

Security

Videocall Services



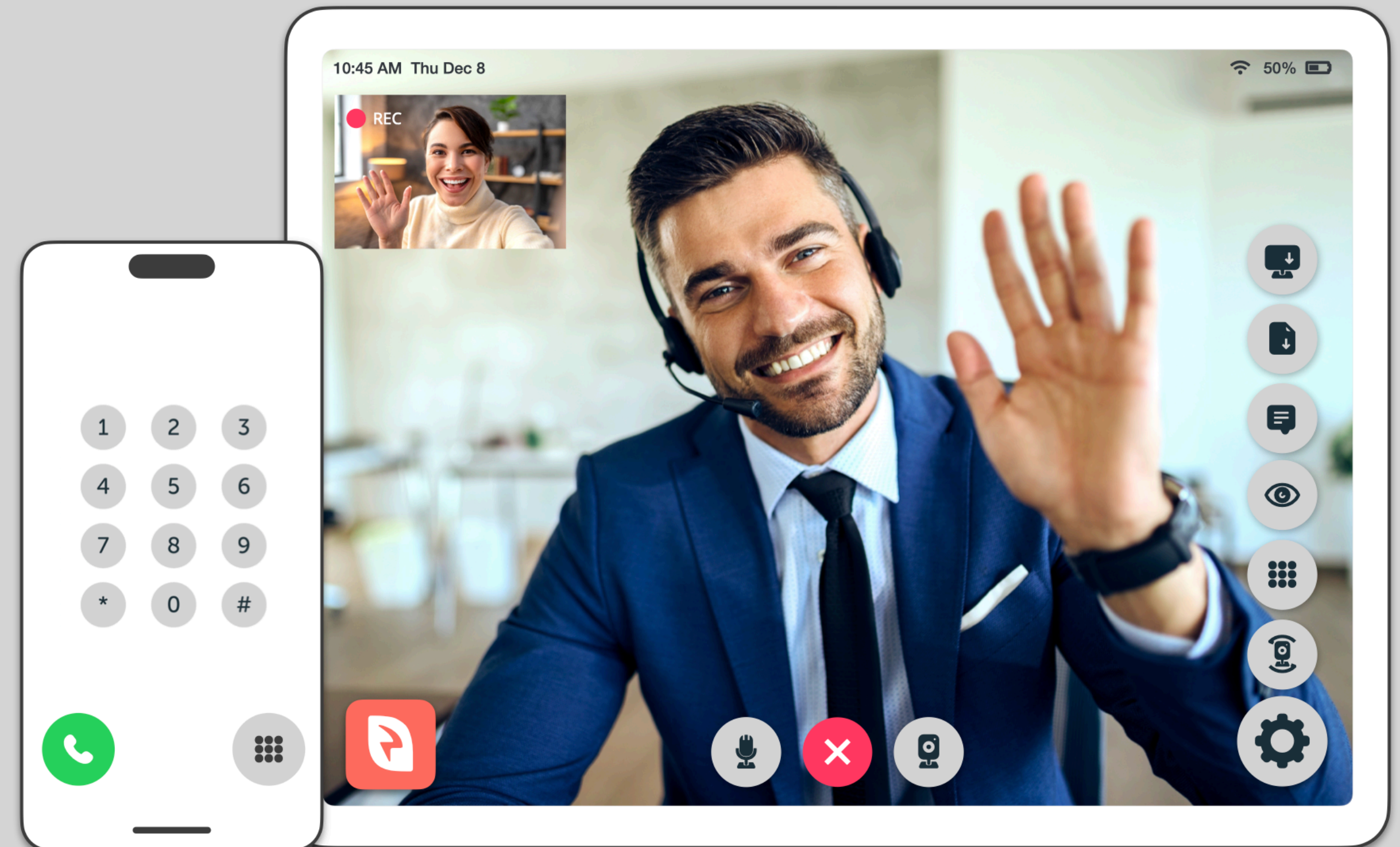
 GENESYS™

Connect, Reinvent, Empower...

Your Contact Centers

Your Channels

Your Teams



Managed Services on AWS

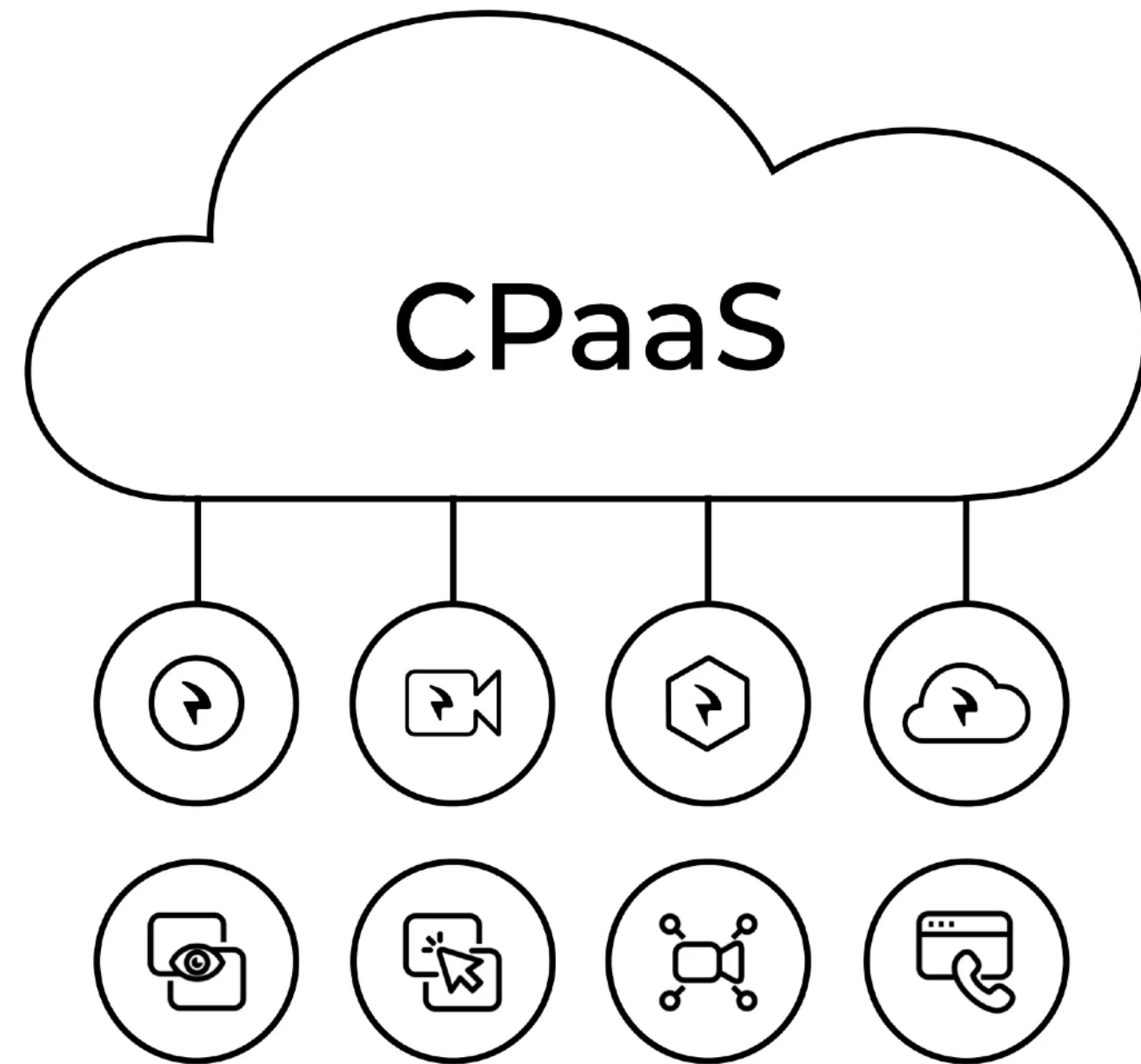
Interactive Powers offers a cloud hosting services environment with AWS with a technical support layer that guarantees transparency, control and efficiency for our customers and partners. We use a special monitoring service to control most ITSM indicators by region, node or service, giving a 99.99% uptime guarantee and traceability of all our cloud operations. This allows our customers and technology partners to have a reliable, efficient experience when using our CPaaS with Genesys Cloud.



Standard
Technology
Partner

AWS Technology Partner

Interactive Powers is an early adopter and partner with Amazon Web Services. Our relationship with Amazon allows us to help our customers leverage the benefits of cost savings, elasticity, and rapid provisioning of Infrastructure-as-a-Service (IaaS).



We globally manage cloud services in all regions

We are a close company in a global world.

We provide our CPaaS services with local follow-up in all countries.



Multi-channel, transactional video calling and web collaboration platform, ready for modern web browsers, mobile devices and interactive kiosks.

Video RTC

Platform

[Learn more](#)



Best-in-class video call recording platform
providing compliance with security regulations
and adhering to the highest quality standards.

Video REC

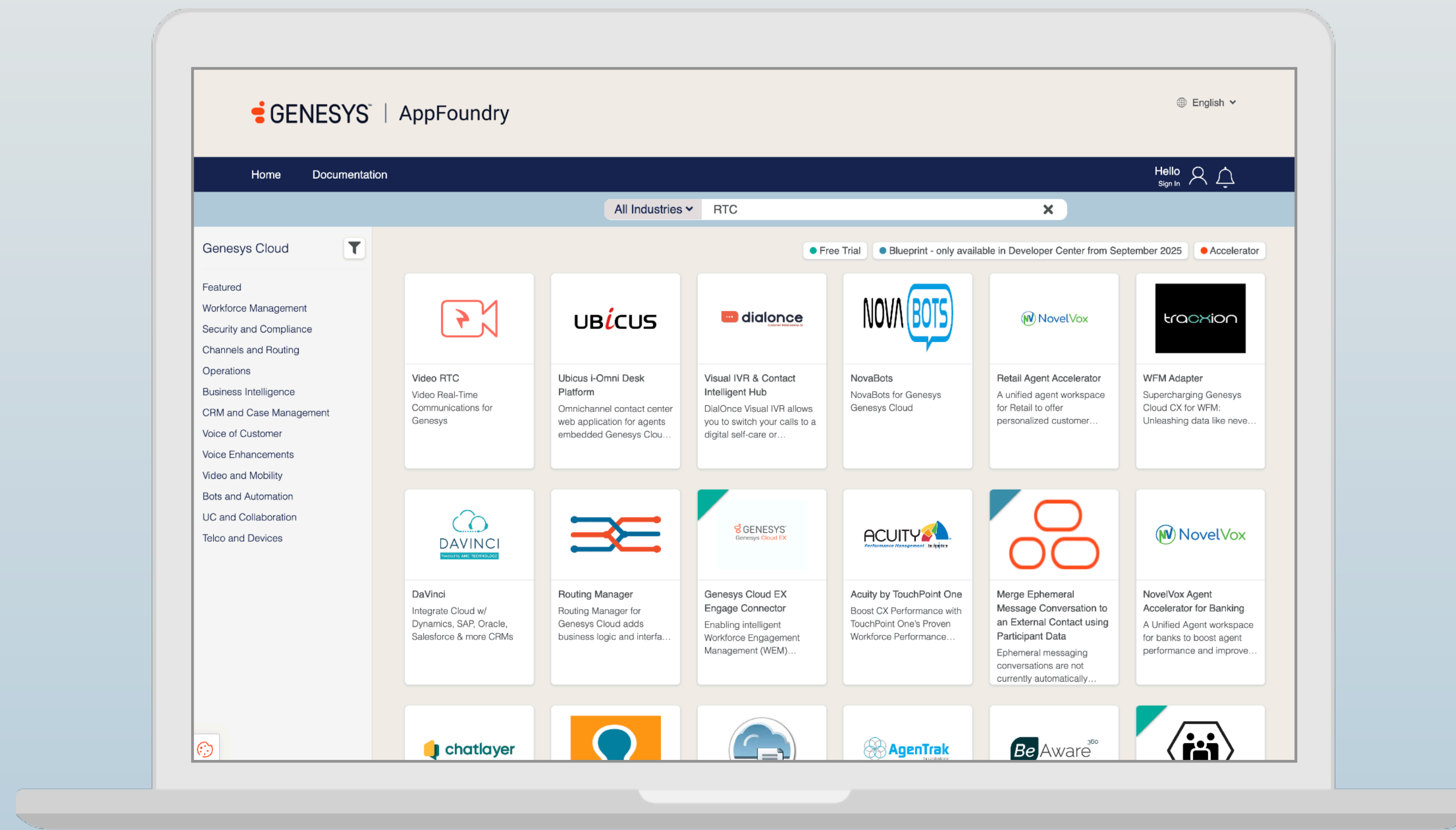
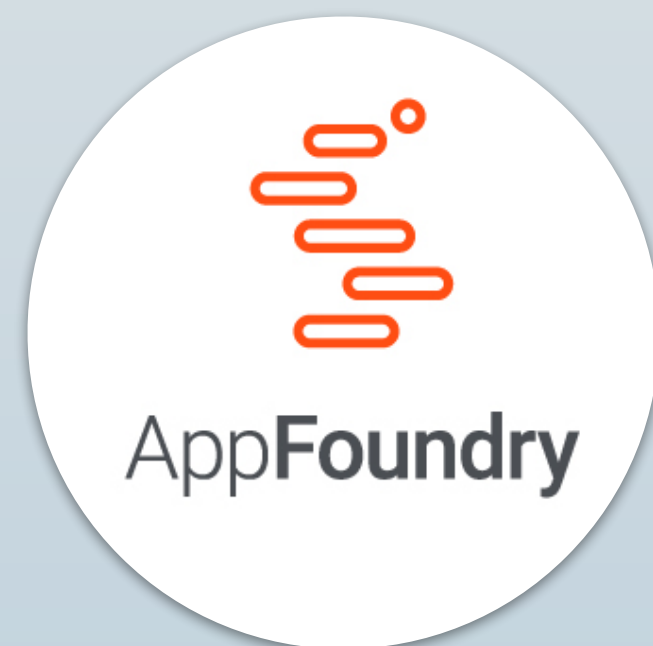
Platform

[Learn more](#)



AppFoundry Premium Partner

Video RTC is available at Genesys Marketplace since 2019!



Security

Protection of video channels

Ensuring the security of video calls and recordings is part of our platforms and standards.

Voice channel protection

Ensuring the security of telephone and voice calls, as well as a critical process of our core technologies, standards and operations.

Recording and storage protection

Recording and storage are also subject to specific security and monitoring policies in the cloud.





Seven safety principles

End-to-end encryption

All real-time communications powered by our platforms are 100% encrypted with standard protocols. This includes both WebRTC peer-to-peer connections and hybrid transcoding processing.

Dedicated STUN / TURN

We provide our own STUN / TURN services for each region, allowing your video communications to be properly supported and reliable. These services can also be deployed as dedicated IP.

AWS security conditions

We run our entire IT infrastructure on AWS (Amazon Web Services) ensuring the highest coverage and security management conditions in the market. You can rely on 99.99% uptime for your services.

ITSM & Monitoring

AWS tools are not sufficient to ensure seamless control and monitoring of specific IVR, RTC, ACD and RTC services, so we offer additional ITSM and monitoring capabilities designed for all of these platforms.

256-bit AES certificates

All our security certificates have a minimum length of 256 bits, which guarantees the highest quality for your communications. We also allow private activation and automatic renewal.

SRTP traffic

According to your security recommendations we can enable SRTP encryption over SIP. You can activate it when you connect your VOIP trunks to our platforms and services.

Indirect recording

Enabling voice or video recording is not directly operational for security and privacy reasons. So you can decide which type of recording is executed on your platform according to your security policies.

Data Privacy

Your data privacy is our priority

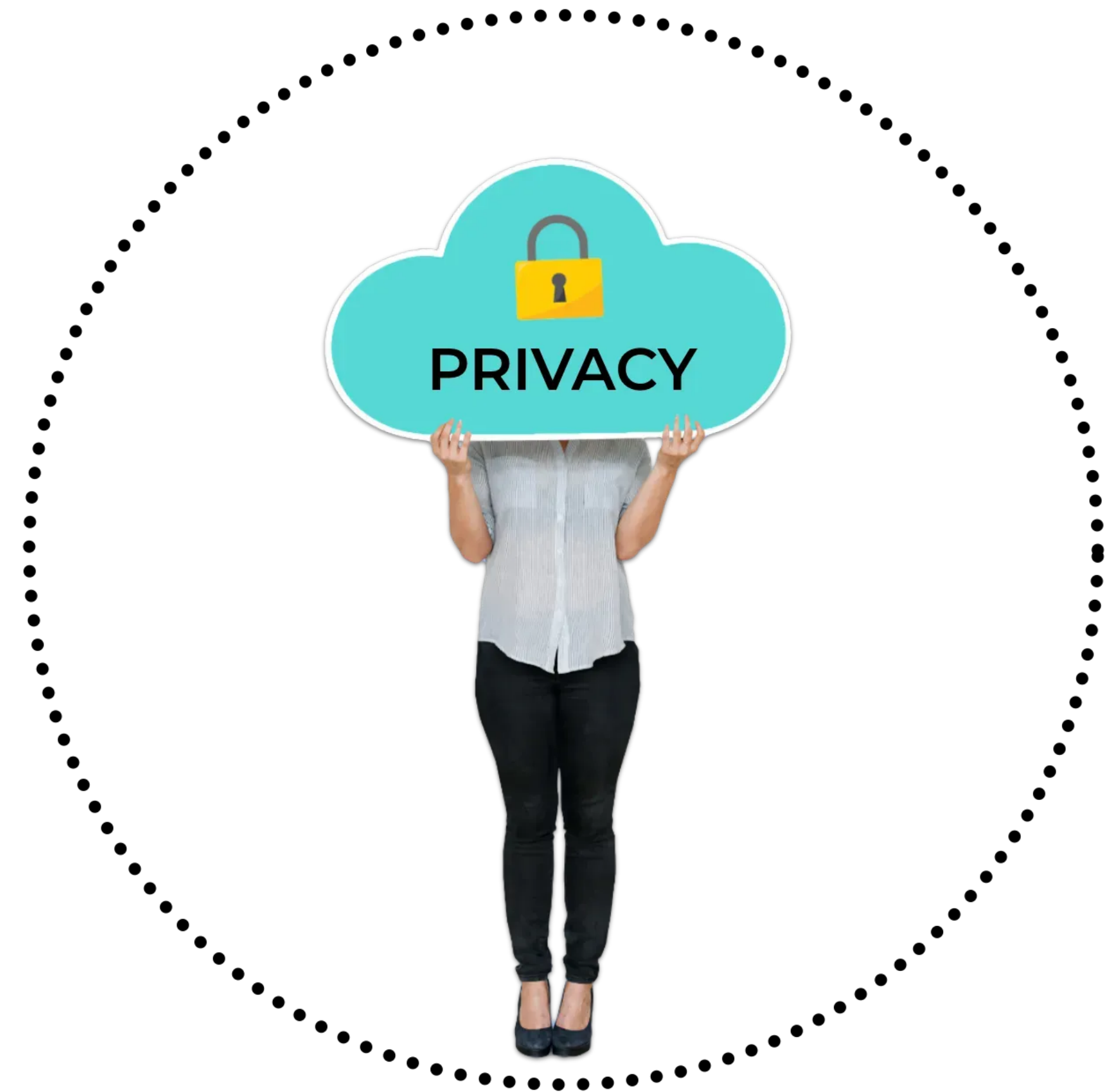
We do not make business with your data and communications. Your privacy is absolutely yours.

External data storage allocation

We enable specific conditions that ensure your data is properly under your regional allocation and conditions.

Securing data at every step

We provide specific activation options to assign your keys, accounts and dedicated storage units.





Seven data protection principles

Improved data center management

We operate all our systems within AWS to ensure secure and advanced processes. We use powerful automation, monitoring and management tools to effectively manage all data centers.

Proven product security

We develop all our products with stringent security measures to protect the privacy of your data. All access uses nothing less than 256-bit certificates to encrypt communications and protocols.

Availability and resiliency

Our cloud services are designed for maximum scalability, availability and resiliency to minimize disruptions. All solutions are regionally resourced and monitored.

Data belongs to our customers

We provide a Communication Platform as a Service (CPaaS) using dedicated nodes that do not share access with each other, safeguarding the privacy of your data and the security of your business.

Enhanced application security

Our goal in strengthening application security is to prevent unauthorized access, use, disclosure, interruption, modification or destruction of the application and its data.

Network security

All systems are monitored by our network security to protect confidentiality, integrity and availability. These controls continue to evolve with specific expertise on firewalls, SSH, SSL, TLS, VPN...

Backup management

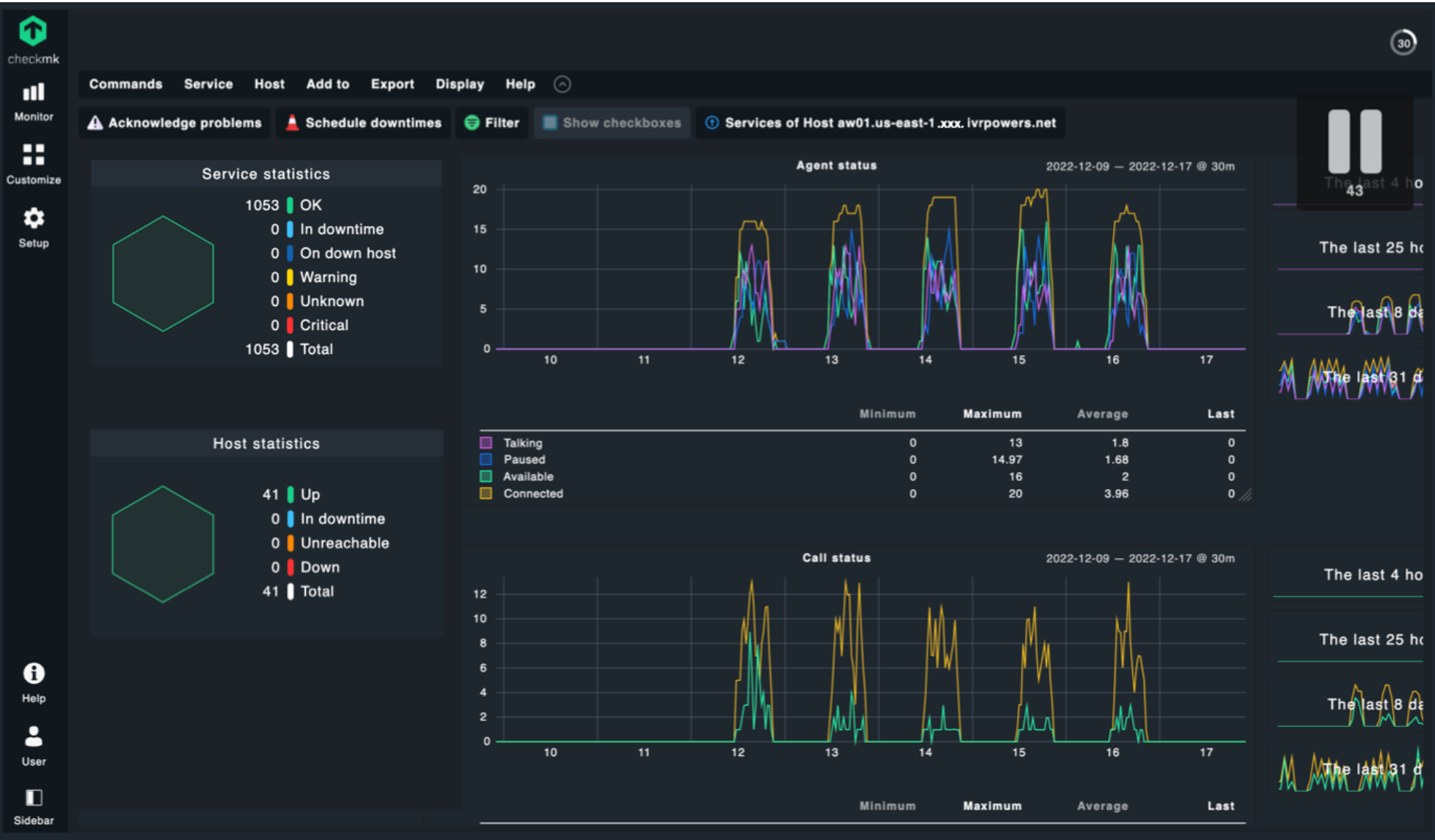
All our servers and critical services are connected to backup procedures lasting several weeks or months. All these operations are performed under AWS security conditions to ensure the fastest restoration in each region.

Monitoring

Interactive Powers extends AWS hosting services with its own monitoring system, ensuring transparency, control and efficiency for our customers and partners.

Our proprietary monitoring service oversees most ITSM metrics by region, node and service, guaranteeing 99.99% uptime and providing full traceability of all our cloud operations.

This ensures that our customers and partners enjoy a reliable, efficient and transparent experience when using our CPaaS.



CheckMK Services

Interactive Powers provides advanced real-time monitoring dashboards according to the ITSM requirements of each node. A cloud service offers transparency for IT teams and business managers.

AWS Standards and Certificates

ISO 27001 certification in information security

> <https://aws.amazon.com/es/compliance/iso-27001-faqs/>

ISO 27017 Certification (security controls for cloud services)

> <https://aws.amazon.com/es/compliance/iso-27017-faqs/>

ISO 27018 Certification (protection of personal information in the cloud)

> <https://aws.amazon.com/es/compliance/iso-27018-faqs/>



SOC 1



SOC 2



SOC 3



ISAE 3402



PCI



MPAA



FISMA



ISO27001



HIPAA

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DISASTER RECOVERY PLAN (DRP)

External Paper for Clients & Partners

Company Name: **Interactive Powers LLC**

Address: 50 Minorca Ave, #1406

ZIP / State / City: FL 333134 Florida / Coral Gables (Miami)

Country: United States of America

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7. Severity One System

When determining the right Disaster Recovery services, there are three aspects to consider:

RPO

RTO

Time

Last Backup

Event

Data Restored

• Source of System

• Recovery Point Objective (RPO)

• Recovery Time Objective (RTO)

Source Of System

Whether your system is onsite,

Recovery Point Objective (RPO)

How current our data is at the recovery site.

EU IVRPOWERS CPaaS

| Minimum | Standard | Max. Storage | Method |
|---------|---------------|--------------|----------------|
| 1 Day | 7 Days (Week) | 14 Days | AWS Backup |
| 1 Month | 2 Months | 1 Year | Directory Sync |

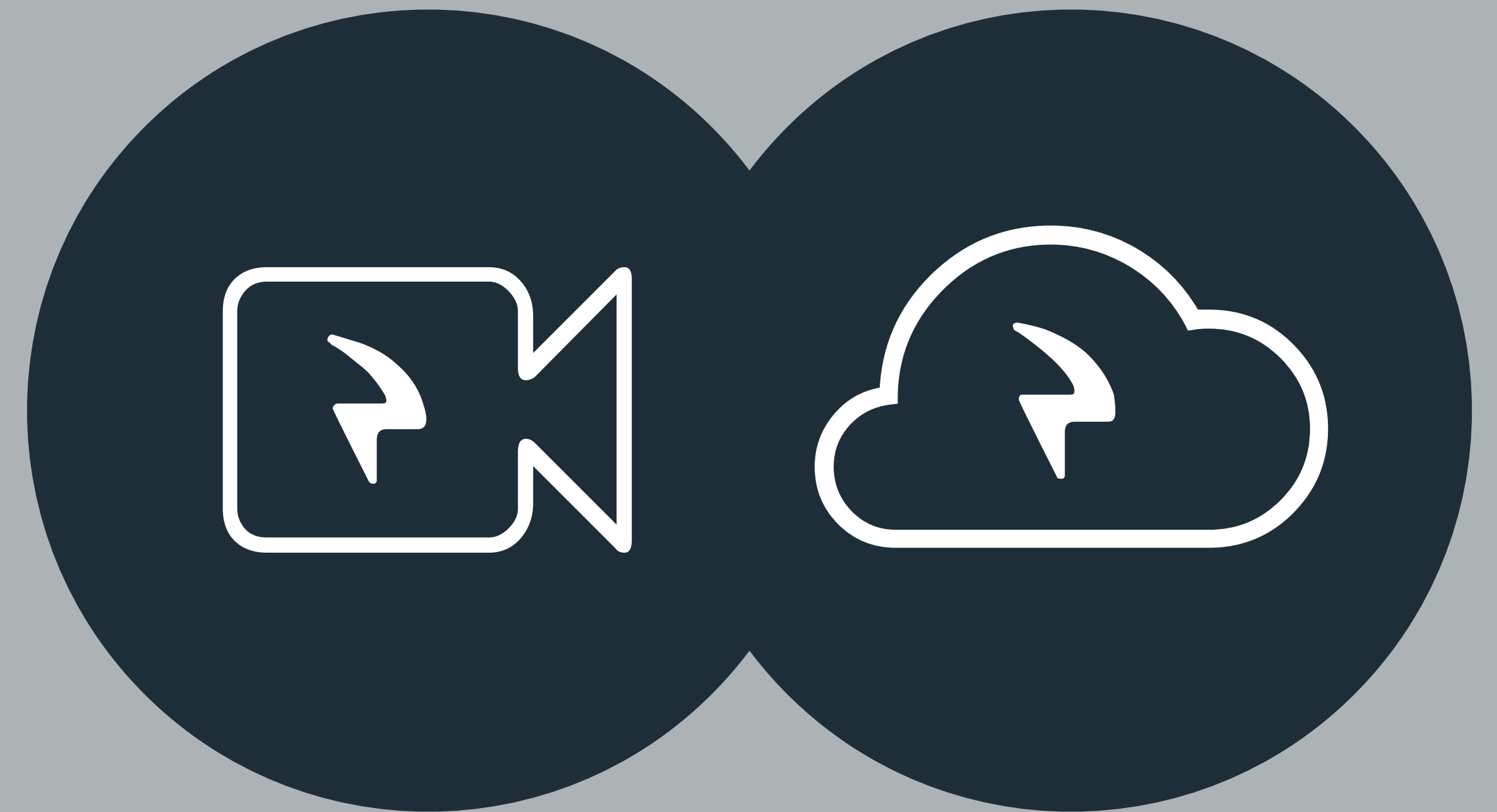
US IVRPOWERS CPaaS

| Minimum | Standard | Max. Storage | Method |
|---------|---------------|--------------|----------------|
| 1 Day | 7 Days (Week) | 14 Days | AWS Backup |
| 1 Month | 2 Months | 1 Year | Directory Sync |

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Video CC

Security Aspects

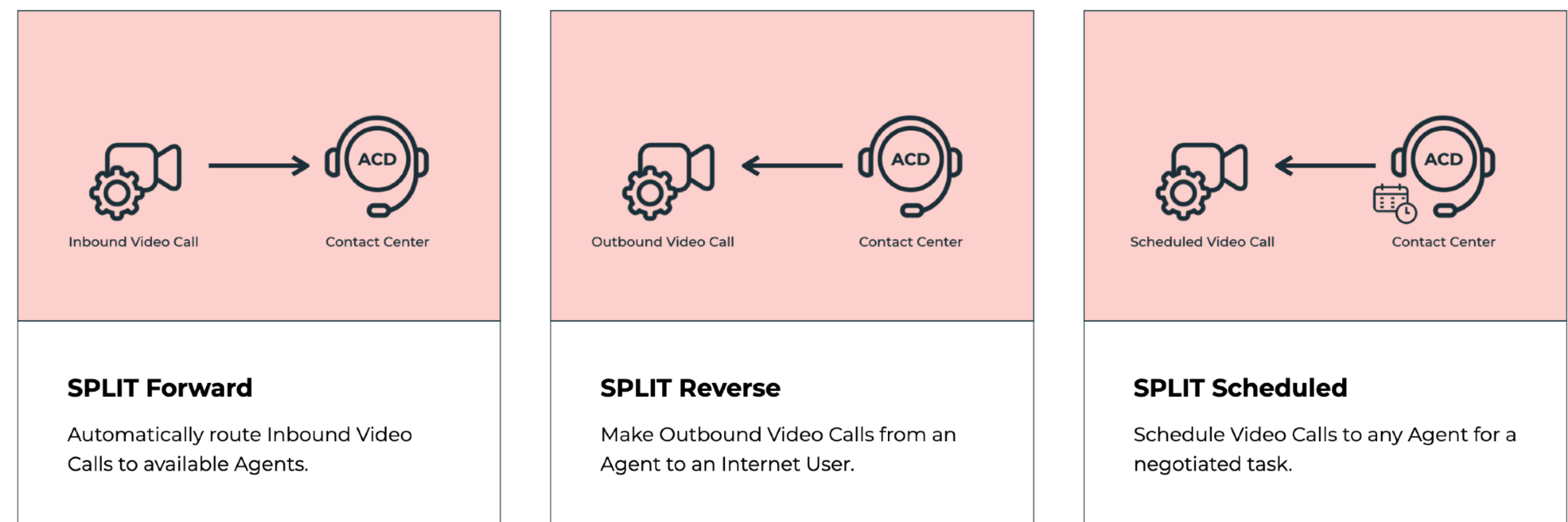


Video RTC

SPLIT Protocol

Video RTC platforms operate with a special protocol called SPLIT that allows connecting transactional video communication channels to any Contact Center system. There are three types of operating modes: **SPLIT Forward** (Inbound) video call with inbound distribution / **SPLIT Reverse** (Outbound) video call from agent to user / **SPLIT Scheduled** (Outbound) scheduled video call with expiration date.

The SPLIT protocol consists of SIP / WebRTC links synchronously combining both technologies and enabling a standards-based hybrid connection that is compatible and interoperable with most contact centers and also CCaaS platforms such as Genesys Cloud.





iOS Devices



Web Browsers



Android Devices



Boxes, Screens & TV

Web & Mobile
Widgets


Video RTC



Voice & Video Channels
Multi-Tenancy / High-Availability

Service 1



Genesys Cloud.

Service 2



Genesys Cloud.

Service 3



Genesys Cloud.

 **GENESYS™**

Diagram: **SPLIT Forward**

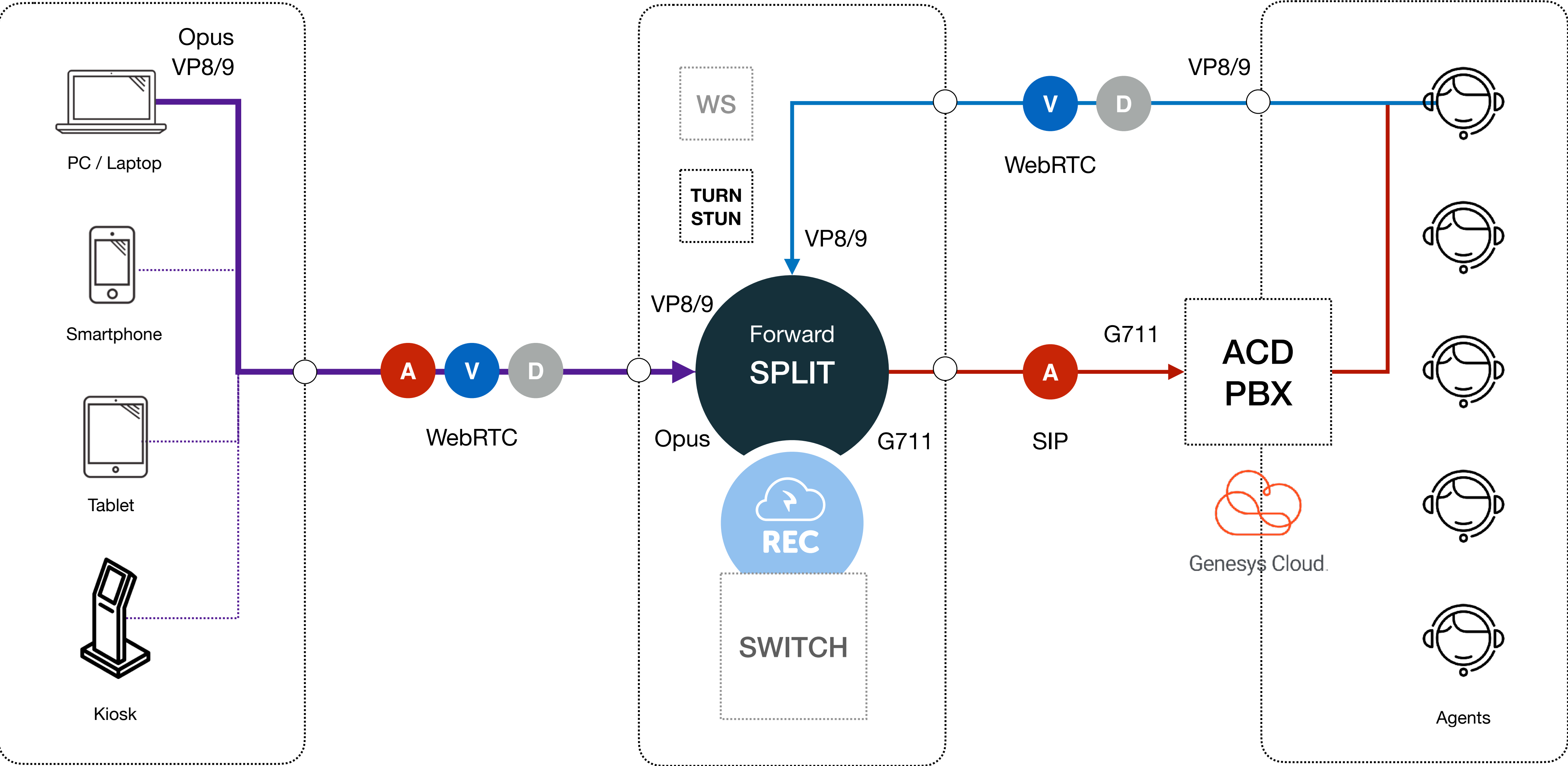
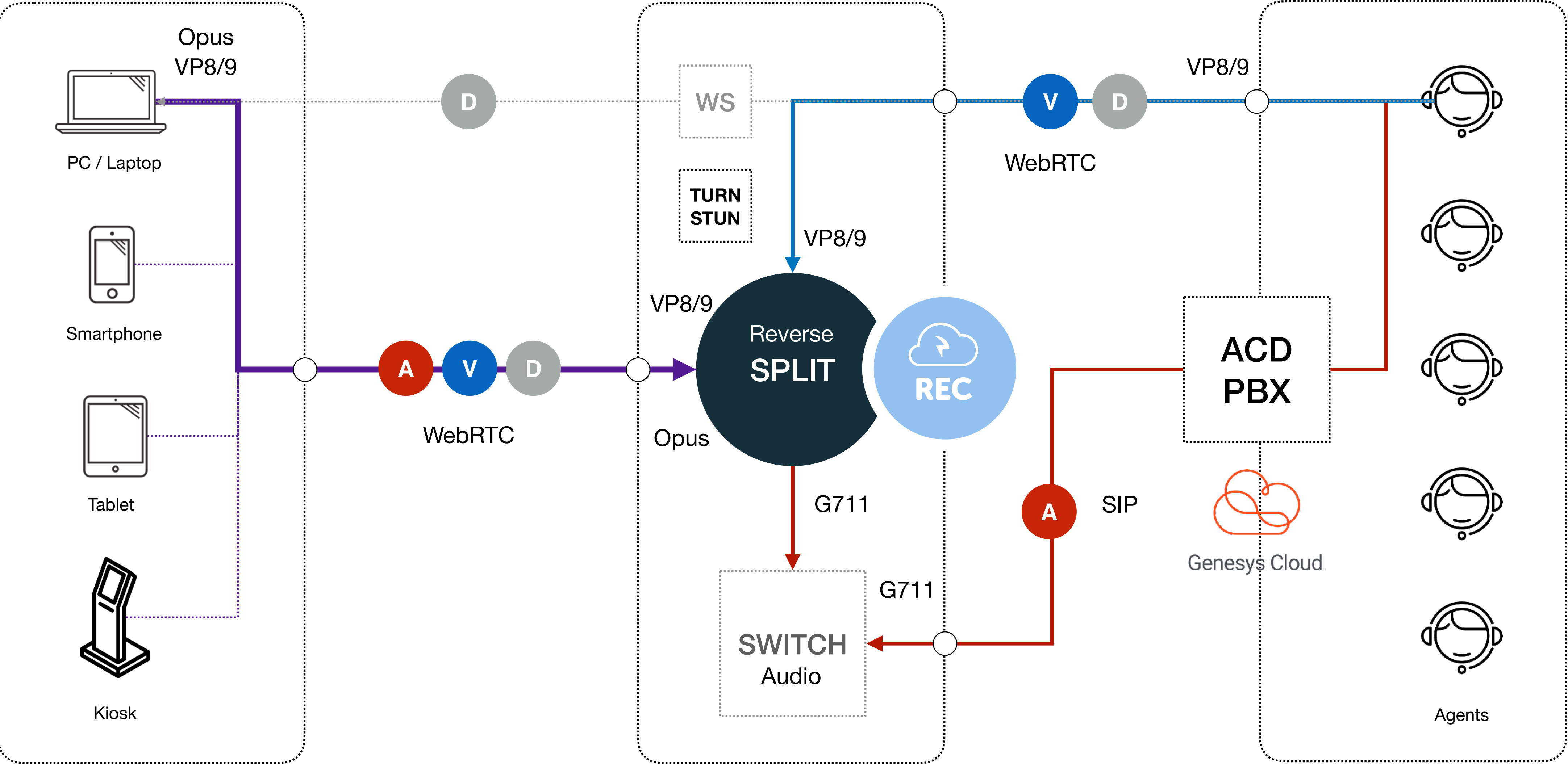
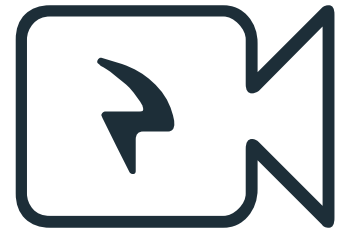


Diagram: **SPLIT Reverse**





Video RTC

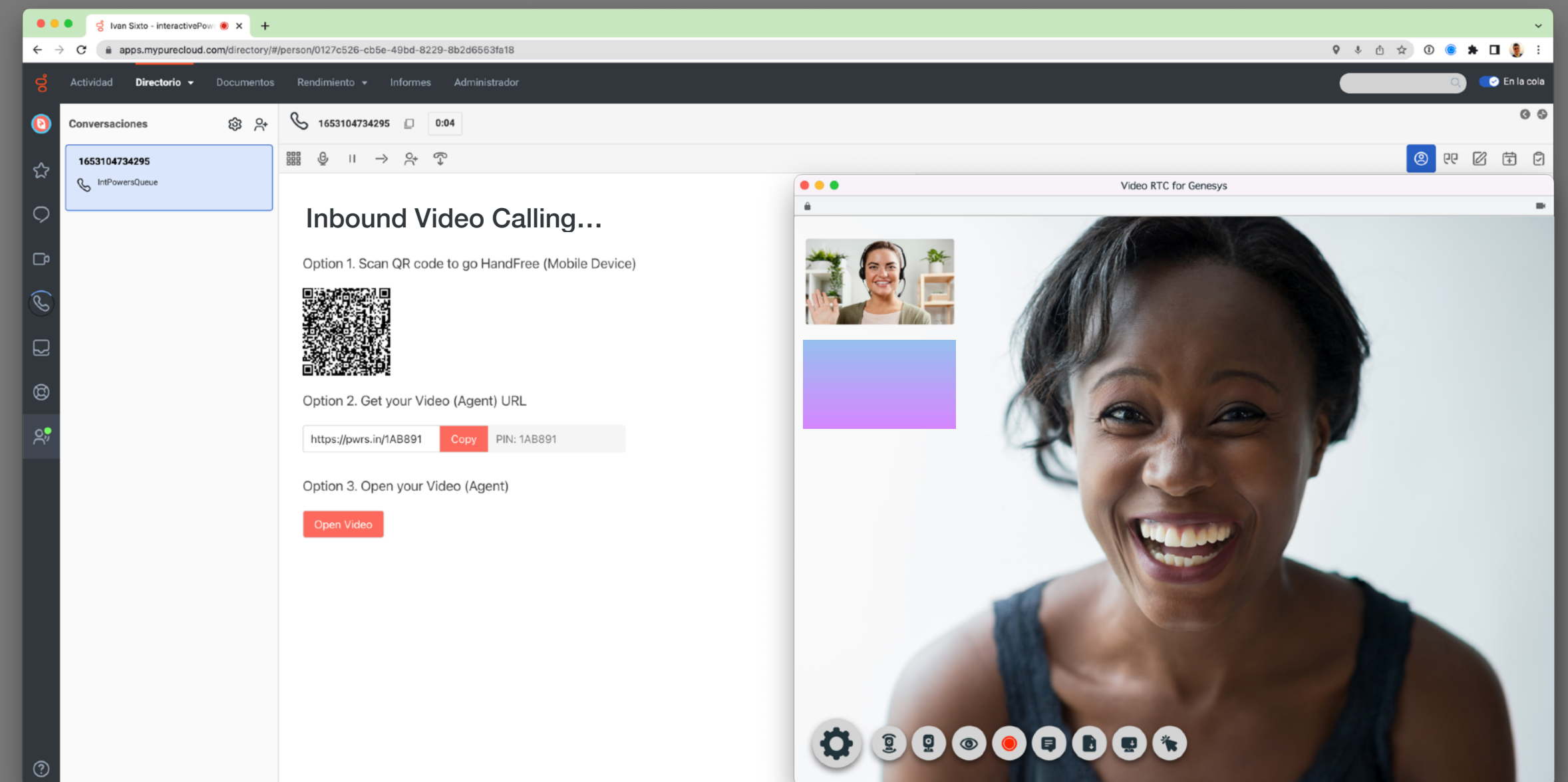
SPLIT Traceability

The SPLIT protocol operates with Genesys Cloud through two types of technologies: WebRTC/JS and SIP. Video calls have the same traceability as telephone calls, the SPLIT protocol produces in Genesys Cloud the same records, recordings, logs, making it easier for the Contact Center to obtain reports with the same level of detail and formats.

In addition to the conventional (telephone) call information, SPLIT transactional video calls incorporate input parameters and metadata that Genesys Cloud can read using the unique SPLIT ID identifier. This data can be used to pull information into a back-office system such as a CRM, ERP, or any type of script for customer service agents.

High Performance Video Calls require at least the same transactional functions as Phone Calls.

 GENESYS™





Video REC

Active Directory

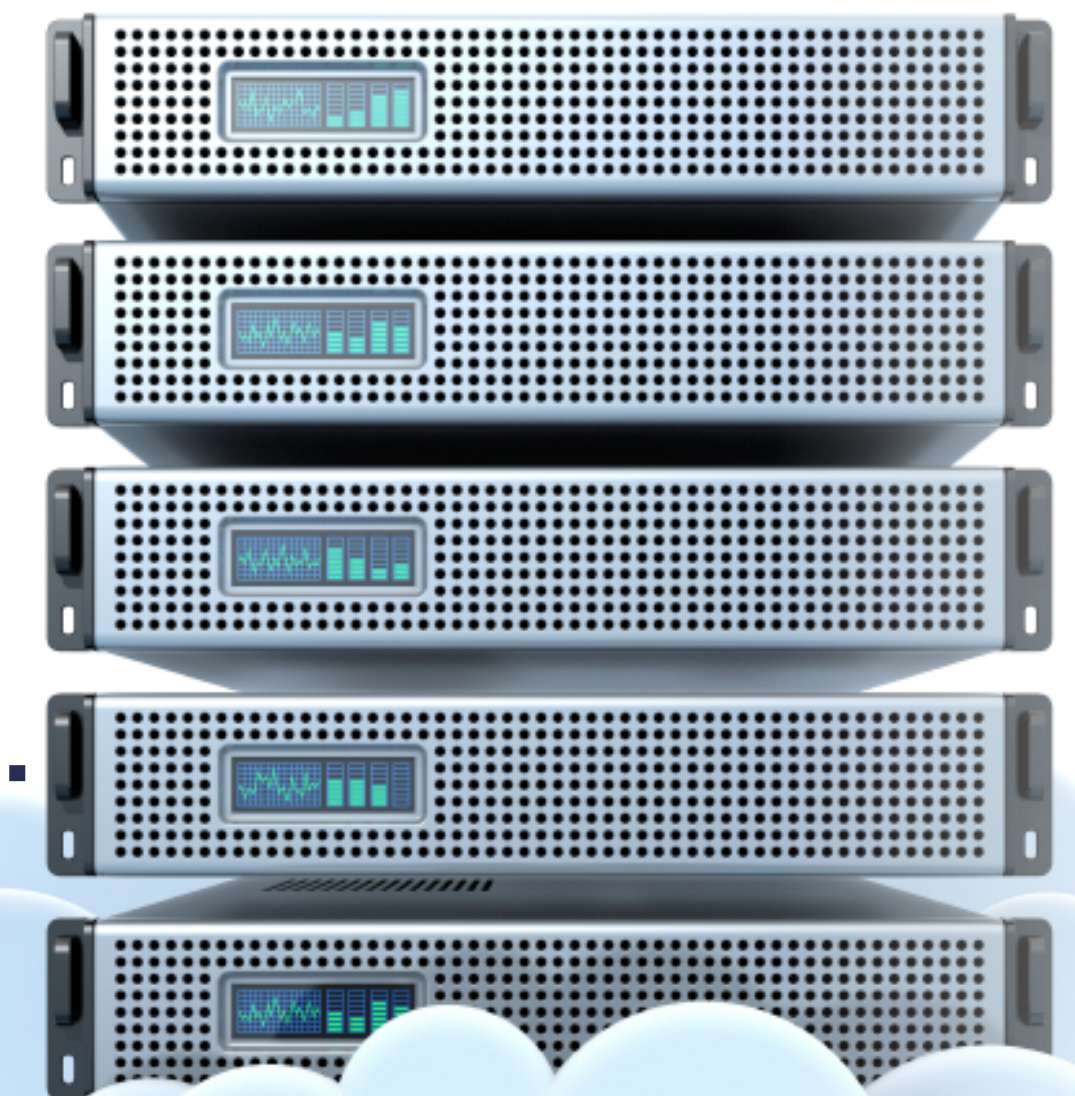
Our Video REC recording environment allows connecting customer Active Directory services in the standard CPaaS configuration by region (EU, US,...).

For customer-specific Active Directory environments, the configuration is implemented using the SAML 2.x protocol. This separate authentication by Active Directory can maintain additional REC-compliant rules, such as filtering by IP ranges for users.

Active Directory



SAML



Cloud Ready & High Availability by Region

Unlimited Elastic ECS Processing Nodes Capacity

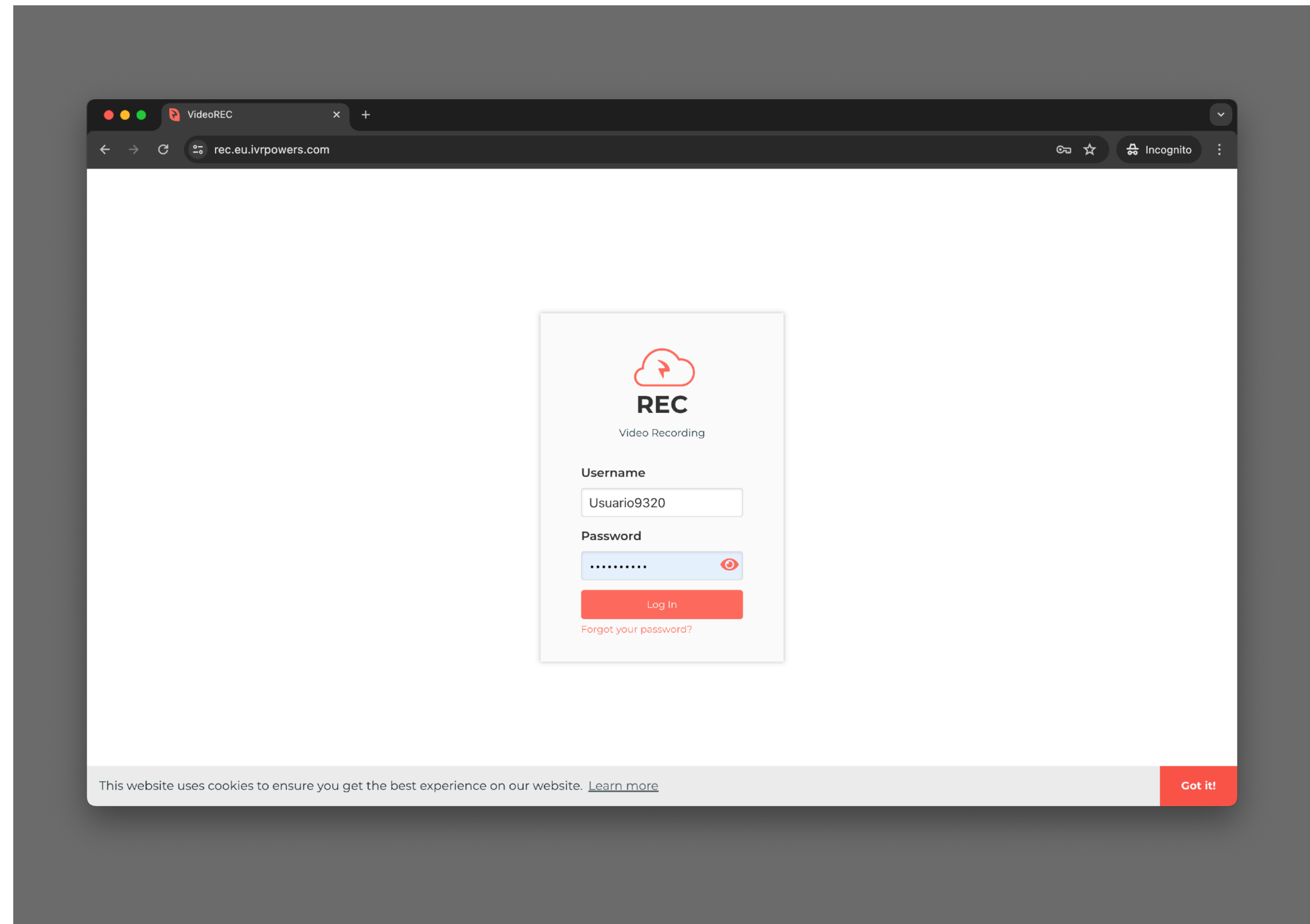


Video REC

Access Login

The access to the REC system is done with nominal accounts in each service of a client. This system has a user management with the possibility to update passwords via e-mail. 1-n accounts can be requested and assigned access to 1-n REC / ARC recording storage services; all accounts of a service operate with the same configuration.

There is also an open authentication interface or external SSO/SAML. This option is available for directories such as Google, Microsoft, etc. The REC environment is exclusively for corporate use and reserved for a limited number of users designated by security rules. It is not a system that offers services at the agent level. For these reasons, access is controlled by the REC platform's own security settings.

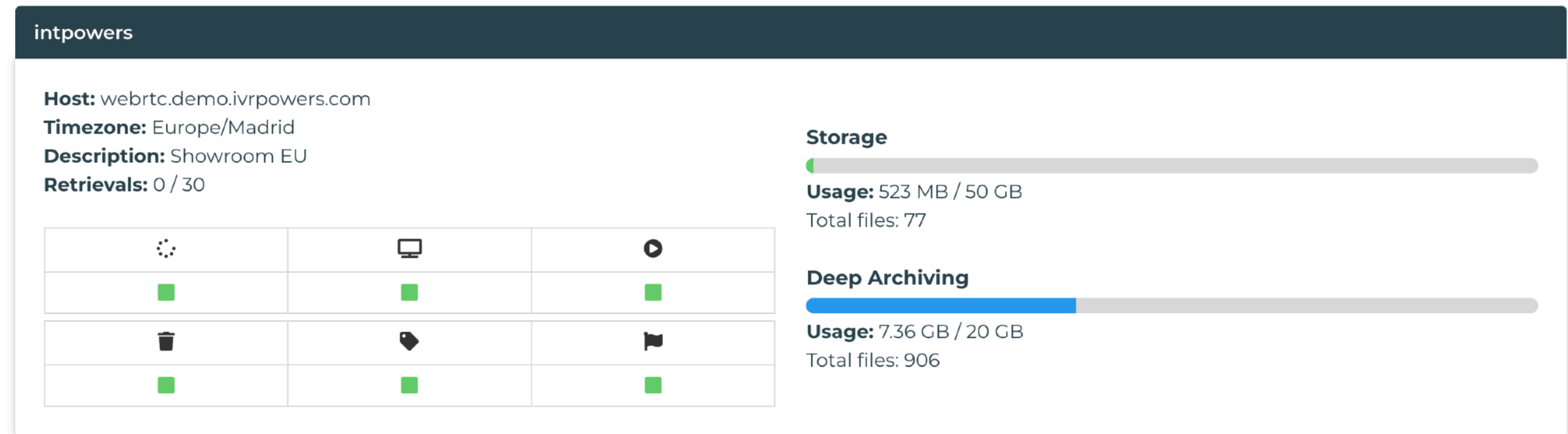




Video REC

Permits

Video REC plans have different permissions for the usage that each storage plan requires. Each recording service can choose the permissions indicated, the activation of recording with HD processing is reserved for plan type 3. Plan type 1 is limited to keep raw tracks, it does not allow auto-processing and only keeps RAW recordings without their MP4 version. Plan 2 records in SD mode and performs automatic MP4 processing, it is the most used for the management of Contact Centers that need to quickly visualize recorded conversations with image and sound. Finally, it should be noted that there is a special deletion permission that is only activated at the customer's request; by default it is not active. You can check all the permissions attributed to each active service in the REC dashboard.



- **Auto-processing** Automatic MP4 processing of recordings
- **HD Quality** HD processed permit (type 3 plan)
- **MP4 Player** MP4 previewing possible
- **Deletion** Authorization for deletion of records
- **Metadata** Viewing video call metadata
- **Flags** Recording audit markers (Flags)



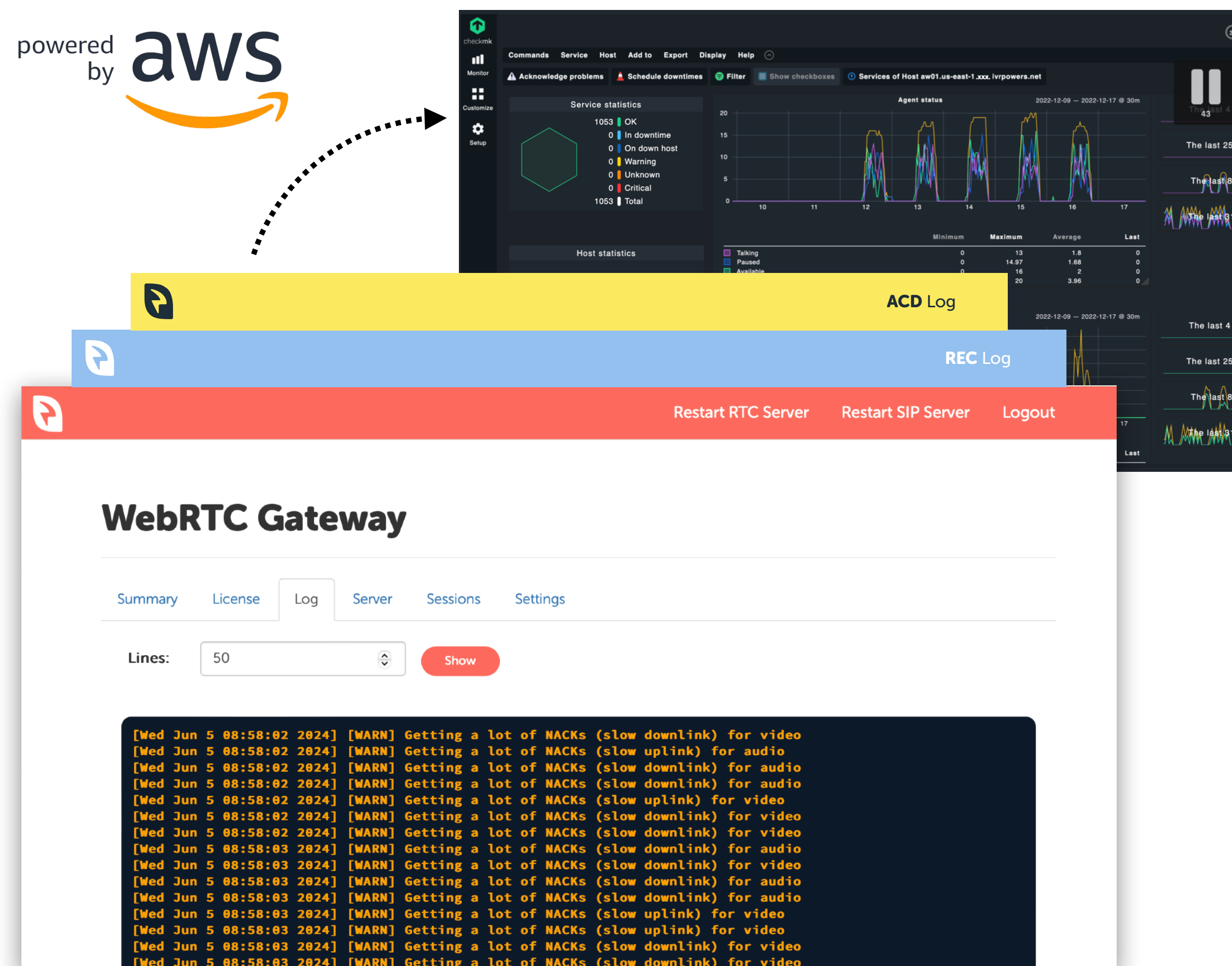
Video REC

Access Logs

All Interactive Powers platforms have advanced log services. Their purpose is to control internal system events and detect errors, failures, flags, actions, warnings, etc. For security reasons, these logs do not show service contents, nor are they accessible from outside the nodes of each region.

The log format is specific to each type of platform; in the case of Video REC, there is no external access, they include events shared at ECS (AWS) level. The delivery of a given log must be done on request in order to filter the requested events of a service (for example: the login log of one or several users or any specific trace). Finally, we point out that it is not allowed to connect or expose the Logs of operational nodes to an external system of any customer, although we collaborate in activating specific traces or delivering such log data on request.

powered by **aws**





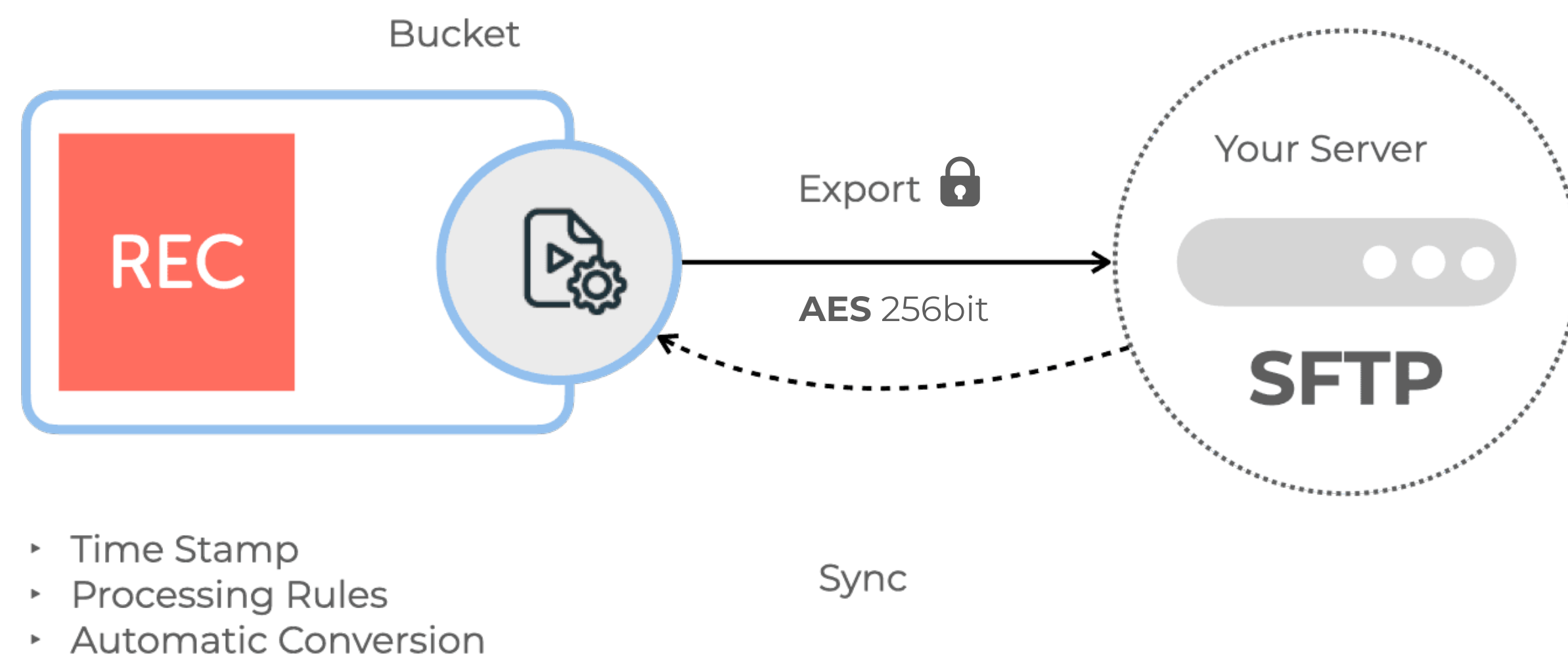
Video REC

Post-Processing / Exportation

Video REC platforms allow programmable and automatic export of recordings according to advanced data management policies and storage times.

Post-Processing functions correspond to script-like instructions that are executed when a recording record is received from the Video RTC systems. Some features of this Post-Processing functionality allow programming complex processes for dates, periods, or storage times:

- Automatic deletion
- Automatic SFTP export
- Automatic archiving
- Automatic backup export



amazon
SFTP



Video RTC

User - Agent Interface

The user-agent interface is a web-responsive interface programmed with javascript, websockets and HTML5 elements. The main functions are governed by a **videortc.js** library that groups the main communication functions for the agent and user interface. In addition to audio/video streams, this interface includes, depending on the chosen plan, different web collaboration functions that allow adding to the face-to-face communication interactive elements such as **Live Chat** (advanced text chat integrated in the channel), **File Sharing**, **Dual / Screen Sharing**, **Snapshot** (capture of high definition video frames). In addition to the above functions there are control functions for cameras, microphones, speakers, recording... and presence control with agent identification and customized wallpapers. Finally, the interface can use different types of add-ons or design to fully adapt to your image or brand.





Video RTC

Recording Control

Recording can be operated in different modes:

- Automatic without allowing to stop
- Automatic allowing to stop or resume in Manual
- Manual allowing to stop or resume.

All these modes allow each service to configure a specific recording policy according to each type of service. If several services are used, it should be noted that each one may have a different configuration.

It is also important to consider that the recording starts when the video call between the user and the agent is fully established. The system does not record the previous routing, although this part can be recorded through the SIP trunk.

Finally, it should be noted that the video call can be transferred and that the recording will have several sections for each transfer made.

La grabación de alta calidad es una parte significativa del éxito de cualquier servicio de vídeo.

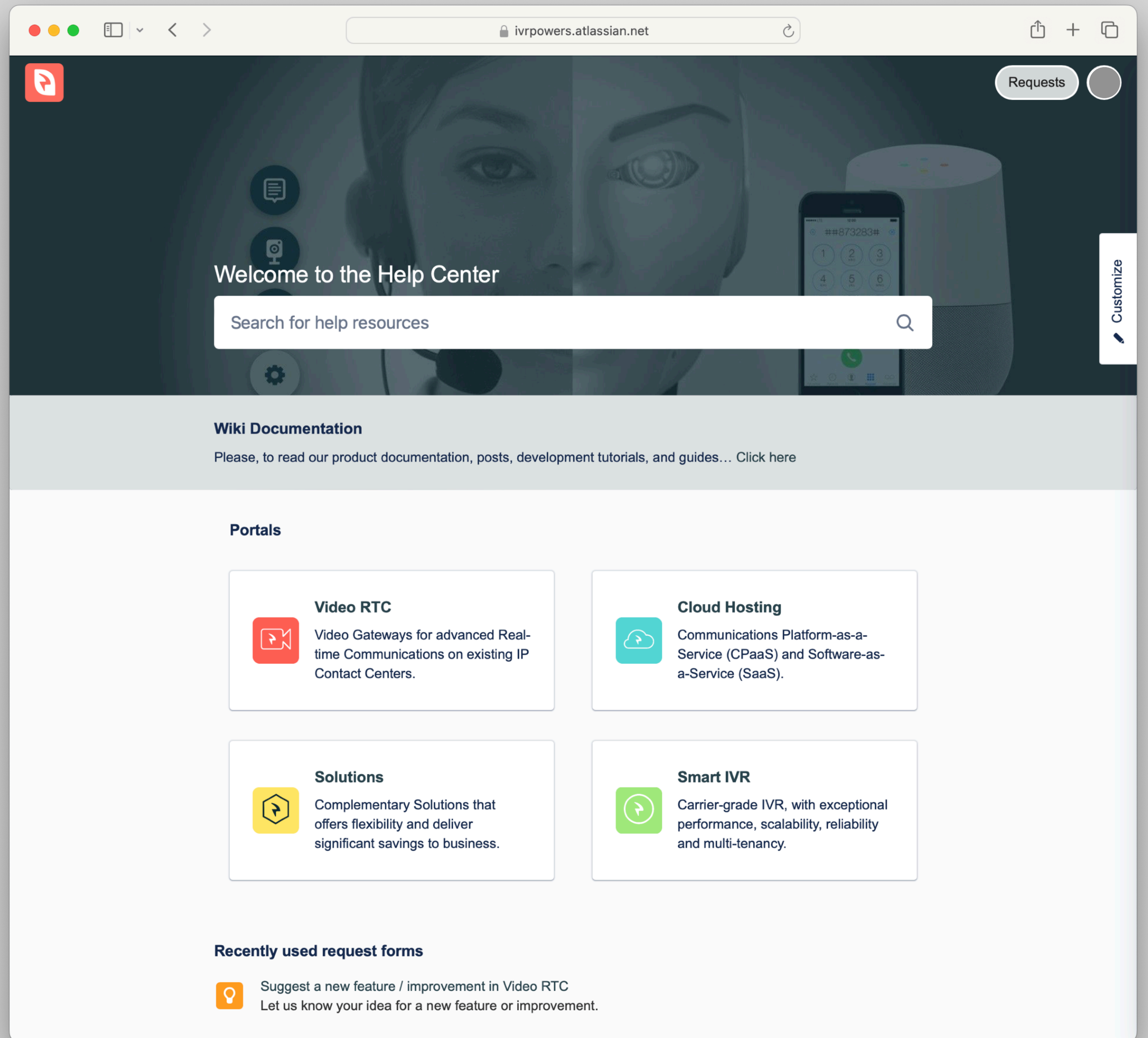


Help Center

Support & Resources

This help center is for specialized technical personnel in charge of integrations and/or technology partners of Interactive Powers. Queries can add the email of specific people to share time, tasks and resolution content.

Website



Wiki Doc

Partners Documentation

This documentation is reserved for specialized technical personnel and/or a technology partners of Interactive Powers who have the technical resources to perform special integrations or configuration tasks with the product suite.

Website

Wiki Documentation [Interacti x +

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Interactive Powers

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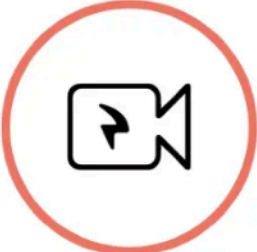
This is the top-level documentation for  **Interactive Powers** products based in our **IVR**, **RTC**, **REC**, **ACD** platforms.

Interactive Powers platforms offer users an enriching communication and collaboration experience. Designed exclusively for CPaaS and communication platforms, our software exceed user expectations with plug and play technology, unlocking intuitive features and control. Here, we collect information for all users and developers. You can interact with all our support team managing all Requests, Tickets, Technical Assistance... from our Help Center. Our team works on standard business hours in Madrid/CET for Europe region and Miami/EST for America region.

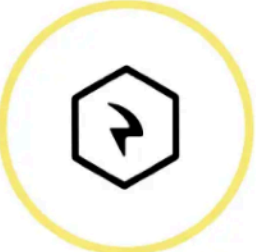
Please, contact our  **support** and  **Help Center** for any more question.




Smart **IVR**




Video **RTC**




Web **ACD**



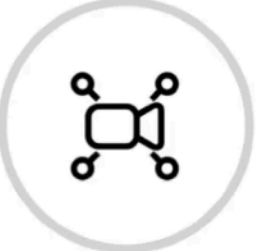
Video **REC**




Web Caller



CoBrowsing



Field Service



Remote Viewer

Source: Interactive Powers Suite of Products



Interactive **Powers**

Streamline your business communications