

Screenshots

Banco General Rumiñahui

Widgets para BCR

Capacidades de Personalización Multimodal



Video Recording



Local Video



Norbert A.



Asesor Financiero

Video Agent Label

Back+ Effects

Remote Video

Overprint Logo



Screen Sharing

File Sharing

Live Chat

Snapshot

Flip Camera

Flap Button



Mute Audio

Mute Video

MacBook Pro



Video Recording



Local Video

Patricio S.
Asesor Financiero

Video Agent Label

Back+ Effects

Remote Video



Screen Sharing



File Sharing



Live Chat



Snapshot



Flip Camera



Flap Button

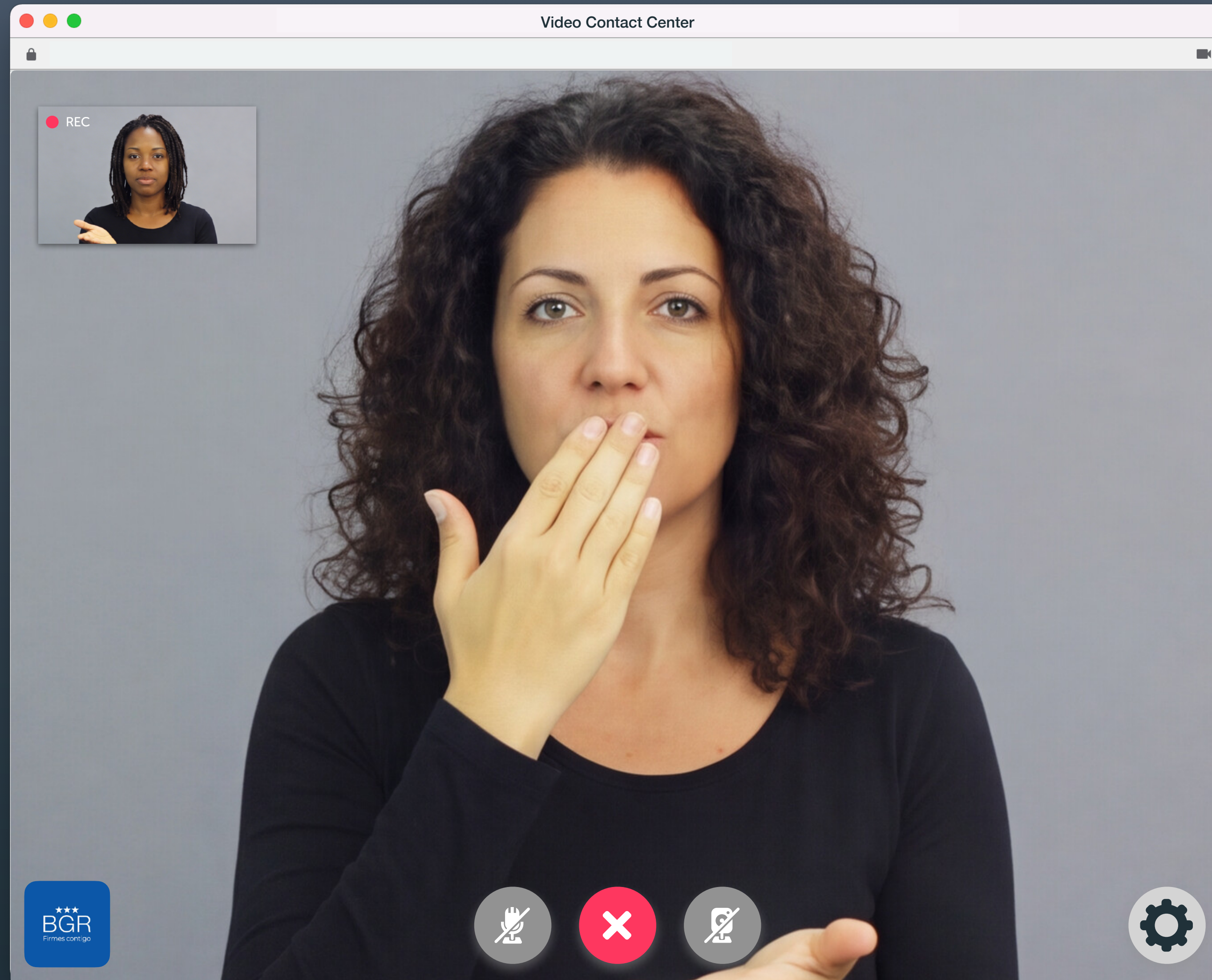
Overprint Logo



Mute Audio



Mute Video



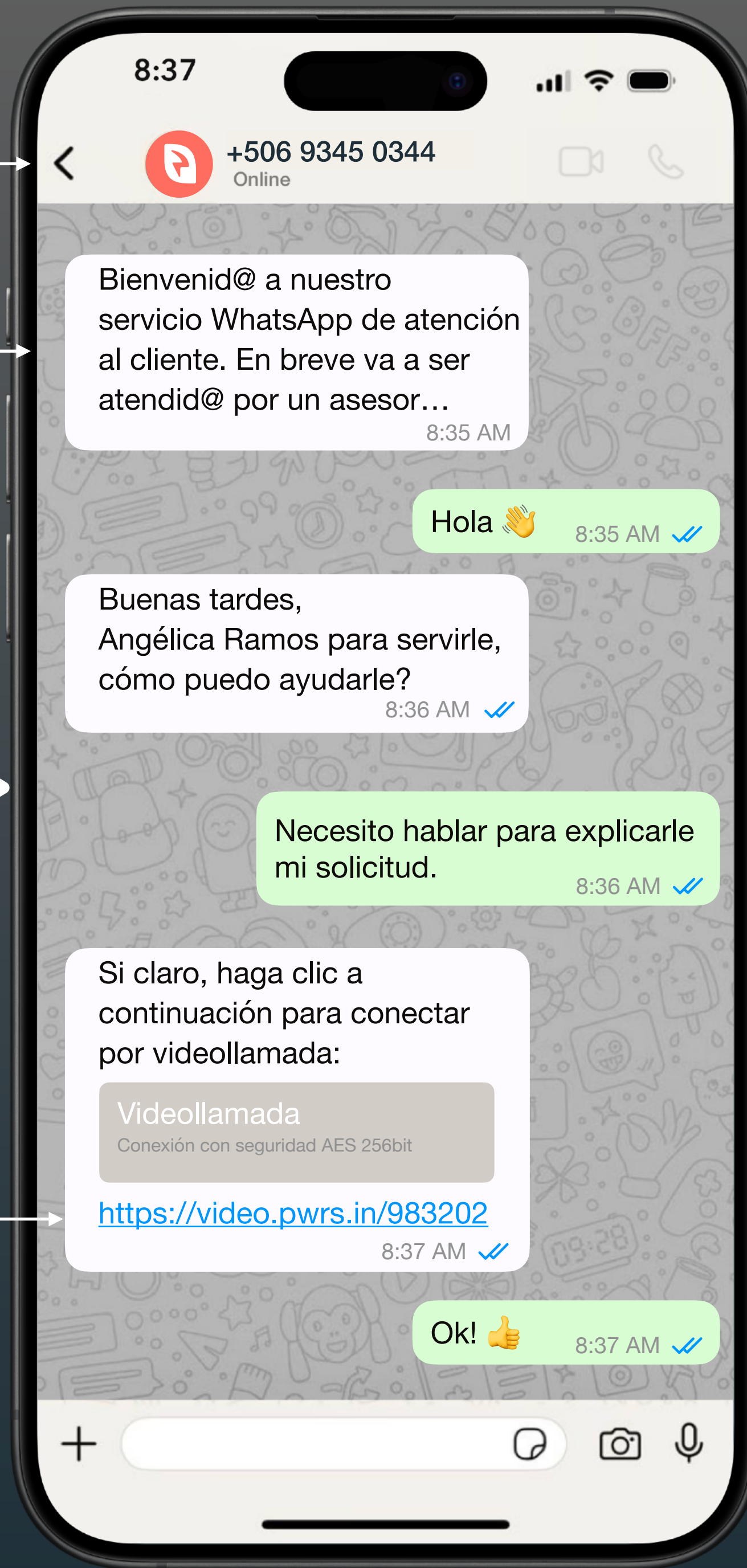
WhatsApp



WhatsApp Business | API

Asignación de Agente

Click-to-Video



Nombre de Agente

Video Grabación

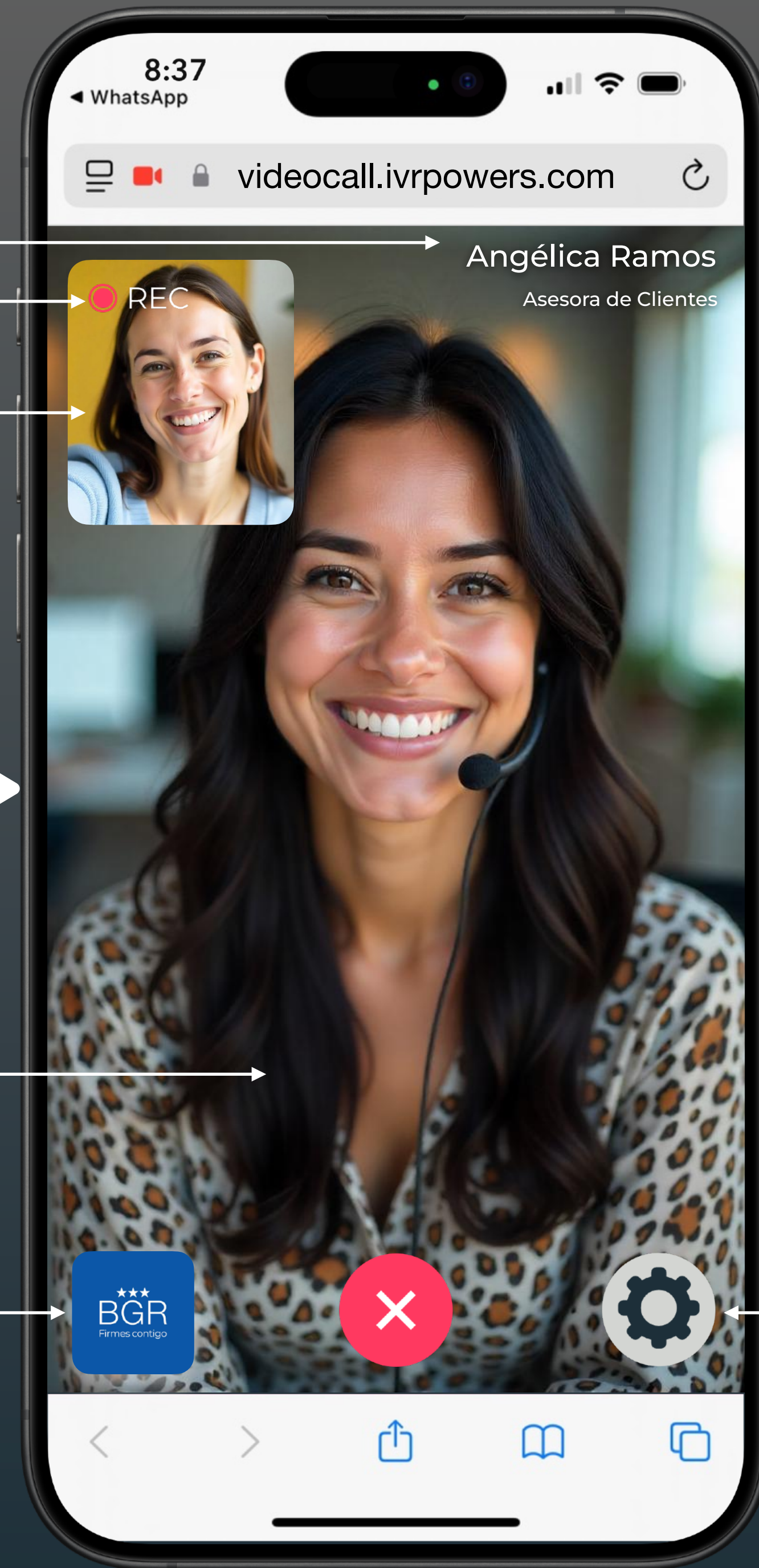
Video Local

SPLIT



Video Remoto

Overprinting de su Marca



Angélica Ramos

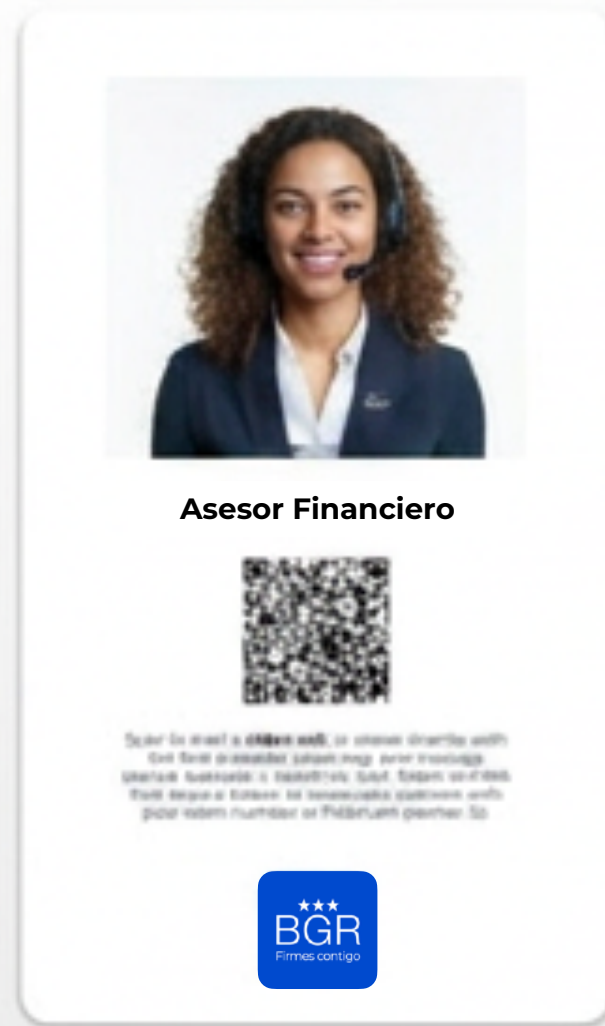
Asesora de Clientes

videocall.ivrpowers.com




FAB

Stickers QR

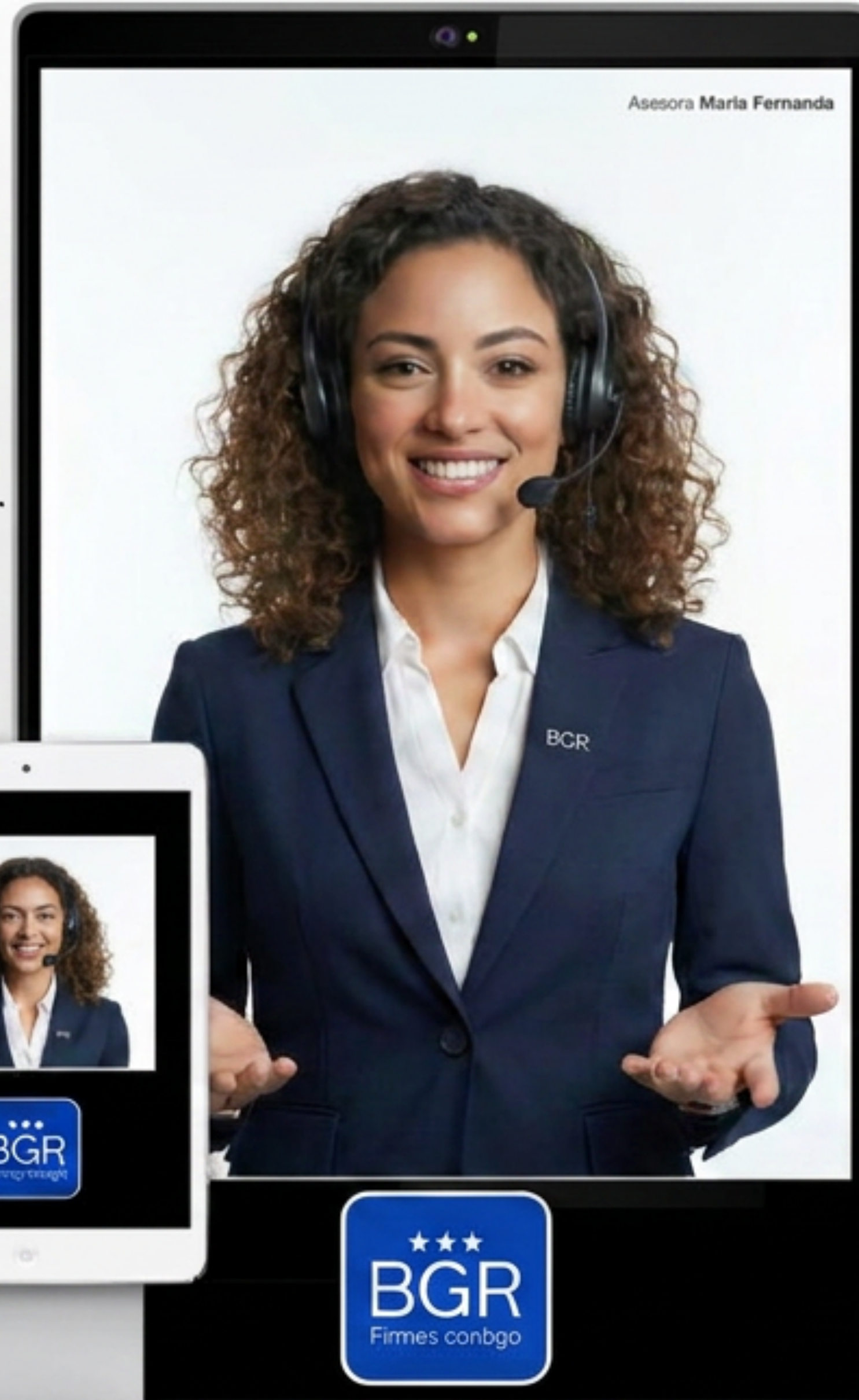


Asesor Financiero


Scan to start a video call or connect directly with our bank's professional advisors. Scan the QR code to start a video call or connect directly with our bank's professional advisors. Scan the QR code to start a video call or connect directly with our bank's professional advisors.



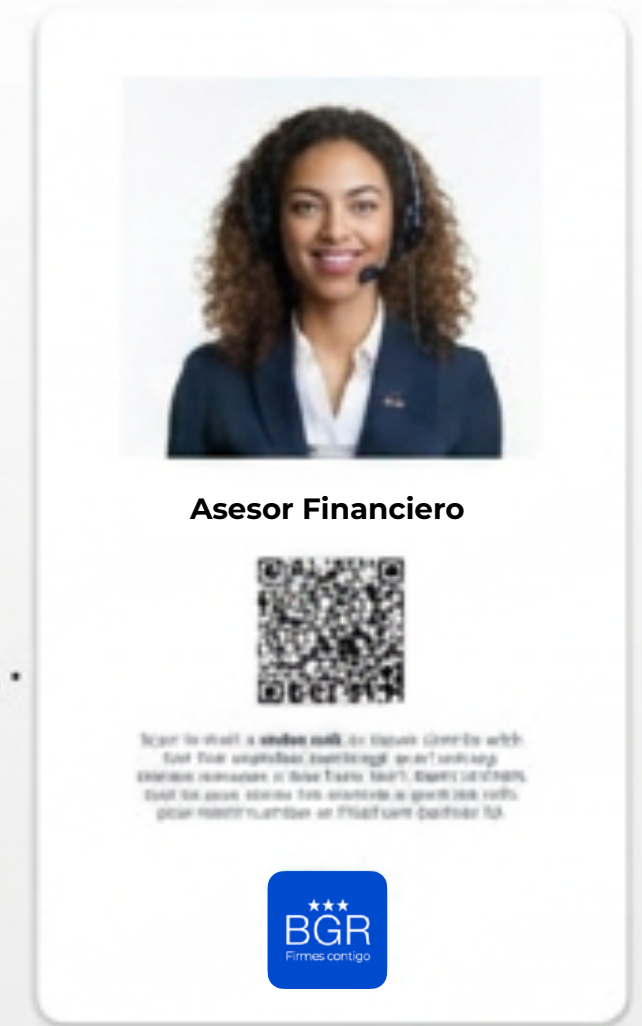
Video Kiosco



Asesora Maria Fernanda




Videollamada Directa

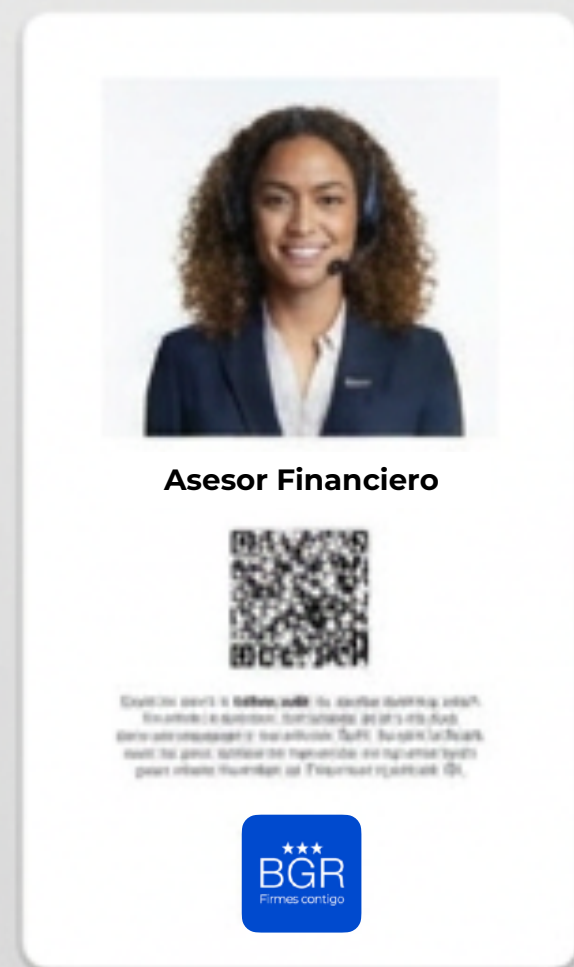


Asesor Financiero

Scan to start a video call or connect directly with our bank's professional advisors. Scan the QR code to start a video call or connect directly with our bank's professional advisors. Scan the QR code to start a video call or connect directly with our bank's professional advisors.

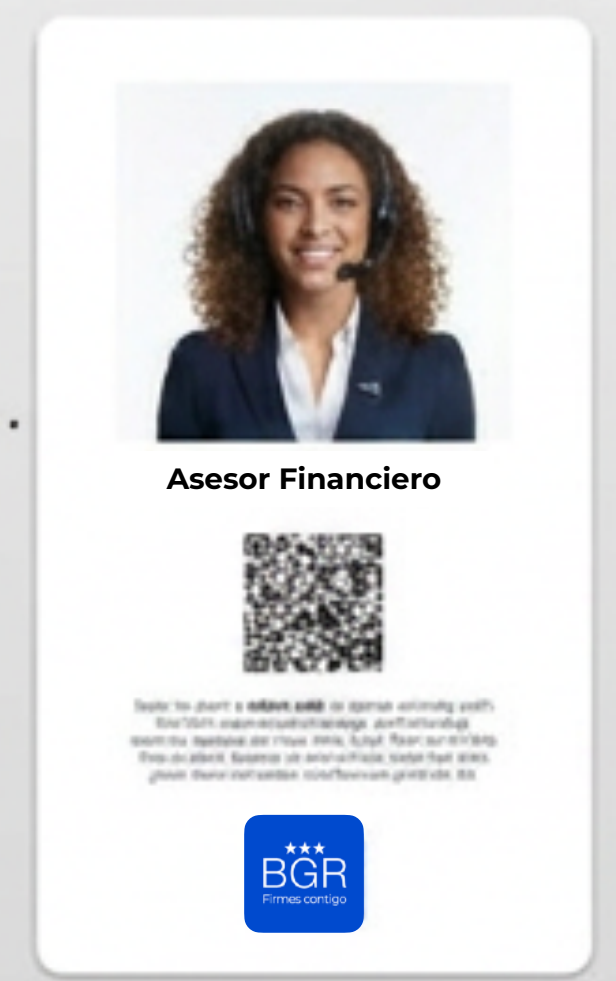



Video Tableta




Asesor Financiero

Scan to start a video call or connect directly with our bank's professional advisors. Scan the QR code to start a video call or connect directly with our bank's professional advisors. Scan the QR code to start a video call or connect directly with our bank's professional advisors.



Asesor Financiero

Scan to start a video call or connect directly with our bank's professional advisors. Scan the QR code to start a video call or connect directly with our bank's professional advisors. Scan the QR code to start a video call or connect directly with our bank's professional advisors.





Custom
Waiting
Message...

Green | Coral Color
Drop effect



Custom
Waiting
Short Video!...



Video Call
Established



Web ACD - Homescreen & Login

Screenshots




ACD

Automatic Call Distributor

Username

ivan.supervisor

Password

..... 

Log In

[Forgot your password?](#)



ACD

Automatic Call Distributor

Username

Password

 🔑

Log In

[Forgot your password?](#)

WebACD x +

acd.demo.ivrpowers.com/home

EN Work

ACD x

- Home
- Dashboard
- Applications
- Account
- Logout

04:54

Madrid, Friday, February 27th

BGR

BANCO GENERAL RUMIÑAHUI

Michelle

00:02:14

Connected

michl <1000>

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

Interactive Powers

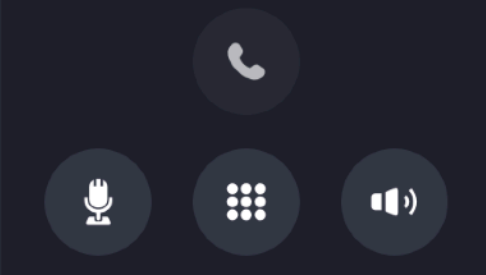
← Direct connection for WhatsApp or Live Chat →

- ACD x
- Home
- Dashboard
- Applications
- Account
- Logout

00:00:21

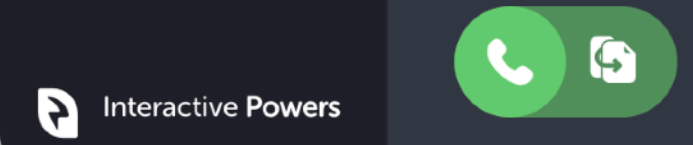
Connected

michl <1000>



04:50

Madrid, Friday, February 27th






← Direct connection for WhatsApp or Live Chat →



WebACD x +

acd.ivrpowers.com/home

ES   Miguel 

Video Typification

Monitorización

Aplicaciones





Cuenta






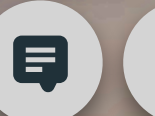



Desconectar

00:00:17

Conectado

Miguel <1000>

Interactive Powers

Web ACD - KPI & Dashboards

Screenshots

- ACD
- Home
- Dashboard
- Queues
- Personal**
- Applications
- Blog
- CoBrowsing
- Field Service
- Scheduler
- SPLIT Reverse
- WhatsApp
- WhatsApp Busine...
- Account
- Logout

Iván Sixto

00:06:12

Connected

ivan <100>

Personal Statistics

Refresh

General

00:33:51 CONNECTED <i>Connected Time</i>	00:00:00 TALKING <i>Talking Time</i>
---	---

Queue Activity

0 OFFERED Offered Calls	0 (0.00%) ATTENDED Attended Calls	00:33:51 AVAILABLE Available Time	00:00:00 TALKING <i>Talking Time</i>
--------------------------------------	--	--	---

- ACD
- Home
- Dashboard
- Queues**
- Personal
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- Account
- Logout
- Interactive Powers

Insurance

0.00% ANSWERED RATE Answered Calls: 0	0 WAITING Avg. Waiting Time: 0 mins	0 TOTAL Offered Calls
--	--	------------------------------------

+2 0/0/1/0/7

InsuranceForm

0.00% ANSWERED RATE Answered Calls: 0	0 WAITING Avg. Waiting Time: 0 mins	0 TOTAL Offered Calls
--	--	------------------------------------

+2 0/0/1/0/7

InsuranceMap

0.00% ANSWERED RATE Answered Calls: 0	0 WAITING Avg. Waiting Time: 0 mins	0 TOTAL Offered Calls
--	--	------------------------------------

+2 0/0/1/0/7

InsuranceVoice

0.00%	0	0
--------------	----------	----------

00:06:58

Connected

ivan <100>

- ACD
 - Inicio
 - Monitorización
 - Usuarios
 - Colas**
 - Personal
 - Voz
 - Ajustes
 - Sistema
 - Analíticas
 - Aplicaciones
 - Cuenta
 - Desconectar
- Interactive Powers

Insurance

Estrategia: Memoria Round Robin Agentes asignados: 8

0 min TMO Tiempo Medio Operación	0.00% TASA DISPONIBILIDAD Agentes conectados: 0	0.00% TASA OCUPACIÓN Tiempo Medio Hablando: 0 min	0.00% TASA ATENCIÓN Llamadas atendidas: 0	0 ESPERANDO Tiempo Medio Espera: 0 mins	0 TOTAL Llamadas ofrecidas
---	--	--	--	--	---

👤👤👤👤👤+3 0/0/0/0/8

InsuranceForm

Estrategia: Memoria Round Robin Agentes asignados: 8

0 min TMO Tiempo Medio Operación	0.00% TASA DISPONIBILIDAD Agentes conectados: 0	0.00% TASA OCUPACIÓN Tiempo Medio Hablando: 0 min	0.00% TASA ATENCIÓN Llamadas atendidas: 0	0 ESPERANDO Tiempo Medio Espera: 0 mins	0 TOTAL Llamadas ofrecidas
---	--	--	--	--	---

👤👤👤👤👤+3 0/0/0/0/8

InsuranceMap

Estrategia: Memoria Round Robin Agentes asignados: 8

0 min TMO Tiempo Medio Operación	0.00% TASA DISPONIBILIDAD Agentes conectados: 0	0.00% TASA OCUPACIÓN Tiempo Medio Hablando: 0 min	0.00% TASA ATENCIÓN Llamadas atendidas: 0	0 ESPERANDO Tiempo Medio Espera: 0 mins	0 TOTAL Llamadas ofrecidas
---	--	--	--	--	---

👤👤👤👤👤+3 0/0/0/0/8

InsuranceVoice

Estrategia: Memoria Round Robin Agentes asignados: 8

0 min	0.00%	0.00%	0.00%	0	0
--------------	--------------	--------------	--------------	----------	----------









































Web ACD - Analytics & Reports

Screenshots

- ACD
- Inicio
- Monitorización
- Usuarios
- Colas
- Personal
- Administradores
- Agentes
- Supervisores
- Voz
- Ajustes
- Sistema
- Licencia
- Resumen
- Analíticas
- Informes**
- Informes extraídos
- Aplicaciones
- Cuenta
- Interactive Powers

Informes

+ Añadir

Nombre	Descripción	Opciones
agent_calls_details	Details of the attended calls for a given agent	   
cdr	General Call Detail Record Extract	   
cdr_ventaas	General Call Detail Record Extract (Ventaas)	   
queue_calls_details	Details of the calls processed by a queue	   
queue_calls_distribution_by_agent	Agent distribution of answered calls for a given queue	   
queue_calls_distribution_by_date	Daily distribution of calls for a given queue	   
queue_calls_distribution_by_hour	Hourly distribution of calls for a given queue	   
queue_calls_distribution_by_weekday	Weekday distribution of calls for a given queue	   
queue_calls_summary	Summary of the calls processed by all queues	   
user_activities_details	Details of the different activities for a given user	   

Previsualizar: cdr

Date	Caller ID	Source	Destination	Context	Source Channel	Destination Channel	Last App	Last Data	Duration (s)	Billing Seconds	Disposition	Flags	Account Code	Unique ID	User Field	Linked ID
2026-04-23T06:10:36.000Z	"Kiosk Demo (IP010)" <1776924634172290>	1776924634172290	263	from-trunk	PJSIP/trunk-balar-00000127	PJSIP/oscar-00000128	Queue	Kiosk	49	49	ANSWERED	3		1776924636.469		1776924636.4
2026-04-23T17:41:28.000Z	"Webclient"	Web	203	from-trunk	PJSIP/trunk-balar-00000129	PJSIP/marcelo.timoteo-0000012a	Queue	CXContact	100	100	ANSWERED	3		1776966088.472		1776966088.4
2026-04-23T17:48:19.000Z	"Webclient"	Web	203	from-trunk	PJSIP/trunk-balar-0000012b	PJSIP/marcelo.timoteo-0000012c	Queue	CXContact	134	134	ANSWERED	3		1776966499.475		1776966499.4
2026-04-23T17:50:49.000Z	"Webclient"	Web	203	from-trunk	PJSIP/trunk-balar-0000012d	PJSIP/marcelo.timoteo-0000012e	Queue	CXContact	83	83	ANSWERED	3		1776966649.478		1776966649.4
2026-04-23T17:57:34.000Z	"Webclient"	Web	203	from-trunk	PJSIP/trunk-balar-0000012f	PJSIP/marcelo.timoteo-00000130	Queue	CXContact	3	3	NO ANSWER	3		1776967054.481		1776967054.4
2026-04-23T17:58:40.000Z	"Webclient"	Web	203	from-trunk	PJSIP/trunk-balar-00000131	PJSIP/marcelo.timoteo-00000132	Queue	CXContact	1227	1227	ANSWERED	3		1776967120.484		1776967120.4
2026-04-24T17:48:16.000Z	"Webclient"	Web	203	from-trunk	PJSIP/trunk-balar-00000133	PJSIP/marcelo.timoteo-00000134	Queue	CXContact	139	139	ANSWERED	3		1777052896.487		1777052896.4
2026-04-24T18:11:28.000Z	"Webclient"	Web	203	from-trunk	PJSIP/trunk-balar-00000135	PJSIP/marcelo.timoteo-00000136	Queue	CXContact	3	3	NO ANSWER	3		1777054288.490		1777054288.4
2026-04-24T18:12:01.000Z	"Webclient"	Web	203	from-trunk	PJSIP/trunk-balar-00000137	PJSIP/marcelo.timoteo-00000138	Queue	CXContact	170	170	ANSWERED	3		1777054321.493		1777054321.4

Cerrar

- ACD
- Inicio
- Monitorización
- Personal
- Voz
- Ajustes
- Sistema
- Analíticas
- Informes
- Informes extraídos**
- Aplicaciones
- Cuenta
- Desconectar

Informes Extraídos

<input type="checkbox"/>	Id	Fecha	Nombre	Datos	Por	Estado	Opciones
<input type="checkbox"/>	45	23/04/2026 07:48	cdr - General Call Detail Record Extract	startdate: 2026-04-21 00:00:00 enddate: 2026-04-24 00:00:00	oscar.admin	ready	
<input type="checkbox"/>	44	22/04/2026 08:28	cdr - General Call Detail Record Extract	startdate: 2026-04-21 00:00:00 enddate: 2026-04-22 00:00:00	oscar.admin	ready	
<input type="checkbox"/>	43	05/11/2025 02:17	cdr - General Call Detail Record Extract	startdate: 2025-11-01 00:00:00 enddate: 2025-11-04 00:00:00	pablo.admin	ready	
<input type="checkbox"/>	42	05/11/2025 02:17	agent_calls_details - Details of the attended calls for a given agent	agentname: ivan startdate: 2025-11-01 00:00:00 enddate: 2025-11-05 00:00:00	pablo.admin	ready	
<input type="checkbox"/>	41	05/11/2025 02:12	cdr - General Call Detail Record Extract	startdate: 2025-11-01 00:00:00 enddate: 2025-11-05 00:00:00	pablo.admin	ready	
<input type="checkbox"/>	25	20/11/2024 07:19	cdr - General Call Detail Record Extract	startdate: 2024-11-01 07:00:00 enddate: 2024-11-20 07:00:00	ivan.supervisor	ready	
<input type="checkbox"/>	24	19/11/2024 08:51	cdr - General Call Detail Record Extract	startdate: 2024-11-01 07:00:00 enddate: 2024-11-19 07:00:00	ivan.supervisor	ready	
<input type="checkbox"/>	23	03/09/2024 02:06	cdr - General Call Detail Record Extract	startdate: 2024-07-01 00:00:00 enddate: 2024-09-30 00:00:00	pablo.admin	ready	
<input type="checkbox"/>	21	08/04/2024 16:49	cdr - General Call Detail Record Extract	startdate: 2024-04-01 08:00:00 enddate: 2024-04-09 08:00:00	ivan.admin	ready	
<input type="checkbox"/>	20	21/09/2023 10:34	cdr_ventaas - General Call Detail Record Extract (Ventaas)	startdate: 2023-09-01 08:00:00 enddate: 2023-09-30 08:00:00	ivan.supervisor	ready	

Pollster - Encuestas

Screenshots

Encuesta Post Atención

*¿Qué tan satisfecho se encuentra con los servicios brindados?

📌 Seleccione una de las siguientes opciones



*¿Su requerimiento fue solventado en esta interacción?



*En una escala del 1 al 5, donde 5 es muy fácil y 1 muy difícil, ¿qué tan fácil fue acceder a nuestro servicio de Videoatención?



Encuesta Post Atención

*¿Qué tan satisfecho se encuentra con los servicios brindados?

📌 Seleccione una de las siguientes opciones

0 1 2 3 4 5 6 7 8 9 10

*¿Su requerimiento fue solventado en esta interacción?

Sí No

*En una escala del 1 al 5, donde 5 es muy fácil y 1 muy difícil, ¿qué tan fácil fue acceder a nuestro servicio de Videoatención?

5 4 3 2 1

Scheduler Addon

Screenshots

- ACD
- Inicio
- Monitorización
- Aplicaciones
- Blog
- CoBrowsing
- Field Service
- Scheduler
- SPLIT Reverse
- WhatsApp
- WhatsApp Busine...
- Cuenta
- Desconectar

Dashboard | Create Event

Logout (ivan)

Event Search

From

To

< June 2026 >

Sun	Mon	Tue	Wed	Thu	Fri	Sat
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4
5	6	7	8	9	10	11
12			:	00		

There are curre

Daily Stats

0	0
Pending	Completed
0	0
Cancelled	Total

Iván Sixto

00:00:00

Conectado

ivan <>

Phone, Microphone, Speaker icons

- ACD
- Inicio
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- SPLIT Reverse
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- WhatsApp Busine...
- Cuenta
- Desconectar

Dashboard | Create Event

Logout (ivan)

Event Creation

Please fill out the following fields

Description

Cita Prestamo Bancario

Date

dd/mm/yyyy hh:mm

Create

Cancel

June 2026

Sun	Mon	Tue	Wed	Thu	Fri	Sat
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1

22 : 17

Iván Sixto

00:00:00

Conectado

ivan <>

Phone, Video, Microphone, Grid, Speaker icons

- ACD
- Inicio
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- SPLIT Reverse
- WhatsApp
- WhatsApp Busine...
- Cuenta
- Desconectar

Dashboard | Create Event

Logout (ivan)

Event Search

From
dd/mm/yyyy hh:mm

To
dd/mm/yyyy hh:mm

Search Clear

Daily Stats

1	0
Pending	Completed
0	1
Cancelled	Total

Showing 1 - 1 of 1

#	Date	Description	Status	Actions
1	10/06/2026 22:17	Cita Prestamo Bancario	Created	

Iván Sixto

00:00:00

Conectado

ivan <>

WebACD | acd.demo.ivrpowers.com/app/Scheduler | ES | 00:00:00 | Conectado | ivan <> | Logout (ivan)

Dashboard | Create Event

Date	10/06/2026 22:17
Description	Cita Prestamo Bancario
Status	Started
Number to dial	0117810660477618
Room ID	17810660477618
Guest link	https://rscheduler.demo.ivrpowers.com/df96113076577c0b6517226a5ae07ac9deb92f7f3c0893ec92a7319bd3bfcab1
Created at	10/06/2026 06:18

Start | Join | Finish | Cancel

Interactive Powers

VGO Addon

Screenshots

Interactive **Powers**





VGO Addon

Permite regentar una conexión por videollamada a otro momento con triaje por los equipos de agentes de atención.

Permite reagendar, la conexión de forma privada en una sala asociada al cliente para cerrar una conversación con el asesor más adecuado a conveniencia del cliente.

- **Notificación por SMS**
- **Notificación por Email**







VGO Addon - Web ACD o Genesys Cloud



WebACD x +


acd.demo.ivrpowers.com/app/FieldService

Install

EN     Update

ACD x





- Home
- Dashboard
- Applications
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- CoBrowsing
- Field Service
- Scheduler
- SPLIT Reverse
- WhatsApp
- WhatsApp Busine...
- Account
- Logout




Iván Sixto 

00:02:35

Connected

ivan <1000>

Interactive Powers

Business

WebACD x +

acd.demo.ivrpowers.com/app/FieldService

Install

EN Update

ACD x

- Home
- Dashboard
- Applications
- Blog
- CoBrowsing
- Field Service
- Scheduler
- SPLIT Reverse
- WhatsApp
- WhatsApp Busine...
- Account
- Logout

Interactive Powers

Iván Sixto

00:04:21

Connected

ivan <1000>

Business

Notification

Professional (*)
admin

User (*)
User

When (*)
More...

6/10/2026 01:01

June 2026

M	Tu	W	Th	F	S	Su
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5
6	7	8	9	10	11	12

01 : 01



Notification

Professional (*)
admin

User (*)
User

When (*)
More...
6/10/2026 01:01

Type (*)
✓ Email
SMS
Email

Auto connect
 Show details
 Payment
 User ID

00:03:35

Connected

ivan <100>

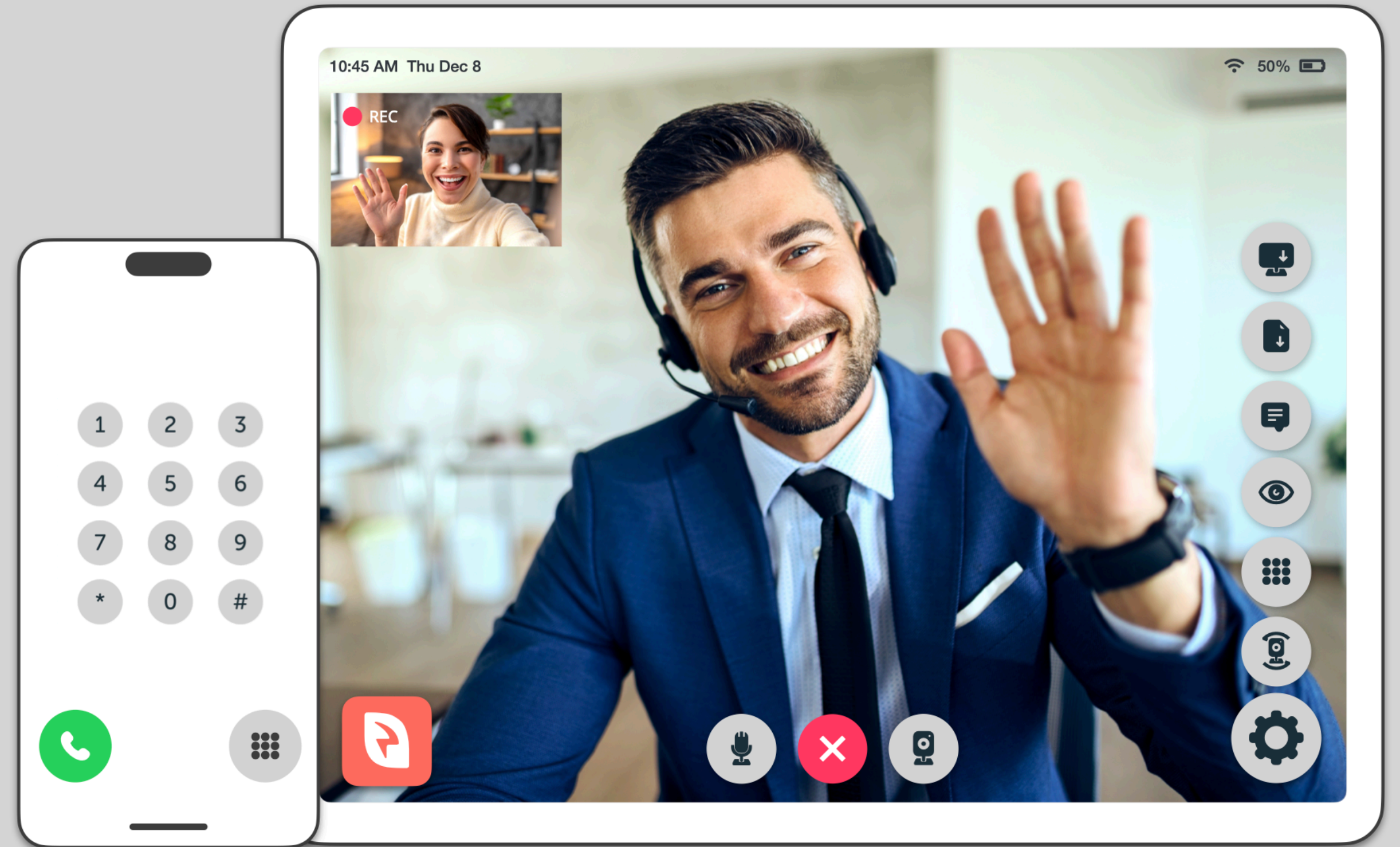


Conecta, Reinventa, Mejora...

Tus Centros de Atención

Tus Canales Digitales

Tus Equipos





Int**Powers**