



Video RTC for GENESYS™

Empowering Video CCaaS

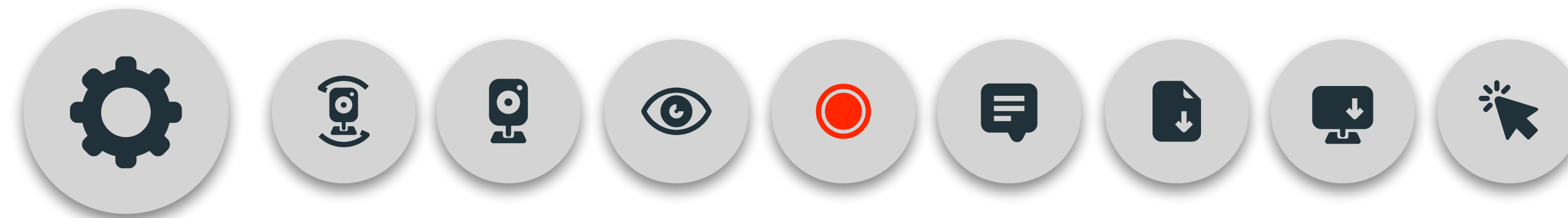


Interactive **Powers**

Streamline your business communications



Did you know you can improve agent productivity
empowering your **Genesys Solution**?



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

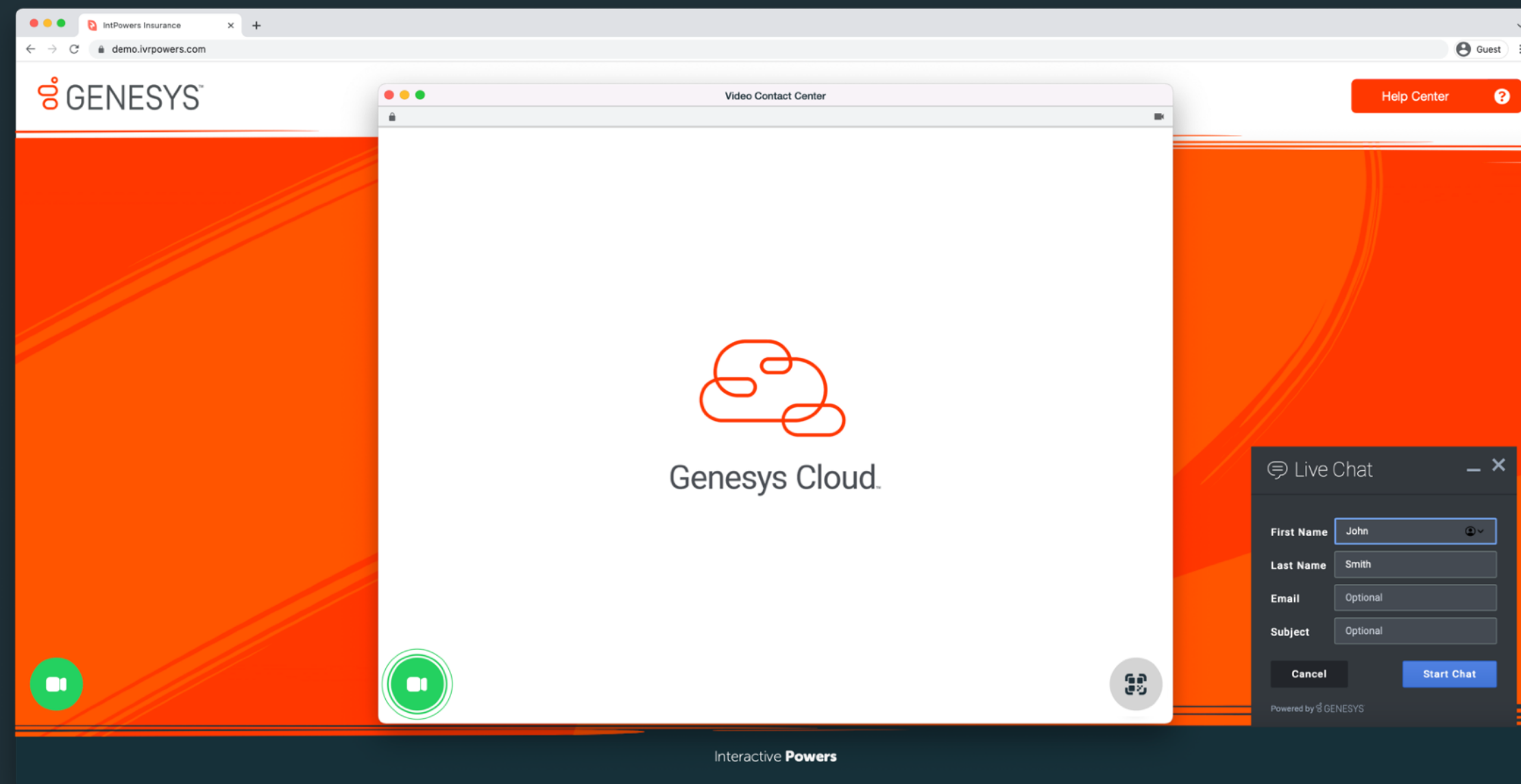
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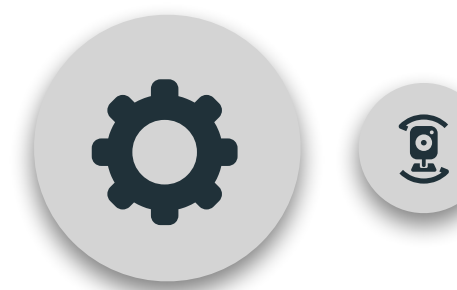
No Apps, No Downloads, No Register is a must,
Video is no longer an option for CCaaS.

 GENESYS™



Browser-based Video Calls

Some video conferencing software will make you download the desktop or mobile app to host and join video calls. But Interactive Powers is browser-based, which means it won't force you to download an app. Host and join meetings from a web browser using your computer or mobile device, and get it all running with No App, No Downloads, No Register.





Security and Privacy are key questions
even for your business Video Calls.

GENESYS™

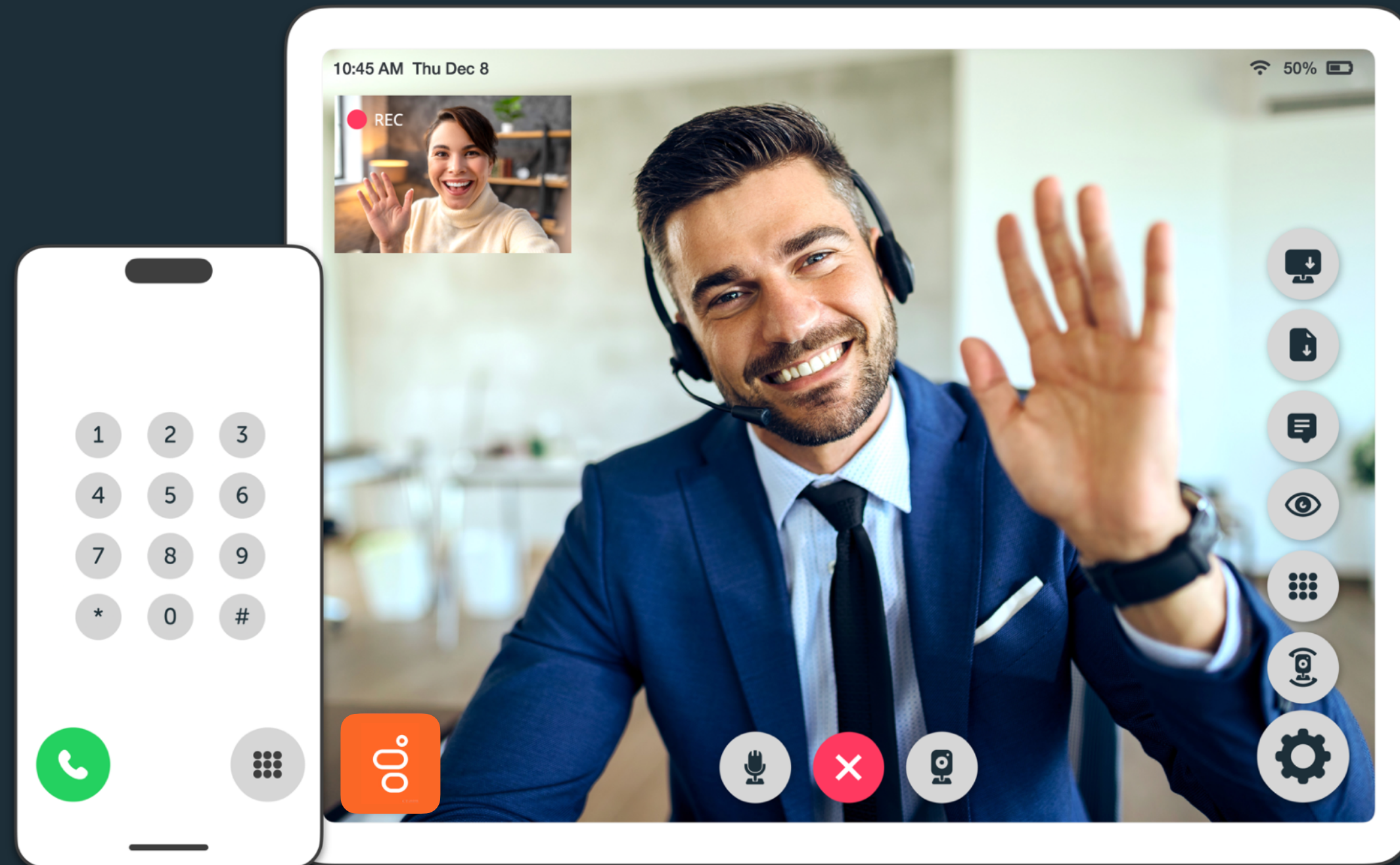
Security & Privacy

Keep your meetings secure with strong hybrid WebRTC / SIP 256-bit encrypted real-time communications and session tokenization. Interactive Powers' settings allow the host to mute participants, process biometrics API, lock file sharing, selected dual screen sharing, encode all parameters and much more.



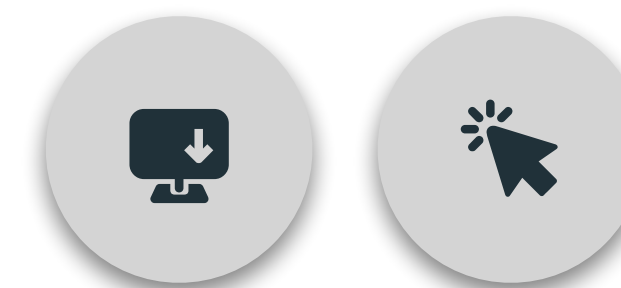


Video Calls without powerful Web Collaboration tools,
is like speaking without taking action.



Dual Screen Sharing CoBrowsing

Need to zoom in on a design mockup or run through a contract approval? Interactive Powers dual screen sharing feature lets double share contents from agent and user at the same time. By the way, you choose between sharing a specific window or tab or your whole desktop. You can send screen sharing to a mobile screen too. Again, no downloads needed.



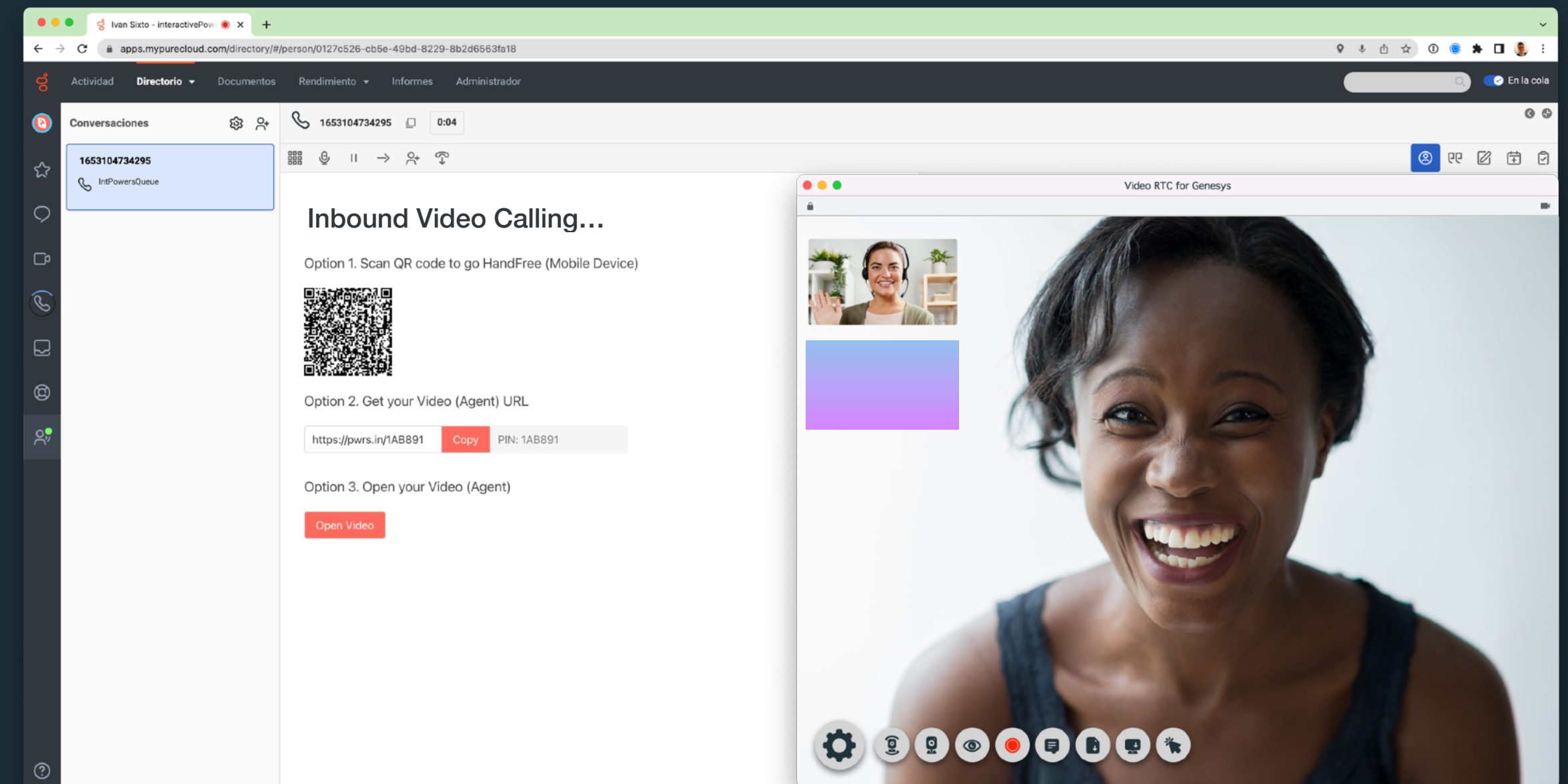
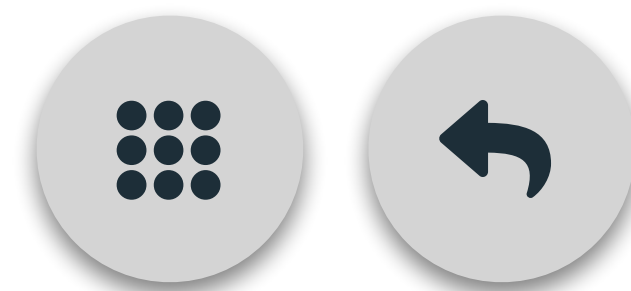


High Performance Video Calls require at least the same transactional functions as Phone Calls.

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Video Calls Control & Transfer

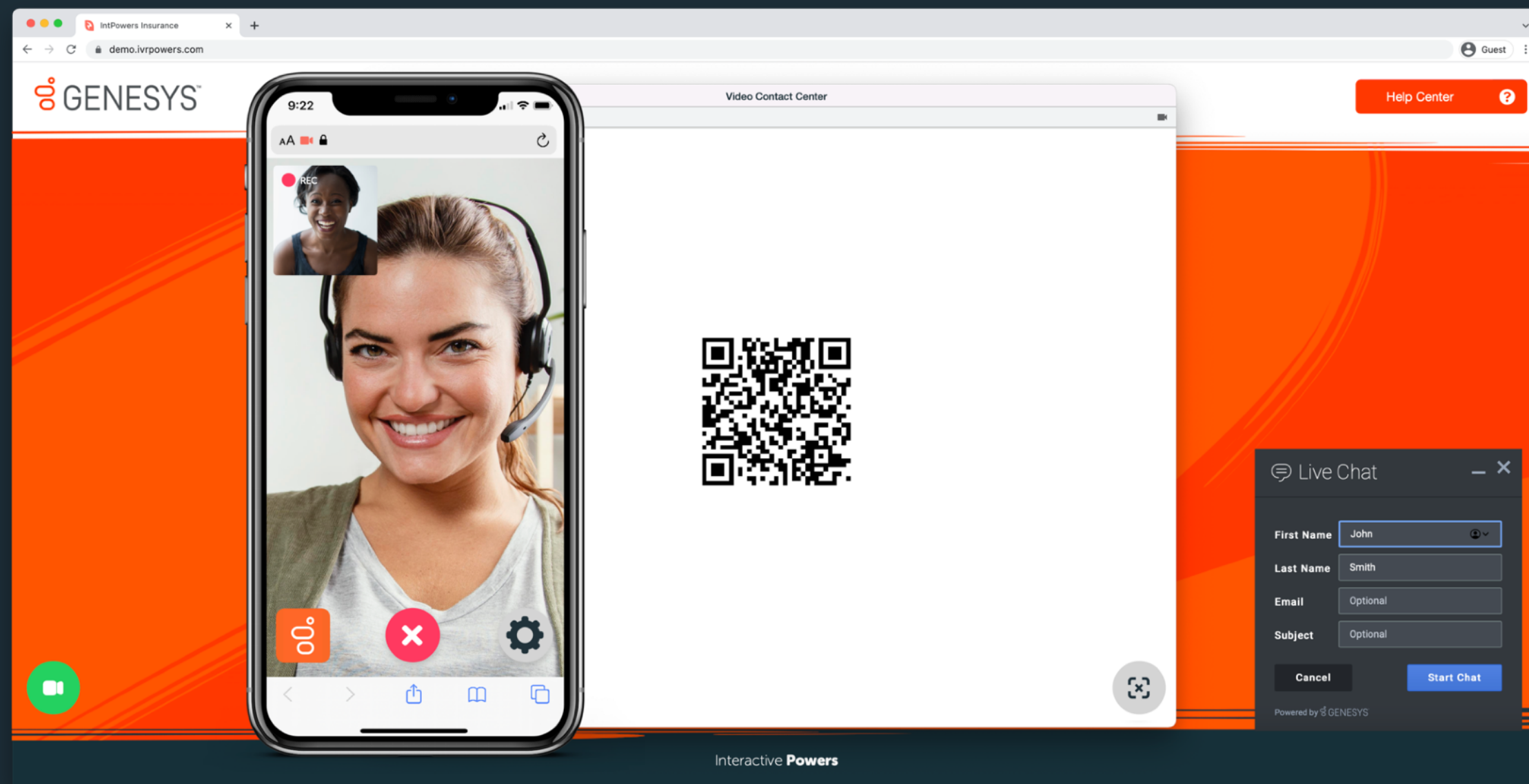
In our agent side, all the call controls you need are easily in reach. Adjust your call settings, start a screen share, flip, mute and unmute yourself, or start and pause yourself or video recording. It's all in a clean, video centric, easy-to-use interface that lays out all these options for you right on the screen and our smart FLAB button.





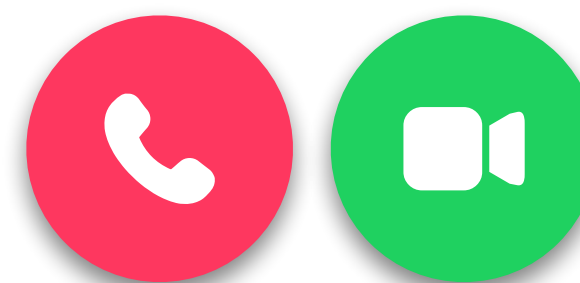
Powerful Real-Time Communications,
where Video First is a top priority Channel.

 GENESYS™



Video Centric for Unified Communications

Beyond video calls, what if your team also communicates through phone calls and text chat? Interactive Powers lets you consolidate all those tools into one. Talk, Scan-to-Video, Video message, and meet all from one convenient channel or device. That makes for fewer software to pay for and manage and less time wasted on context-switching for all your team.





Contact Center Integration & Interoperability

Seamlessly integration with industry standards and leading Contact Center technologies. Our Empowered Omnichannel enables Genesys agents to keep working on a single platform while they are face-to-face interacting with your customers. The cost reduction in average response time speeds up task completion, avoids errors and provide an amazing customer experience.



Transform your existing Genesys Solution into an interoperable CCaaS platform with Video Calls.

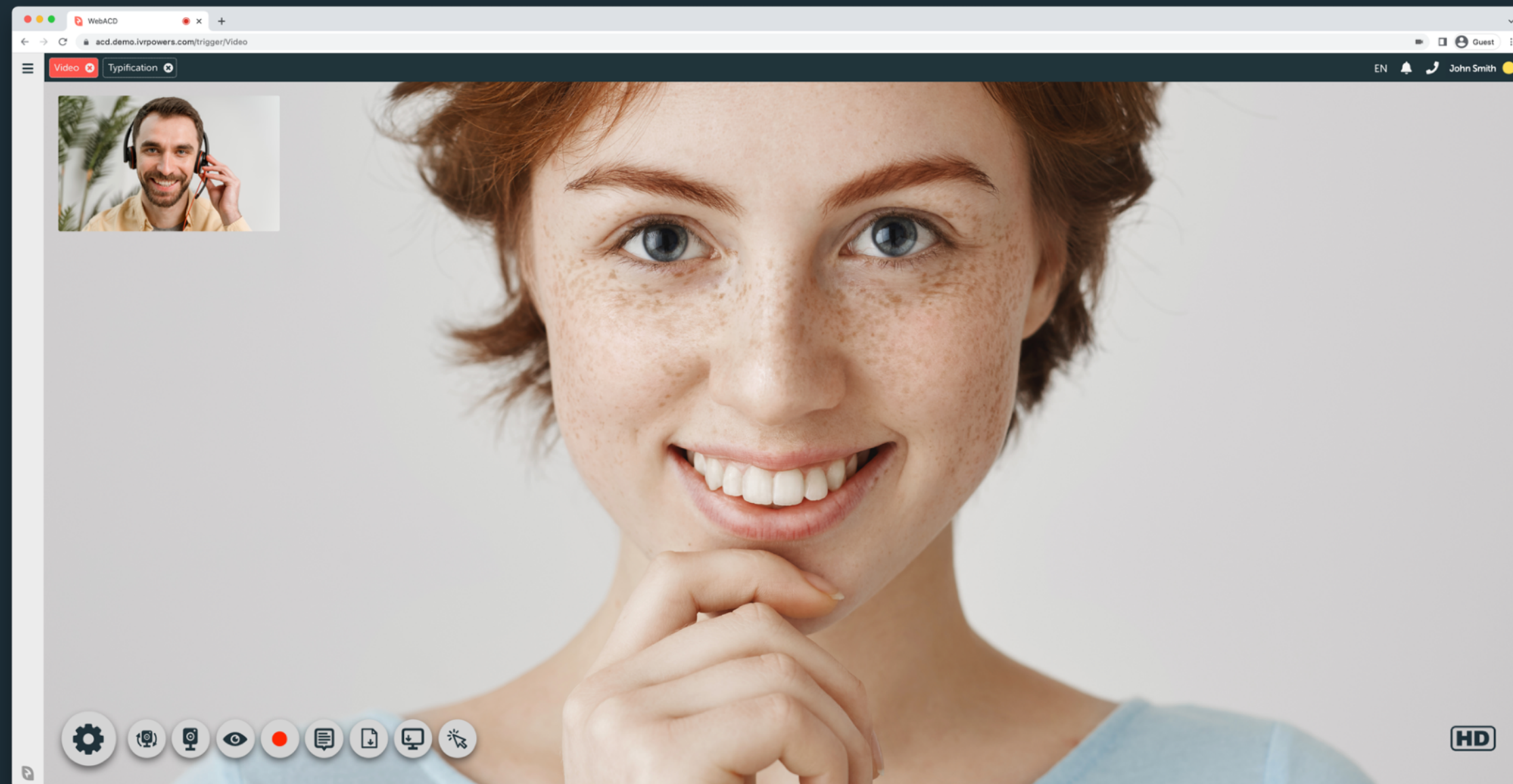


GENESYS™





Outstanding HD quality and Video Recording
for any business Customer Service.



HD Quality Video Recording

No one wants laggy audio or pixelated video quality in a meeting, especially when you're meeting with clients or prospects. Interactive Powers comes with crystal-clear HD video, adaptive bandwidth management and the most advanced video recording storage system for any size and scalable Video Call / Contact Centers deployment.





Interactive **Powers**

Streamline your business communications