



# Web ACD

Video-centric Web Phone



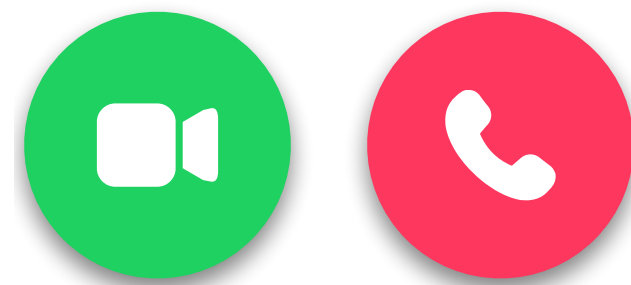
Interactive **Powers**

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

HD



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

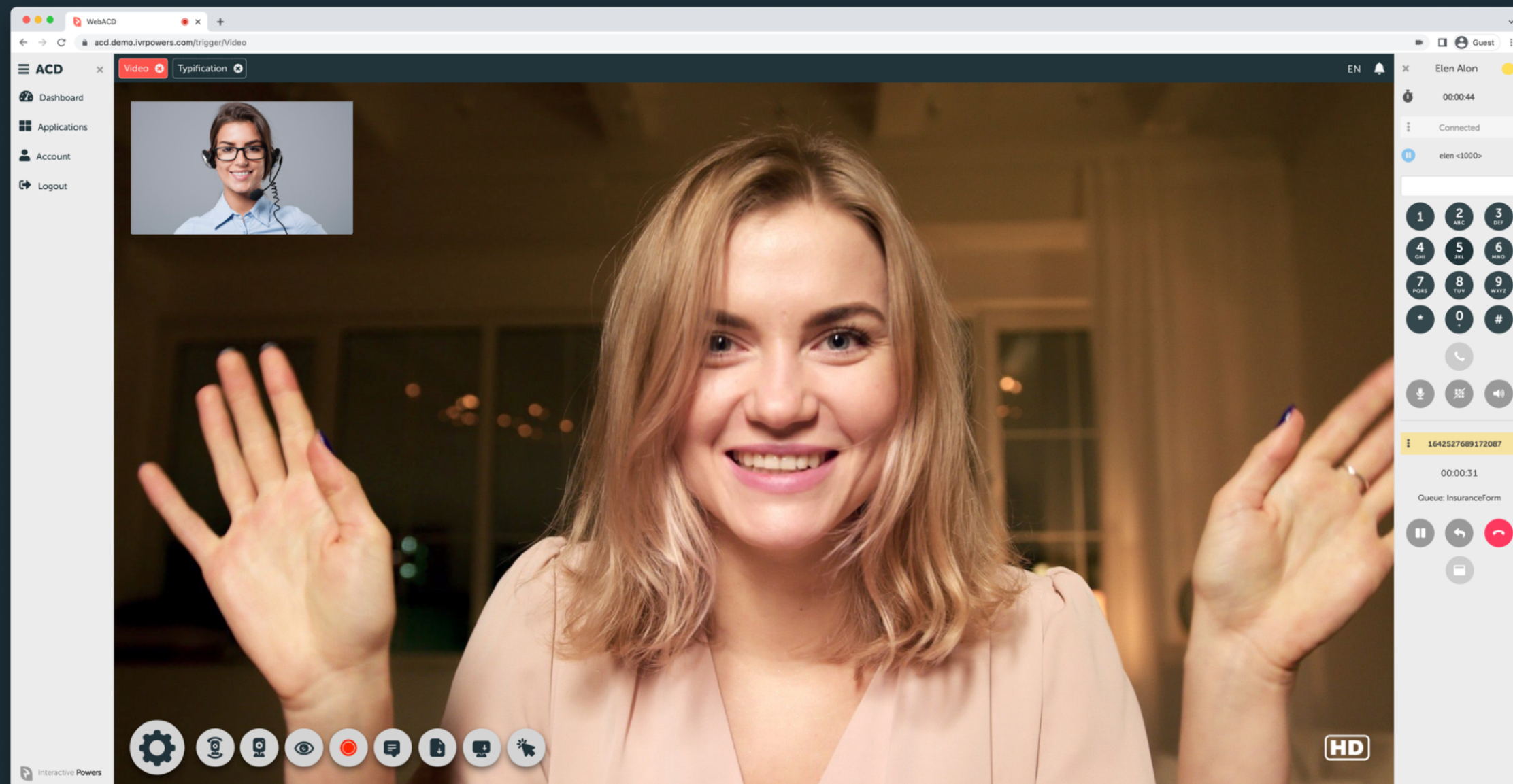
Platform

[Learn more](#)



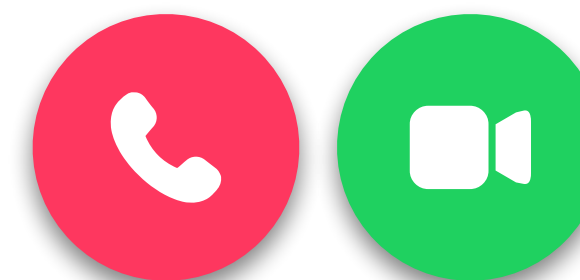


Agents that work with this kind of system are much more productive, efficient and work better.



## 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).

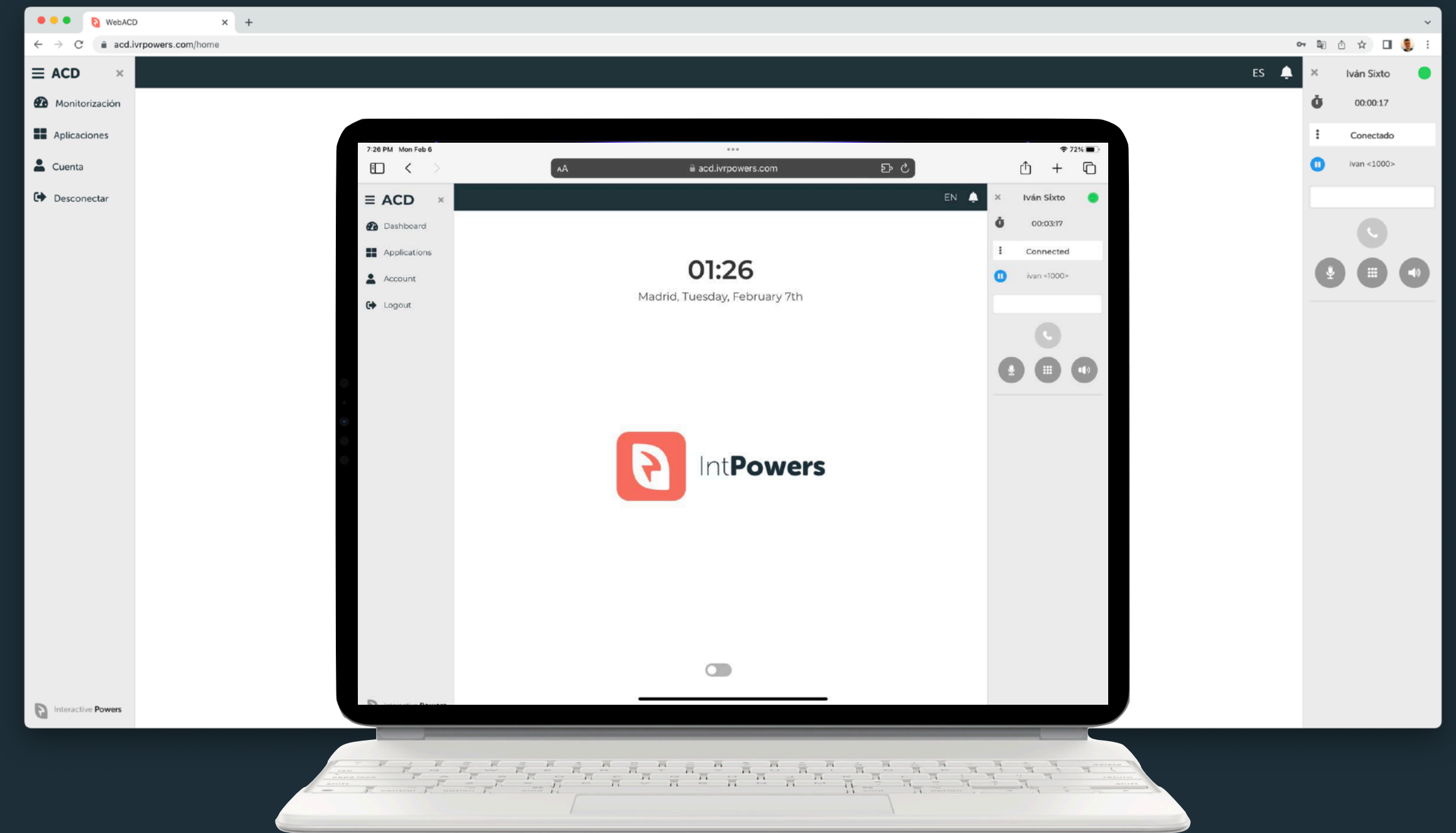
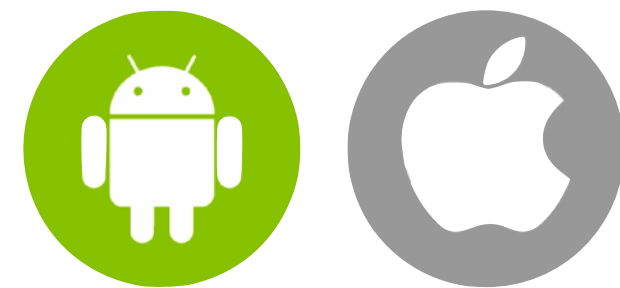




Latest web technology that works on any desktop or mobile device like tablets or smartphones.

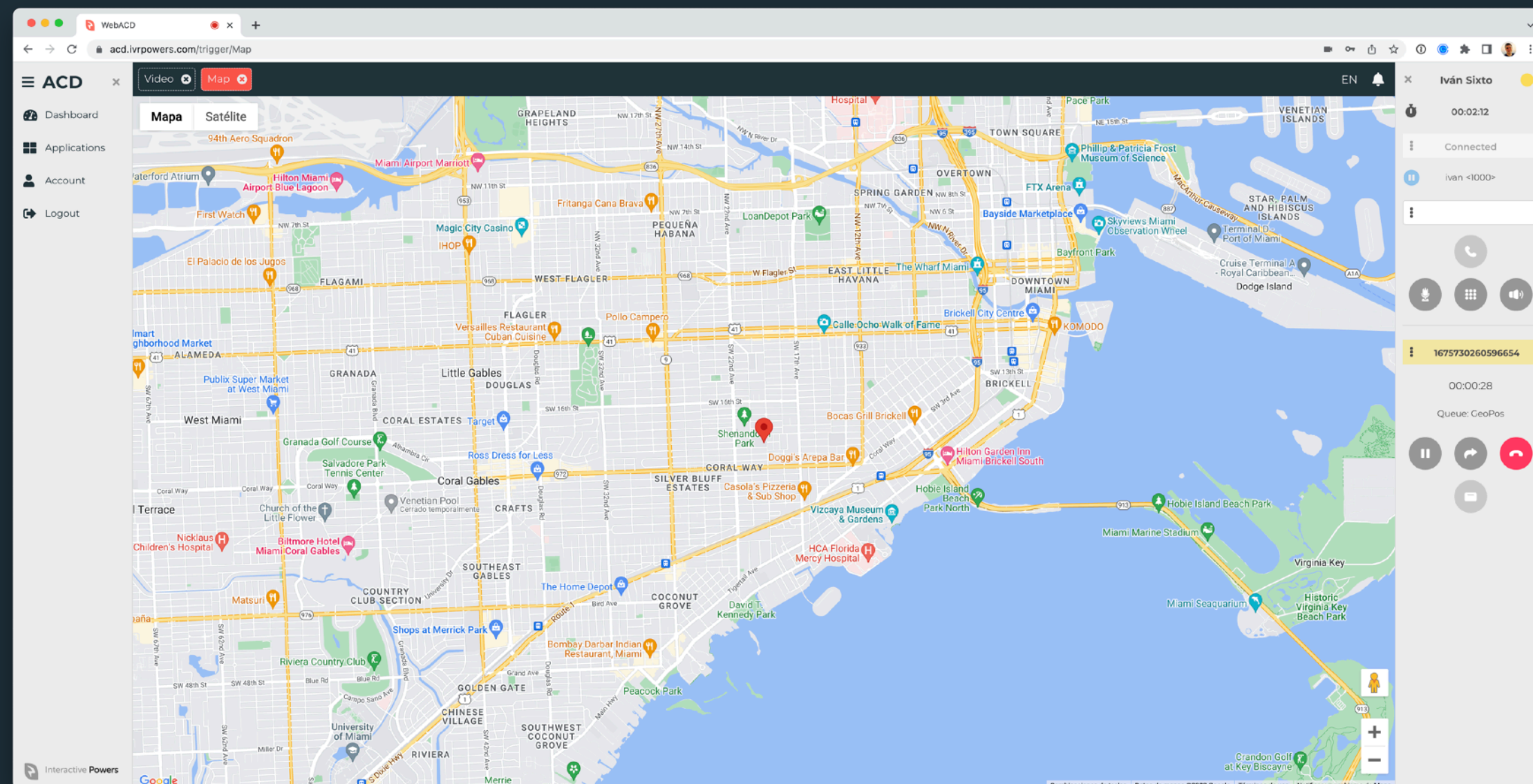
# Web & Mobile Desktop

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 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.

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

# Video Recording

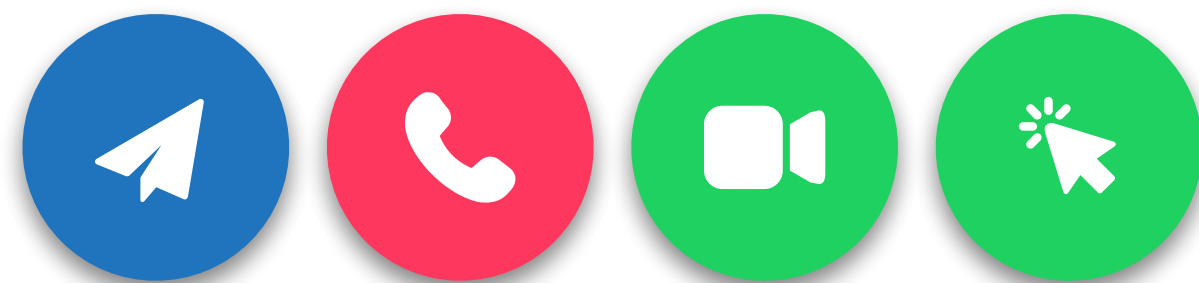
Web ACD is natively integrated with Video REC a crystal-clear HD and most advanced video recording storage system for any size and scalable Video Call / Contact Centers deployment. By the way keep simple for your supervisors and administrators, enabling to export any kind of reports for any business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





## 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



Interactive **Powers**

Streamline your business communications