



Interactive **Powers**

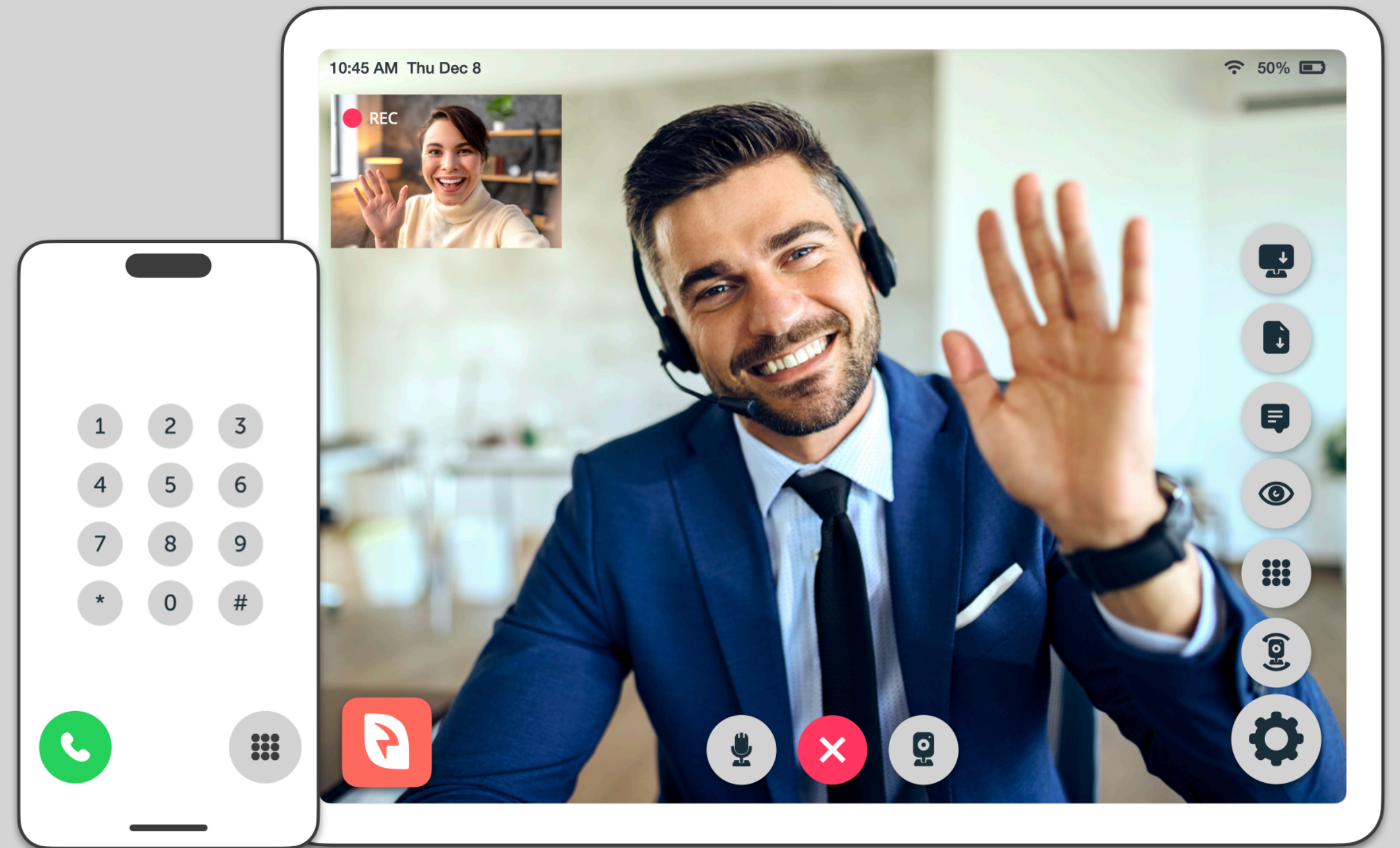
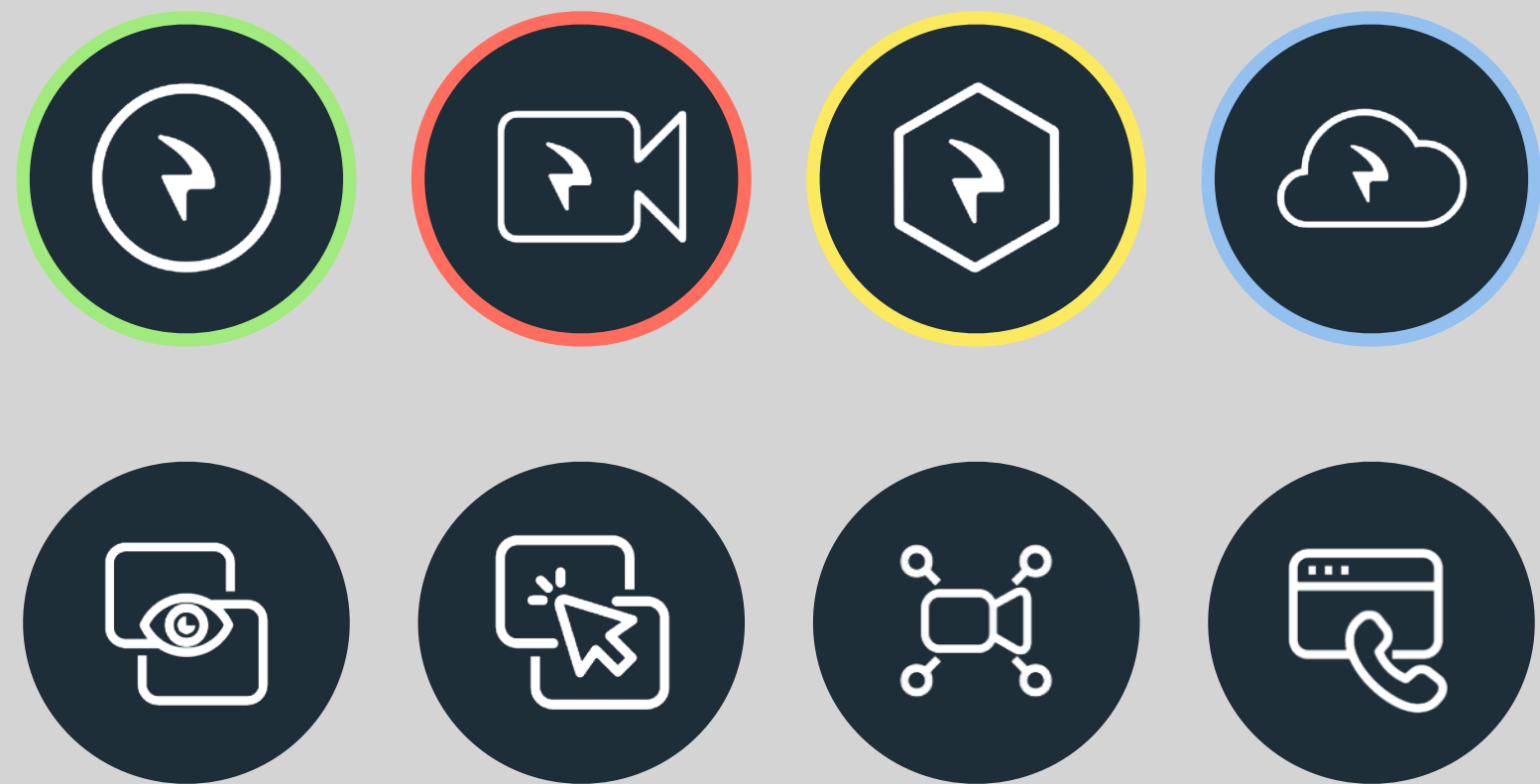
Streamline your business communications

# Connect, Reinvent, Empower...

## Your Contact Centers

## Your Channels

## Your Teams





Video Caller



Video Agent

# Who we are...

Streamline your business communications

**60+**

Corporate Clients  
Worldwide

**30+**

Business Partners  
Worldwide

**5+**

AWS Regions  
Worldwide

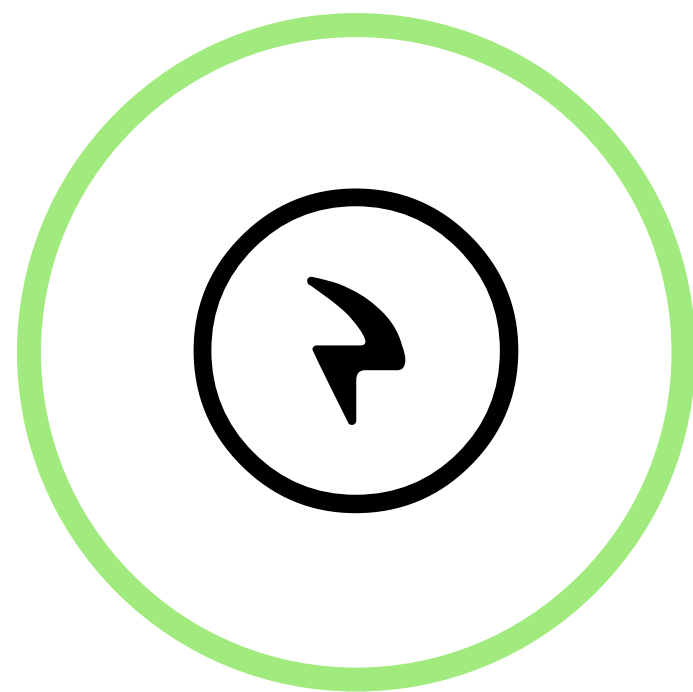
**400K+**

Video Sessions  
per Month

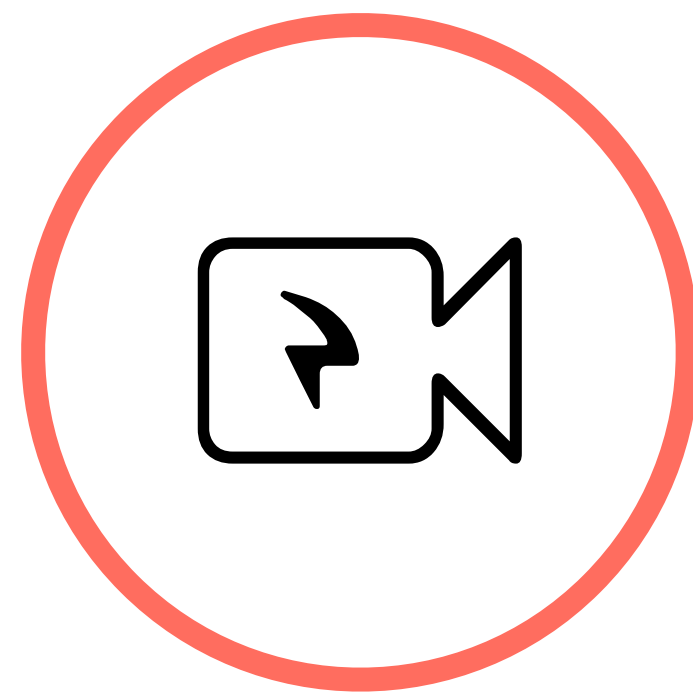
**2**

Worldwide Offices  
Madrid / Miami

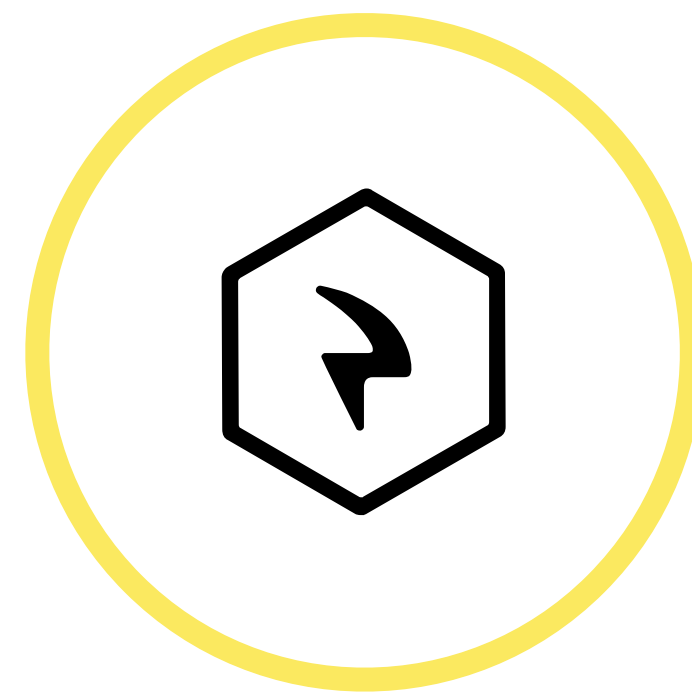
Interactive **Powers**



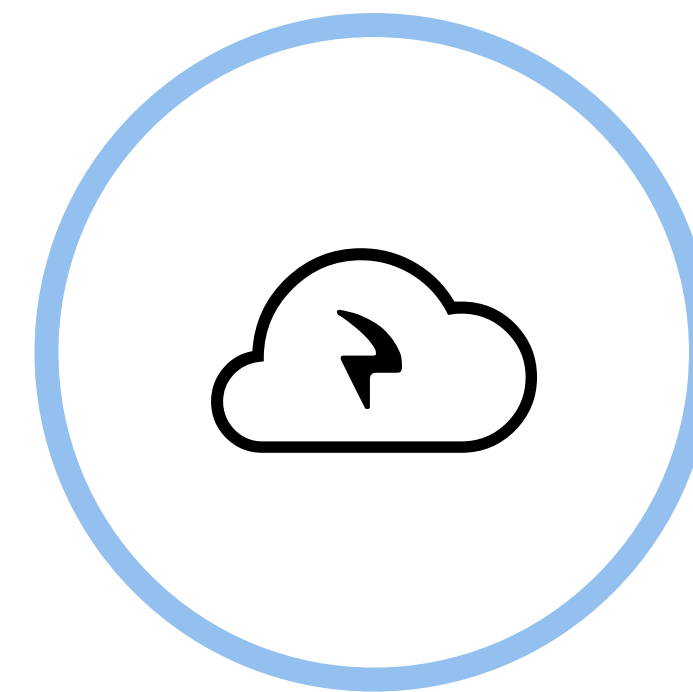
Smart **IVR**



Video **RTC**



Web **ACD**



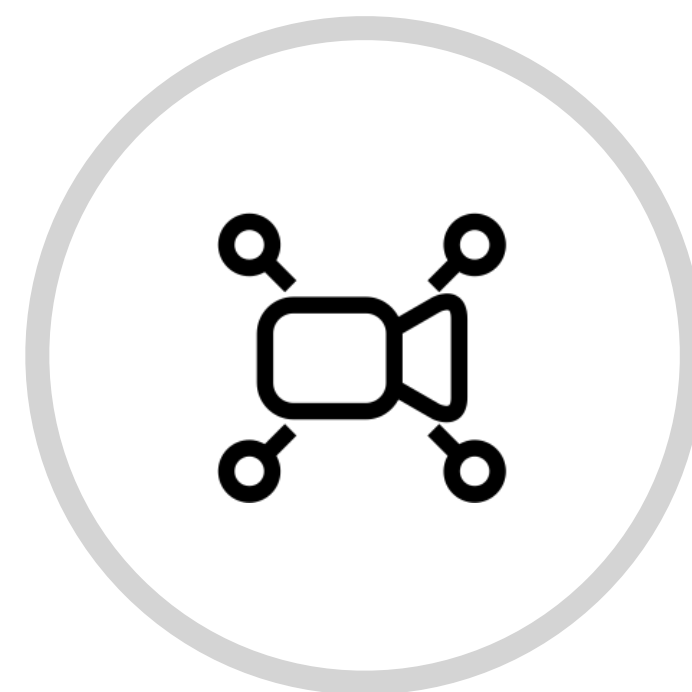
Video **REC**



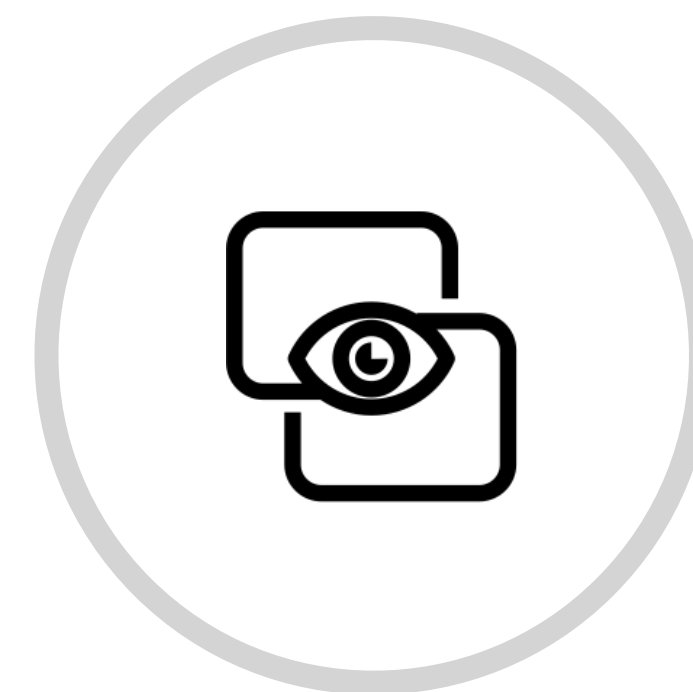
Web Caller



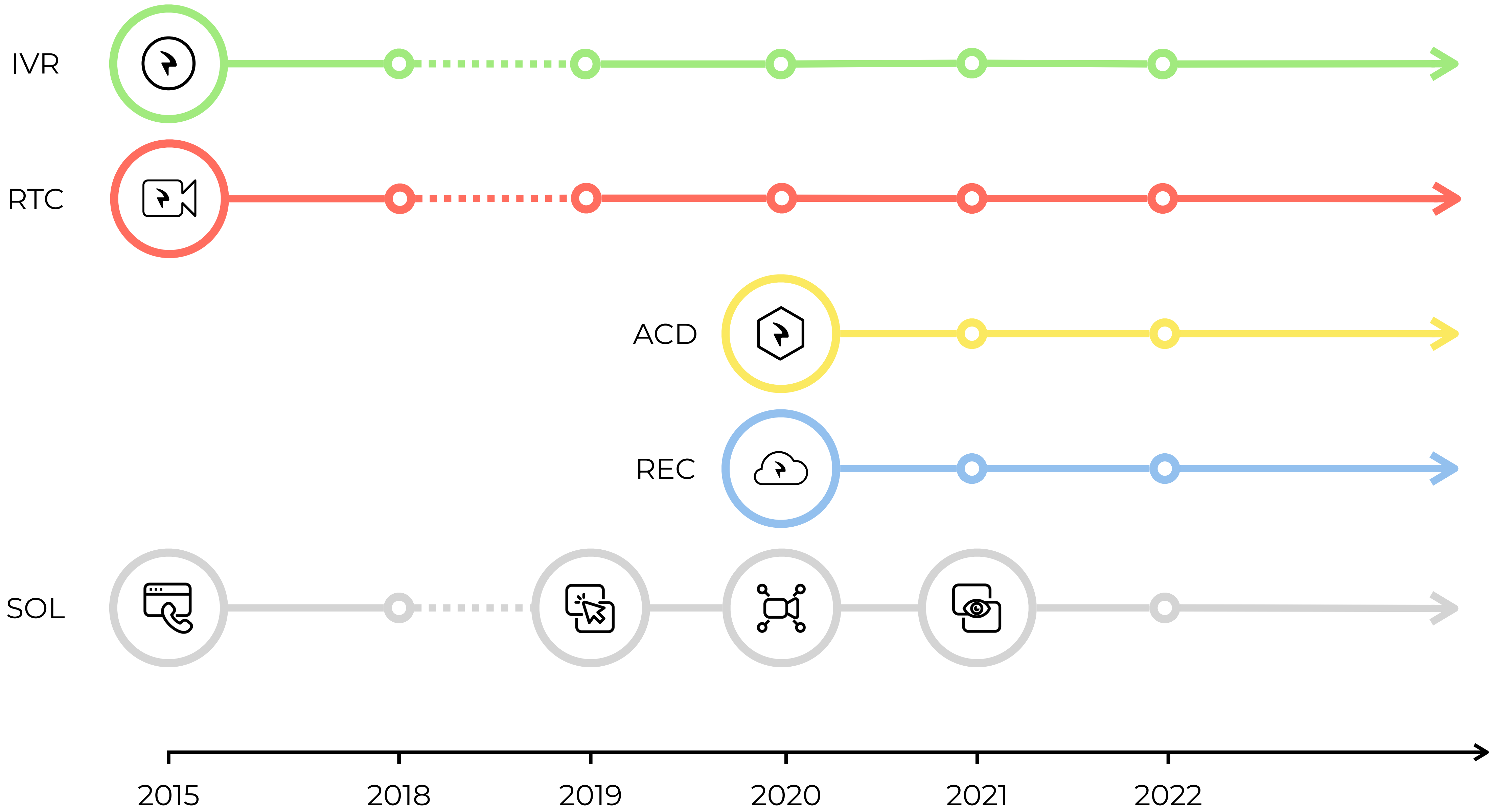
CoBrowsing



Field Service



Remote Viewer



# Transform any Contact Center

Leading Call Center industry-software rely on our Powers



Carrier-grade IVR, with exceptional performance, scalability, reliability and application multi-tenancy. Its architecture can process hundred of simultaneous calls per server.

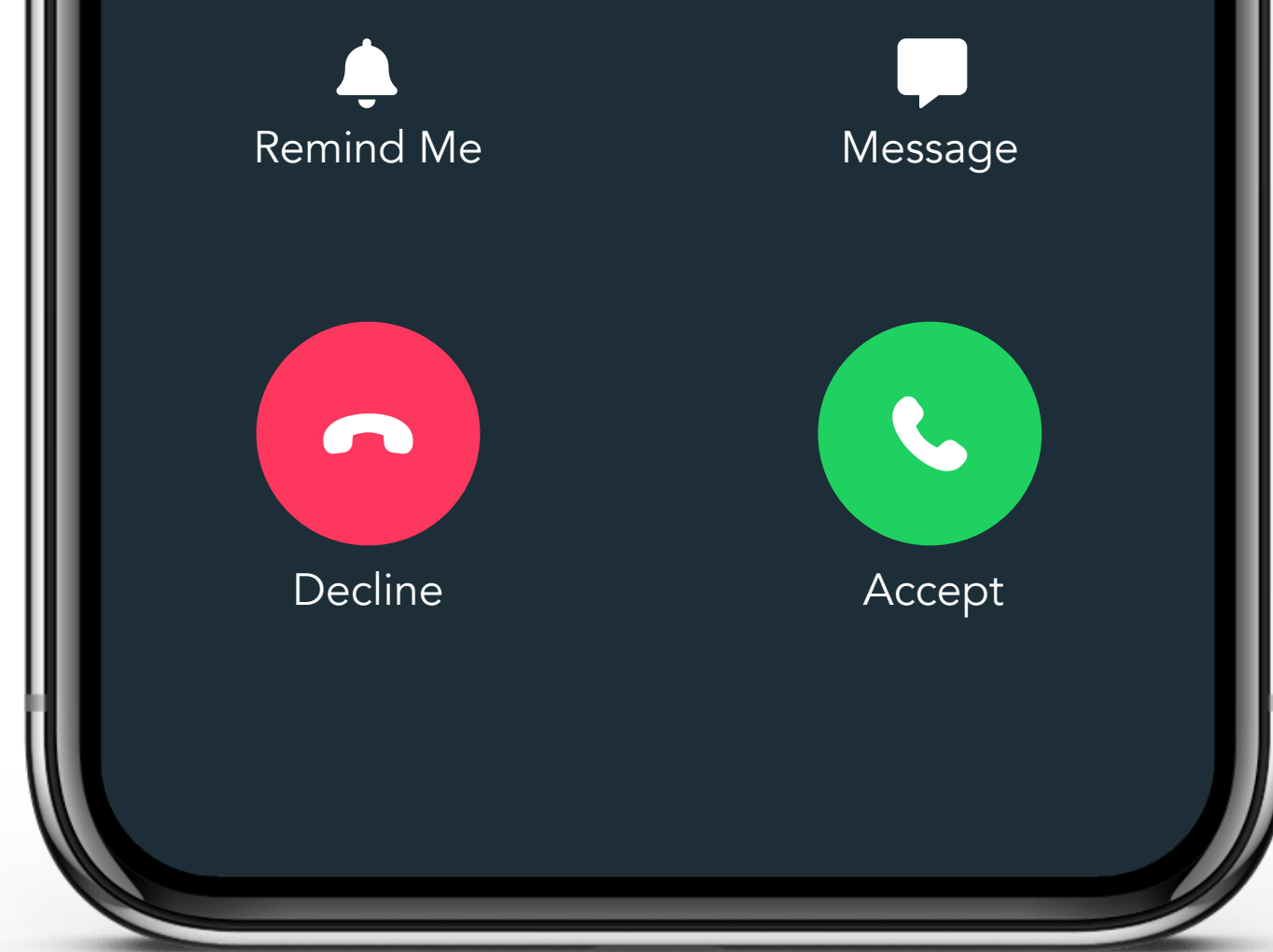
# Smart IVR

Platform

[Learn more](#)







Did you know you can reinvent your business calls with Natural Language and Artificial Intelligence?

<vxml> version=

Interactive **Powers**



Video gateways for advanced real-time communications on existing contact centers. Multi-channel coverage with web browsers, mobile devices and kiosks.

# Video RTC

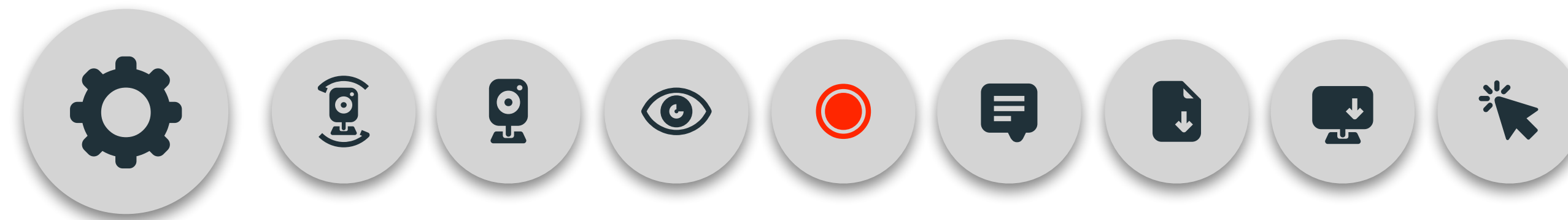
Platform

[Learn More](#)





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



Interactive **Powers**

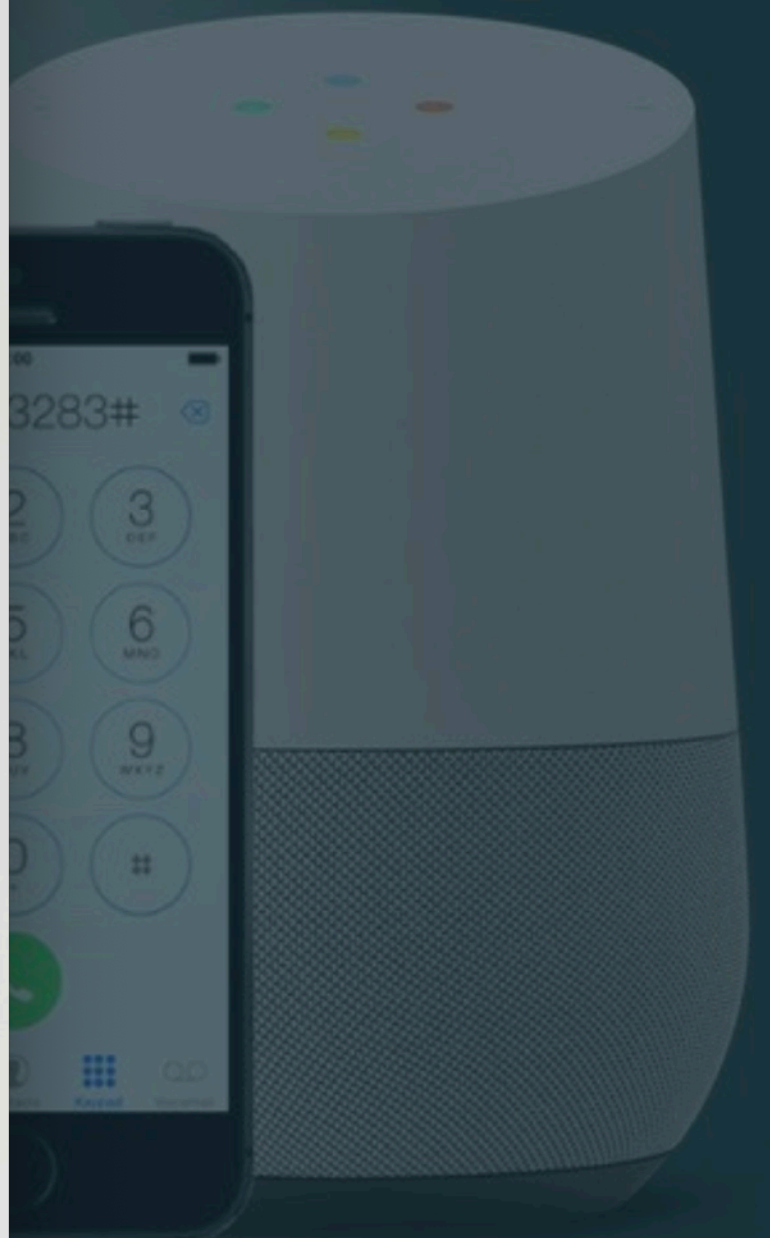
Video Contact Center

REC

IntPowers

Microphone Mute Video Off Settings

- Messages
- Video
- Call
- Settings



Reliable and scalable video call recording platform that ensures contact centers the highest quality assurance and cloud security levels for your recordings.

# Video REC

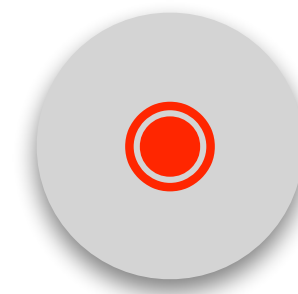
Platform

[Learn more](#)





Did you know a Video Contact Center requires a really powerful processing & recording?



Interactive **Powers**

REC

ADMIN

Services

Users

USER

Dashboard

Profile

RECORDINGS

healthcare  
webrtc.demo.ivrpowers.com

insurance  
webrtc.demo.ivrpowers.com

intpowers  
webrtc.demo.ivrpowers.com

**intpowers-genesys**  
webrtc.demo.ivrpowers.com

ACTIONS

Logout (Ivan)

# Recordings

intpowers-genesys (webrtc.demo.ivrpowers.com)

20 per page ▾ | **Advanced Filter** | **Export**

| **Search**

<input type="checkbox"/>	Split Id.	Date	Duration (s)	Seq. Number	Formats
<input type="checkbox"/>	1655107251287109	2022-06-13 10:02	9	002	<b>RAW</b> <b>SD</b> HD
<input type="checkbox"/>	1655107089289192	2022-06-13 09:58	15	001	<b>RAW</b> <b>SD</b> HD
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Web responsive business phone with an integrated automatic call distributor to create video-centric experiences on convergent contact centers for the Digital Age.

# Web ACD

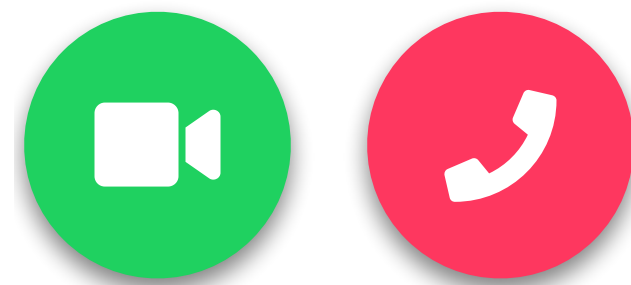
Platform

[Learn more](#)





Did you know you can extend with new powers  
your existing Call / Contact Center?



Interactive **Powers**

WebACD x +  
acd.demo.ivrpowers.com/trigger/Video

ACD x Video Typification EN

Dashboard Applications Account Logout

John Smith 00:00:44  
Connected  
john <1000>

1 2 3  
4 5 6  
7 8 9  
\* 0 #

1642527689172087  
00:00:31  
Queue: InsuranceForm

Settings Microphone Video Camera Eye Stop Chat Download Screen Share Mouse

HD

Interactive Powers

## **Web collaboration is just a click away at phone**

Switch to web collaboration during any call or video call to dramatically improve your customer experience and support.

# Remote Viewer

Solution

[Learn more](#)



## **Collaborative Browsing scroll, click and type together**

Assist your customers to surf in your website and help them to click, fill out forms, search or find information quickly.

# CoBrowsing

Solution

[Learn more](#)



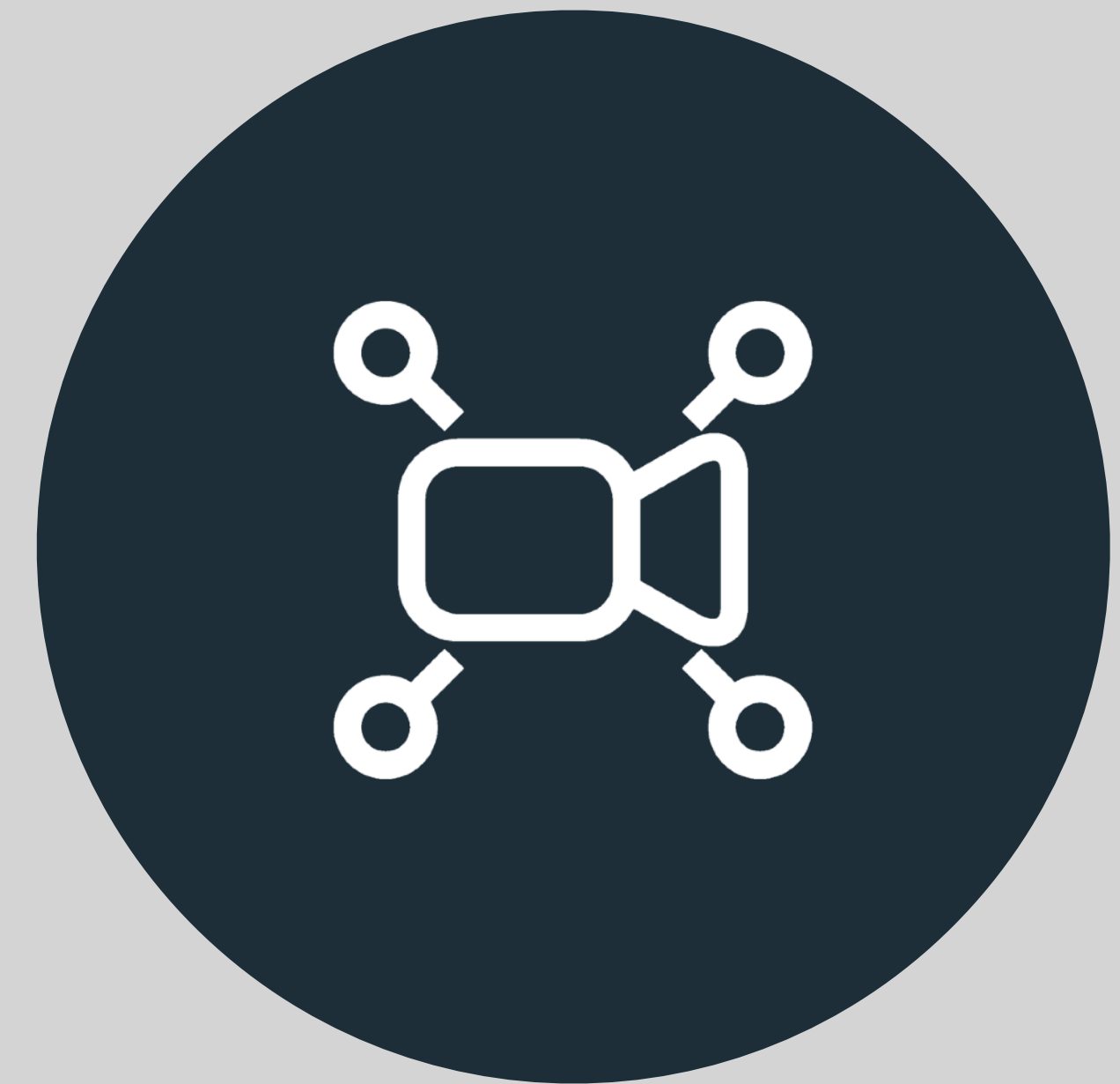
## Video calling for remote workforce teams

Provide the fastest and simplest face-to-face video communications for your field services in mobility or web responsive conditions.

# Field Service

Solution

[Learn more](#)



## Make voice calls from any web browser

Enable web communications over Internet to extend your website and improve voice channels connectivity for your phone services.

# Web Caller

Solution

[Learn more](#)



# Empowered Clients

Companies with streamlined business communications.







Para Comunicarte con un asesor presionar el icono y levanta el auricular







**Interactive Powers**

**Europe**

Calle Núñez de Balboa, 120  
28006 Madrid Spain



**Interactive Powers**

**America**

1001 Brickell Bay Drive, Suite 2700 PMB 16  
Miami FL 33131 United States



Interactive **Powers**

Streamline your business communications