Video RTC • SPLIT

Video is the new Voice for
Call Centers, Contact Centers



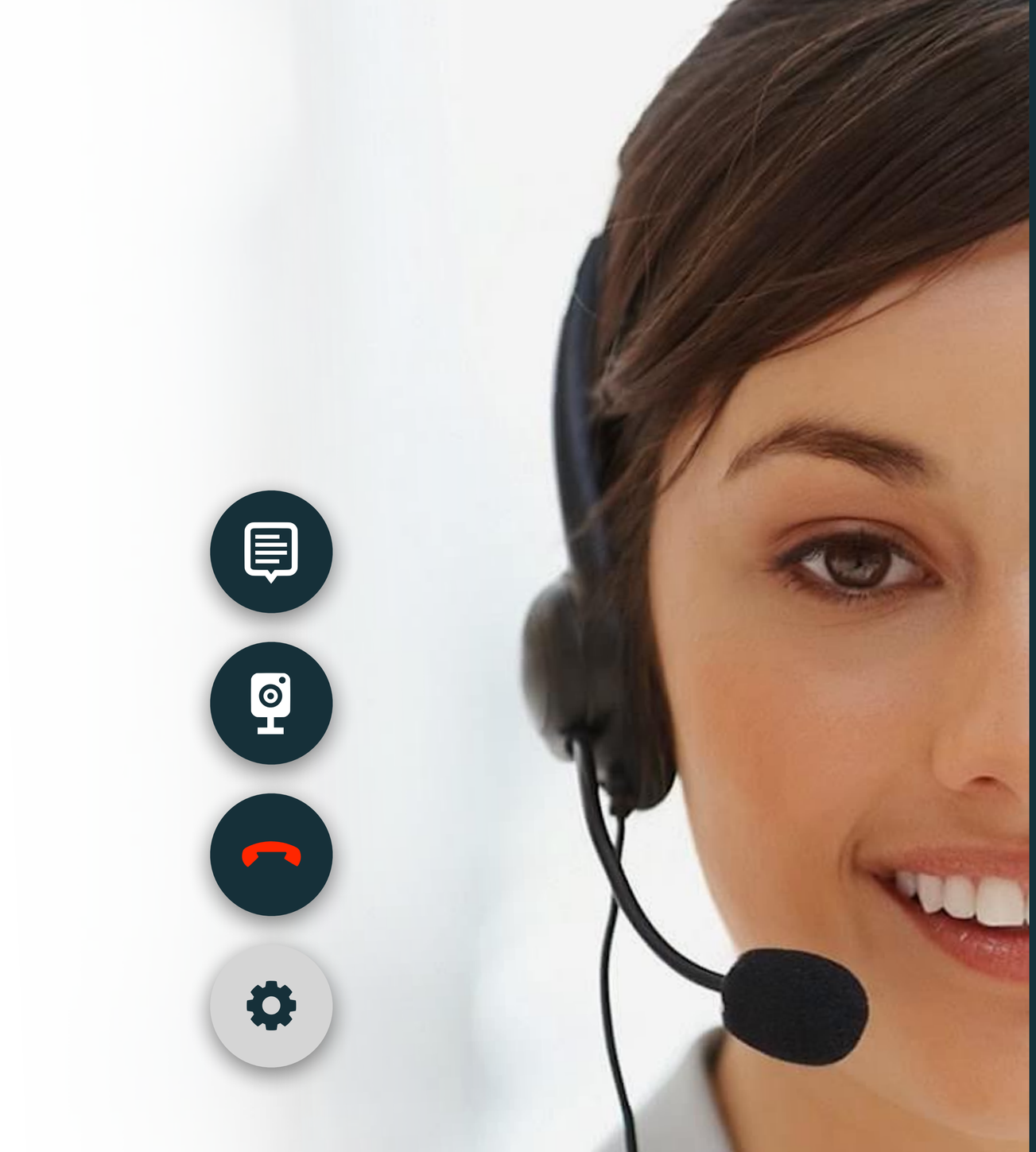
Interactive **Powers**

Streamline your business communications



Did you know you can improve agent productivity empowering your Call / Contact Center?

Interactive **Powers**



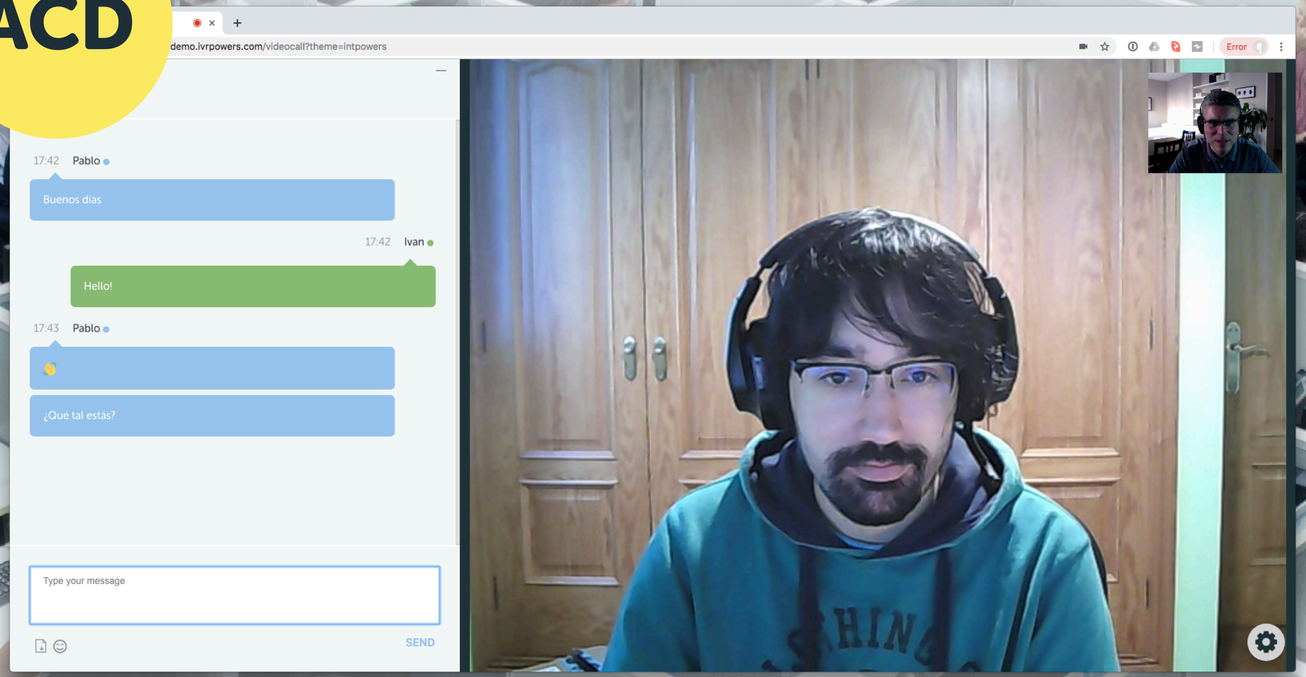
Video RTC

Video Gateways for advanced Real-time Communications on existing Contact Centers. Multi-channel coverage for Web Browsers, Mobile devices and IoT.

Automatic Call Distribution

Skills-based omnichannel routing

ACD



GENESYS · Enghouse Interactive · altitude · 3CX · inConcert · AVAYA · CISCO · ASPECT GOOD CALL. · xcally™

Digital Age • Widgets

Computers



Web Browsers

Smartphones & Tablets



iOS Devices



Android Devices

Kiosks



Boxes, Screens & TV

© 2022 Interactive Powers

Connect your ACD / PBX

We run any leading Contact Center software

altitude | GENESYS | Enghouse Interactive | 3CX | xcally

PureCloud | inConcert | AVAYA | ASPECT GOOD CALL. | mdtel

XORCOM | VOCALCOM | CISCO | ICR evolution

odigo | Issabel | Asterisk



© 2022 Interactive Powers

Voice & Video Call
Live Chat
File Sharing
Screen Sharing
CoBrowsing
Snapshot
Video Recording
Video ID
API Framework
Mobile SDK

Video RTC

Video Contact Center

ACD
CPaaS

Video RTC

Monthly | Yearly

BASIC PRO PLUS

Video Channel (Port)

CPaaS

REC

ACD
SaaS

Video RTC

Monthly | Yearly

BASIC PRO PLUS

Video Channel (Port)

CPaaS | SaaS

REC

ACD
OnPrem

Video RTC

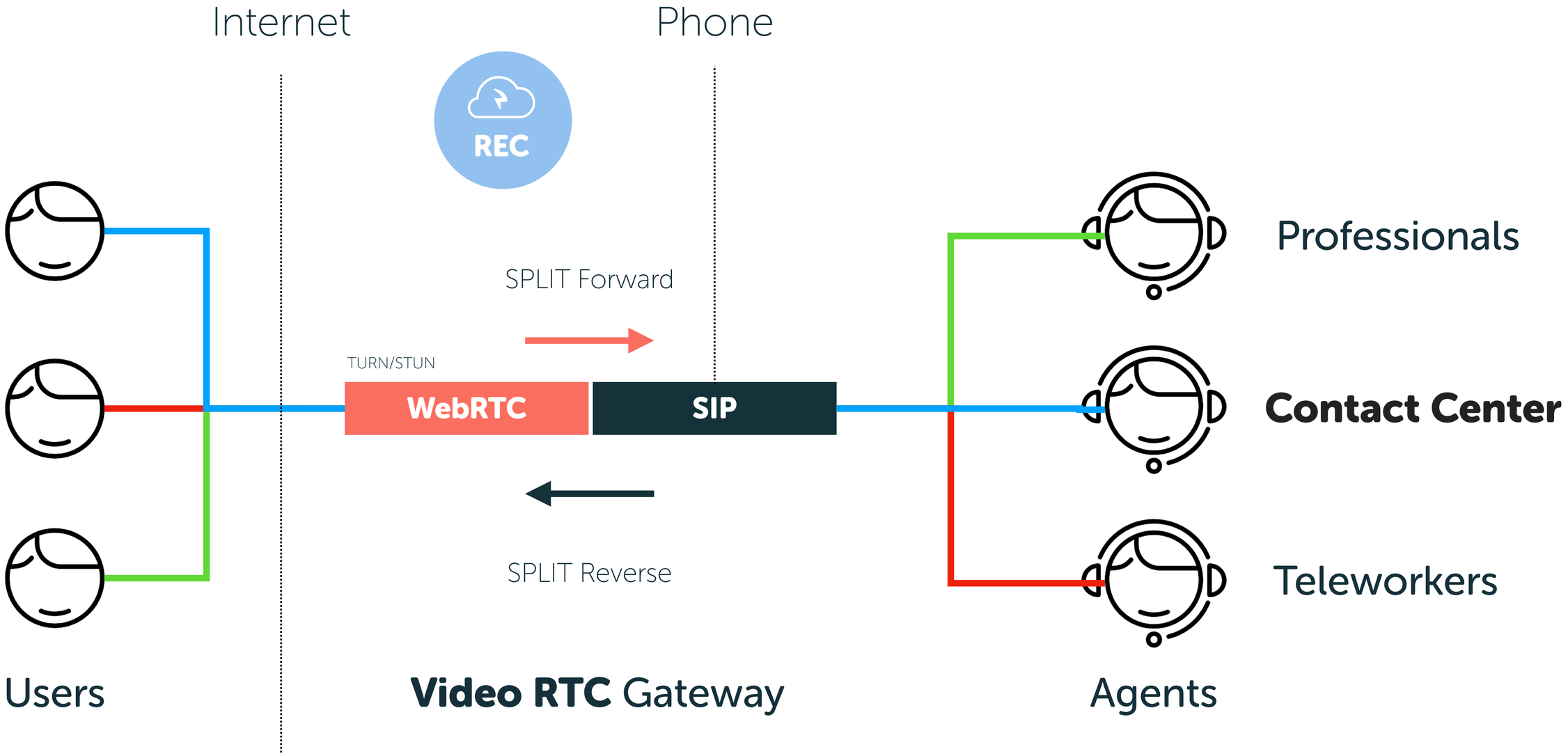
License / Maintenance

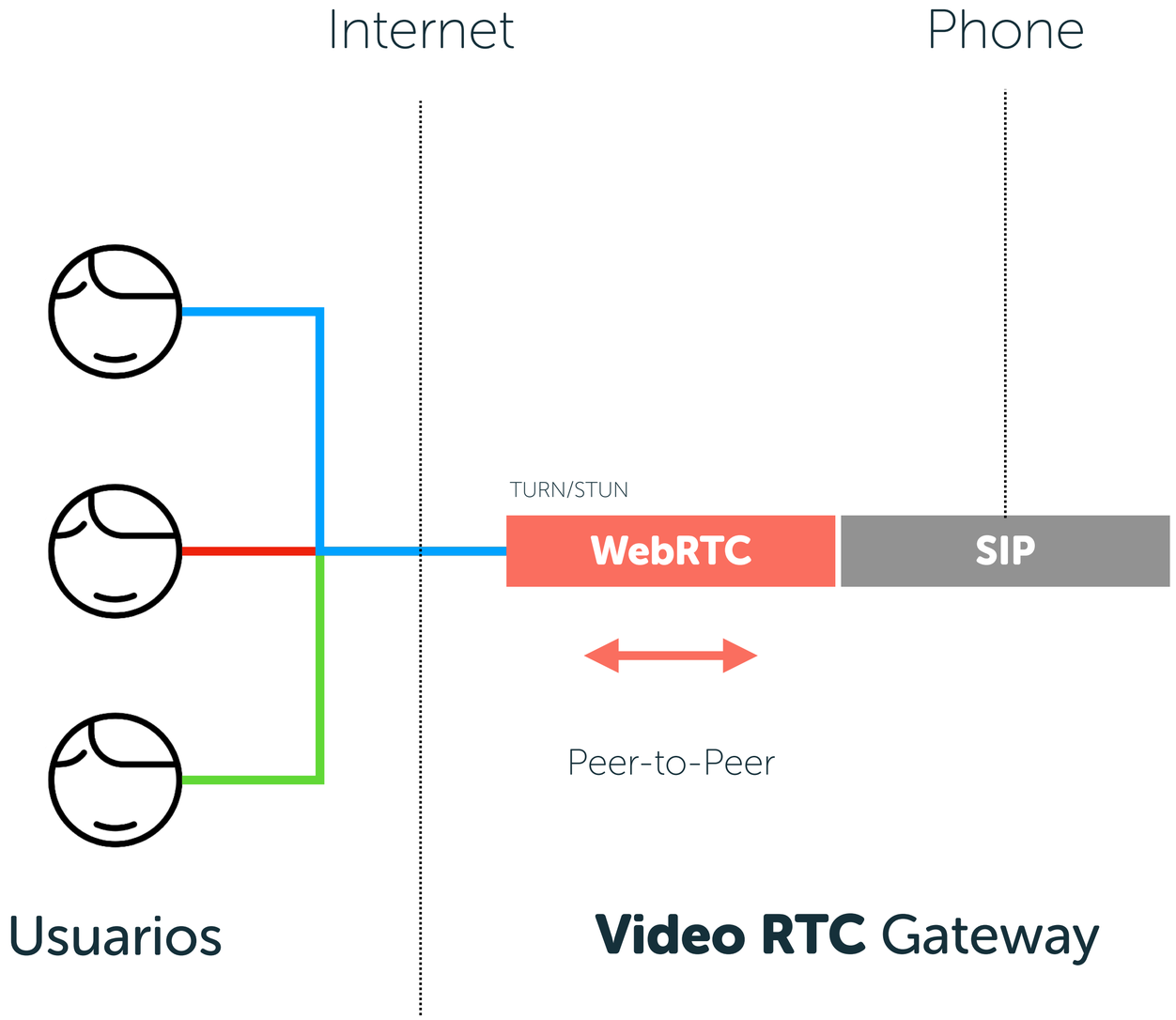
BASIC PRO PLUS

Video Channel (Port)

CPaaS | SaaS | OnPrem

REC

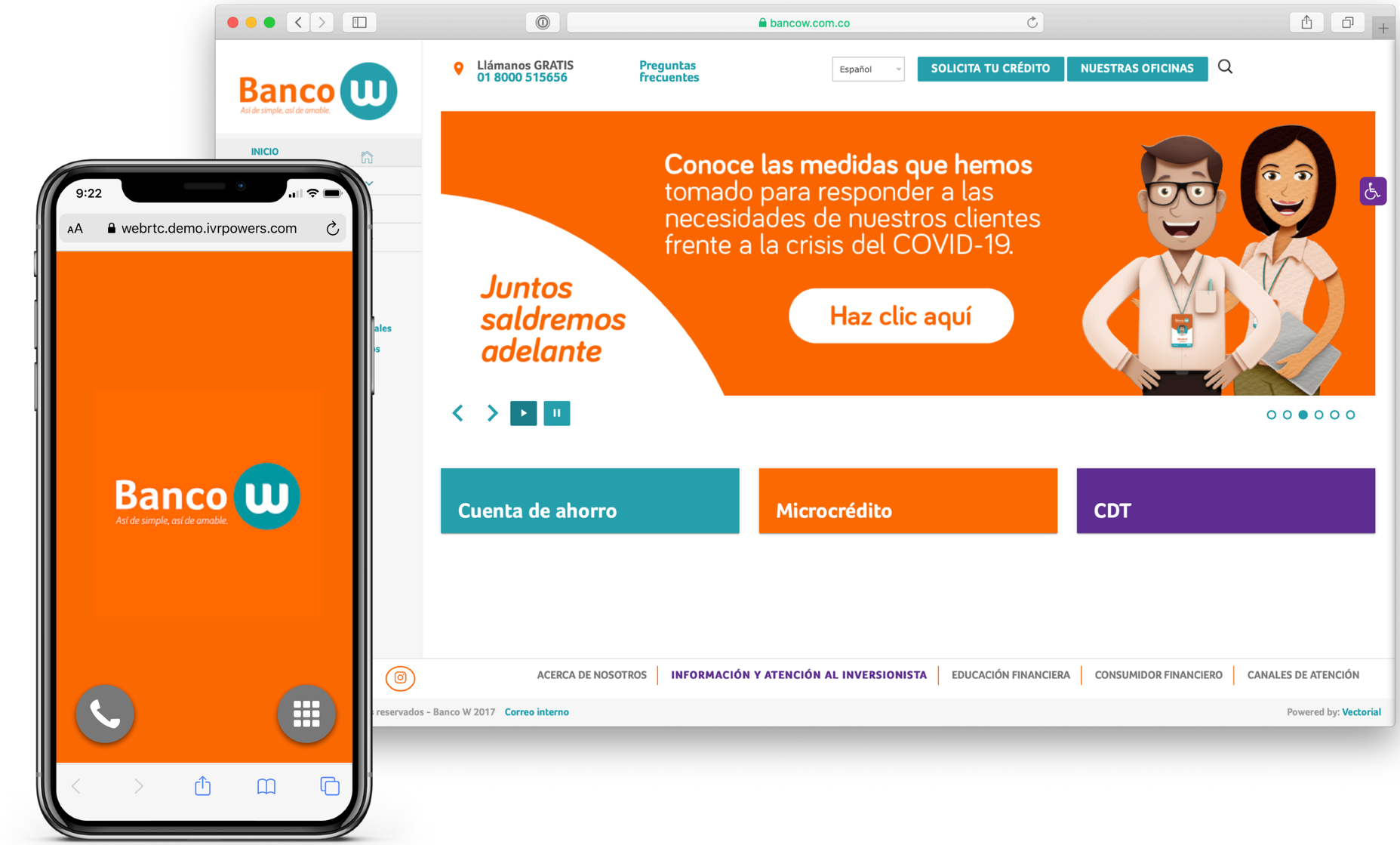

Internet
Phone
REC
SPLIT Forward
TURN/STUN
WebRTC
SIP
SPLIT Reverse
Professionals
Contact Center
Teleworkers
Users
Video RTC Gateway
Agents



Solutions Applications

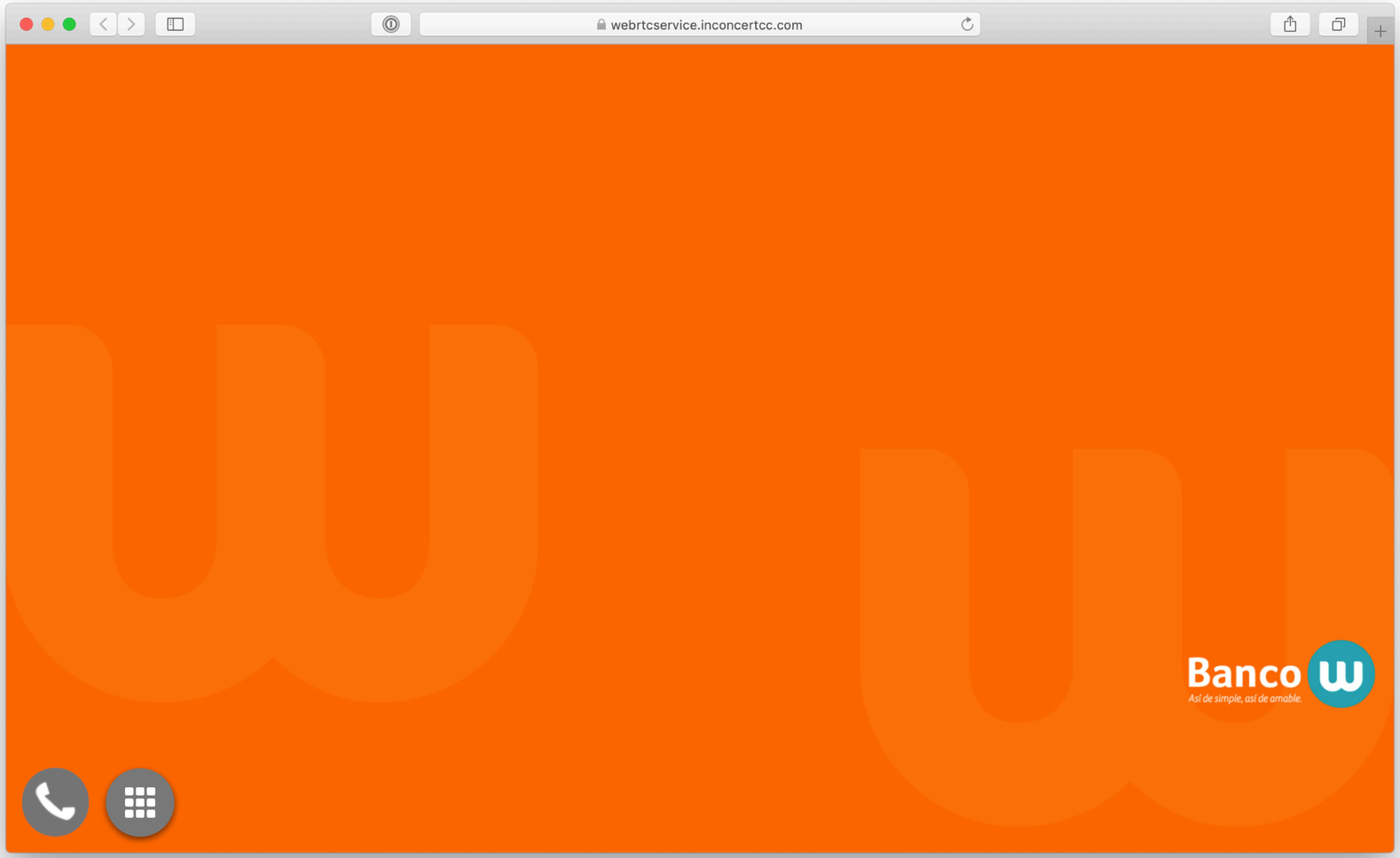
- **CoBrowsing**
- **Meeting Point**
- **Remote Viewer**
- **Field Service**
- **Web ACD**

Client Reference
Sample



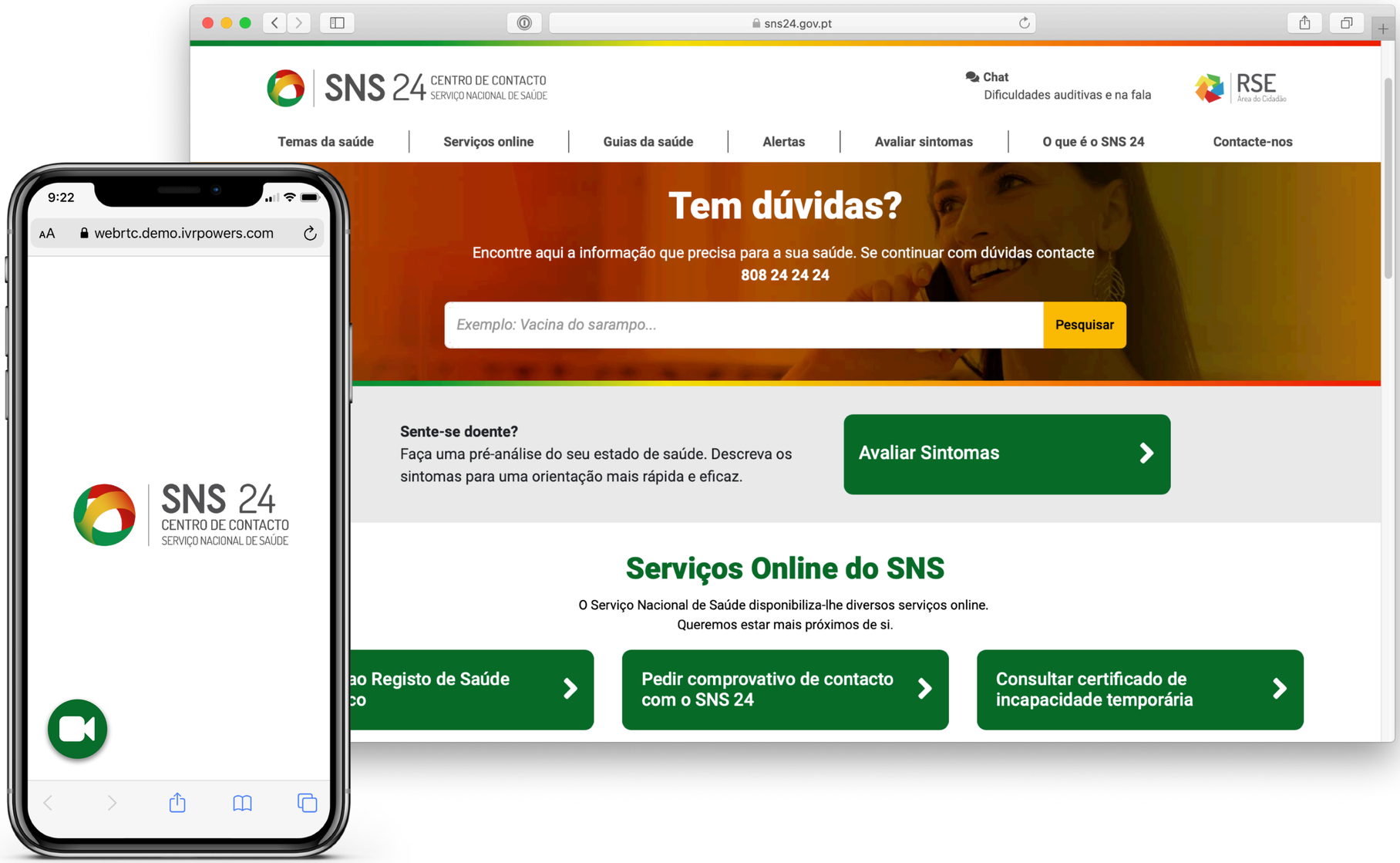
© 2022 Interactive Powers

Client Reference
Sample



© 2022 Interactive Powers

Client Reference
Sample



© 2022 Interactive Powers

Client Reference
Sample



© 2022 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

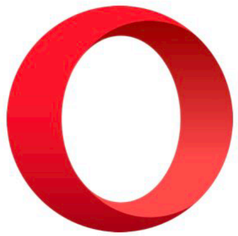
MacOS, MS Windows, Linux OS,
Android OS, Chrome OS



Edge new

Microsoft

MS Windows, MacOS, iOS
Android OS



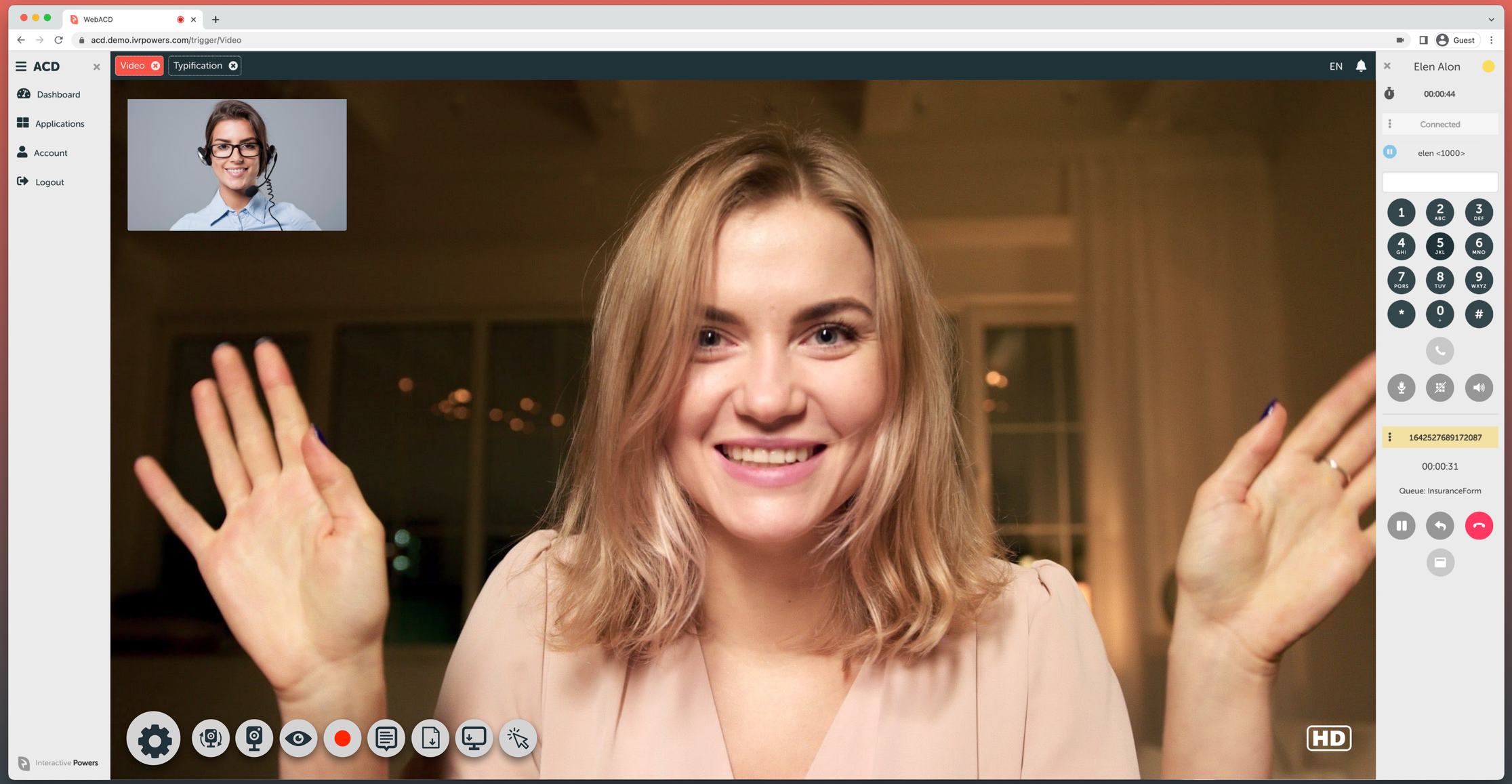
Opera

Opera Software

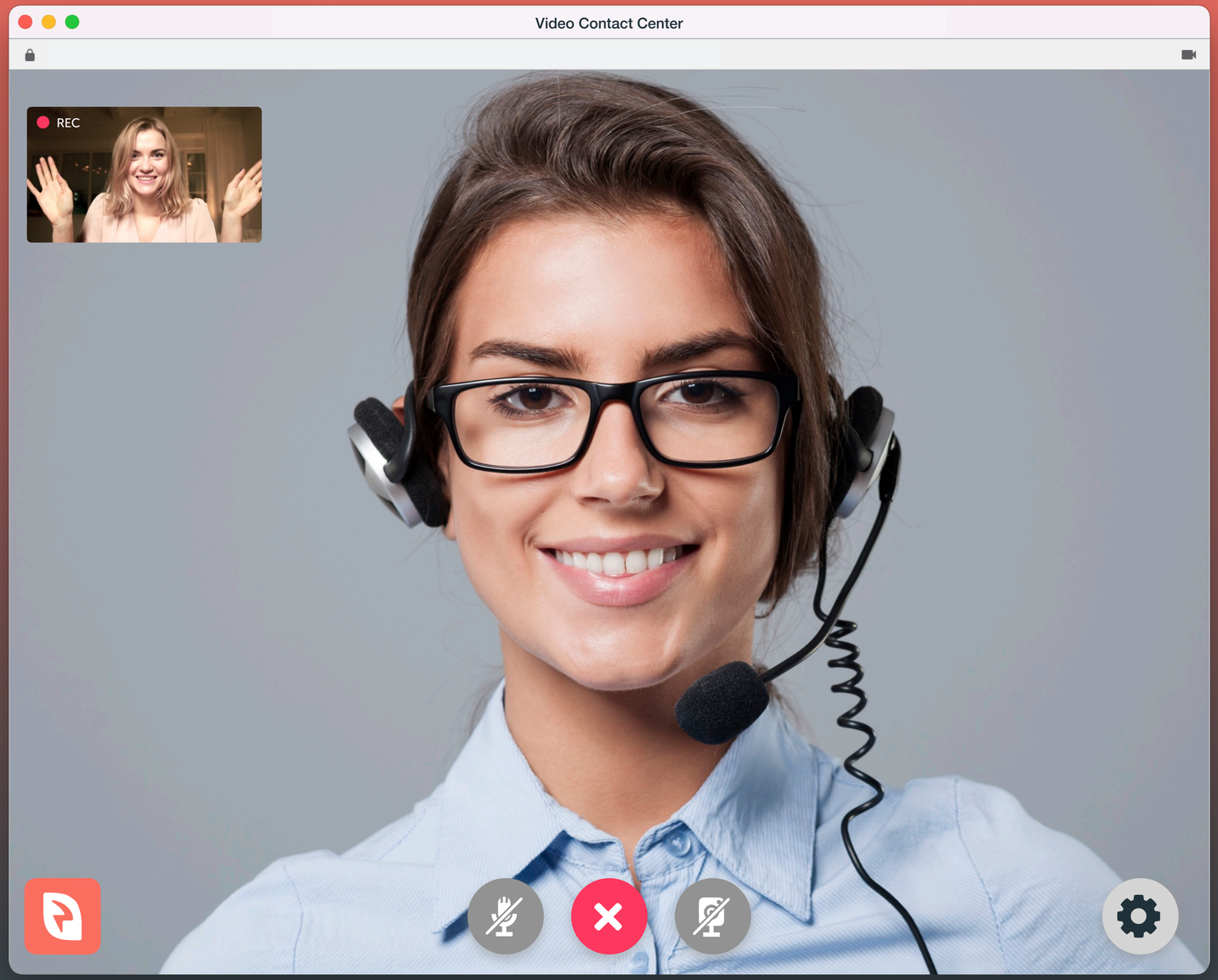
MacOS, MS Windows, Linux OS,
Android OS

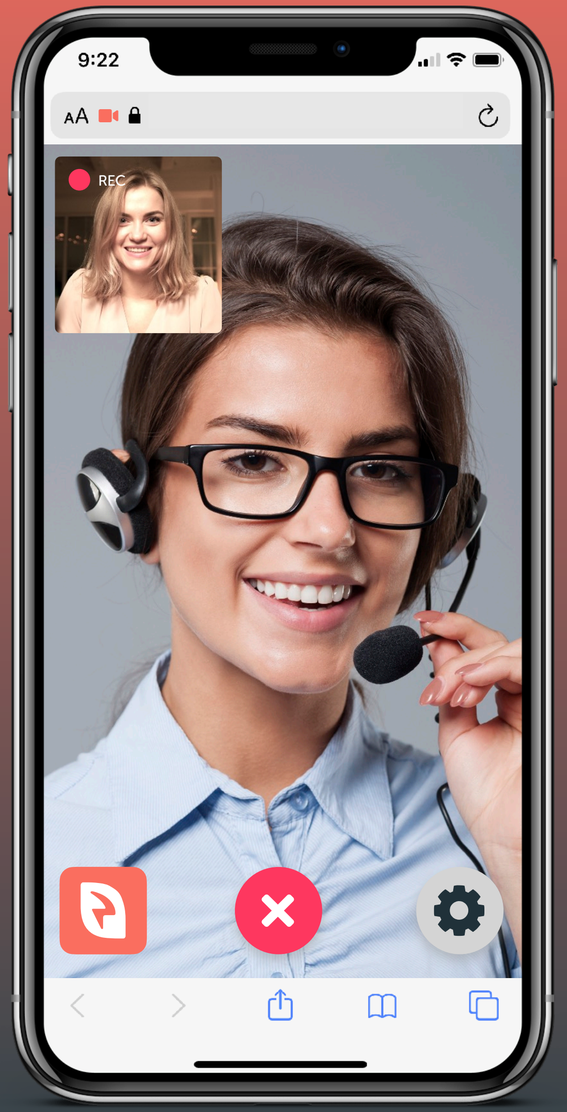
Interactive **Powers**

Interactive **Powers** • for Call / Contact Centers



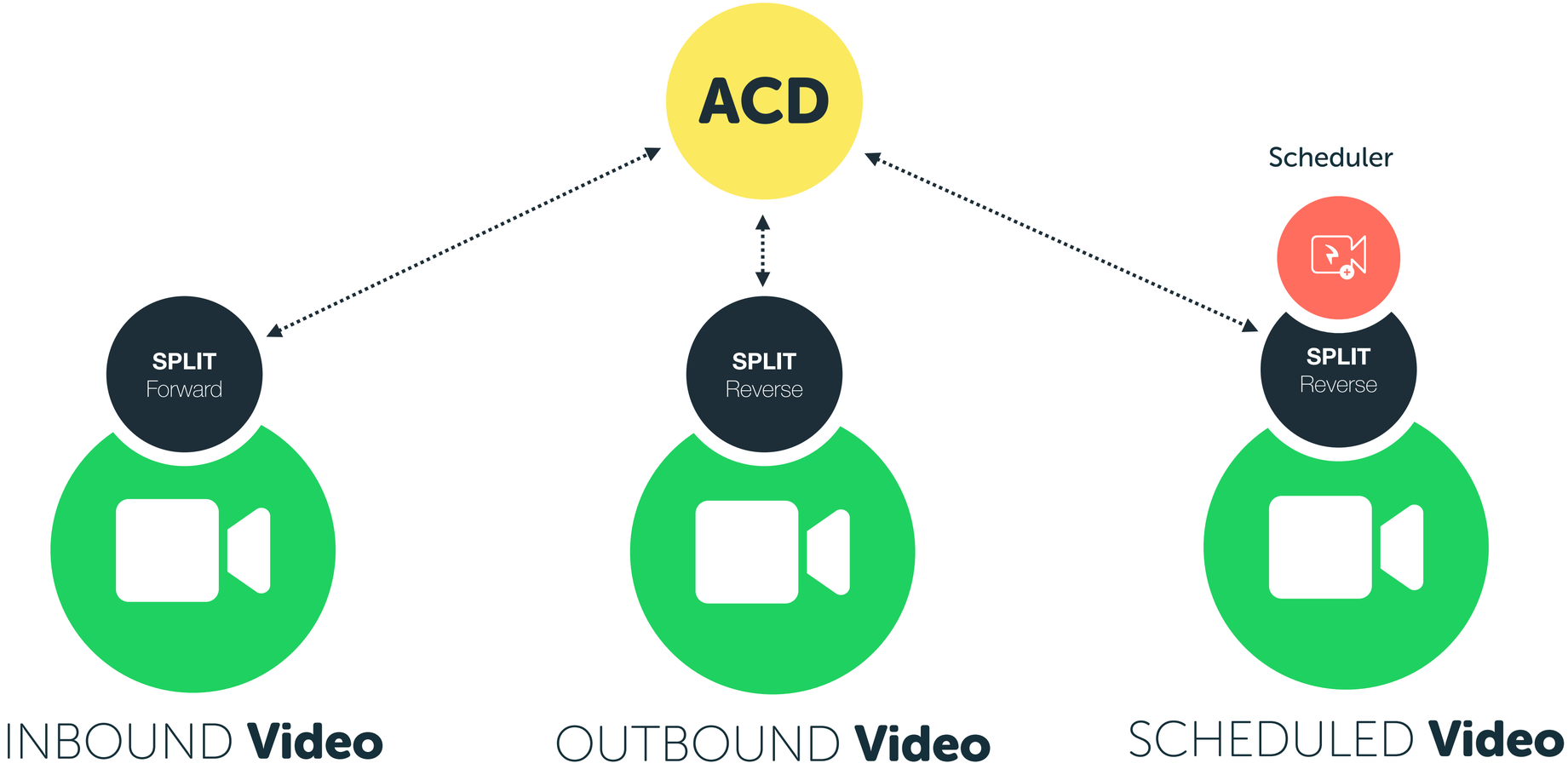
Interactive **Powers** • for Call / Contact Centers





Video RTC • Modes

Transactional Video Communications for Call / Contact Center



Video RTC • Addons

Value added extended features for Genesys



Scan-to-Video



Tester



Shortener



Tokenizer



Scheduler



Pollster

ON QUEUE

INBOUND **Video**



Automatically route Video Calls
to your available Agents

Video RTC

Video Contact Center

Video RTC - SPLIT Forward

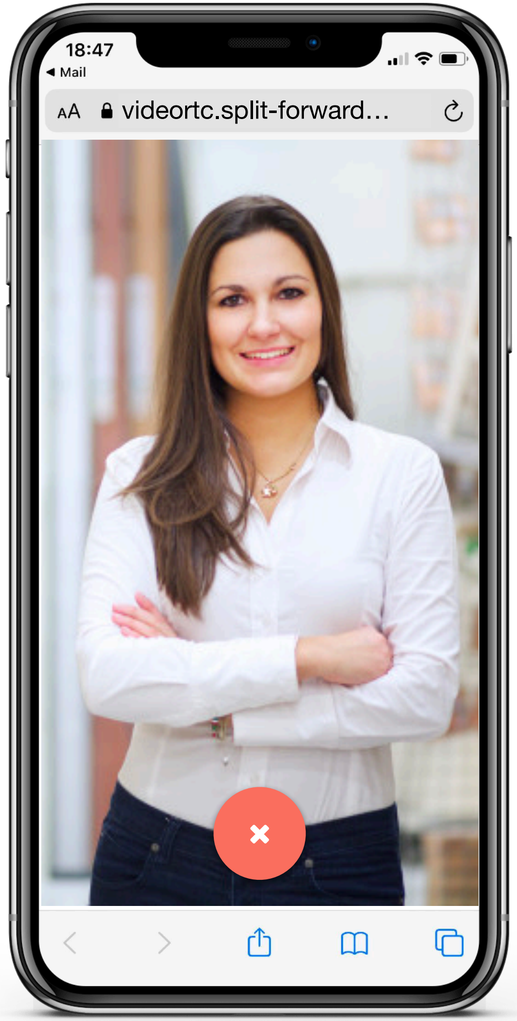
Option 1. Scan QR code to go HandFree (Mobile Device)

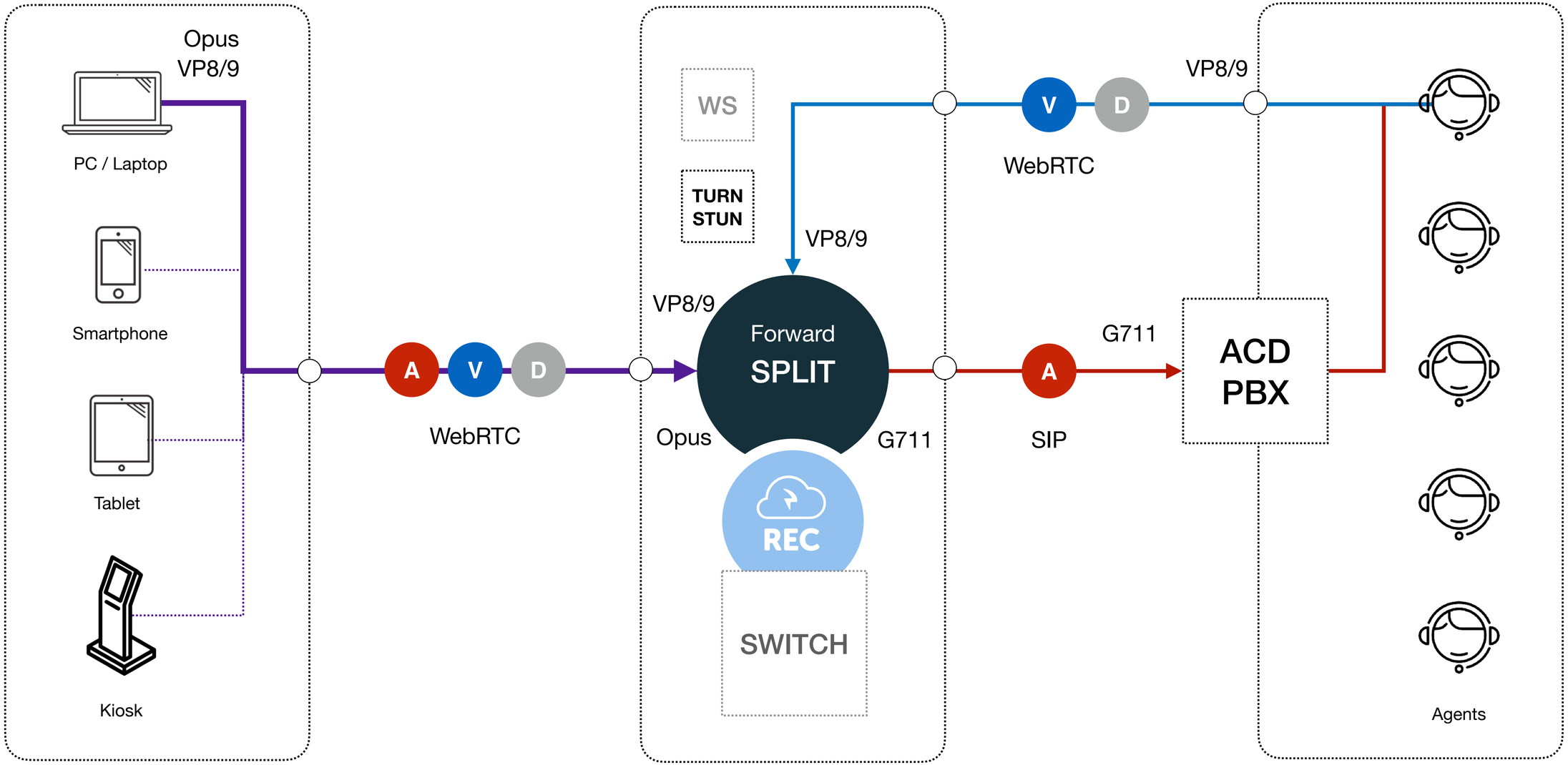
Option 2. Get your Video (Agent) URL

https://bit.ly/436kLme Copy

Option 3. Open your Video (Agent)

Open Video

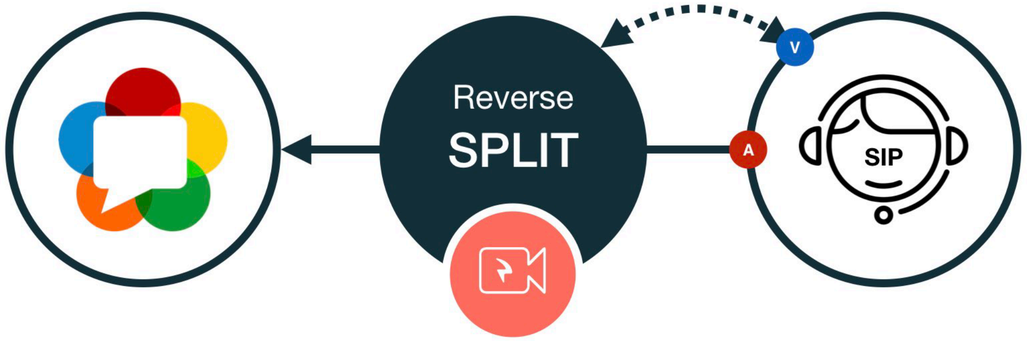




© 2021 Interactive Powers

ON QUEUE

OUTBOUND **Video**



Make Video Calls from an Agent
to an Internet User

Video RTC

Video Contact Center

Video RTC - SPLIT Reverse

Step 1. Dial the following (Room) Number

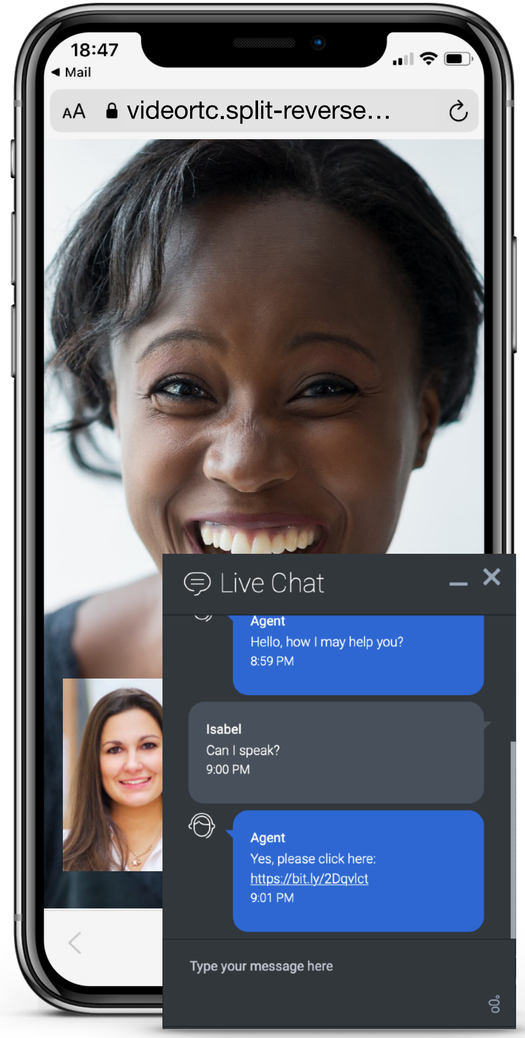
32422345567895 Copy

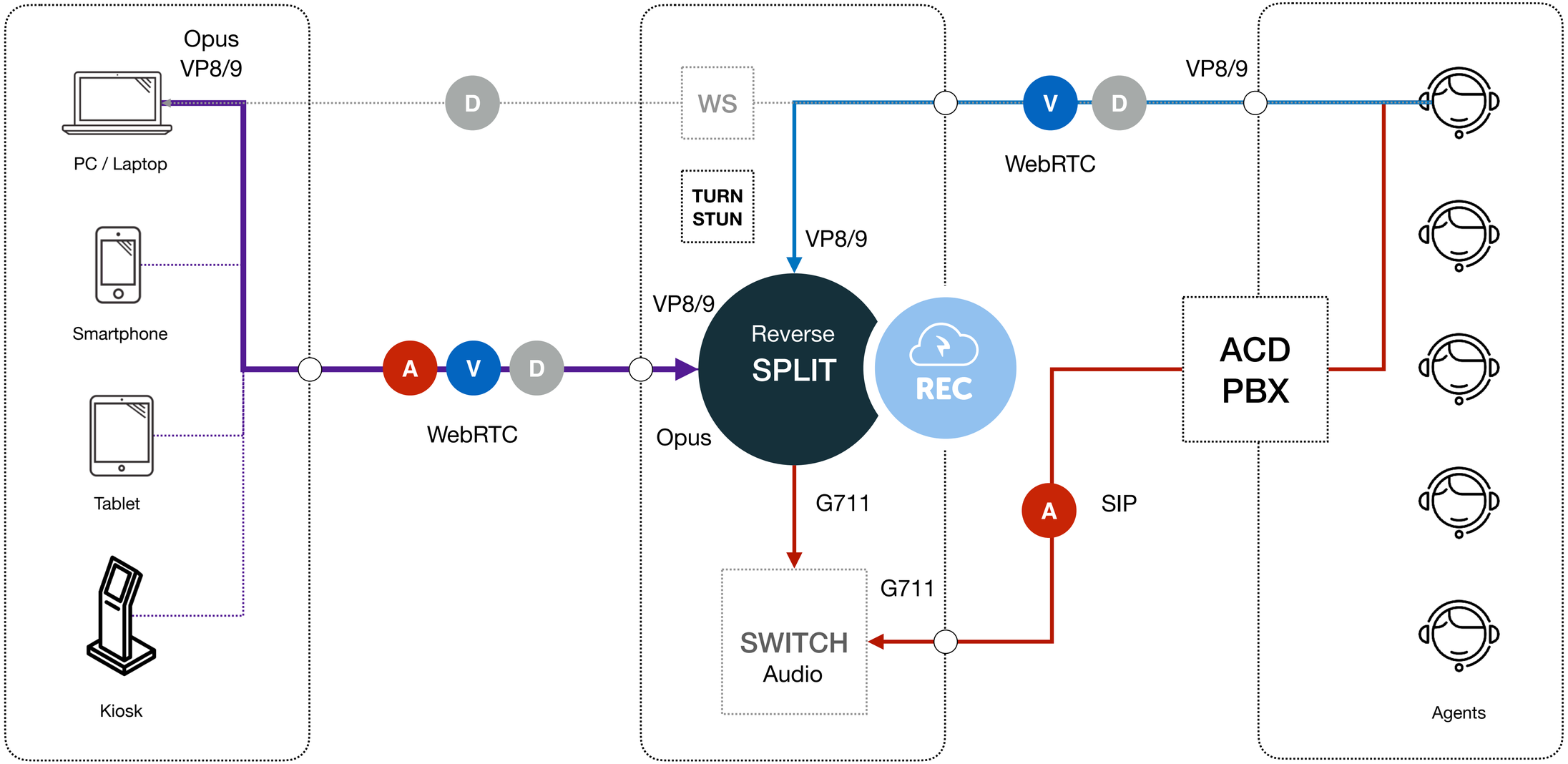
Step 2. Get the shorten URL for the USER

https://bit.ly/2Dqvlct Copy

Step 3. Open your Video (Room)

Open Video

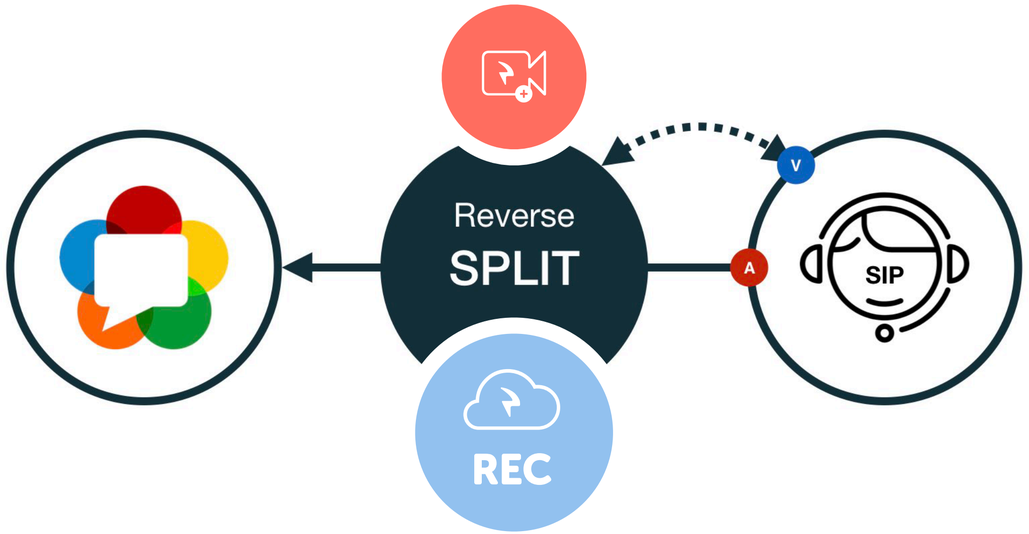




© 2021 Interactive Powers

ON QUEUE

SCHEDULED **Video**

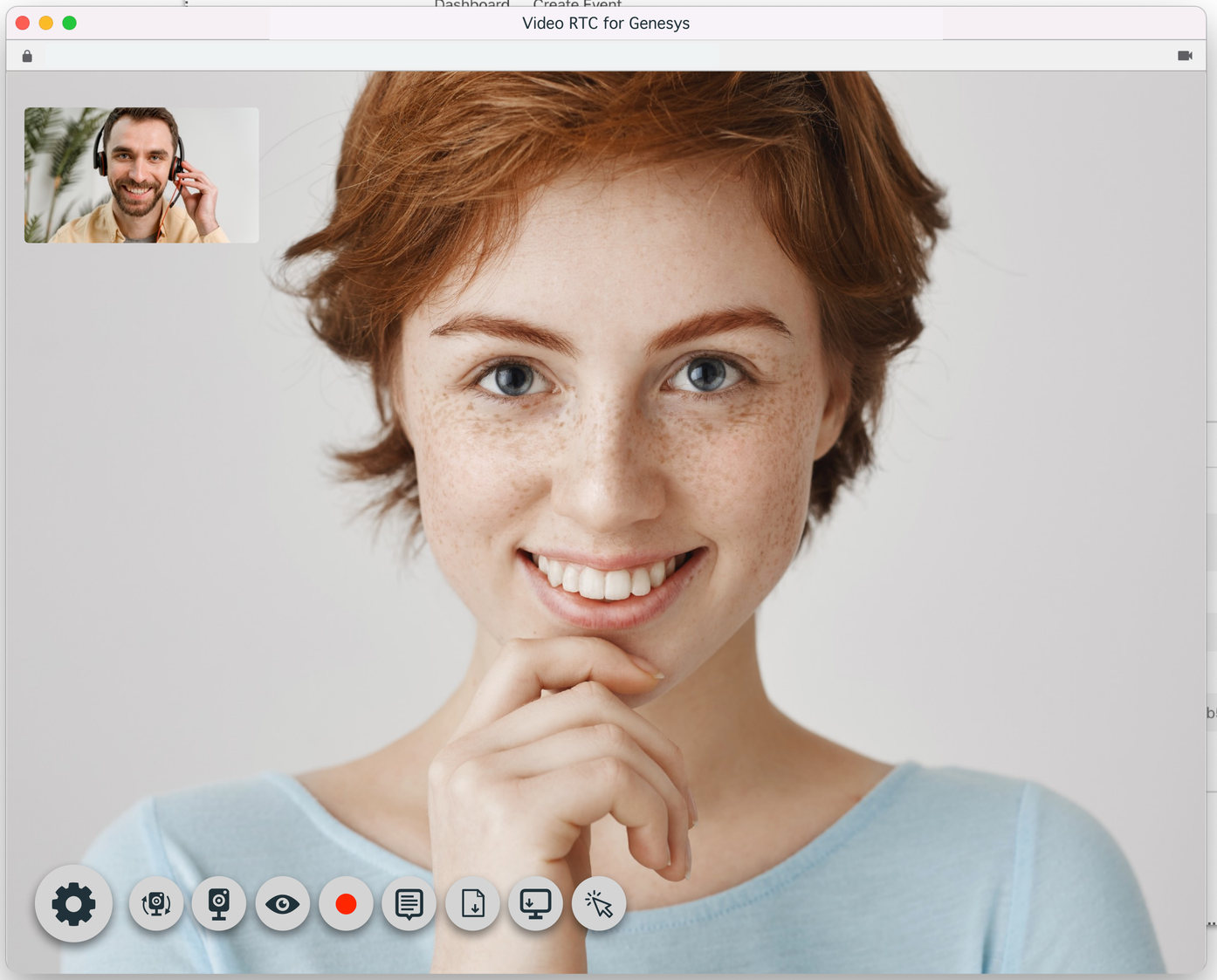


Schedule Video Calls to any Agent
for a negotiated task

Video RTC

Video Contact Center

Scheduler : Application / Script



Logout (ivan)

Daily Stats

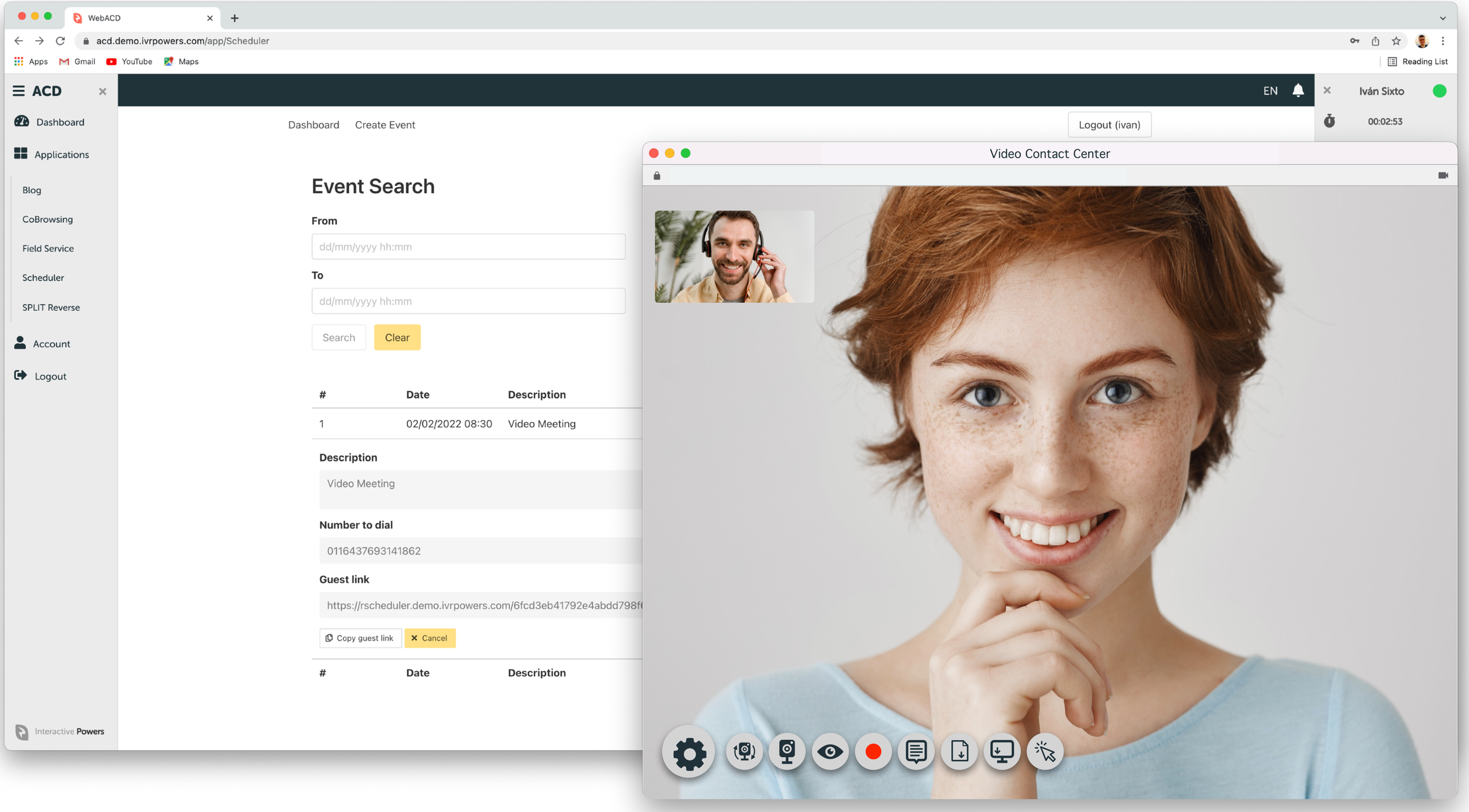
1 Pending	0 Completed
0 Cancelled	1 Total

Showing **1** - **1** of **1**

Status	Actions
Started	

b5b72af8a303b

Status	Actions


WebACD
acd.demo.ivrpowers.com/app/Scheduler
Apps
Gmail
YouTube
Maps
Reading List
ACD
Dashboard
Applications
Blog
CoBrowsing
Field Service
Scheduler
SPLIT Reverse
Account
Logout
Interactive Powers
EN
Iván Sixto
00:02:53
Dashboard
Create Event
Logout (ivan)
Event Search
From
dd/mm/yyyy hh:mm
To
dd/mm/yyyy hh:mm
Search
Clear
Date Description
1 02/02/2022 08:30 Video Meeting
Description
Video Meeting
Number to dial
0116437693141862
Guest link
https://rscheduler.demo.ivrpowers.com/6fcd3eb41792e4abdd798f
Copy guest link
Cancel
Date Description
Video Contact Center

Hyper Personalization

Language, Logo, Web & Mobile SDK, Secure URL...



Multiple Languages



Customization & SDK



Secure URL



Hybrid WebRTC & SIP

Interactive **Powers**

Encrypted and Secure
Compliant with all Security Standards



No
User
Stored
Data



General
Data
Protection
Regulation

powered
by
aws



256 BIT
ENCRYPTION


SAMSUNG




¡Hola!
Oui
TU COMPAÑIA DE TELEFONIA CELULAR


SPLIT AGENT
DOCUMENTATION
VIDEOPLAYER
VIDEOMAIL
acer





Interactive Powers

Europe

Carretera de Fuencarral 44 B5 Oficina 11
28108 Alcobendas (Madrid)

Interactive Powers

America

50 Minorca Ave #1406
33134 Coral Gables (Miami)

© 2022 Interactive Powers



Interactive **Powers**

Streamline your business communications