Web ACD • CC

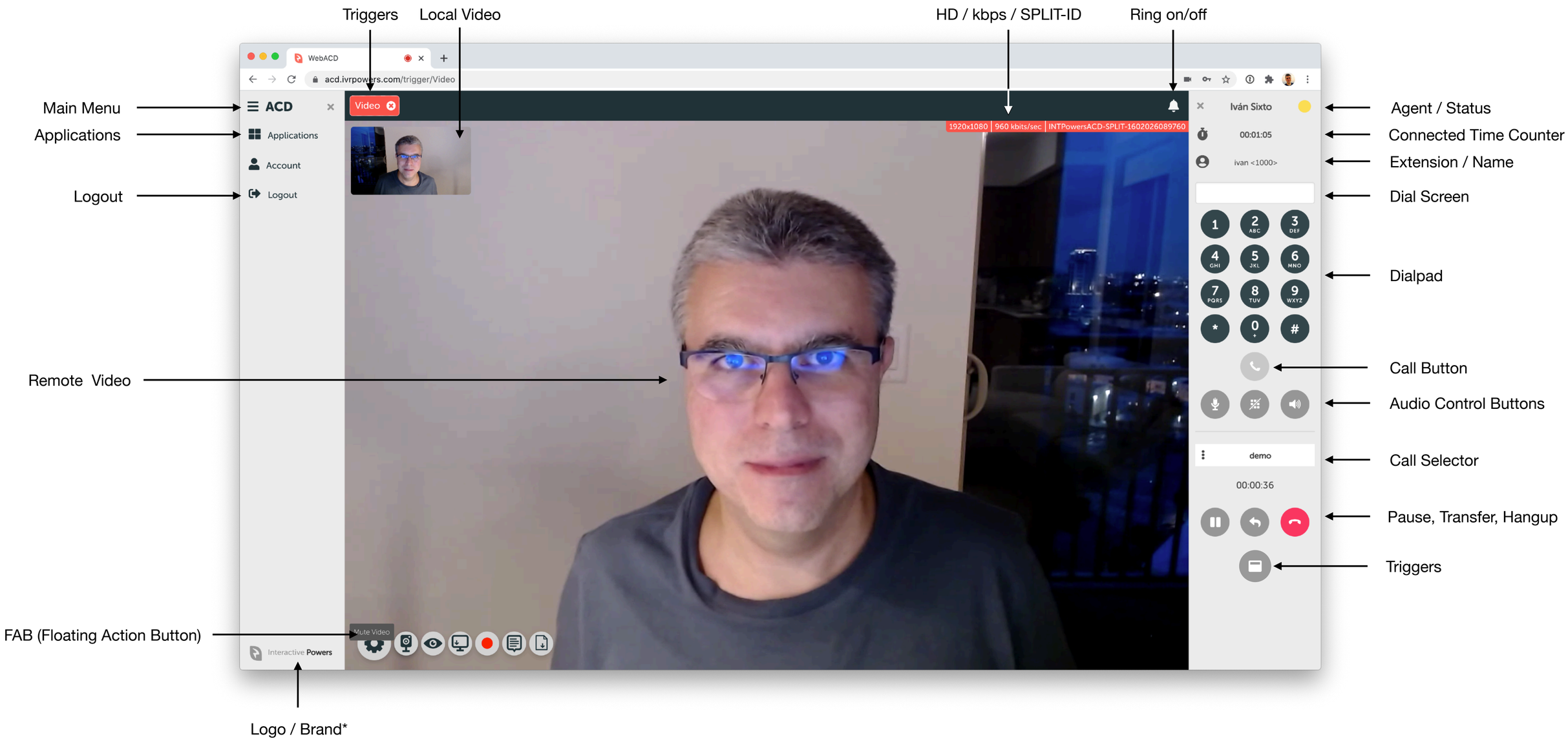
Video is the new Voice.
Safety is a priority.

Interactive **Powers**
Streamline your business communications

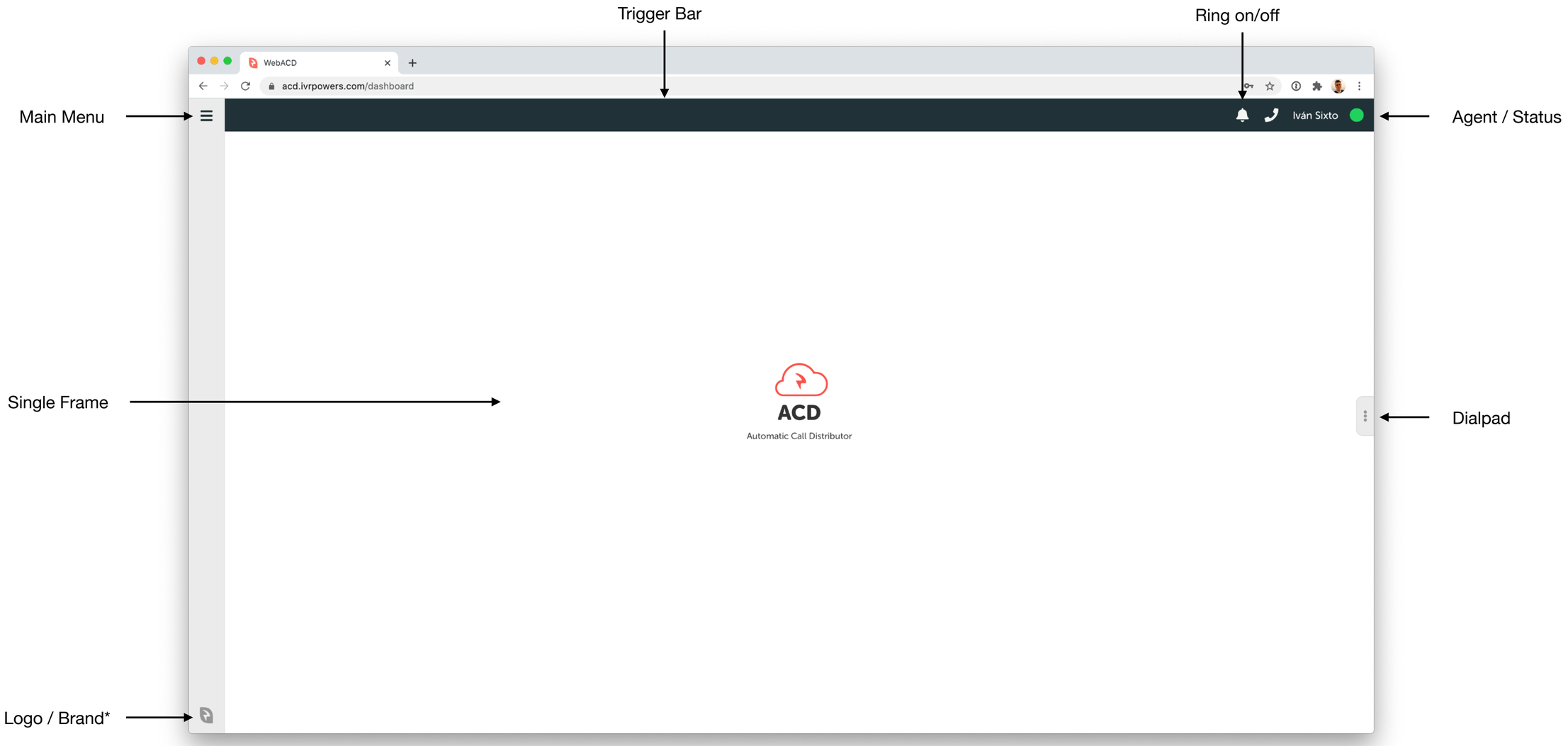
Take your Business to the Next Level.

Agents work from everywhere.

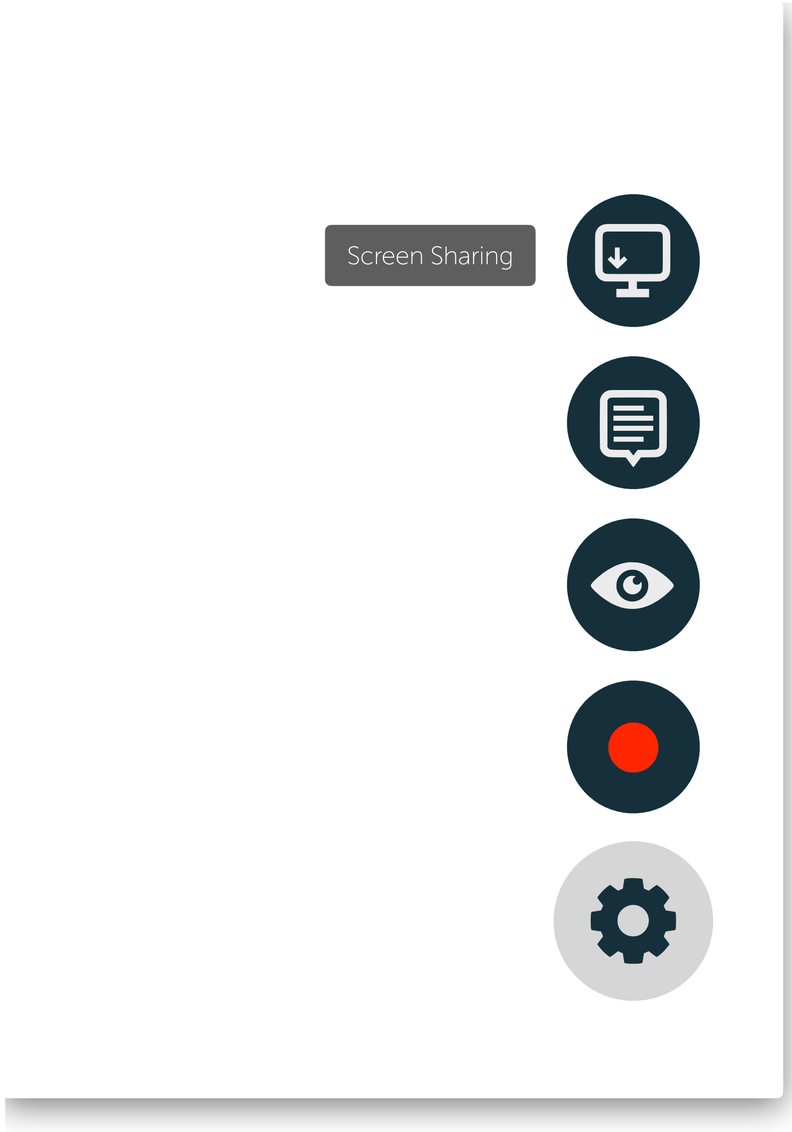
Video Centric design.



Interactive **Powers**


Trigger Bar
Ring on/off
Main Menu
Agent / Status
Single Frame
Dialpad
Logo / Brand*
WebACD
acd.ivrpowers.com/dashboard
Iván Sixto
ACD
Automatic Call Distributor

Powered by
Video RTC



Video Calling

Screen Sharing, File Sharing

Live Chat, Snapshot, ...

Video Recording

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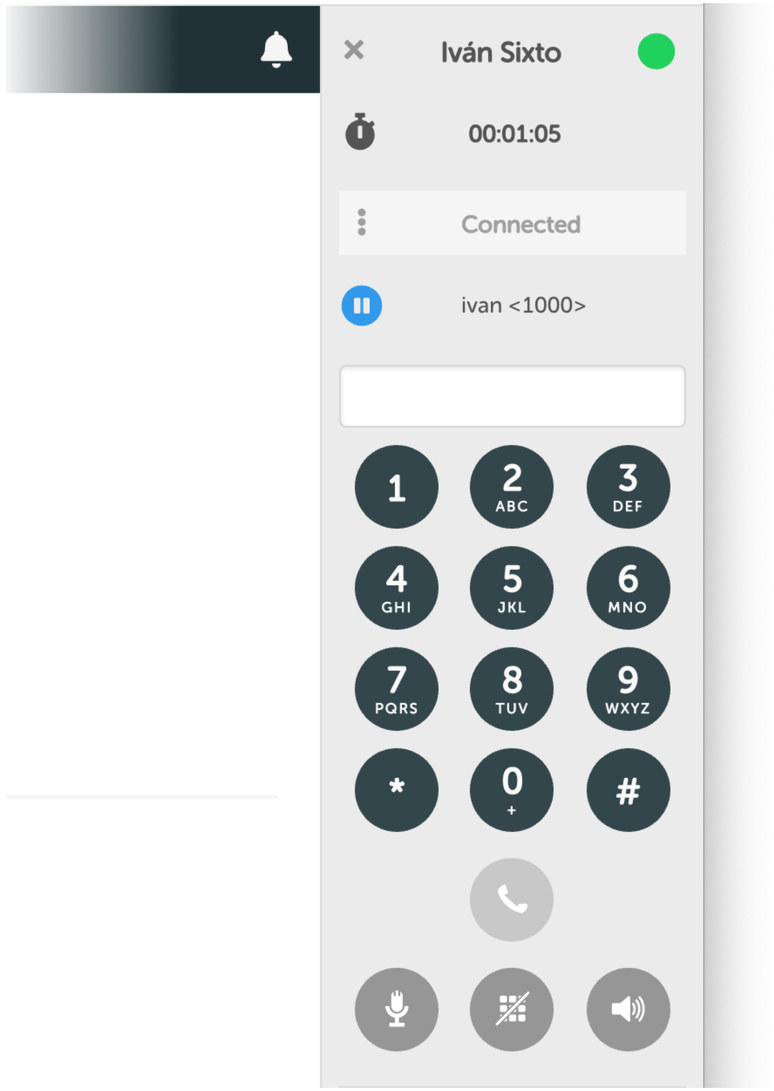


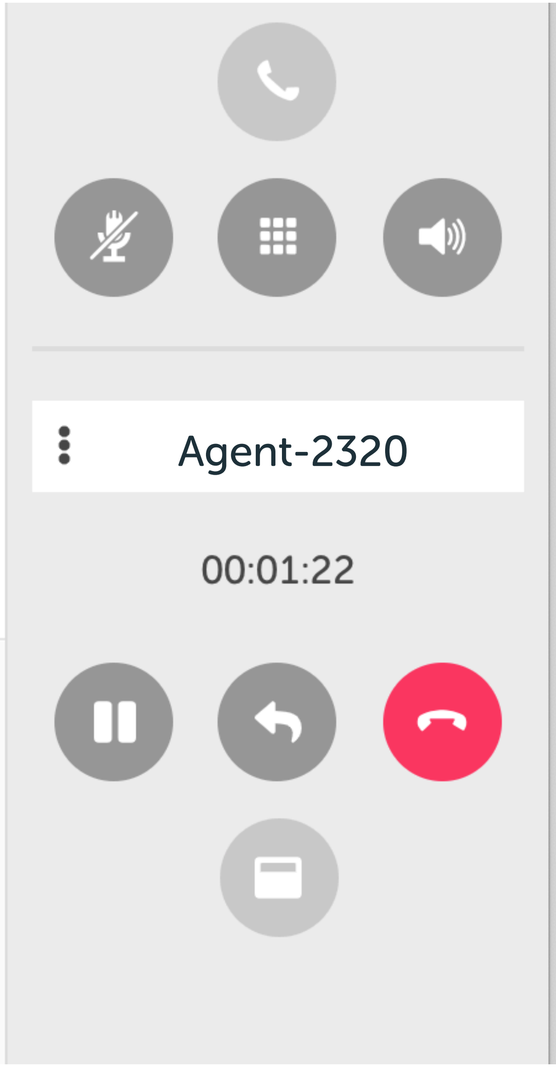
Phone Calling

Convergent Voice IP

Virtual Softphone

SIP Extensions

Interactive **Powers**

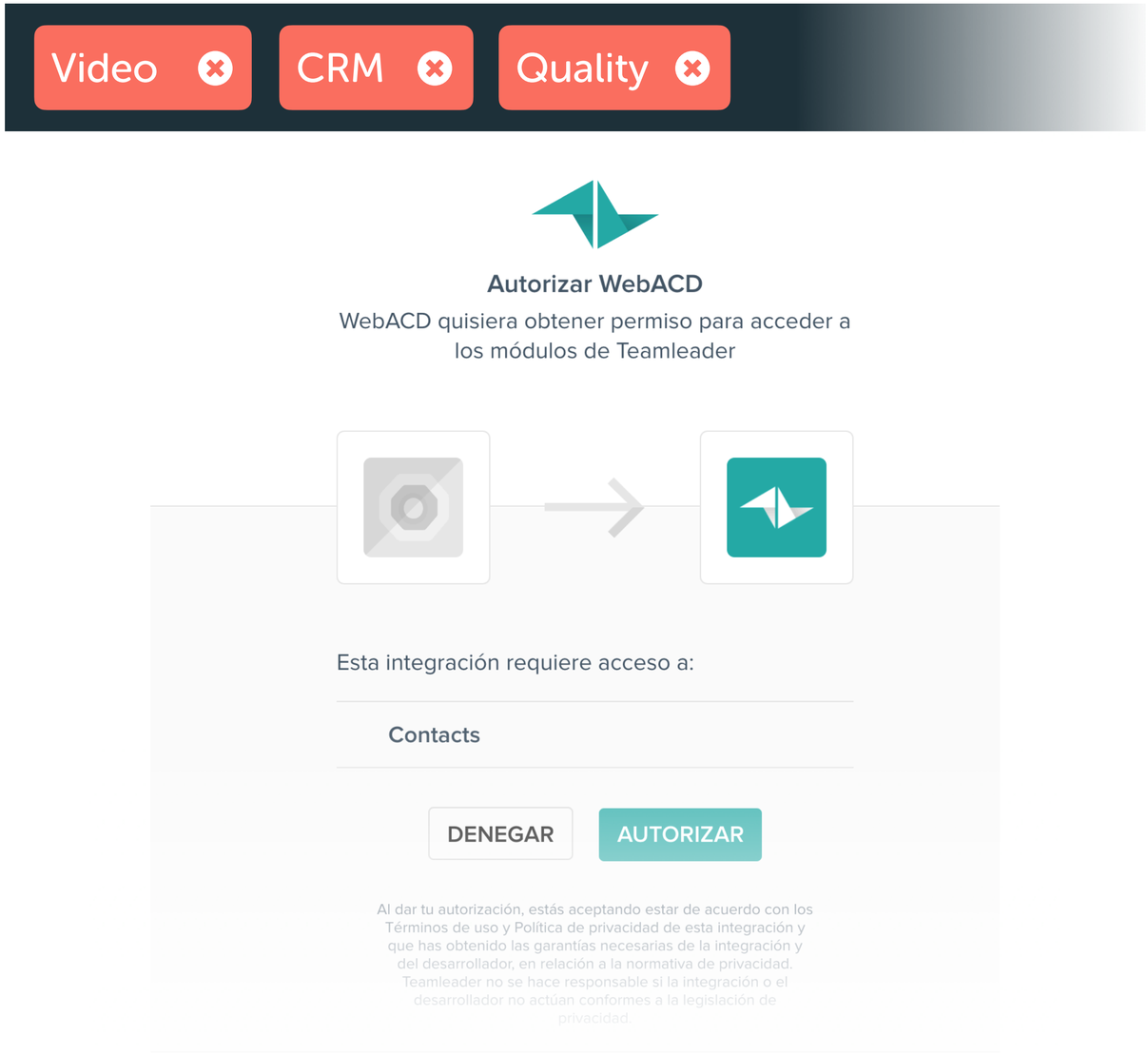


Video Transfer

Consultation Transfer

Rollback Transfer

Pause Call

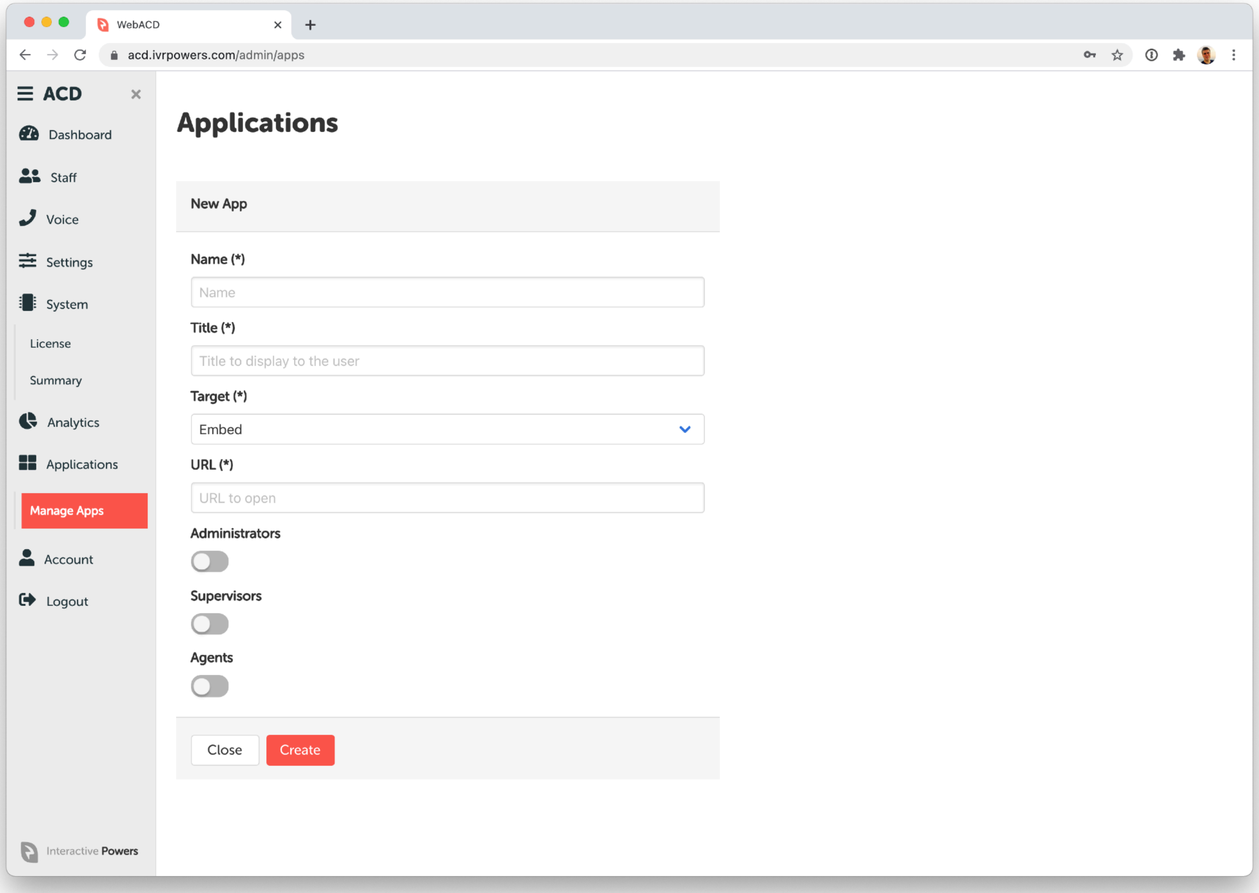


Triggers

External App. Integration

Video, CRM, ERP,...

Web Services



Applications

Single Web Frame

Agent Support

Frame or Tab

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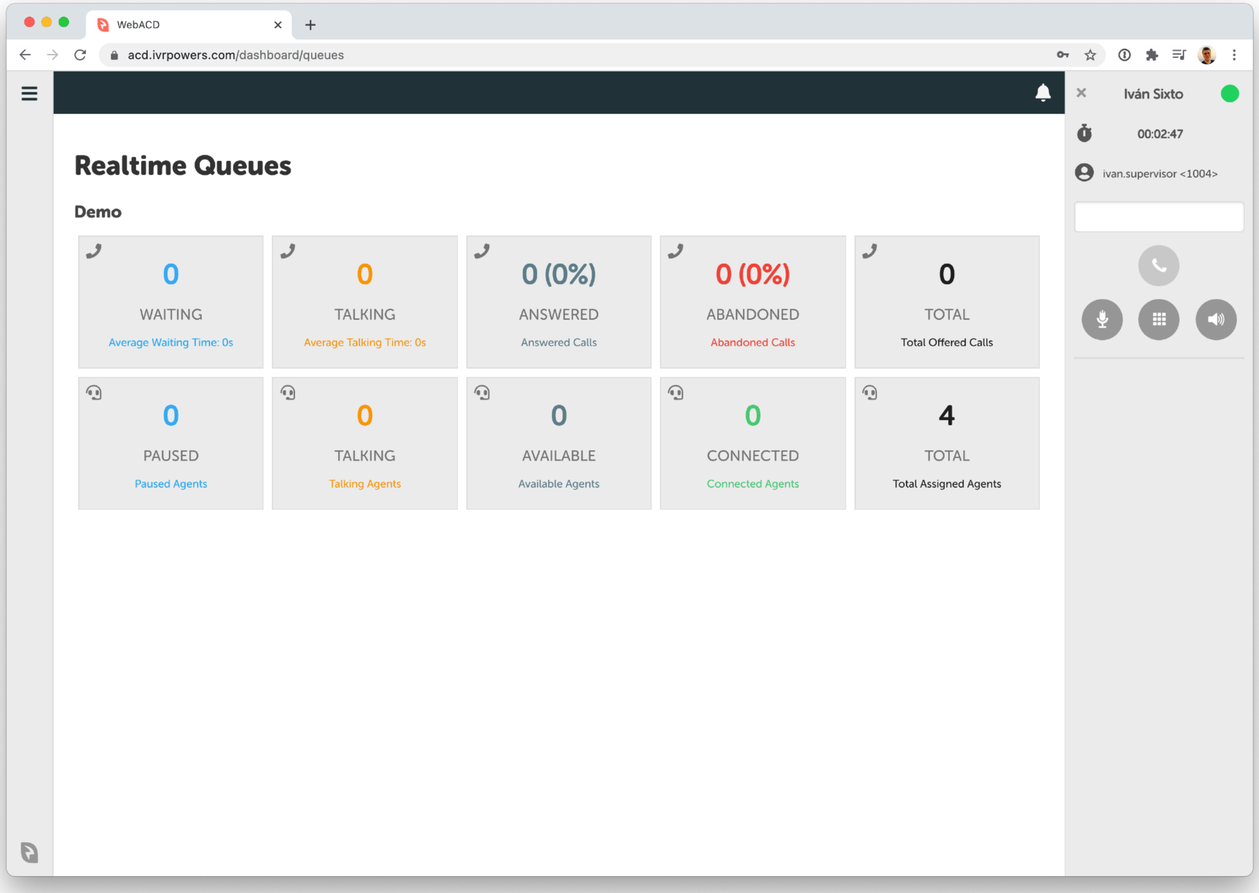

Supervisor Role

Realtime monitoring

Pickup Video Calls

Reports & Stats

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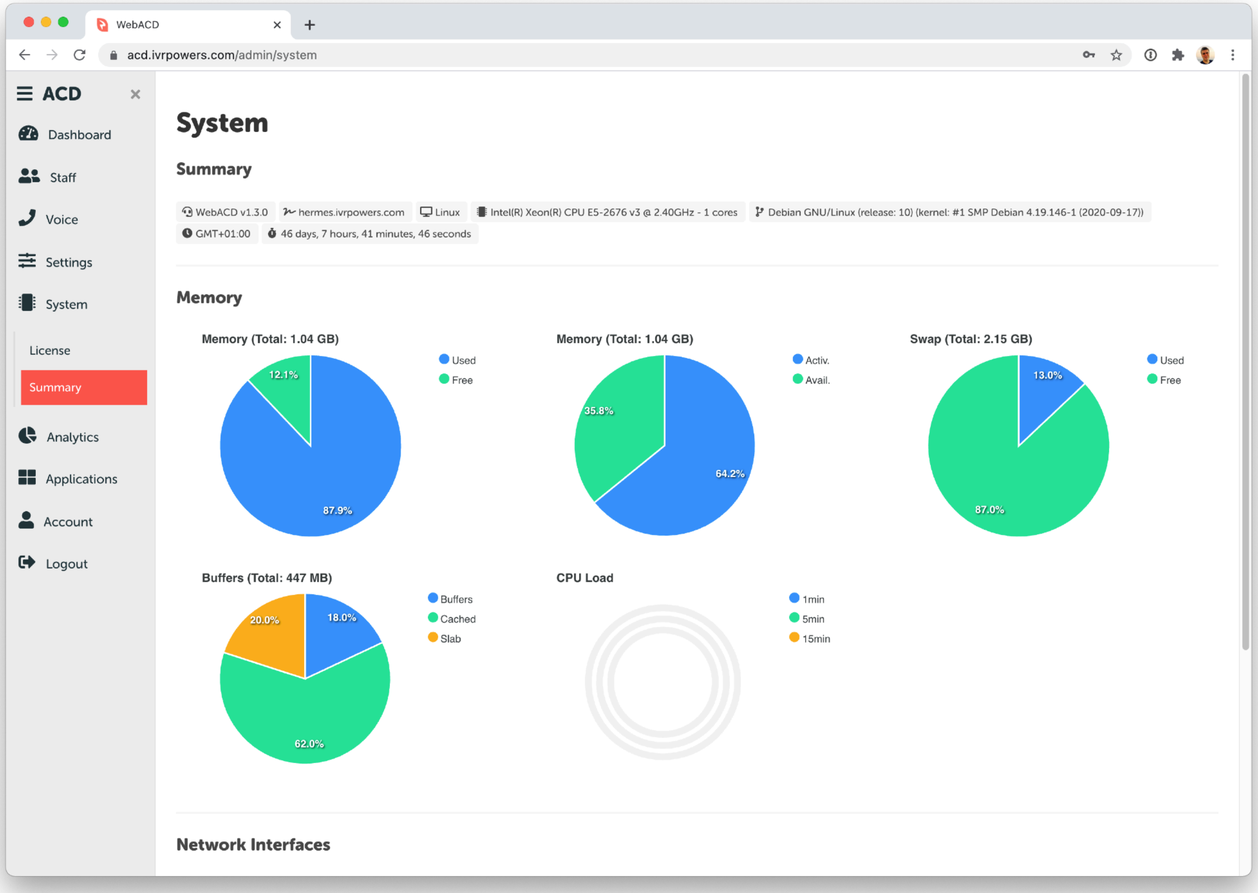

Admin Role

Accounts Management

Queues Management

System Settings

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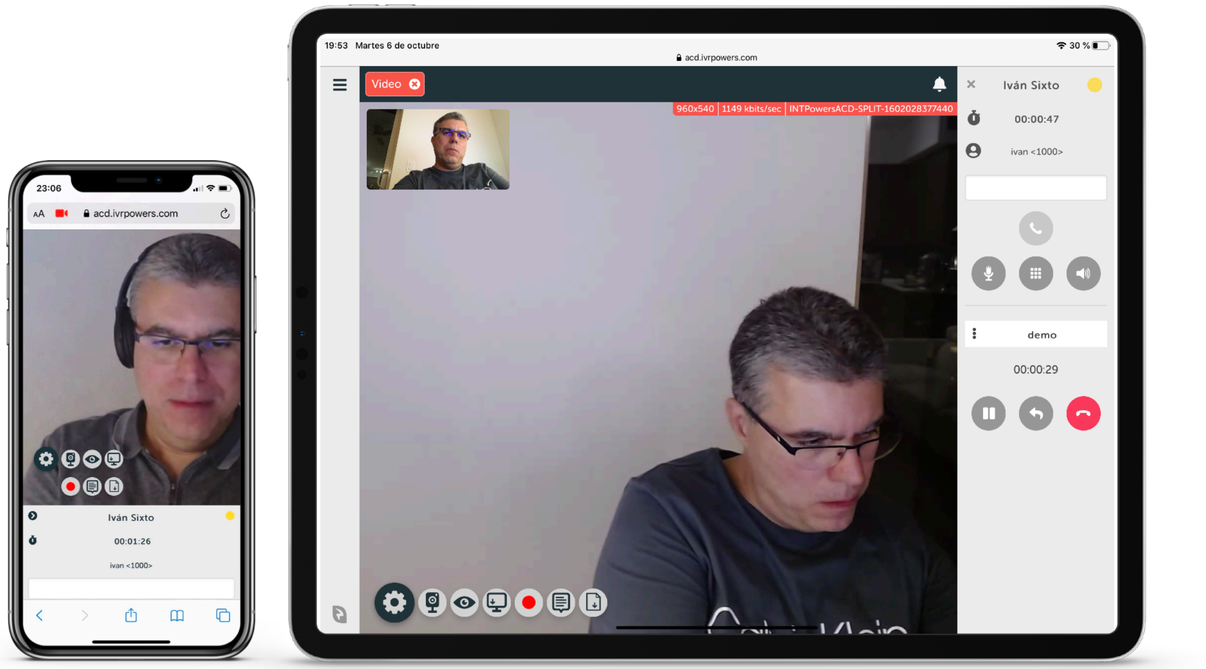

iPhone

iPad

Mobility First

Chrome OS PC

Android OS

Apple iOS

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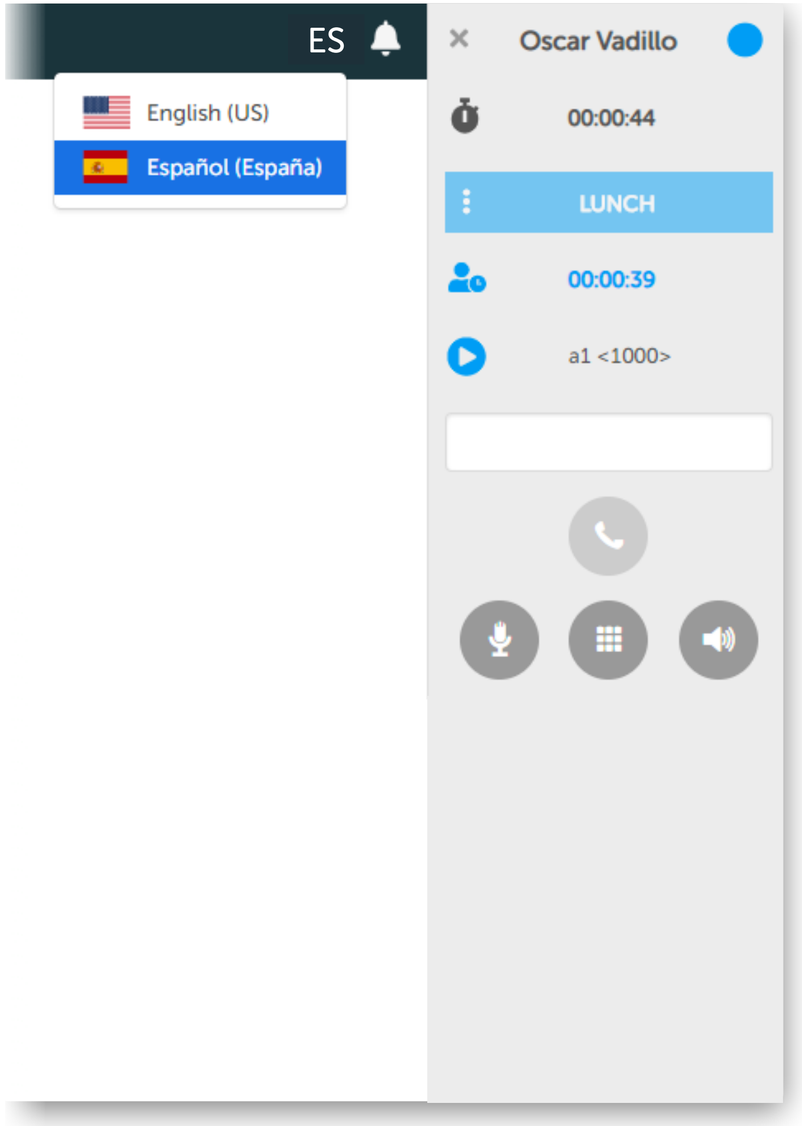

Web Responsive

Touch Screen Ready

Multi-language

HTML5

Interactive **Powers**

Encrypted and Secure

Compliant with all Data Security Standards.

No Apps
No Downloads
No Register
No Plugins

WebRTC

Fast
Open
Standard
Powered

powered by aws

256 BIT
ENCRYPTION

Interactive **Powers**

Designed for all modern Operative Systems & Web Browsers

Safari

Apple

MacOS, iOS

Firefox

Mozilla

MacOS, MS Windows, Linux OS
Android OS

Chrome

Google

MacOS, MS Windows, Linux OS,
Android OS, Chrome OS

Edge new

Microsoft

MS Windows, MacOS, iOS
Android OS

Opera

Opera Software

MacOS, MS Windows, Linux OS,
Android OS

Interactive **Powers**

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