



Video RTC • SPLIT

Video is the new Voice for
Call Centers, Contact Centers

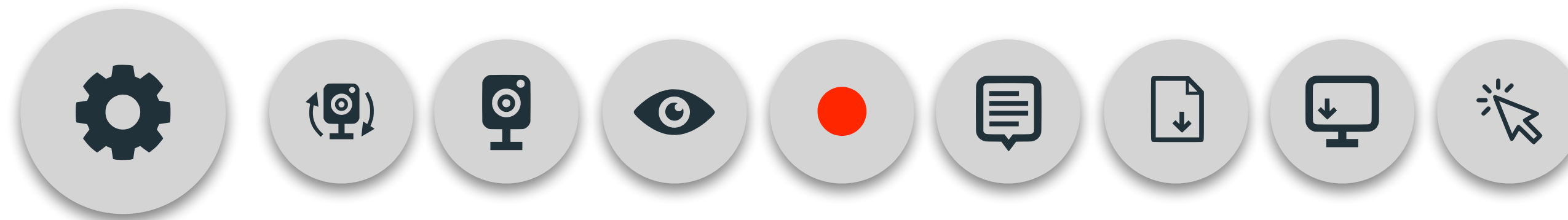


Interactive **Powers**

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

demo.ivrpowers.com/videochat?theme=intpowers

17:42 Pablo ●
Buenos días

17:42 Ivan ●
Hello!

17:43 Pablo ●
¿Qué tal estas?

Type your message

SEND



Digital Age • Widgets

Computers



Web Browsers



Smartphones & Tablets



iOS Devices



Android Devices



Kiosks



Boxes, Screens & TV



Empowered Omnichannel

Leading Call Center Industry-Solutions rely on our Powers



Genesys Cloud™



Voice & Video Call

Live Chat

File Sharing

Screen Sharing

CoBrowsing

Snapshot

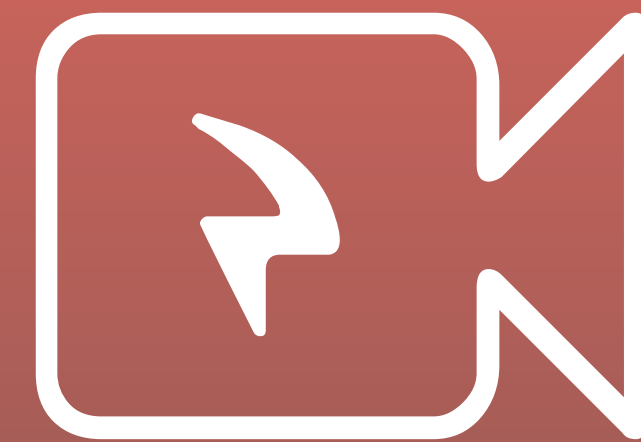


Video Recording

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

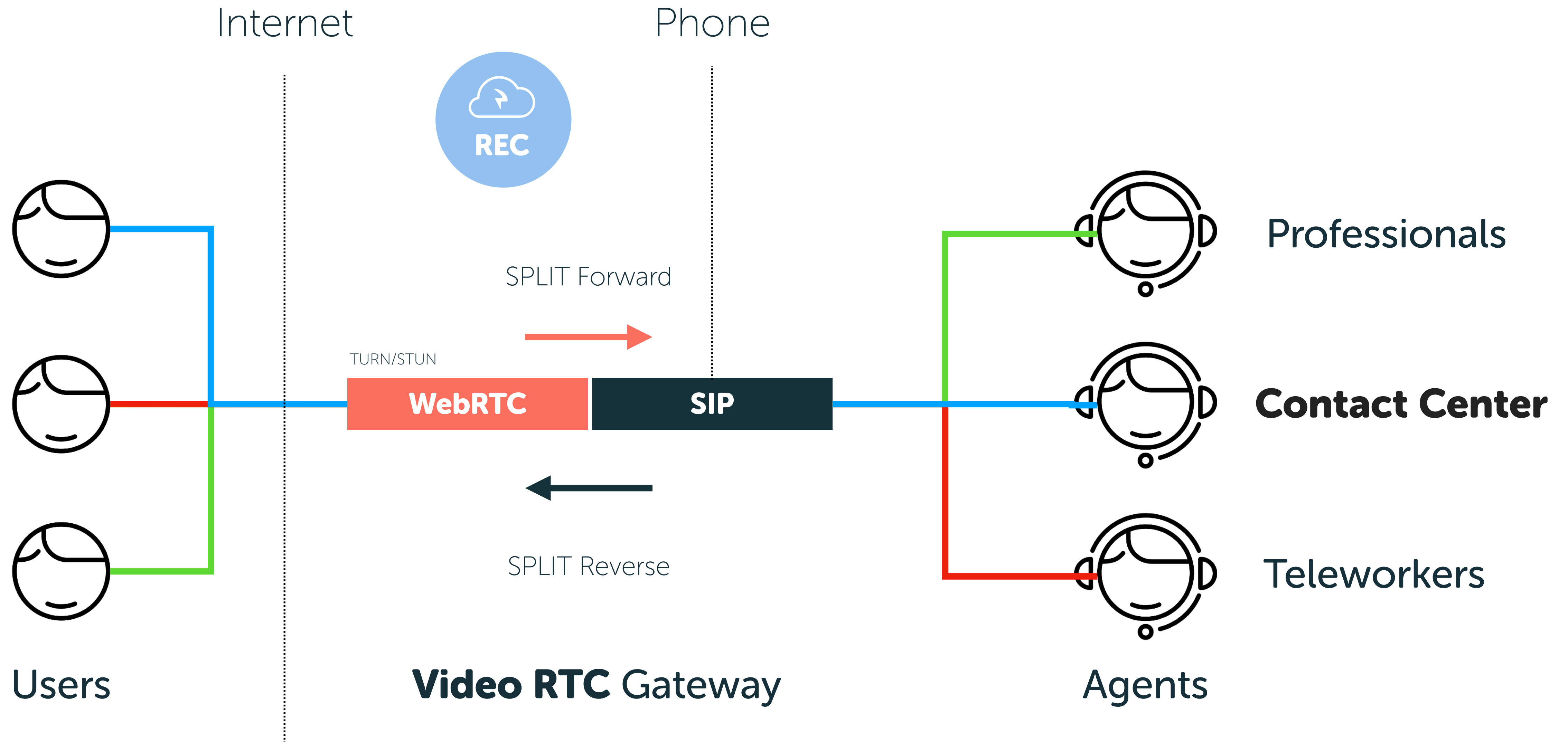
PRO

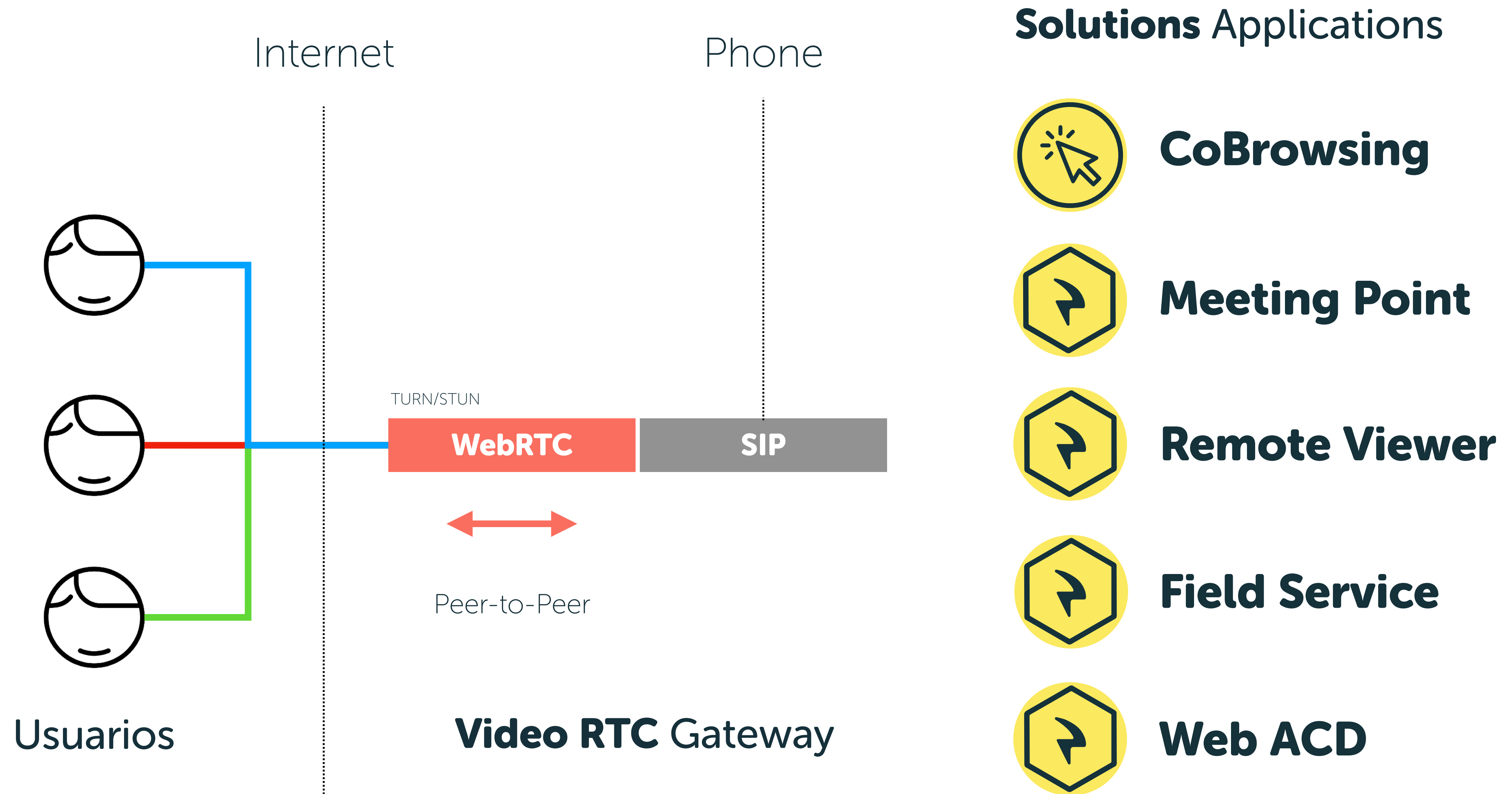
PLUS

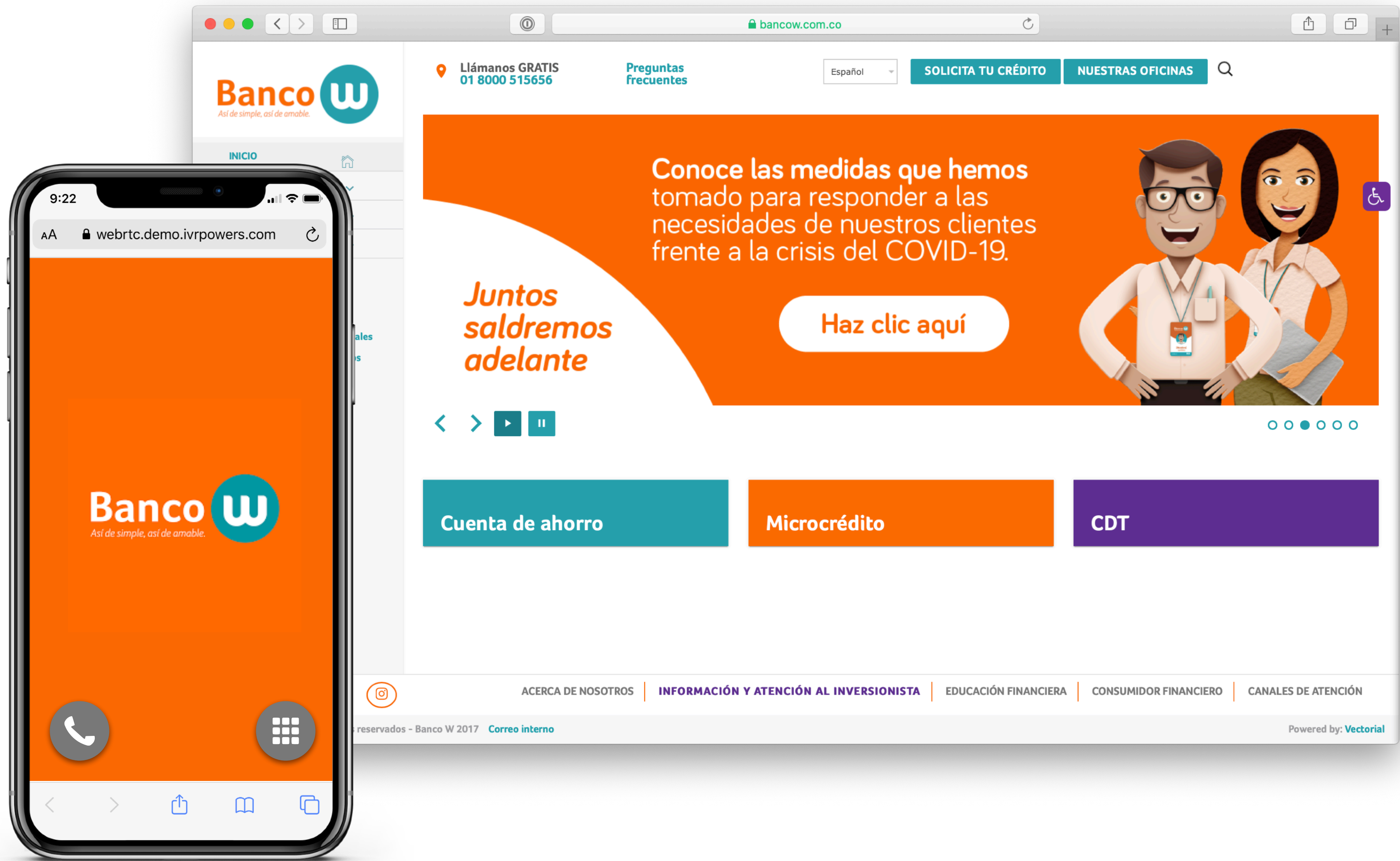
Video Channel (Port)

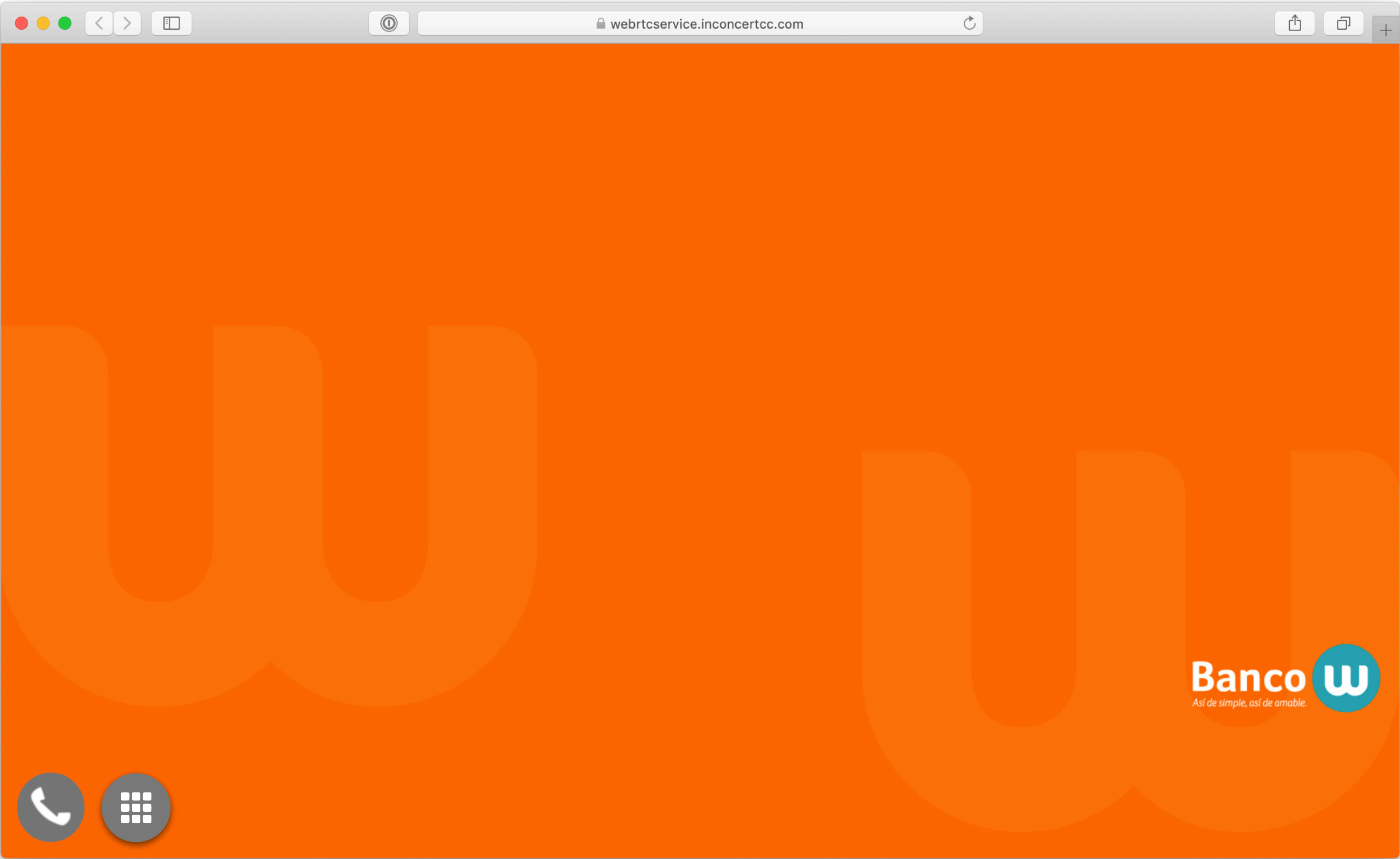
CPaaS | SaaS | OnPrem


REC













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



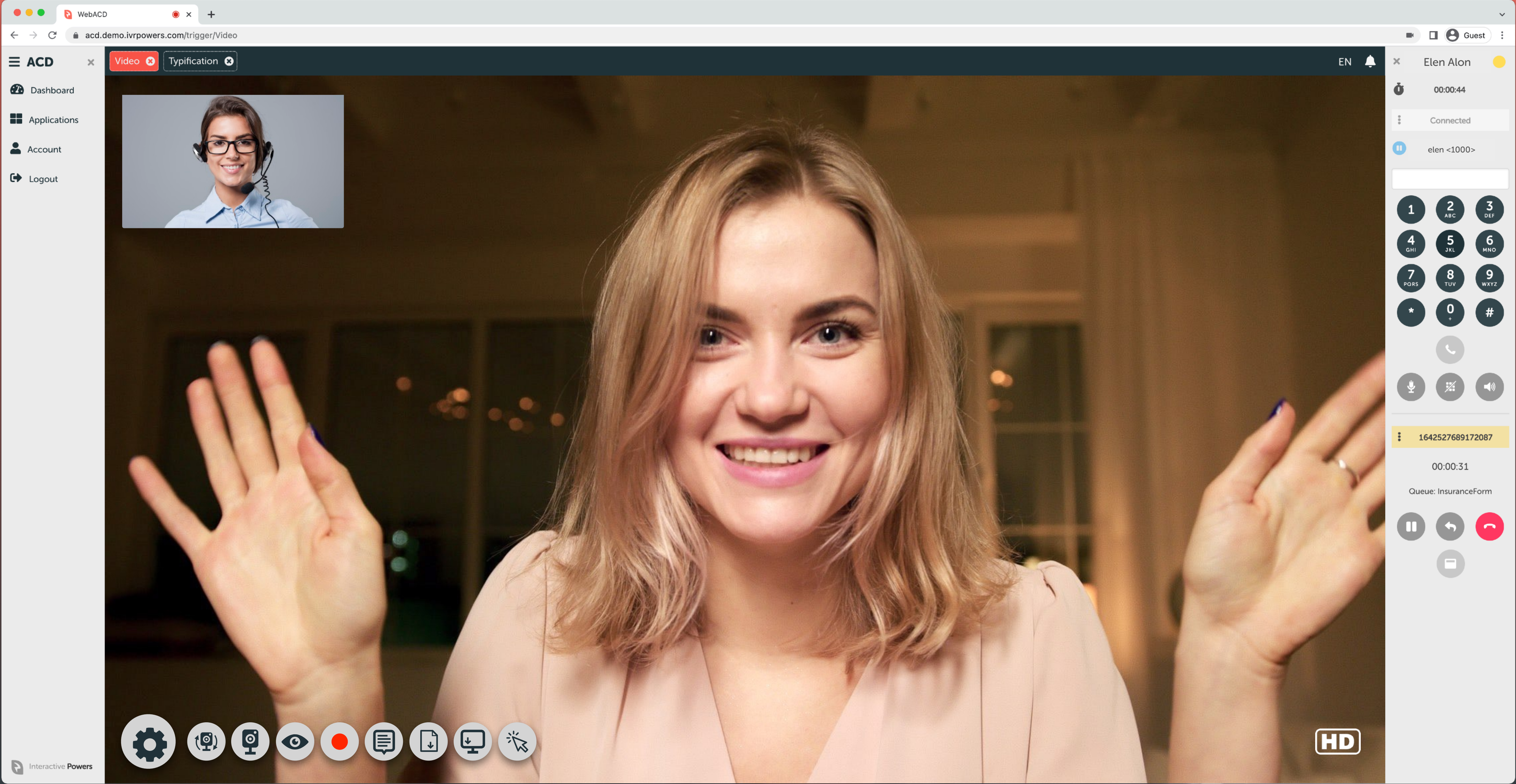
Opera

Opera Software

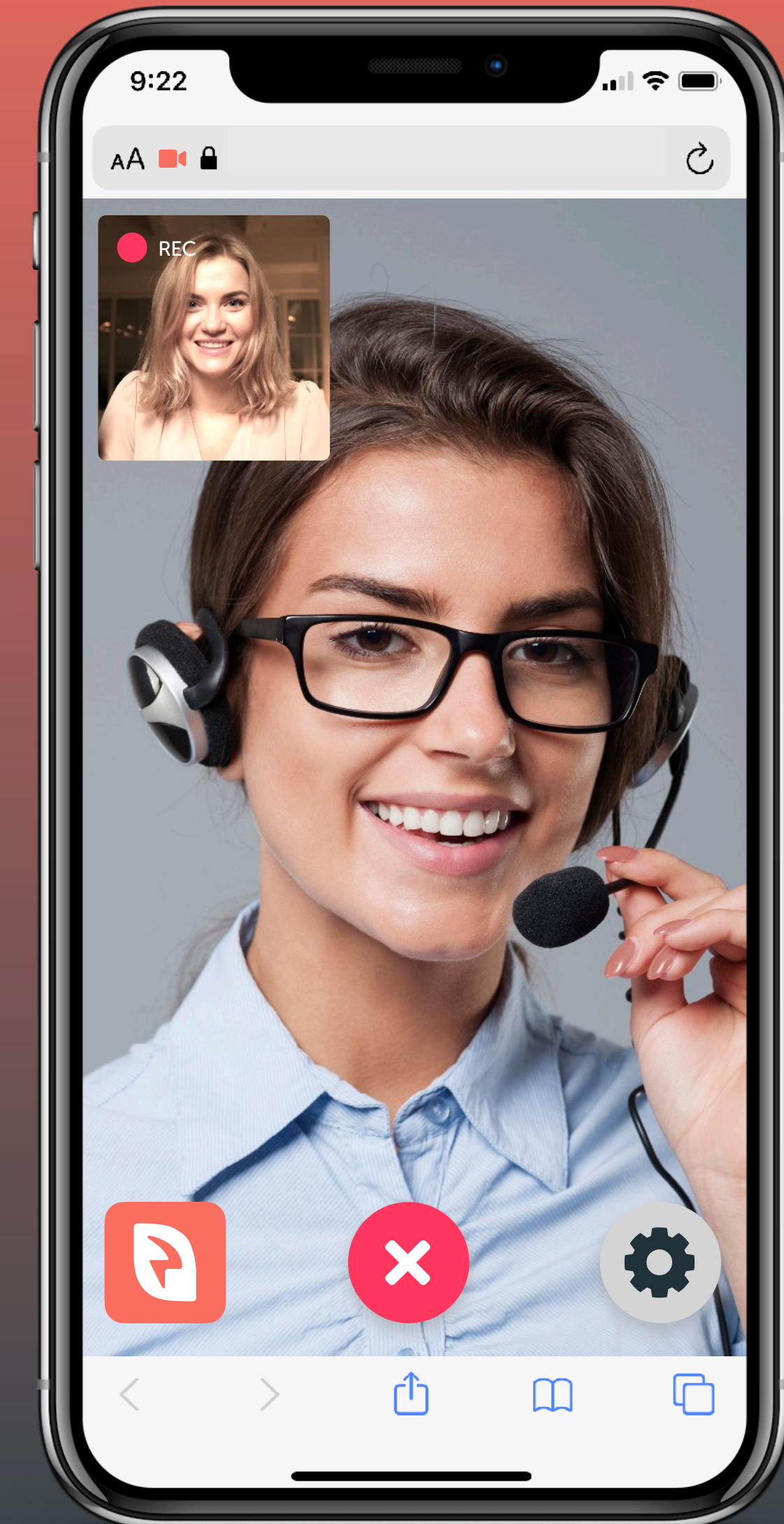
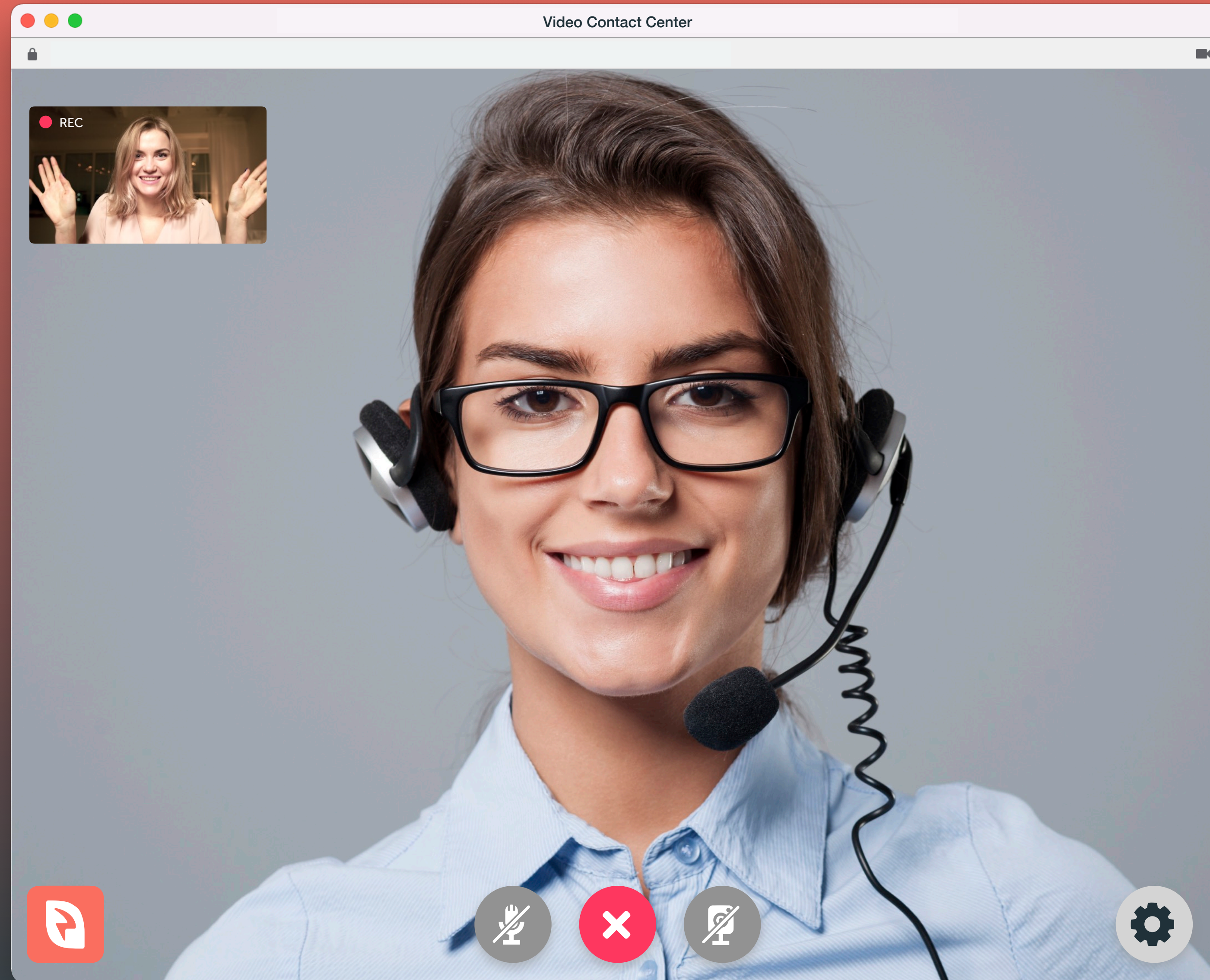
MacOS, MS Windows, Linux OS,
Android OS



Interactive Powers • for Call / Contact Centers

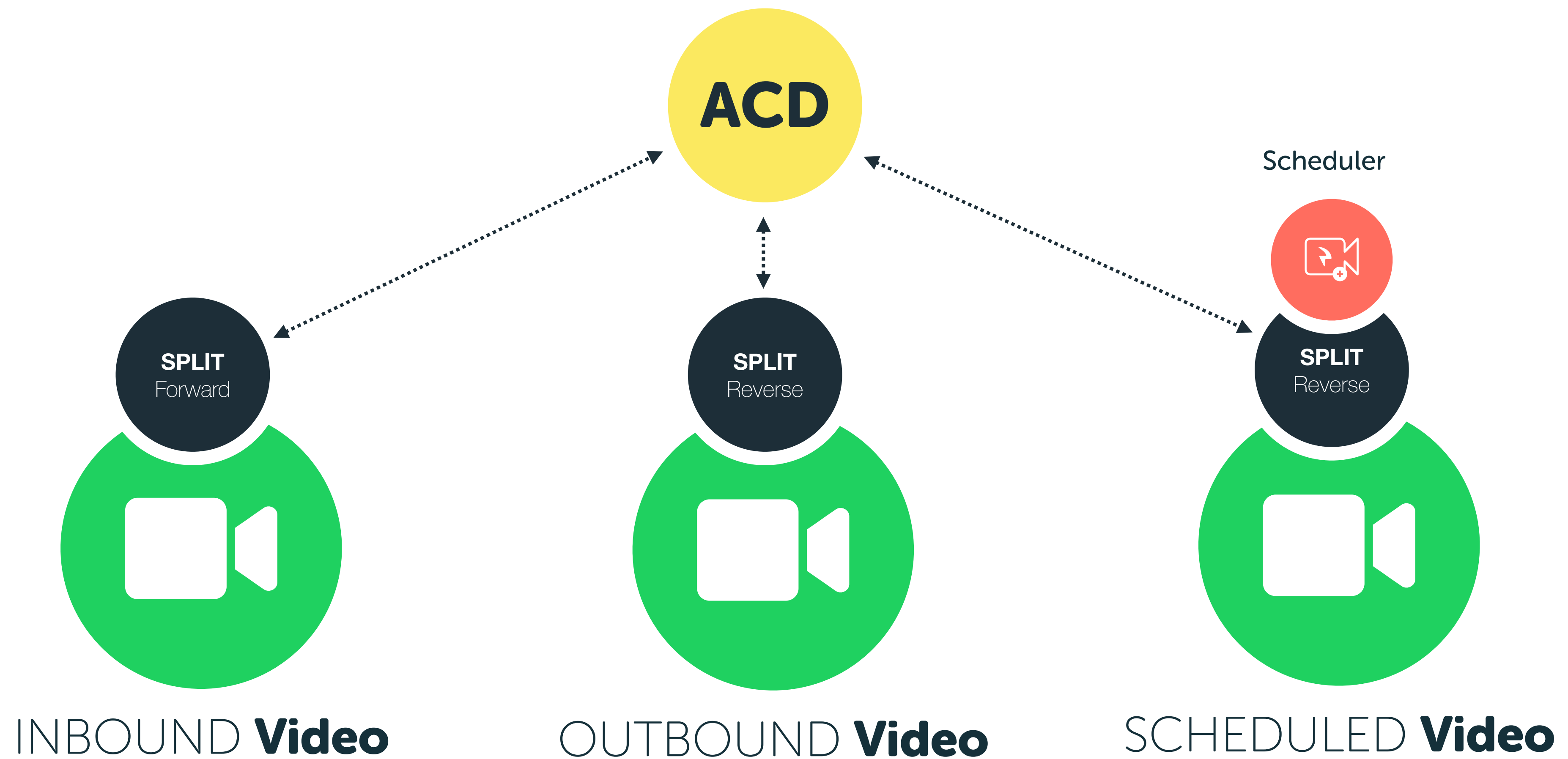


Interactive **Powers** • for Call / Contact Centers



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



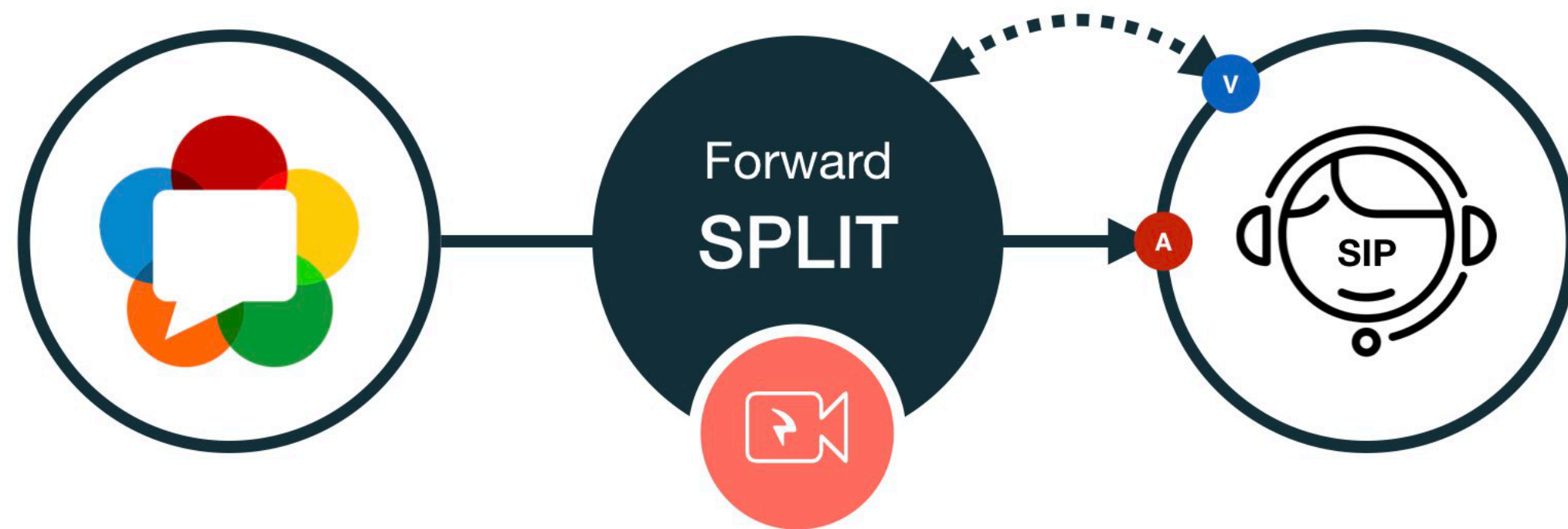
Scheduler



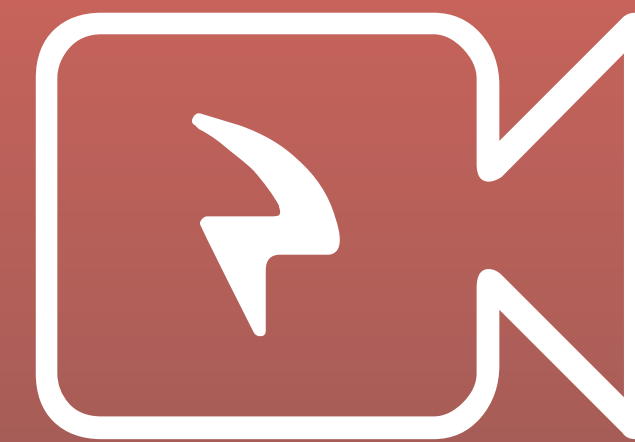
Pollster

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>

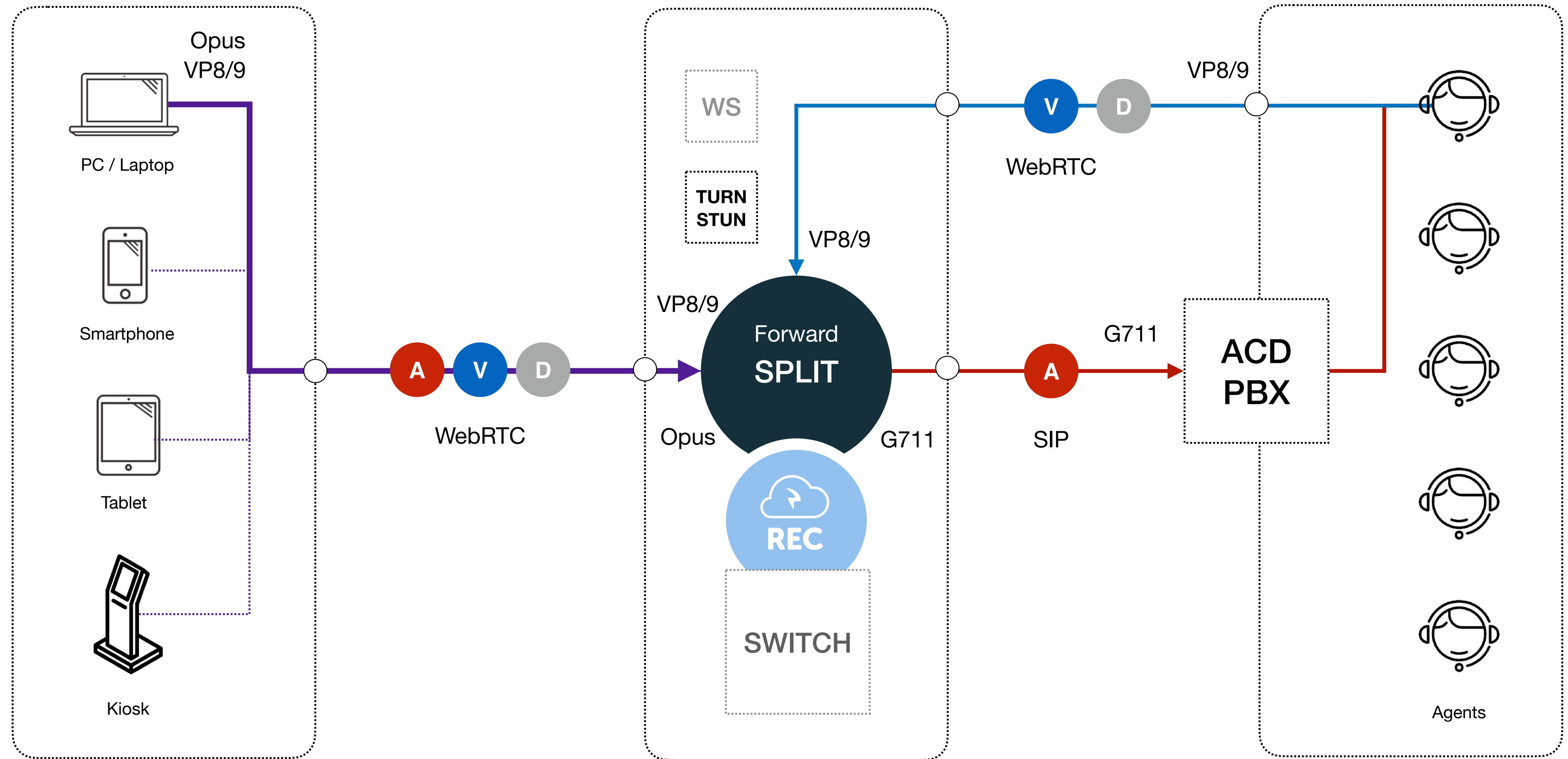
Copy



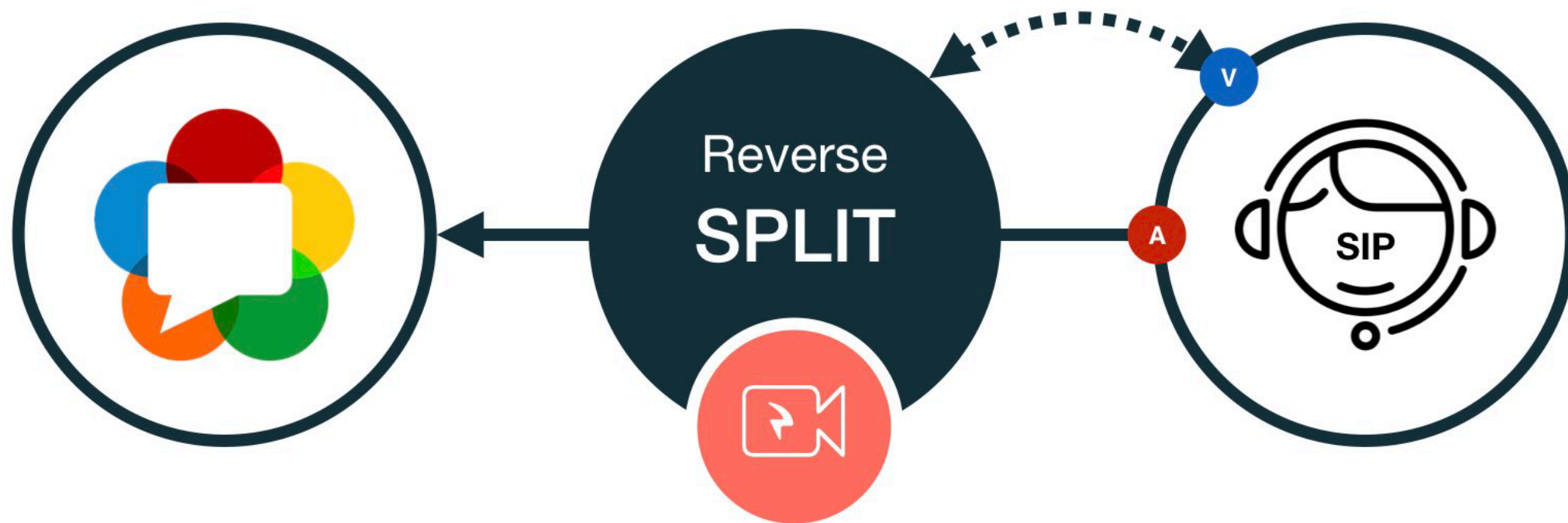
Option 3. Open your Video (Agent)

Open Video

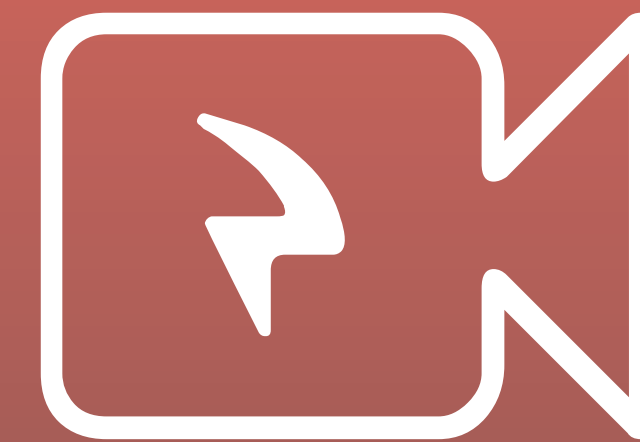




OUTBOUND **Video**



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



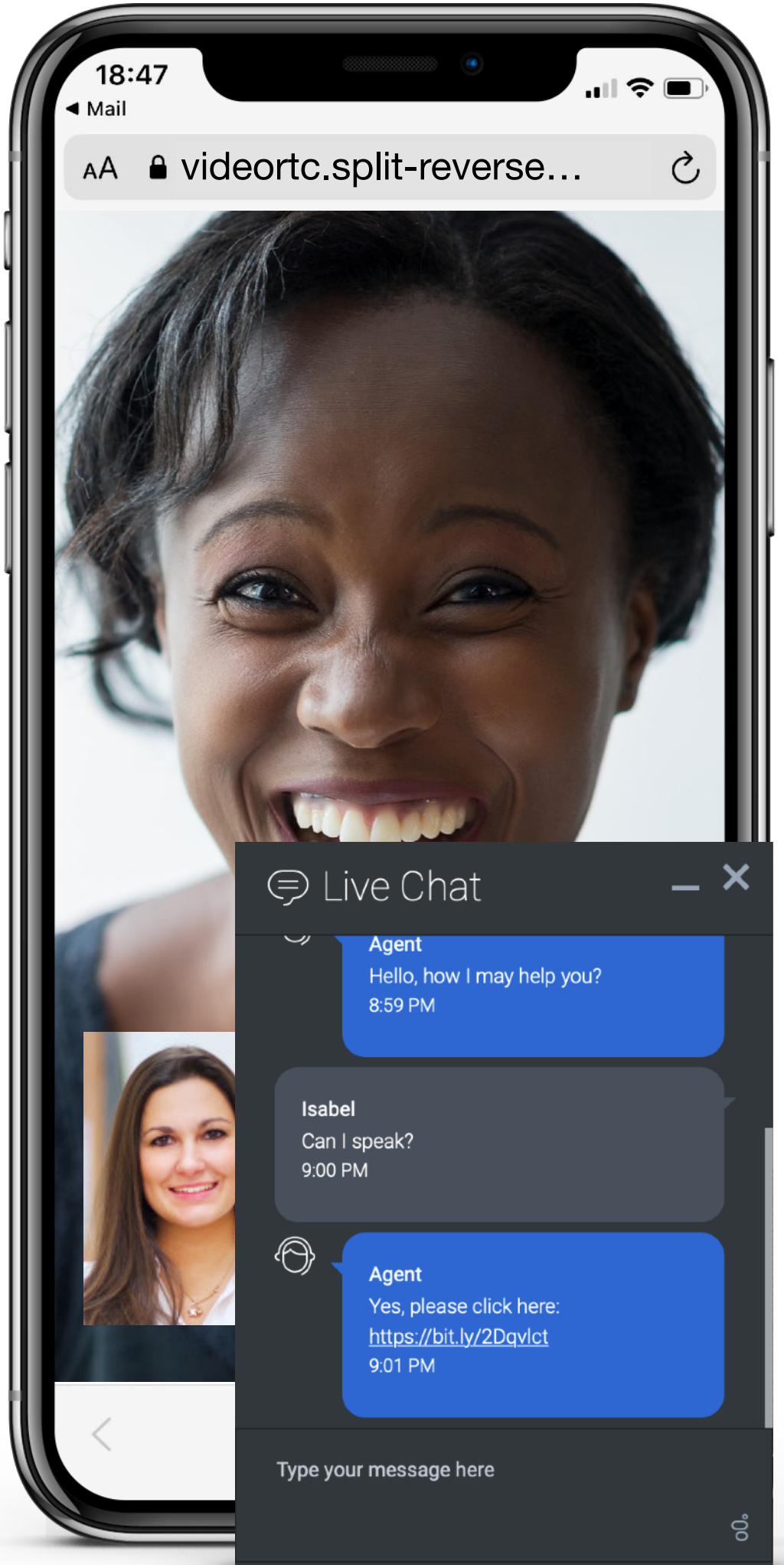
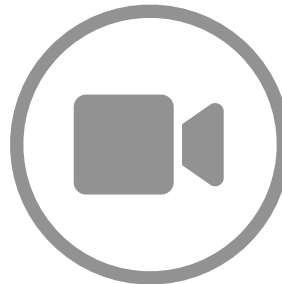
Step 2. Get the shorten URL for the USER

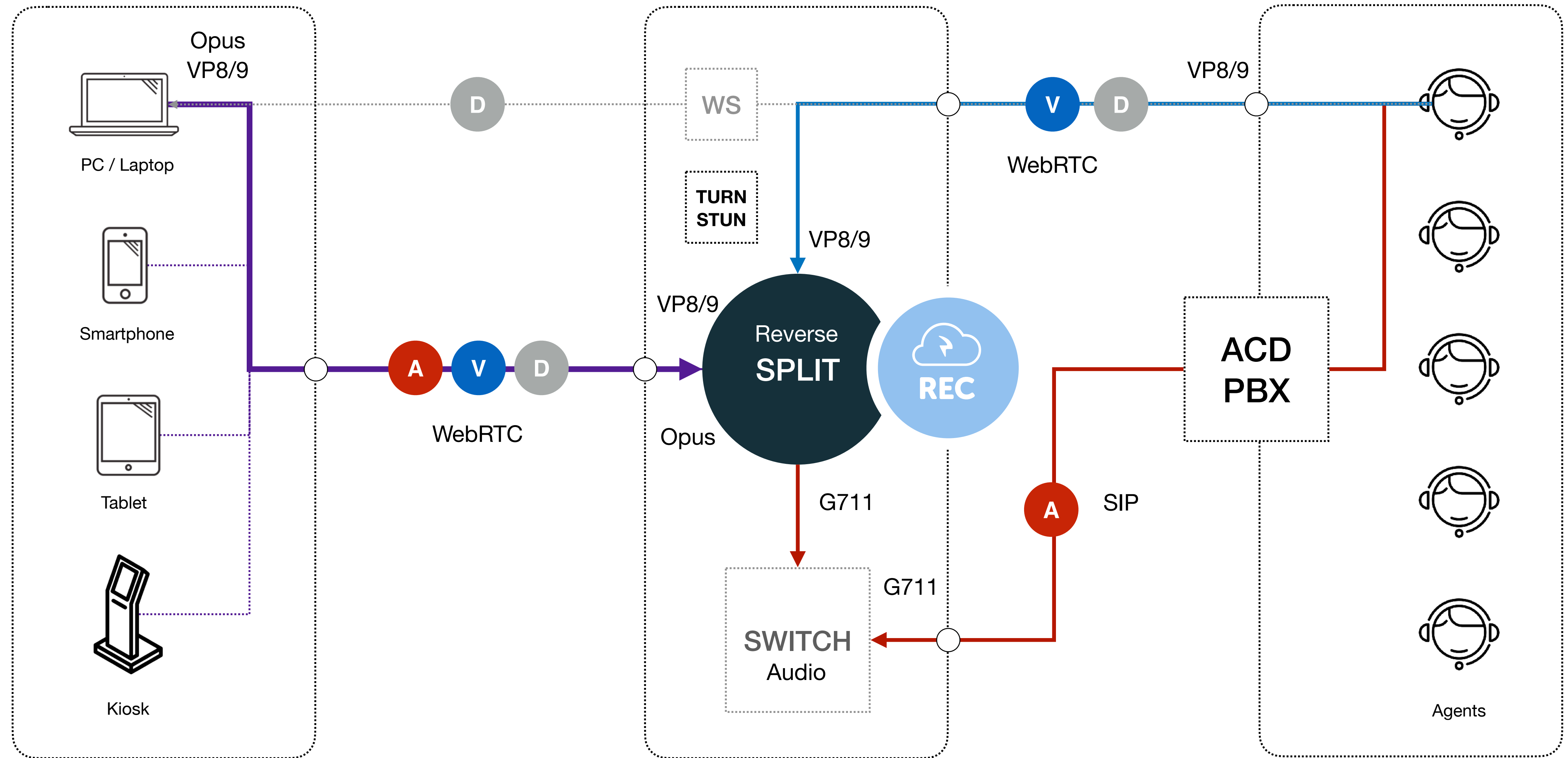
<https://bit.ly/2Dqvlct>

Copy

Step 3. Open your Video (Room)

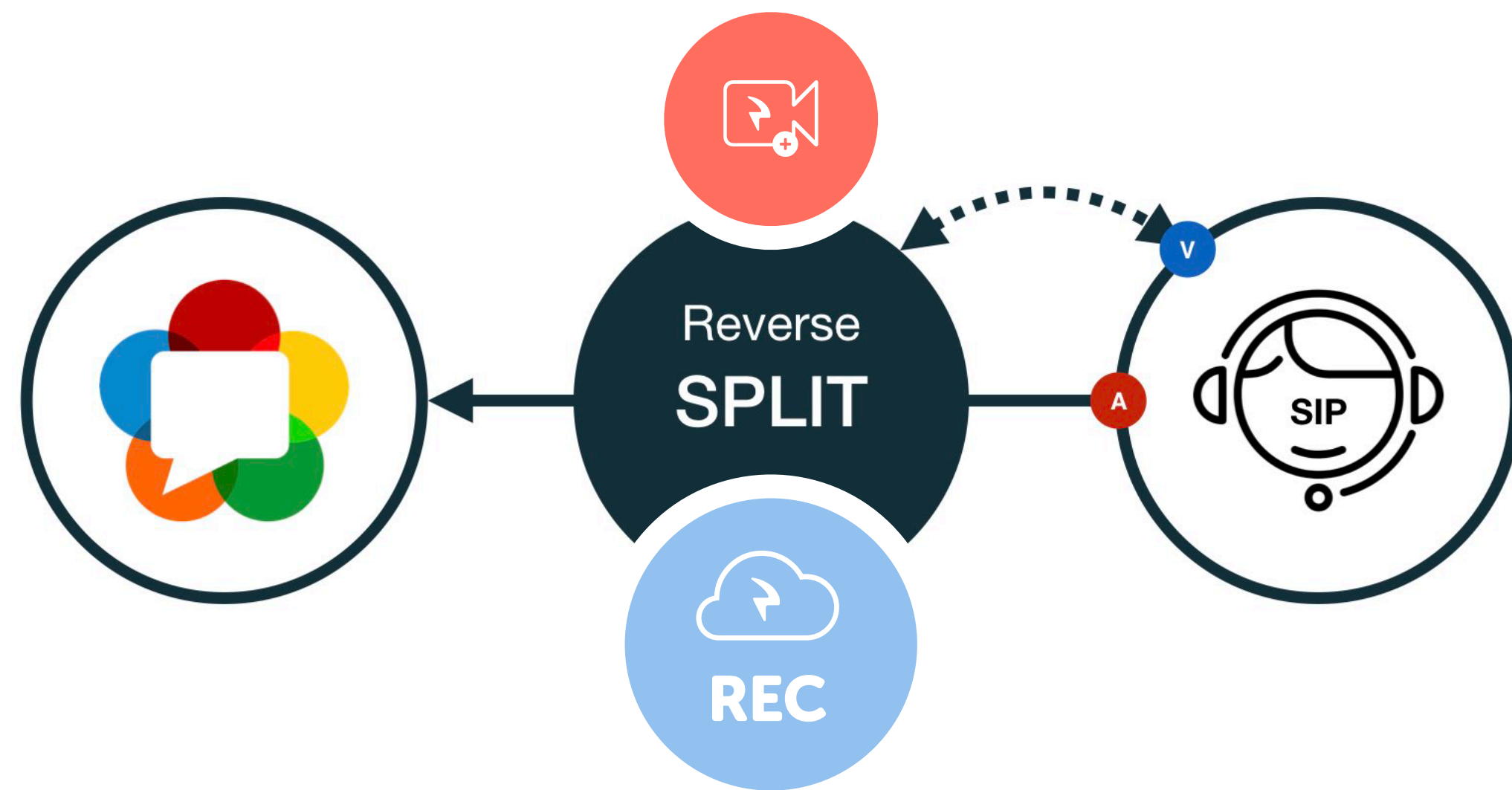
Open Video



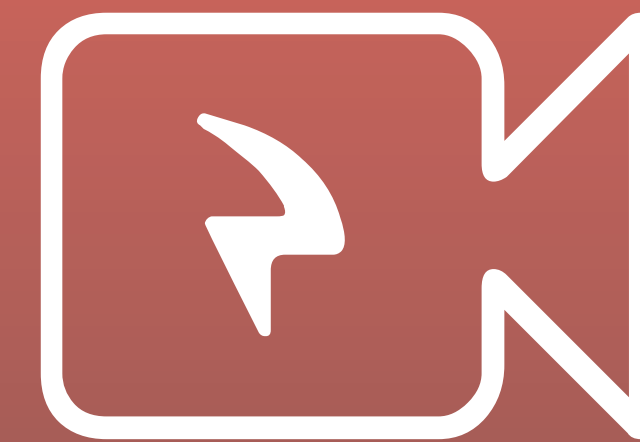


ON QUEUE

SCHEDULED **Video**



Schedule Video Calls to any Agent
for a negotiated task



Video RTC

Video Contact Center



Scheduler : Application / Script

Dashboard | Create Event

Video RTC for Genesys





Logout (ivan)



Daily Stats

1	0
Pending	Completed
0	1
Cancelled	Total

Showing 1 - 1 of 1

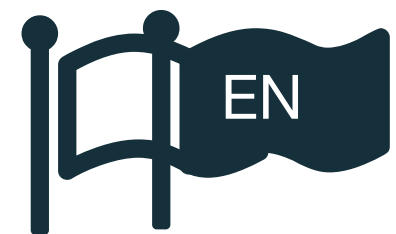
Status	Actions
Started	  
b5b72af8a303b	

Status	Actions
--------	---------



Hyper Personalization

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



Multiple Languages



Customization & SDK



Secure URL



Hybrid WebRTC & SIP

Encrypted and Secure

Compliant with all Security Standards



No
User
Stored
Data



General
Data
Protection
Regulation

powered
by **aws**



256 BIT
ENCRYPTION







¡Hola! ¿Cómo estás?

En los dispositivos móviles se encuentran los datos personales de cada usuario, por lo que es importante tenerlos seguros. En Oui, tenemos la solución: los dispositivos de almacenamiento en la nube. Los dispositivos de almacenamiento en la nube permiten guardar la información que deseas proteger, en un lugar seguro y accesible desde cualquier dispositivo. Los dispositivos de almacenamiento en la nube permiten guardar la información que deseas proteger, en un lugar seguro y accesible desde cualquier dispositivo.

¡Hola!



Oui

TU COMPAÑIA DE TELEFONIA CELULAR





Interactive Powers

Europe

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28108 Alcobendas (Madrid)



Interactive Powers

America

50 Minorca Ave #1406
33134 Coral Gables (Miami)



Interactive **Powers**

Streamline your business communications