

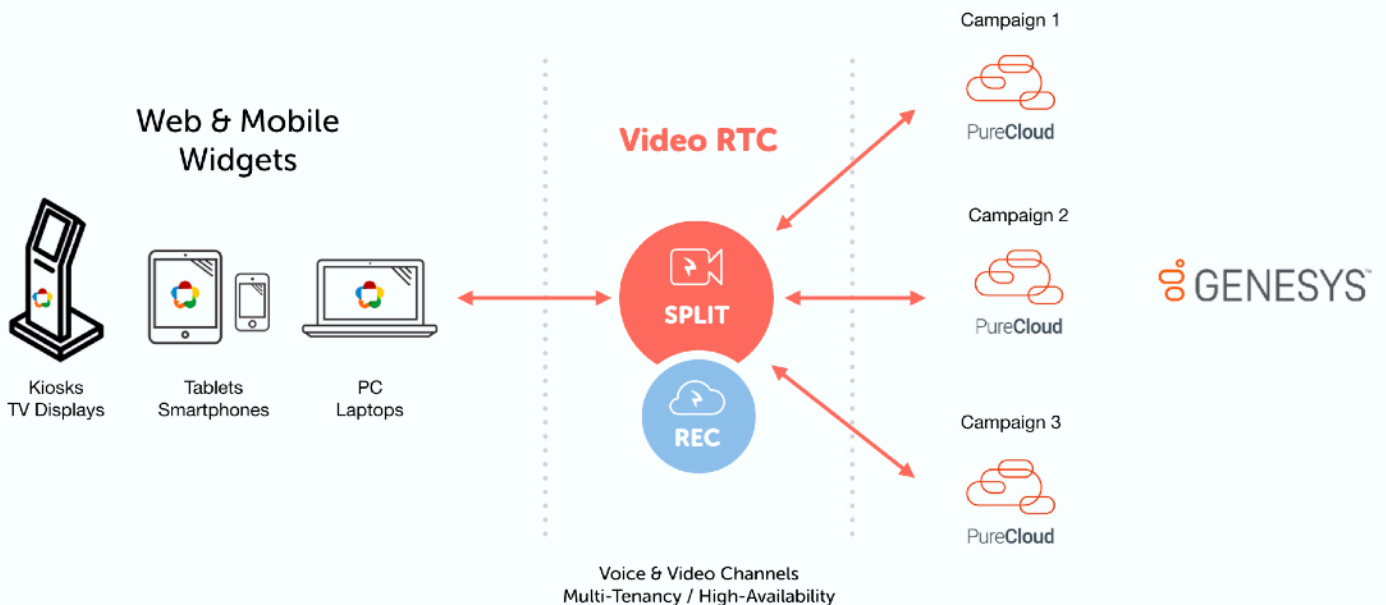


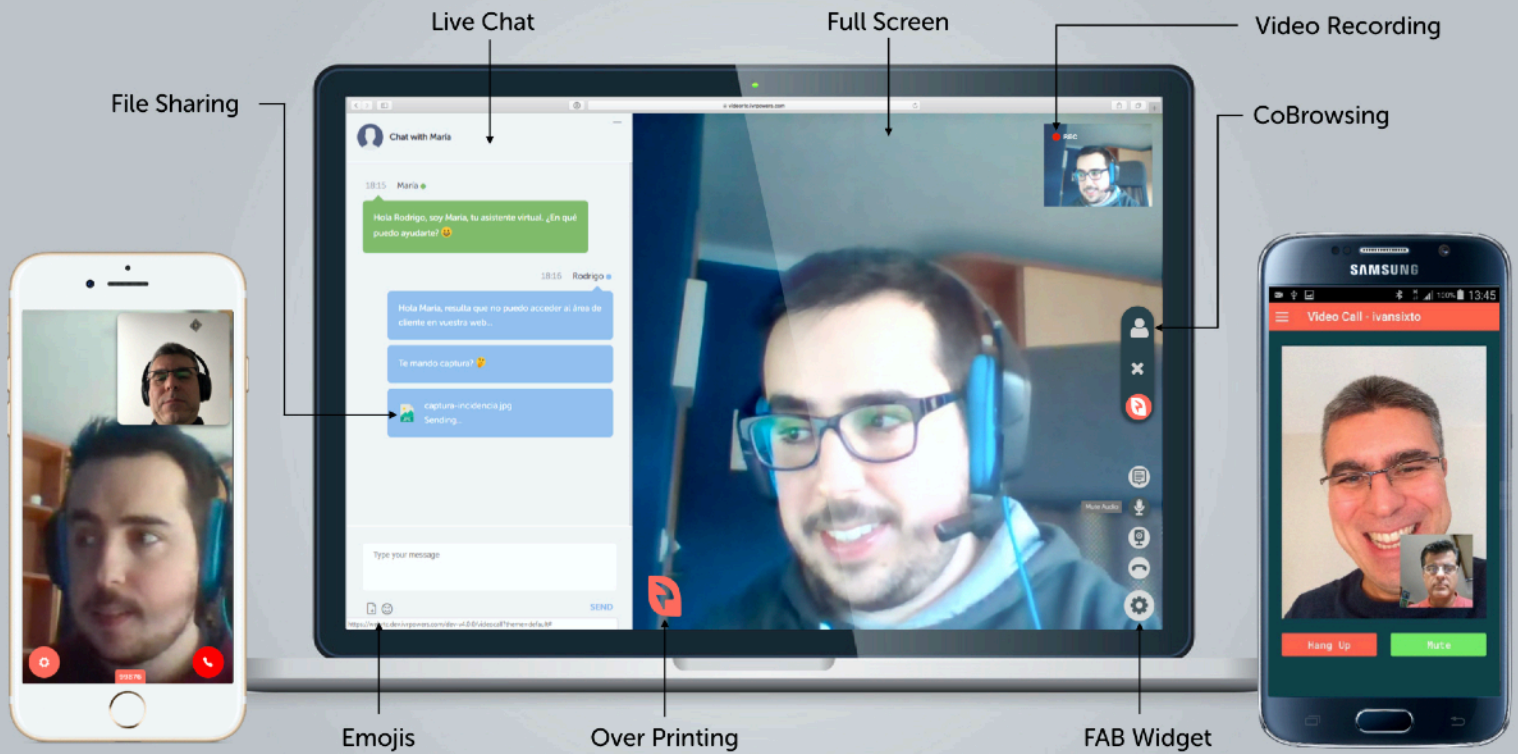
# GENESYS™

## Video RTC · for Genesys

In the last years, digital technologies have changed the way we work and relate to each other. These changes have also impacted on customers' expectations. Clients increasingly demand a more personalized, accessible and comfortable attention.

Clients expect from companies the possibility of contacting them through the same variety of devices they use in their everyday life communications. Interactions through voice, messages or video have become common ways of contact. Users move naturally from one to another, depending on whether they need to communicate brief and direct information, deliver a document, give a long explanation or display something in motion.





## Whatever your contact center is, we can make it interoperable with video calls and advanced online interactions.

Many companies fear that the integration of video in their contact centers will involve a large investment of human and economic resources. Because companies think they will be forced to change the entire contact center solution, they may ignore video integration and, therefore, the opportunity to significantly improve their services and customer experience.

However, the existing contact centers should not be an obstacle. Solutions provided by Interactive Powers are fully interoperable with your Genesys PureCloud services or PureEngage platforms too. The contact center is maintained and the potential to interact with VideoRTC is just added. Whatever your contact center is, we can make it interoperable with videocalls and advanced online interactions.

Jumping into advanced interactions has never been so simple!

Learn more at: <https://www.interactivepowers.com> | <https://www.ivrpowers.com>



**Interactive Powers**  
Streamline your business communications