

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

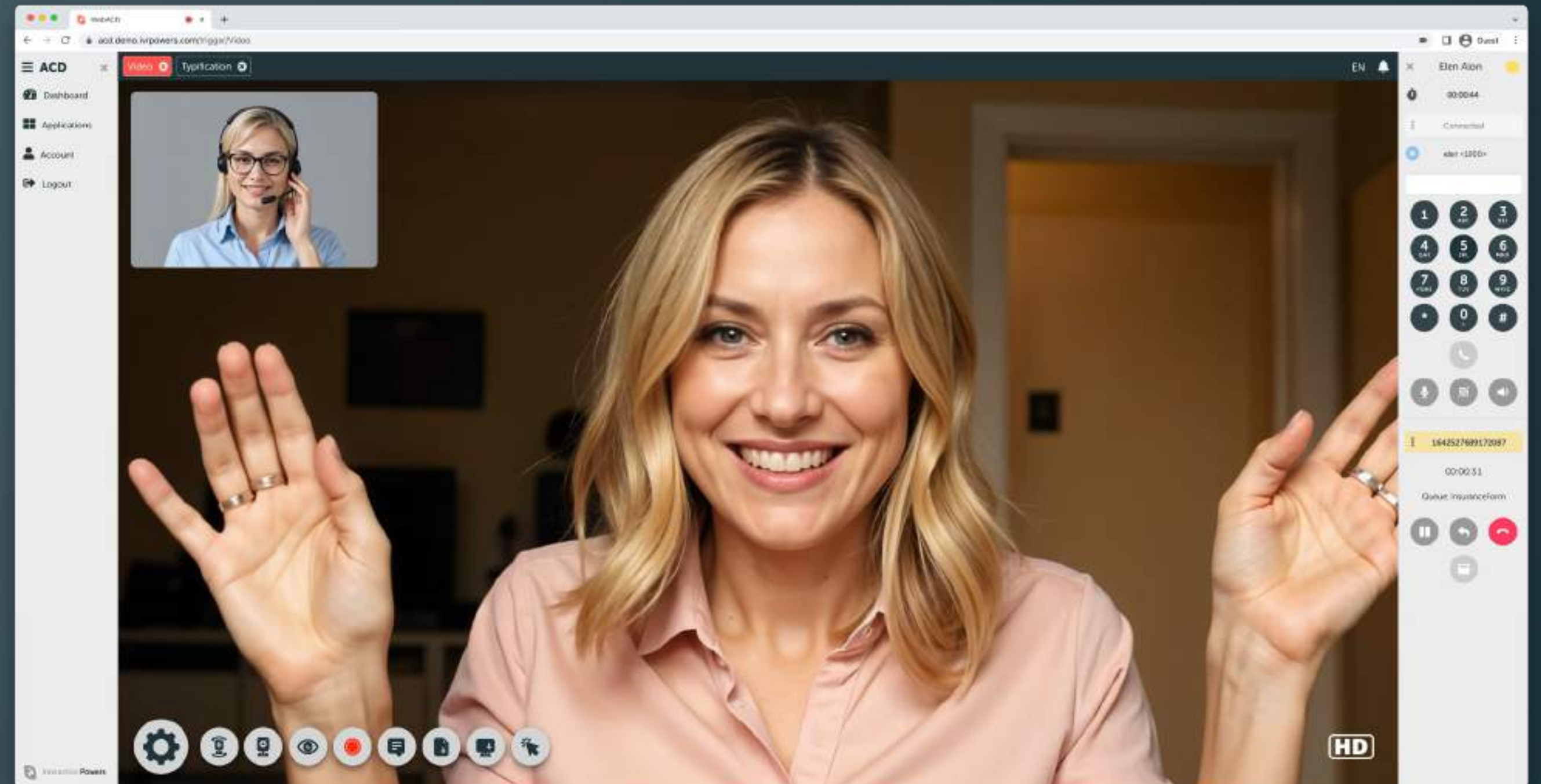
CCaaS: **Video Centric**

Web ACD

Comunicaciones Digitales en Tiempo Real



- Llamadas Telefónicas
- Llamadas Web
- Videollamadas
- Colaboración Web



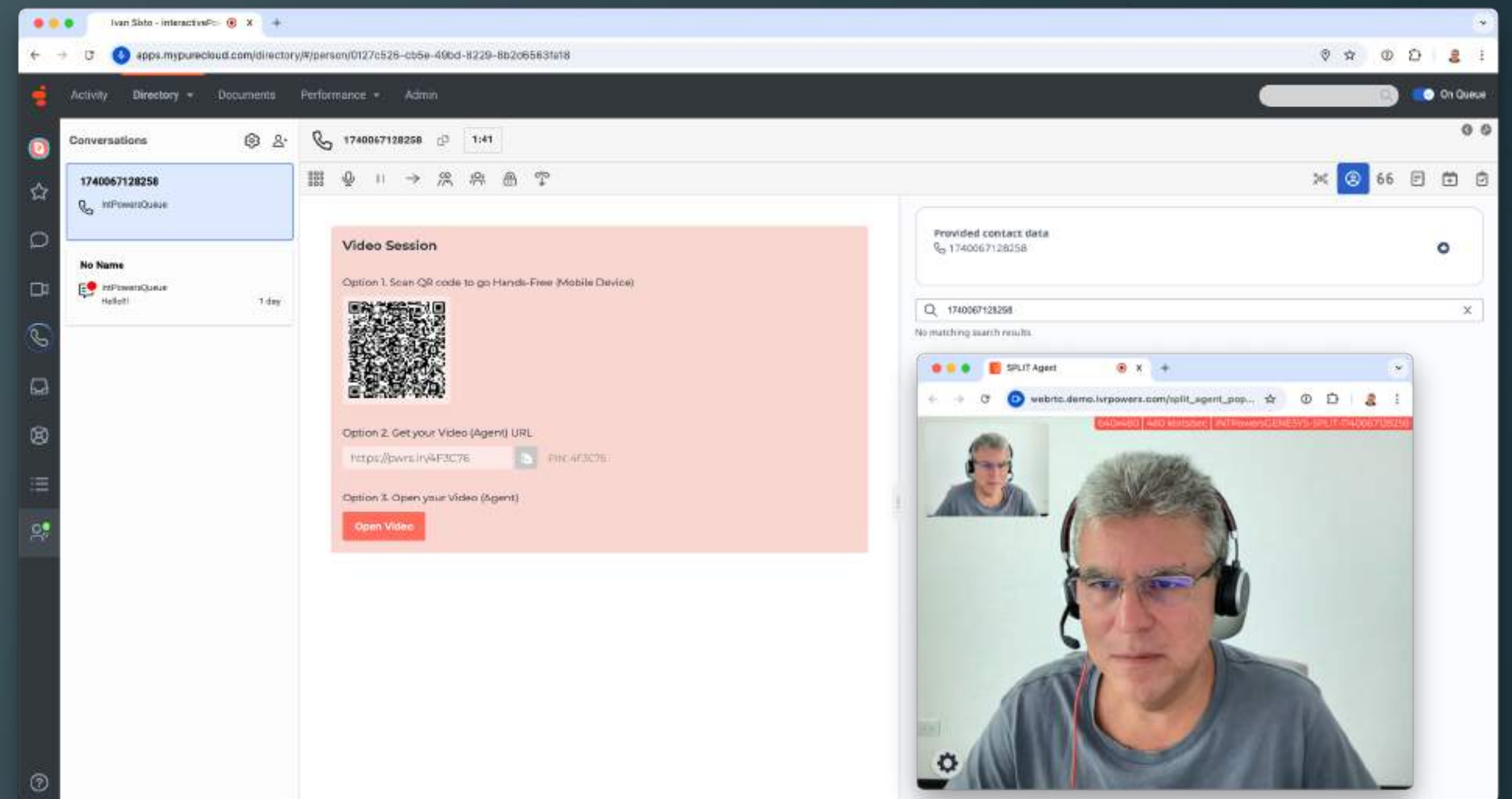
Video Centric KPI Web Responsive Telefonía Applications

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)

18 per page | Advanced Filter | Export

Sort By

☐	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	SDV SD HD
☐	1743696336070484	2025-04-03 18:06	70	001	☐	demo-INTPowersDevChat - device(web) Chrome 133 - More	SDV SD HD
☐	1743696336070484	2025-04-03 18:08	63	002	☐	demo-INTPowersDevChat - 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-INTPowersACD - device(mobile) Safari 18 - More	SDV SD HD
☐	1743628294438586	2025-04-02 23:11	71	001	☐	demo-INTPowersACD - device(mobile) Chrome 134 - More	SDV SD HD
☐	1738326176086341	2025-01-31 13:23	9		☐	demo-INTPowersACD - device(web) Chrome 133 - More	SDV 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**— ×

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 **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...



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

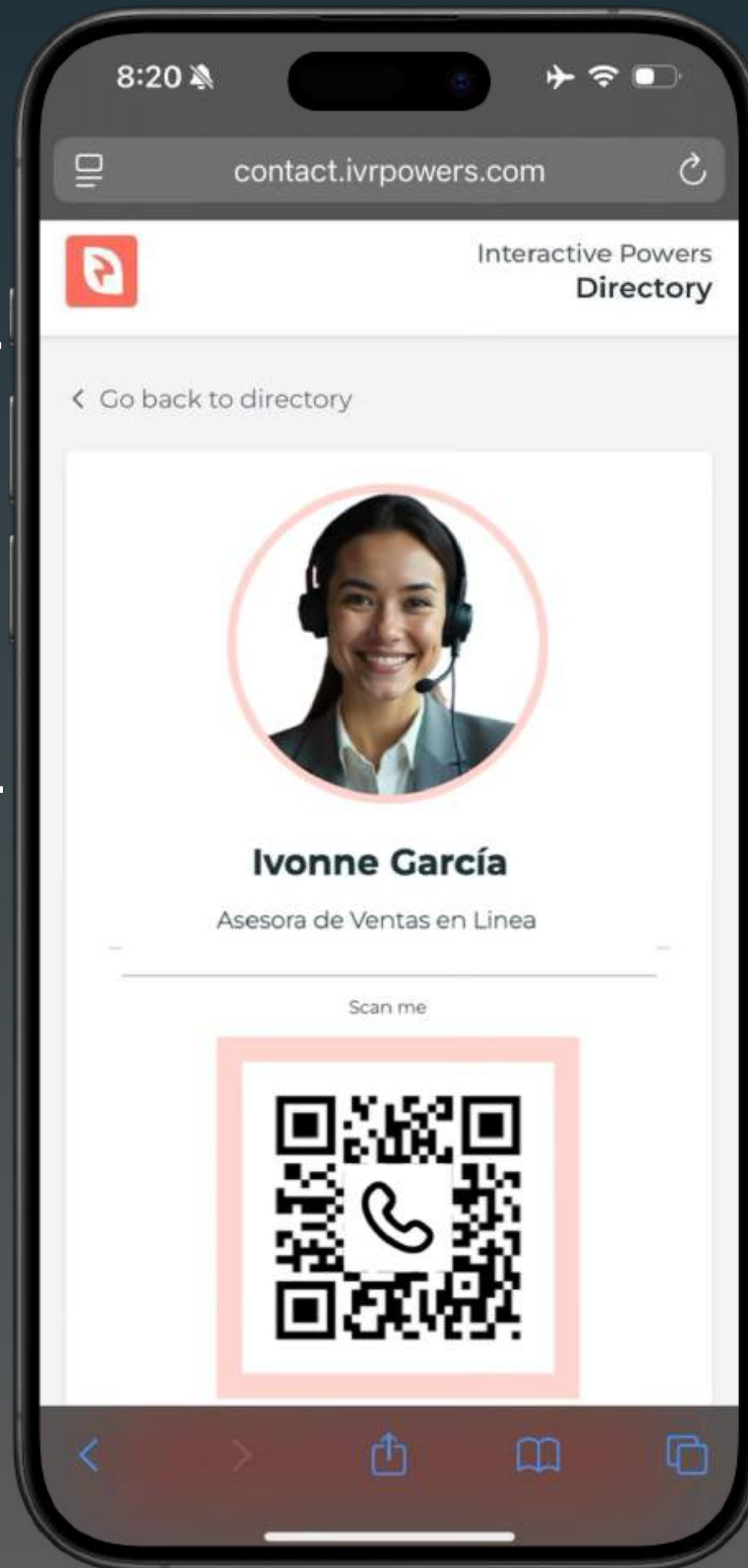
Ivonne García
Asesora de Ventas en Línea

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



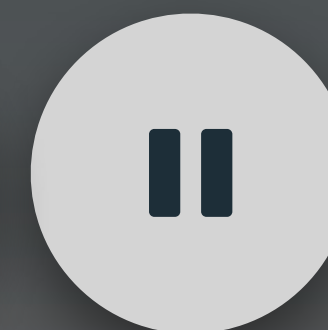
Video Recording



Agents
Video CCaaS



CoBrowsing



Pause



Flip Camera



PiP



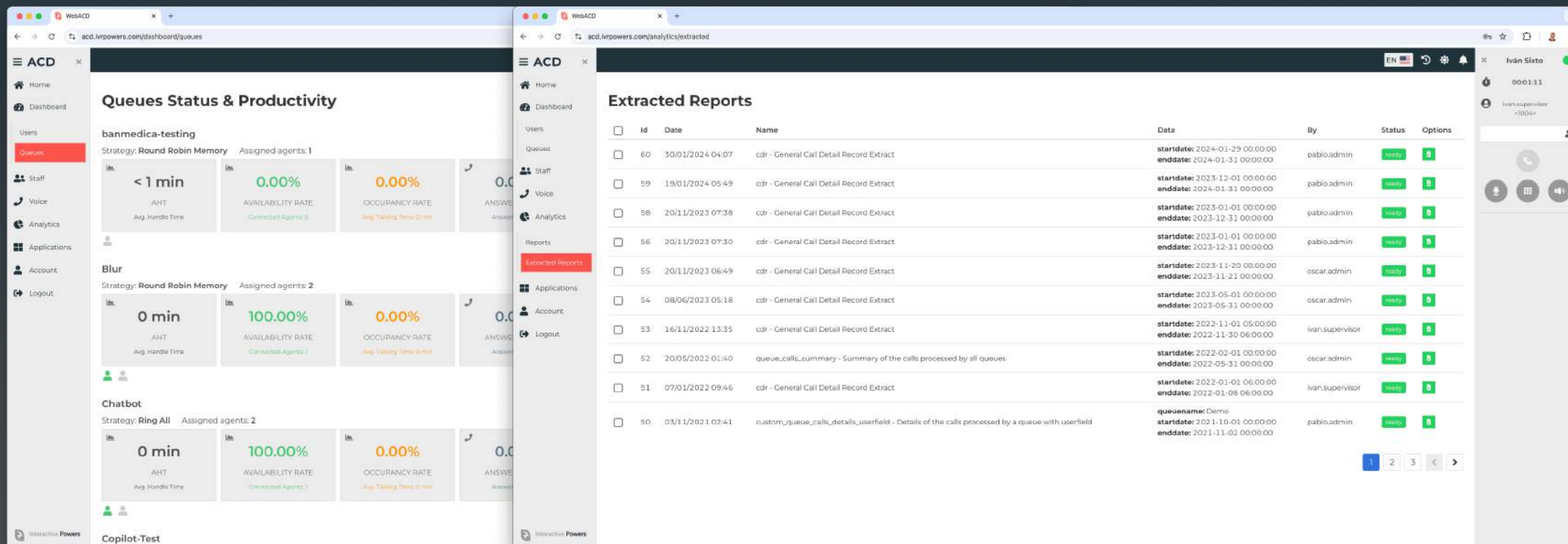
Transfer



DTMF



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



Real-Time Monitoring

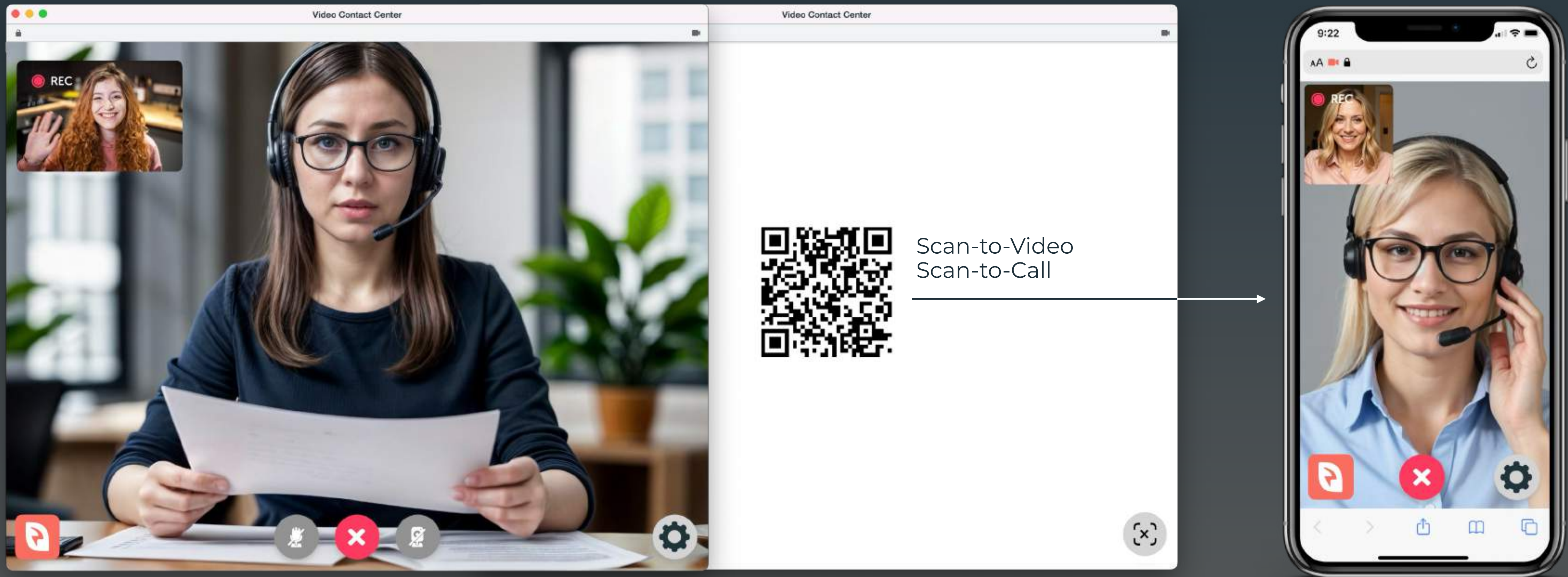
Advanced management KPIs...

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...

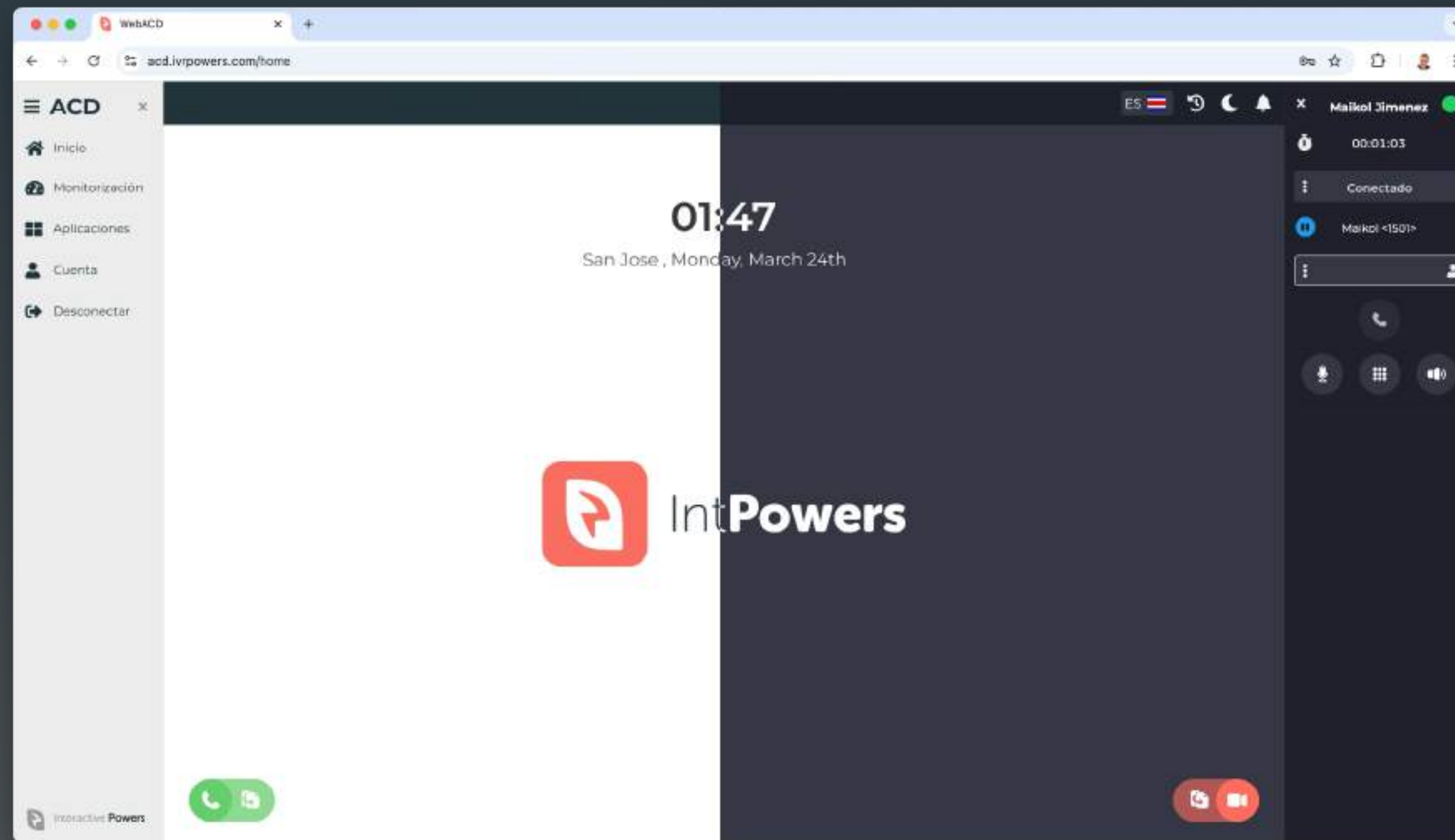


Users can use any device or scan a QR code to call...

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



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

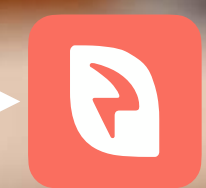


Video Agent Label

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



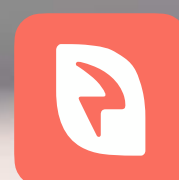
Patrick T.
Customer Care

Video Agent Label

Back+ Effects

Remote Video

Overprint Logo



Screen Sharing

File Sharing

Live Chat

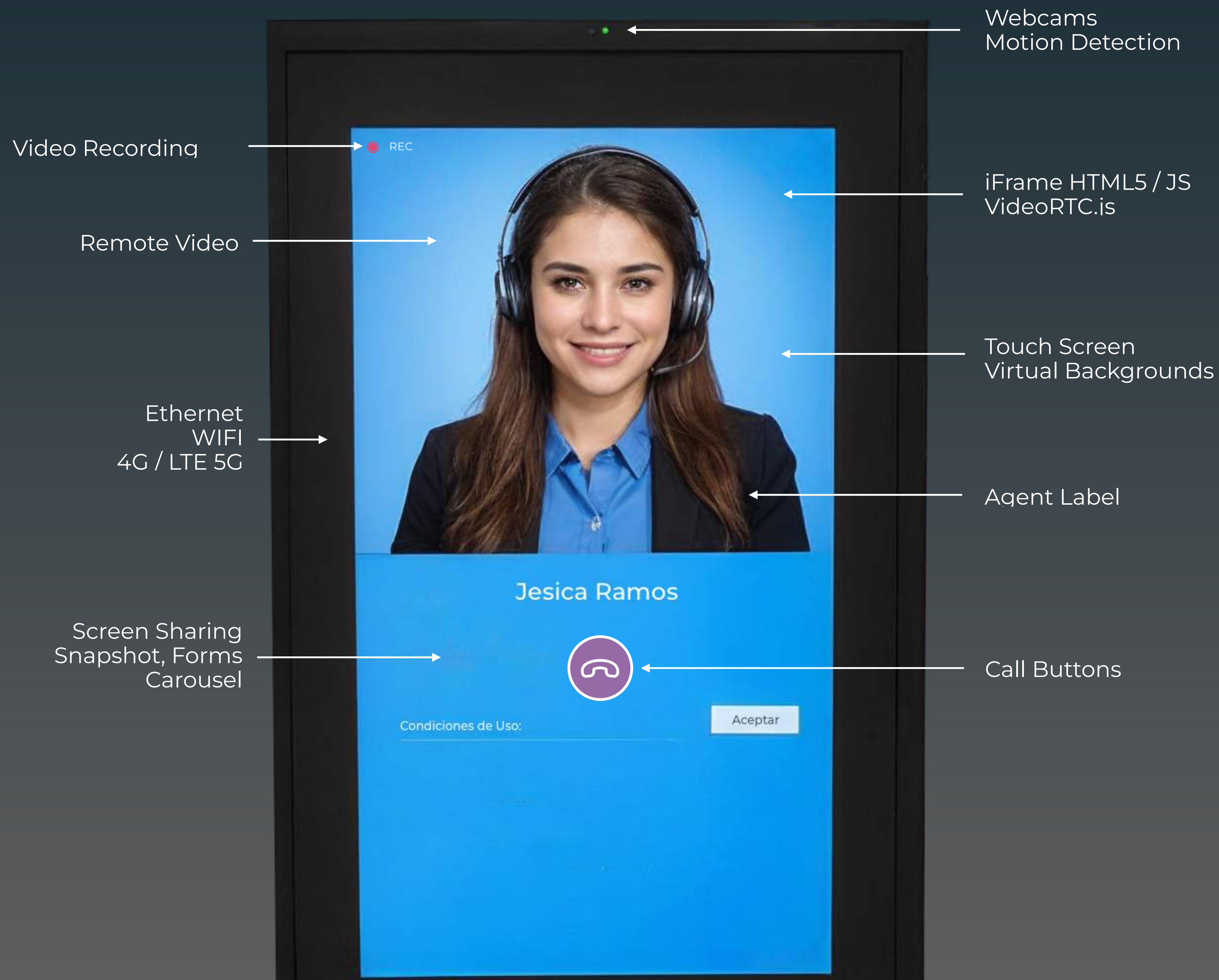
Snapshot

Flip Camera

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Mute Audio

Mute Video

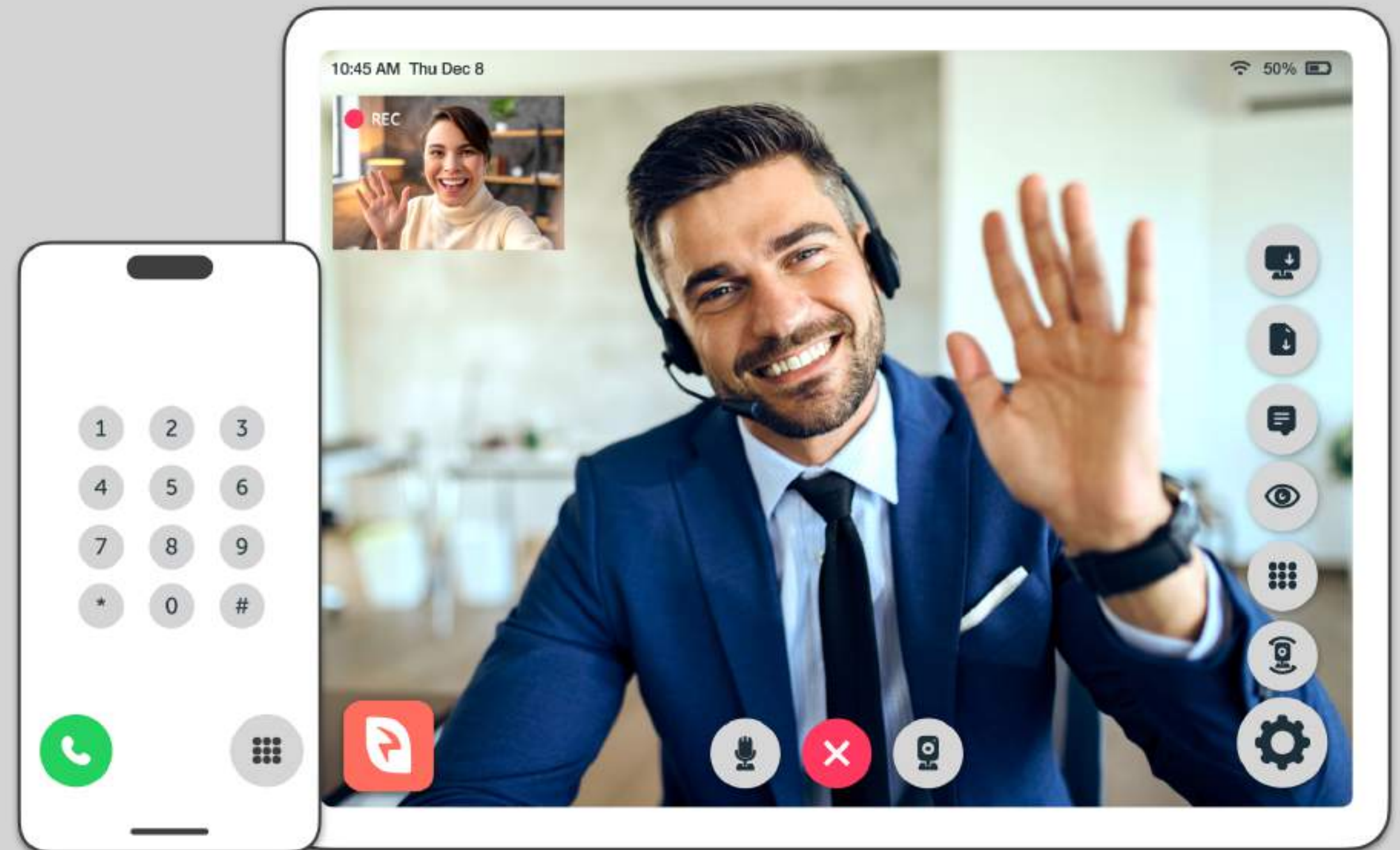


Connect, Reinvent, Empower...

Your Contact Centers

Your Channels

Your Teams





Int**Powers**