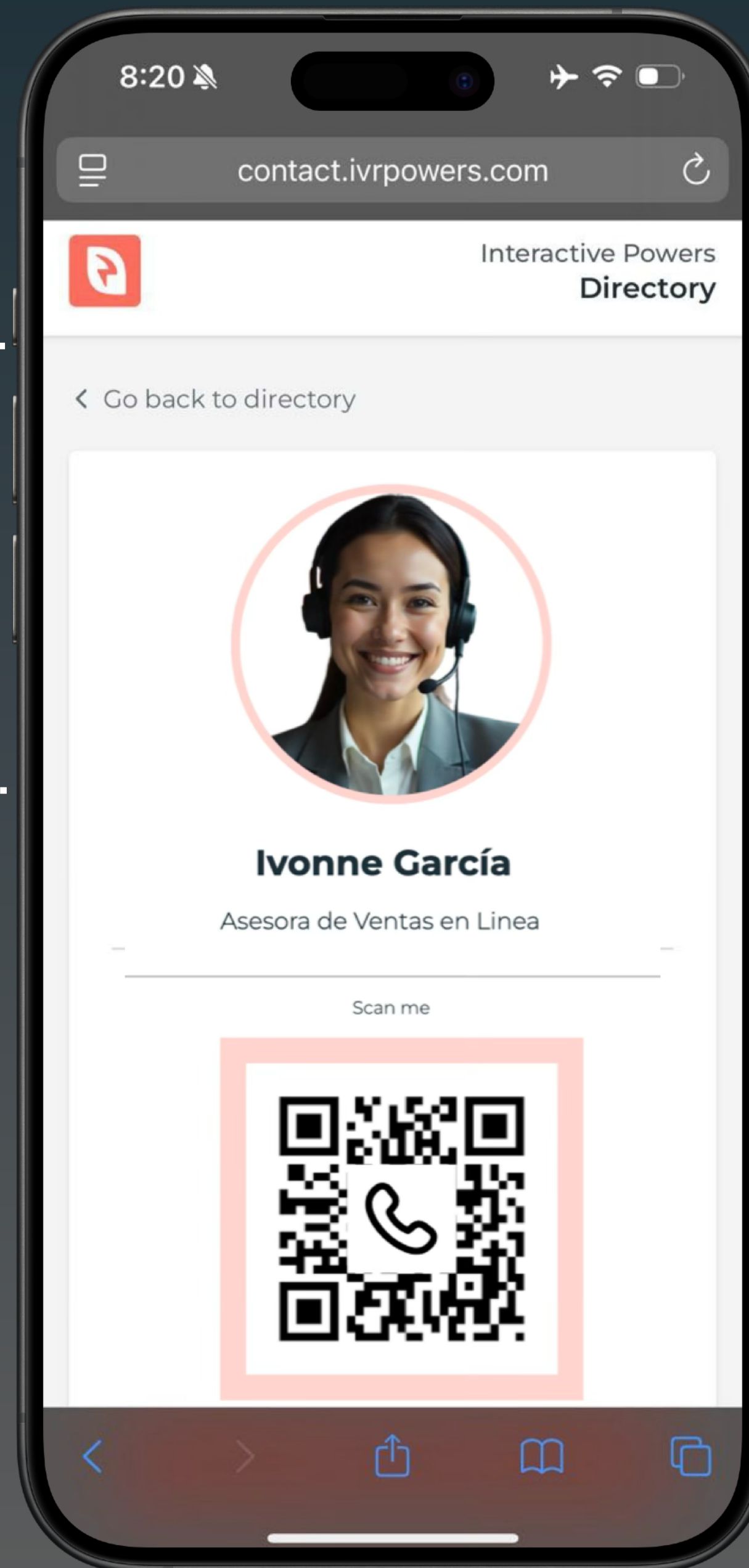
Ivonne García
Asesora de Ventas en Línea

Scan me



Voice Calling

No mobile number
No international number
No extension
No roaming



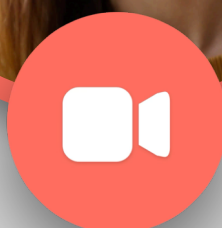
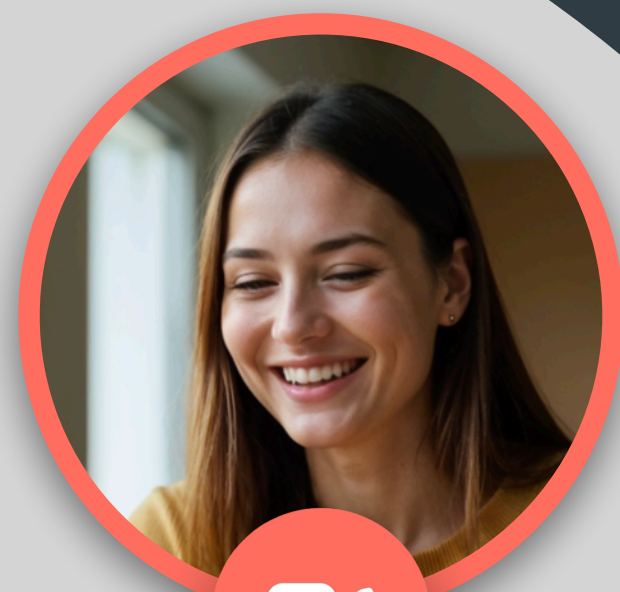
Video Calling

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



Integrate optimisation capabilities with **Productivity KPIs**, Real-Time dashboards and Reporting.

ACD

Home

Dashboard

Users

Queues

Staff

Voice

Analytics

Applications

Account

Logout

WebACD

acd.lvrpowers.com/dashboard/queues

Queues Status & Productivity

banmedica-testing

Strategy: Round Robin Memory

Assigned agents: 1

< 1 min

AHT

Avg. Handle Time

0.00%

AVAILABILITY RATE

Connected Agents: 0

0.00%

OCCUPANCY RATE

Avg. Talking Time: 0 min

0.0

ANSWER RATE

Answered Calls: 0

Blur

Strategy: Round Robin Memory

Assigned agents: 2

0 min

AHT

Avg. Handle Time

100.00%

AVAILABILITY RATE

Connected Agents: 1

0.00%

OCCUPANCY RATE

Avg. Talking Time: 0 min

0.0

ANSWER RATE

Answered Calls: 0

Chatbot

Strategy: Ring All

Assigned agents: 2

0 min

AHT

Avg. Handle Time

100.00%

AVAILABILITY RATE

Connected Agents: 1

0.00%

OCCUPANCY RATE

Avg. Talking Time: 0 min

0.0

ANSWER RATE

Answered Calls: 0

Copilot-Test

WebACD

acd.lvrpowers.com/analytics/extracted

Extracted Reports

	Id	Date	Name	Data	By	Status	Options
☐	60	30/01/2024 04:07	cdr - General Call Detail Record Extract	startdate: 2024-01-29 00:00:00 enddate: 2024-01-31 00:00:00	pablo.admin	ready	
☐	59	19/01/2024 05:49	cdr - General Call Detail Record Extract	startdate: 2023-12-01 00:00:00 enddate: 2024-01-31 00:00:00	pablo.admin	ready	
☐	58	20/11/2023 07:38	cdr - General Call Detail Record Extract	startdate: 2023-01-01 00:00:00 enddate: 2023-12-31 00:00:00	pablo.admin	ready	
☐	56	20/11/2023 07:30	cdr - General Call Detail Record Extract	startdate: 2023-01-01 00:00:00 enddate: 2023-12-31 00:00:00	pablo.admin	ready	
☐	55	20/11/2023 06:49	cdr - General Call Detail Record Extract	startdate: 2023-11-20 00:00:00 enddate: 2023-11-21 00:00:00	oscar.admin	ready	
☐	54	08/06/2023 05:18	cdr - General Call Detail Record Extract	startdate: 2023-05-01 00:00:00 enddate: 2023-05-31 00:00:00	oscar.admin	ready	
☐	53	16/11/2022 13:35	cdr - General Call Detail Record Extract	startdate: 2022-11-01 05:00:00 enddate: 2022-11-30 06:00:00	ivan.supervisor	ready	
☐	52	20/05/2022 01:40	queue_calls_summary - Summary of the calls processed by all queues	startdate: 2022-02-01 00:00:00 enddate: 2022-05-31 00:00:00	oscar.admin	ready	
☐	51	07/01/2022 09:46	cdr - General Call Detail Record Extract	startdate: 2022-01-01 06:00:00 enddate: 2022-01-08 06:00:00	ivan.supervisor	ready	
☐	50	03/11/2021 02:41	custom_queue_calls_details_userfield - Details of the calls processed by a queue with userfield	queueName: Demo startdate: 2021-10-01 00:00:00 enddate: 2021-11-02 00:00:00	pablo.admin	ready	

EN

🔄

⚙️

🔔

Iván Sixto

00:01:11

ivan.supervisor

<1004>

Real-Time Monitoring

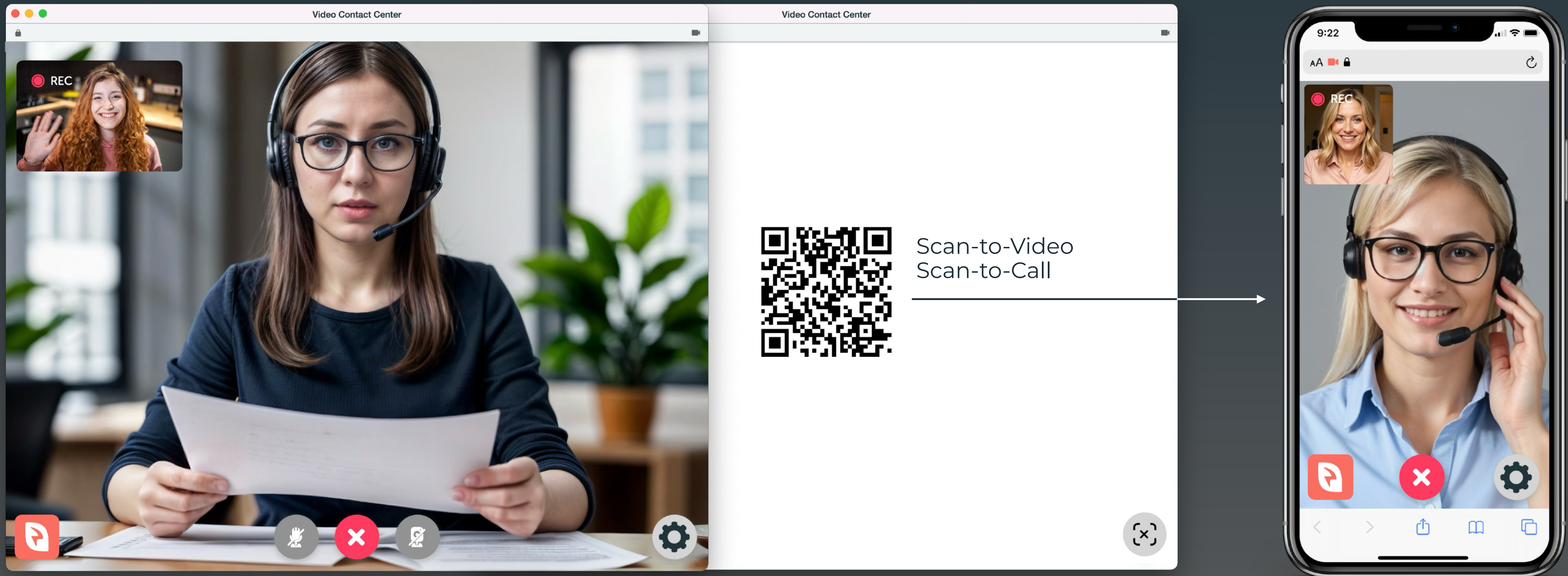
Advanced management KPIs...

Reports in CSV, PDF, ...

Registration and optimisation of care processes...



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

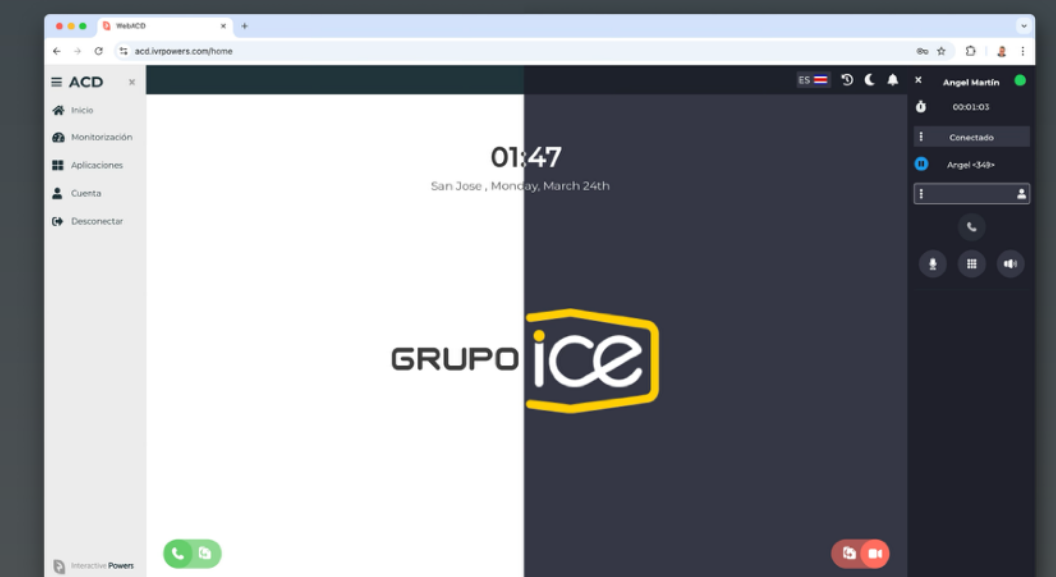
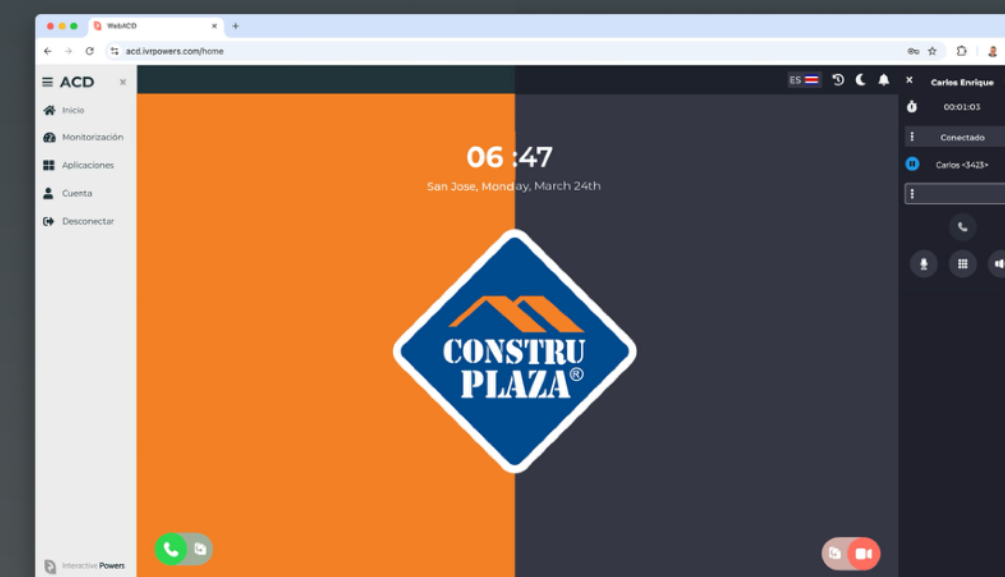
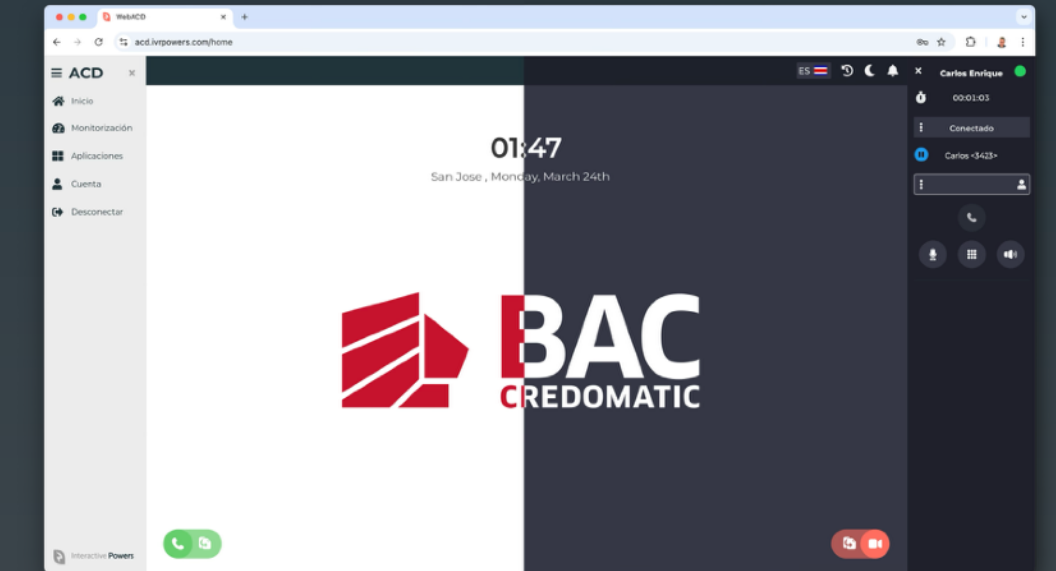
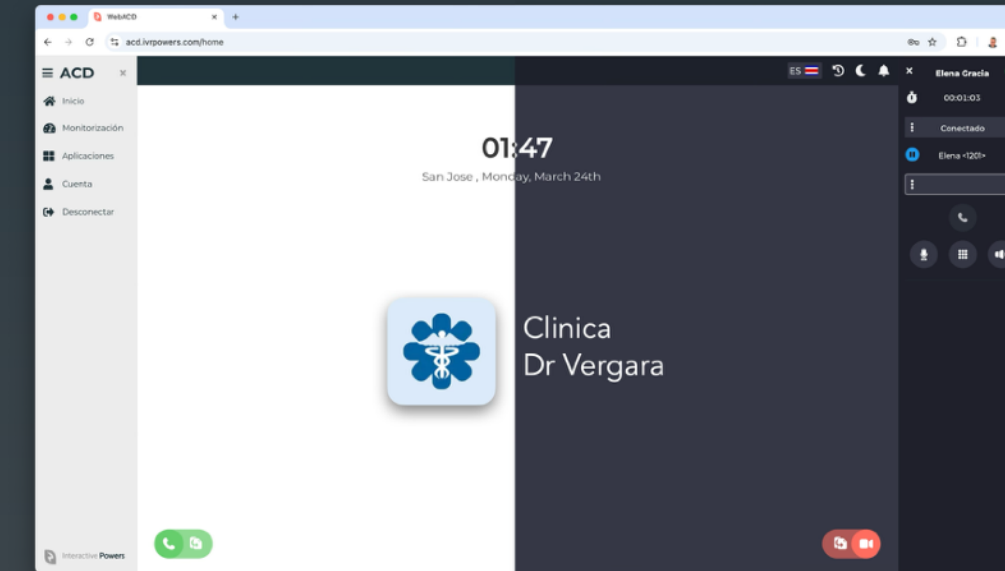
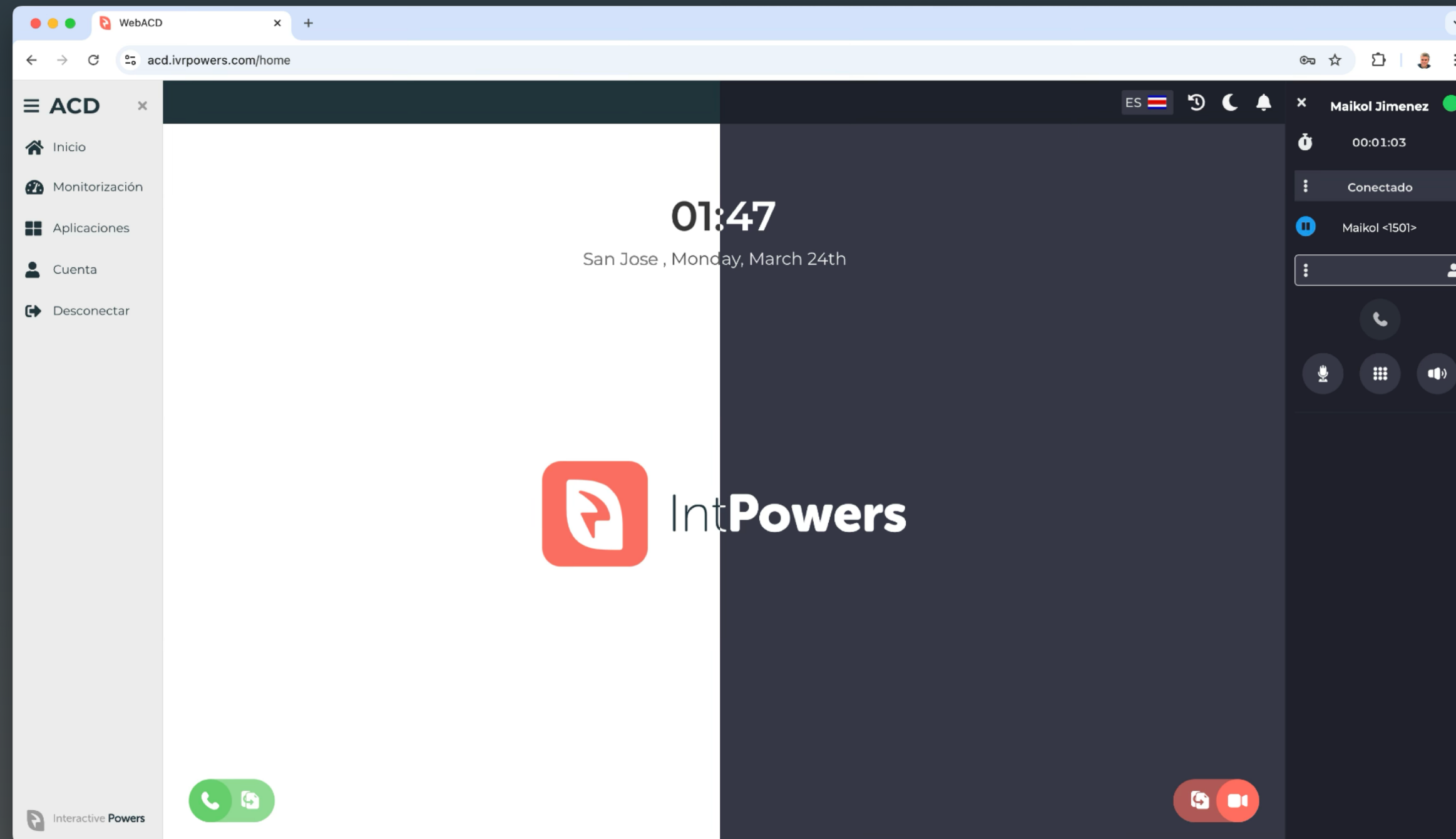


Users can use any device or scan a QR code to call...

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



Integrate the company's **Corporate Image** colours, logos, background, business applications: CRM, PBX, ERP, etc.



* Examples of Dark/Light customisations

High Productivity Agent Environment adaptable to **Brightness.**

Dark/Light Background, Video in Centre Mode, Quick Access to Shortcut Buttons...



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

Dynamic LED
Indicator for
Video Recording



Picture
Background

Corporate Logo
Customisable
by Service



Your brand

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

REC

Local Video



Nael A.

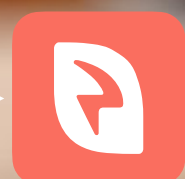
Sales Support

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



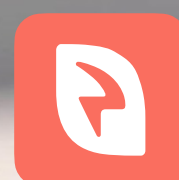
Patrick T.
Customer Care

Video Agent Label

Back+ Effects

Remote Video

Overprint Logo



Screen Sharing

File Sharing

Live Chat

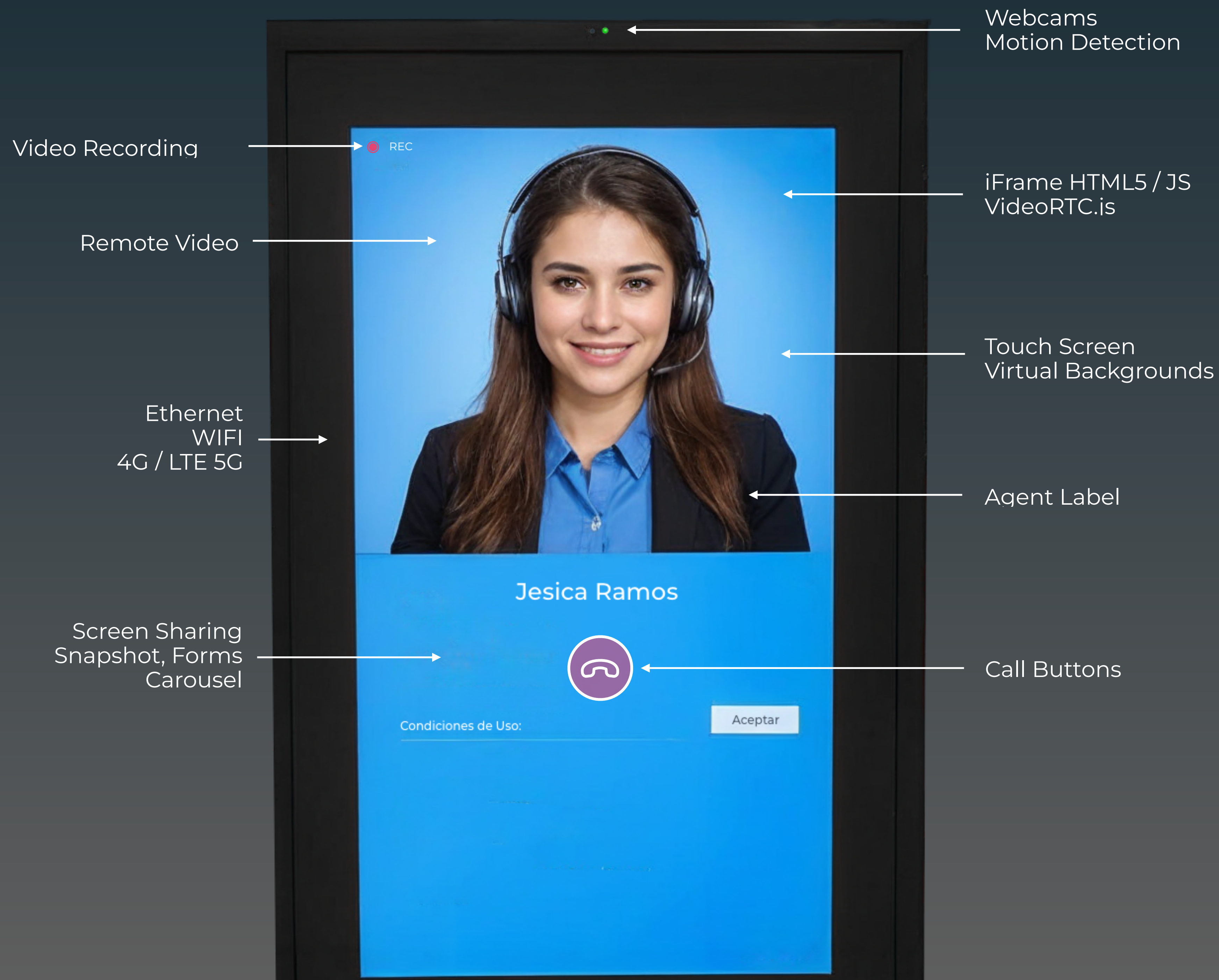
Snapshot

Flip Camera

Flap Button

Mute Audio

Mute Video



Connect, Reinvent, Empower...

Your Contact Centers

Your Channels

Your Teams





Int**Powers**