



Web ACD

Video-centric Web Phone

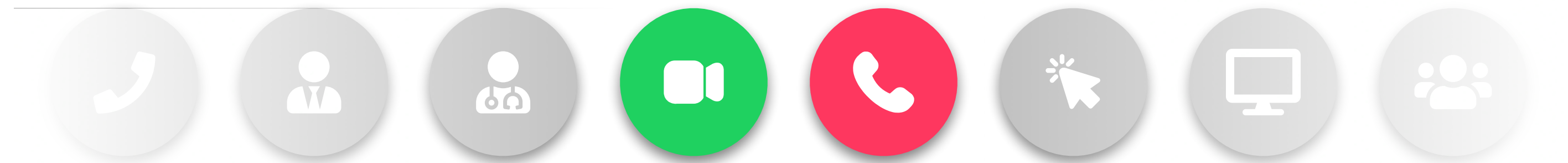


Interactive Powers

Streamline your business communications



Did you know you can extend with new powers to your teamwork and processes.



Interactive **Powers**

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

ACD x Video Typification EN

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

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

1642527689172087
00:00:31
Queue: InsuranceForm

Interactive Powers

Web responsive business web phone with an integrated automatic call distributor to create video-centric experiences on convergent contact centers for the Digital Age.

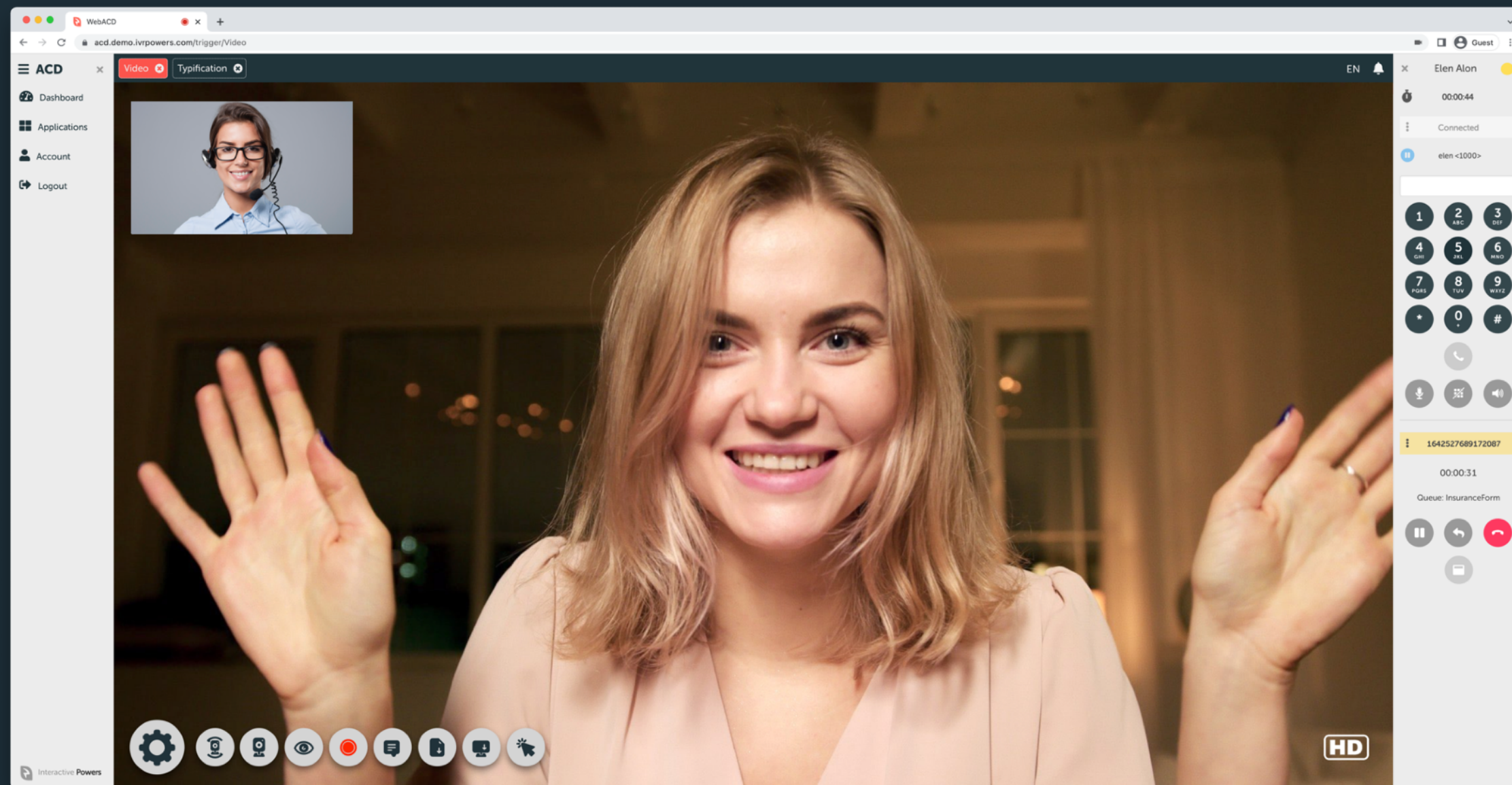
Web ACD

Platform

[Learn more](#)



Agents that work with this kind of system are much more productive, efficient and work better.



Video-centric Web Phone

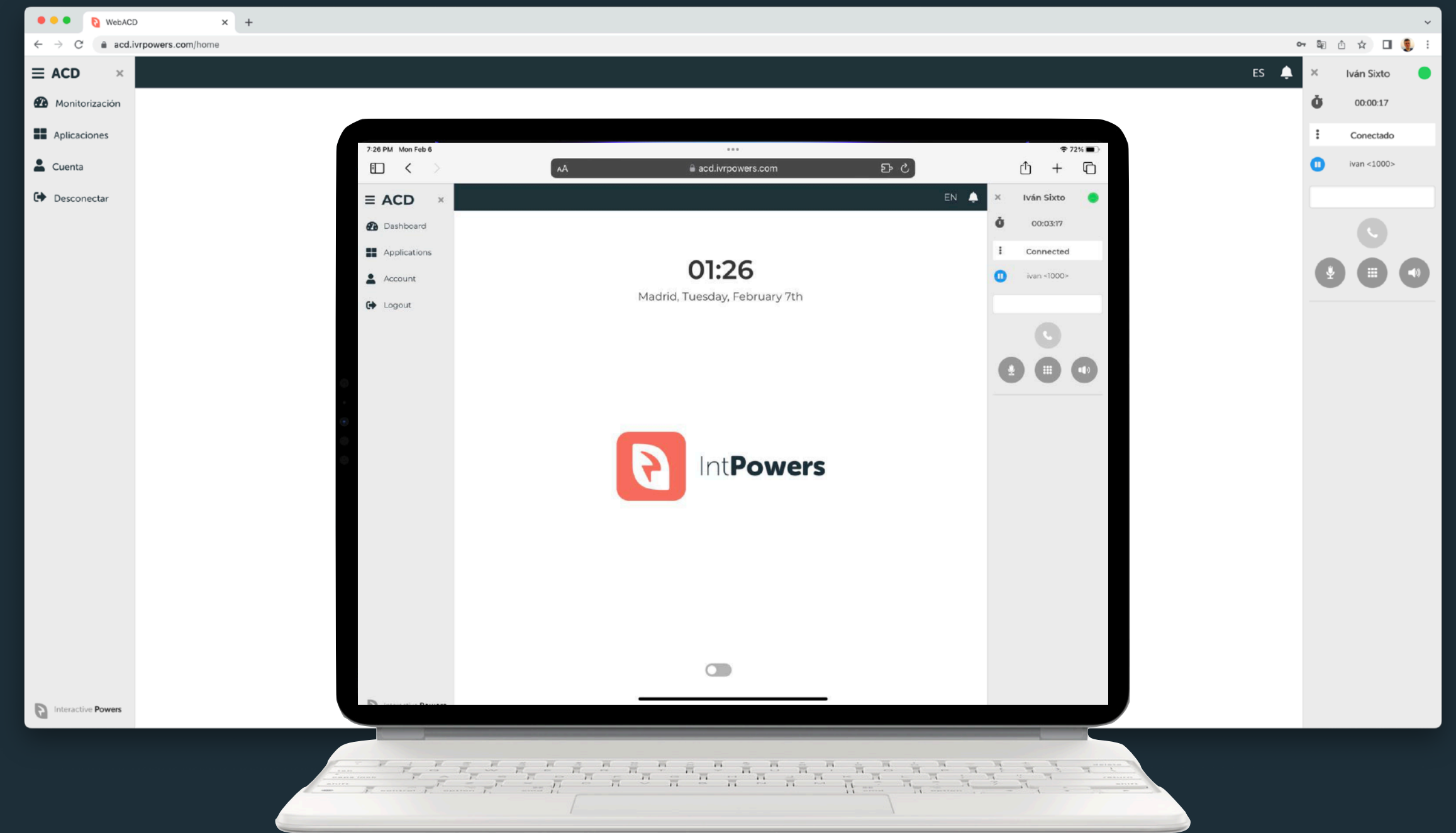
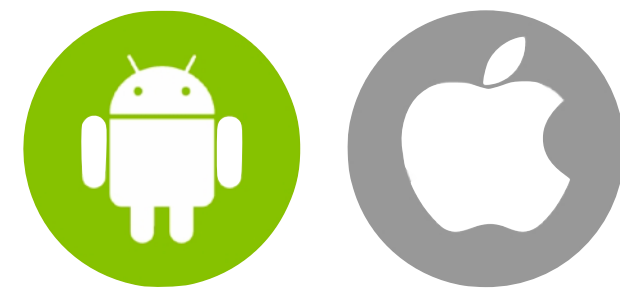
Like voice, video is a top priority channel that requires a specific space in your desktop agent. We understand ergonomic design on your video calls as to be first for video agents performance. Rethink all your support and sales services introducing real-time communications to attend clients and users enhancing human senses and improving customer experience (CX).



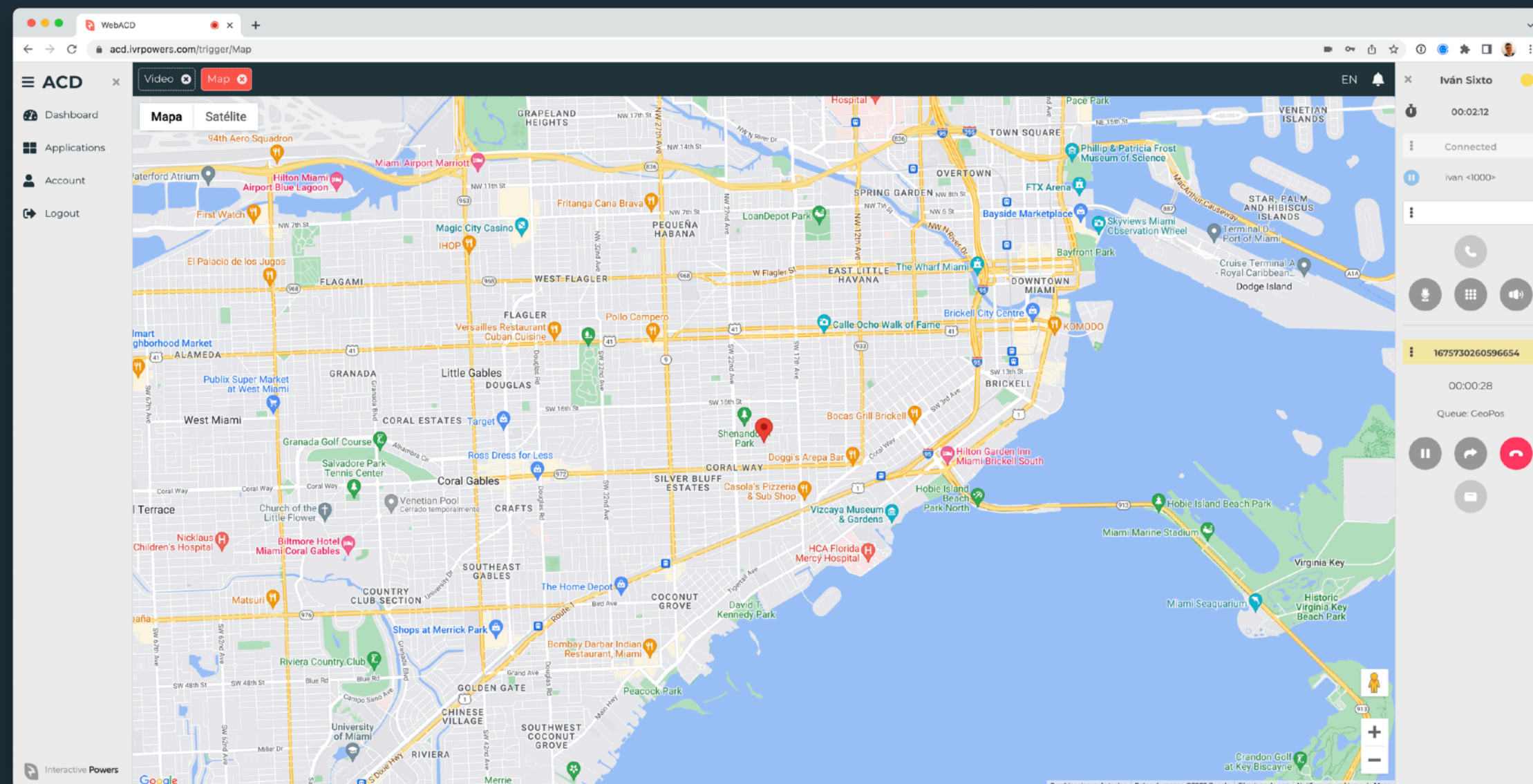
Latest web technology that works on any desktop or mobile device like tablets or smartphones.

Web & Mobile Desktop

Web ACD is the first mobile ready CC software for hybrid voice and video agents. It supports any kind of devices including iOS & Android and is natively running with touchable user interface for ever. Connect from everywhere in mobility with touchable interfaces and extender your call / contact center services to any kind of offices or teleworking.



Get geolocation from the originate web browser or mobile device data connexion.



Video Call Geolocation

Video and Voice over IP communications enable advanced geolocation from the originate web browser or celular. Web ACD supports header video call information to locate your video calls with permission. Introduce a highest level of security and confidence for your video calls thanks to geolocation during your customer video call and web collaboration interactions.



Easiest and fastest platform to connect agents with a face-to-face communication experience.

Phone with Call Distribution

It's not a just a phone, it's an automatic call distributor as well. Get the best word of both in a single interface that enable to connect any video agent communication and provide the fastest video call forwarding and management. Manage your teams and services with advanced queue management procedures in real-time with the highest attention key performance indicators.

Automatic Call Distributor

ACD



Outstanding HD quality and Video Recording
for any Call / Contact Center.

<input type="checkbox"/>	Split Id.	Date	Duration (s)	Seq. Number	To Archive	Metadata	Formats
<input type="checkbox"/>	1675330871005358	2023-02-02 10:41	184	001	<input type="checkbox"/>		RAW SD HD
<input type="checkbox"/>	1675330627706939	2023-02-02 10:37	204	001	<input type="checkbox"/>		RAW SD HD
<input type="checkbox"/>	1675078516669431	2023-01-30 12:35	3	001	<input type="checkbox"/>		RAW SD HD
<input type="checkbox"/>	1674728004837558	2023-01-26 11:13	96	001	<input type="checkbox"/>	user:juan exported:no	RAW SD HD
<input type="checkbox"/>	1674559683945552	2023-01-24 12:28	58	001	<input type="checkbox"/>	user:luis exported:yes	RAW SD HD
<input type="checkbox"/>	1674558348316015	2023-01-24 12:06	184	001	<input type="checkbox"/>		RAW SD HD

Video Recording

Web ACD is natively integrated with Video REC a crystal-clear HD and most advanced video recording storage system for any size and scalable Video Call / Contact Centers deployment. By the way keep simple for your supervisors and administrators, enabling to export any kind of reports for any business Intelligence and speech analytics processes as well.

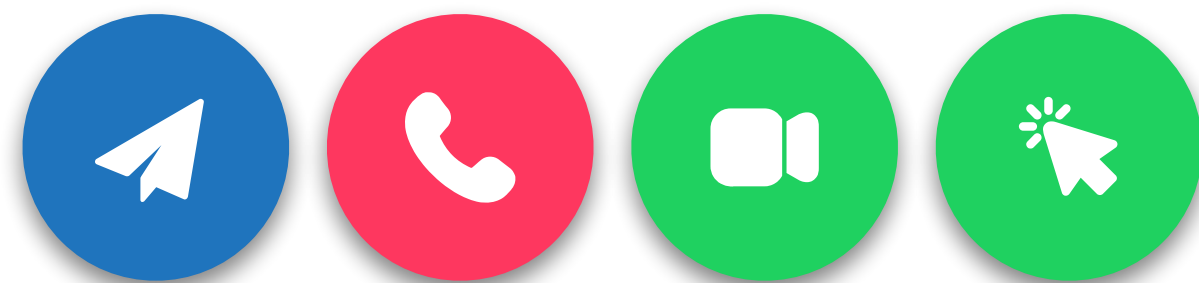


REC



Special Extensions

Web ACD is a web responsive and multi-channel ACD / CTI platform. It will enables your business to manage a better attention with your agents, generating distribution routing rules, statistics, time control of your inbound or outbound call campaigns. This thin-client solution operates autonomously or connected to ACD, RTC or IVR platforms.



Add more value inside Web ACD with our complementary solutions.



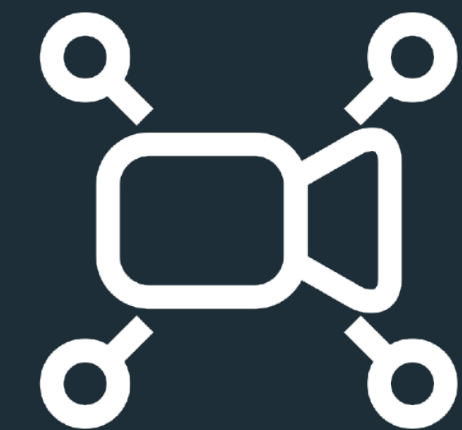
Web Caller



Remote Viewer



CoBrowsing



Field Service



Get more features is just a click away to extend any phone or video call in progress.



Scheduler



Recorder



Messenger



Typifier



Home Screen



Back +



Addons & Applications

Addons and Applications enables to add extended features inside the Web ACD agent desktop for specific processes. Some of them improve the customer experience or information required during phone, web or video calls in a single integration desktop for all your agents. Rethink some tasks with all these options to streamline your business communications.



Addons



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