

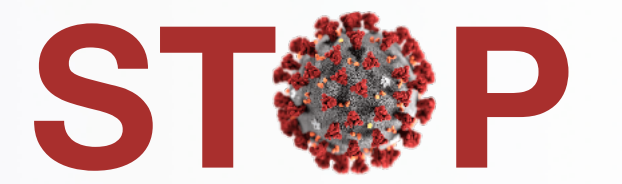


# Video Communications Use Cases / Branded CX

Interactive **Powers**



Streamline your Business Communications.

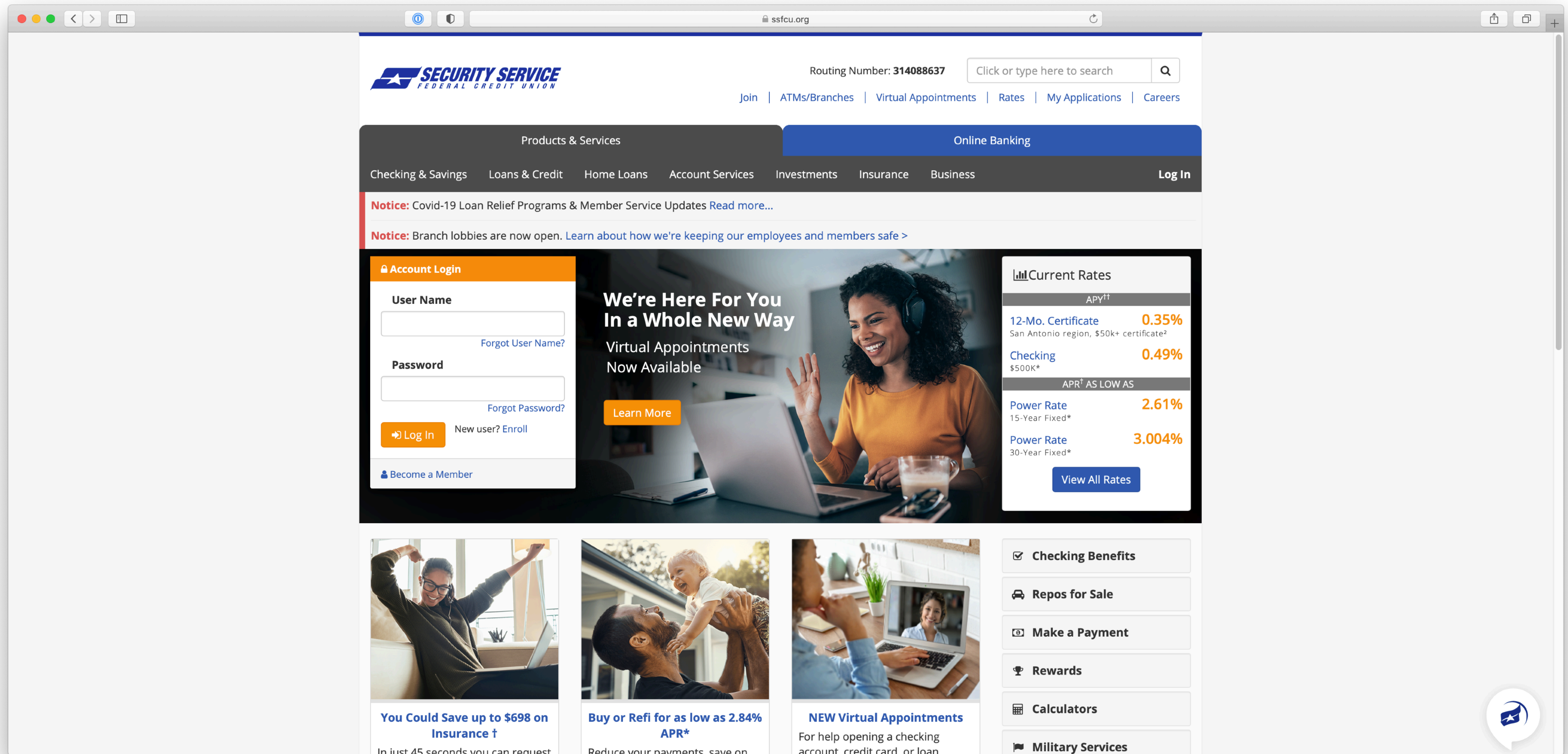


**Video is the New Voice.**










Interactive **Powers**



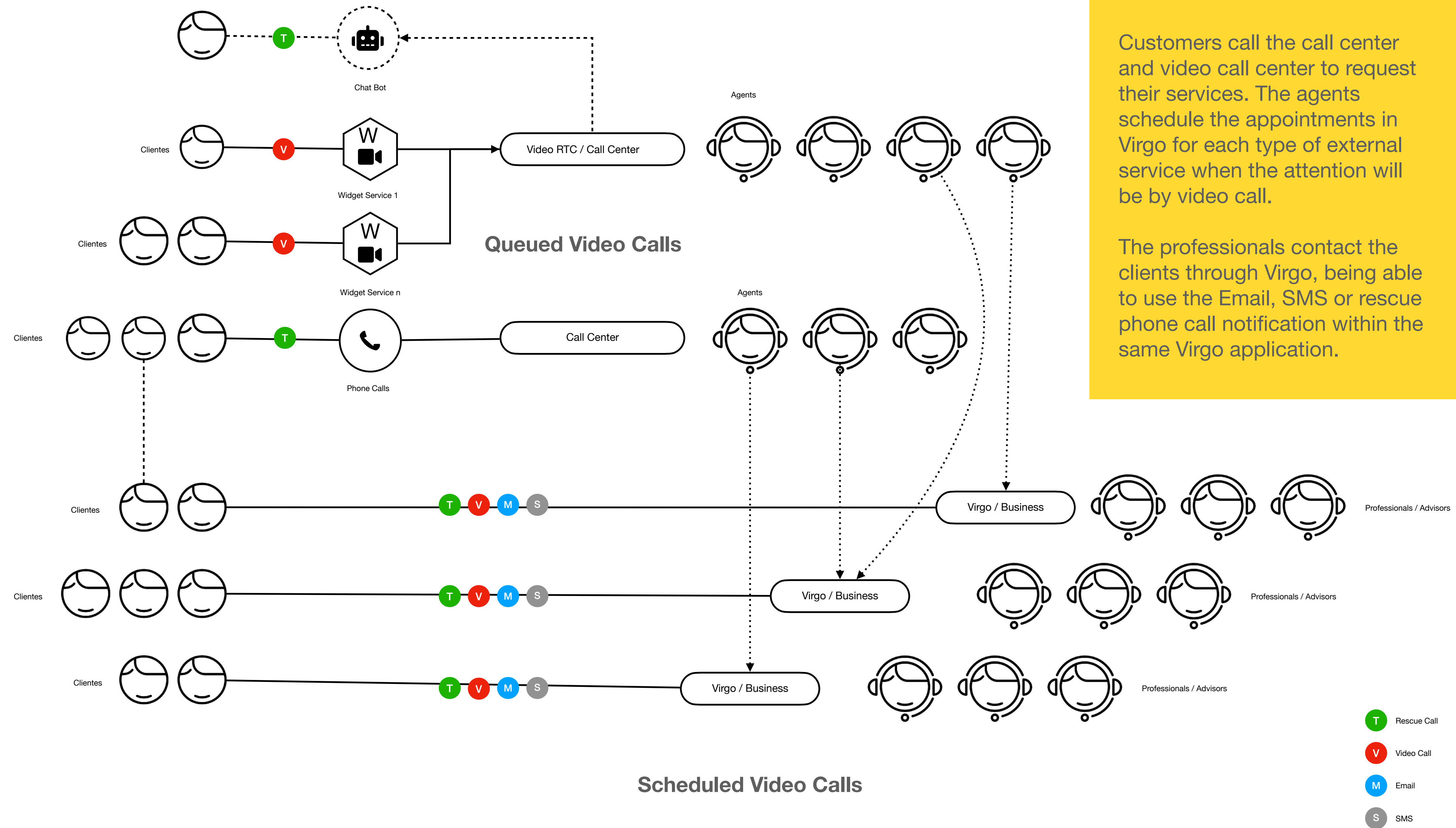
# Before...



# Use Cases

- 1** Widget / Queued Video Calls   + Video SLIT Forward
- 2** Chat Bot or Agent escalating to Video Call   + Video SLIT Reverse
- 3** Video / Web Collaboration during a Phone Call   + Remote Viewer
- 4** Scheduled Video Calls  Virgo Business
- 5** Direct Video Meetings  Meeting Point
- 6** Collaborative Browsing  CoBrowsing





Customers call the call center and video call center to request their services. The agents schedule the appointments in Virgo for each type of external service when the attention will be by video call.

The professionals contact the clients through Virgo, being able to use the Email, SMS or rescue phone call notification within the same Virgo application.



## INBOUND **Video**



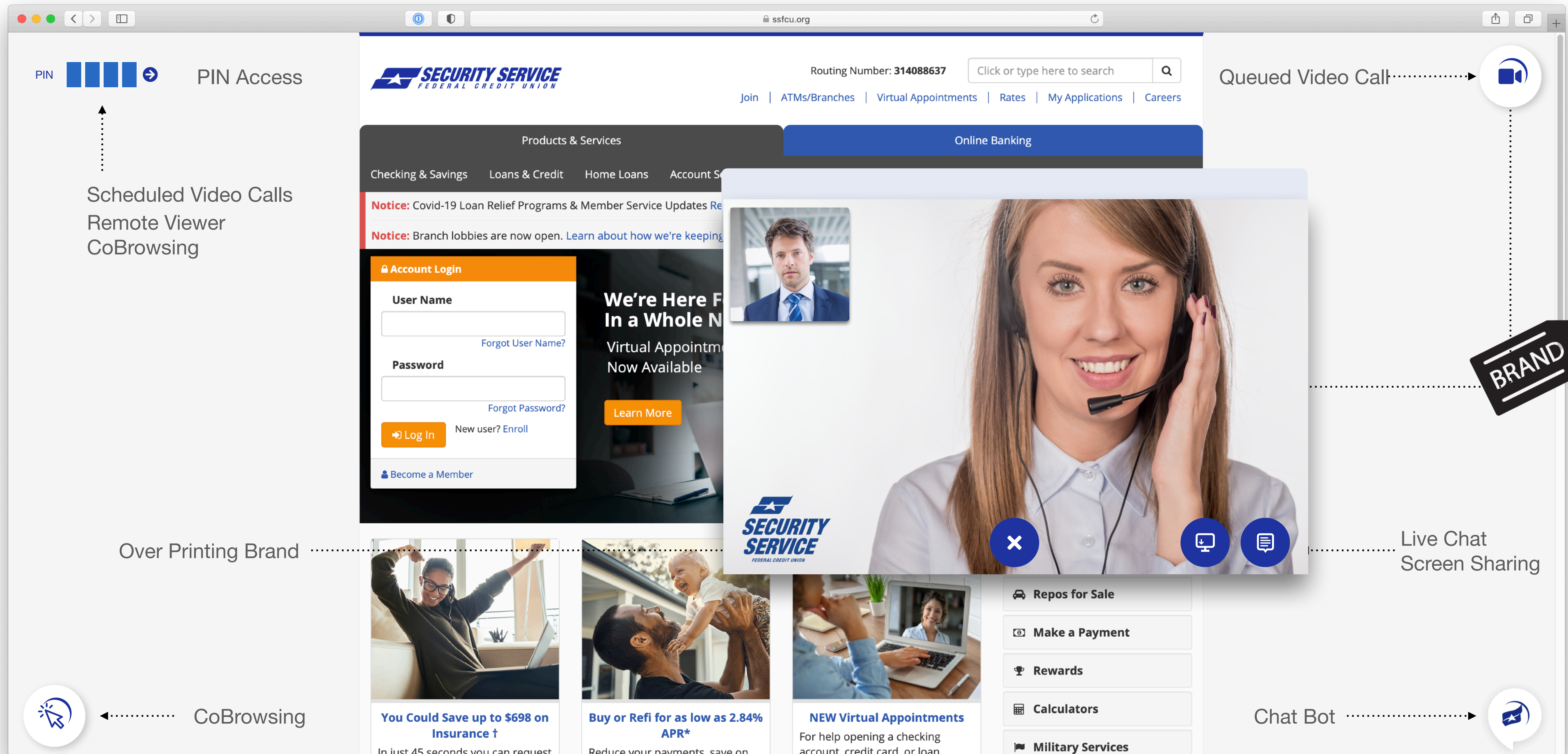
Receive and automatically  
distribute video calls into your  
Contact Center

 GENESYS™

Contact Center



# Queued Video Calls





# Agent side: SPLIT Forward in Genesys Cloud

The Agent is "On Queue"

Activity

Directory

Documents

Performance

Reports

Admin

Interactions

1594132783354

IntPowersQueue

0:03

Connected

1594132783354

+1594132783354

Microphone


Pause

Next

Transfer

Video RTC - SPLIT Forward

Option 1. Scan QR code to go HandFree (Mobile Device)



Option 2. Get your Video (Agent) URL

https://bit.ly/2CgoJg9

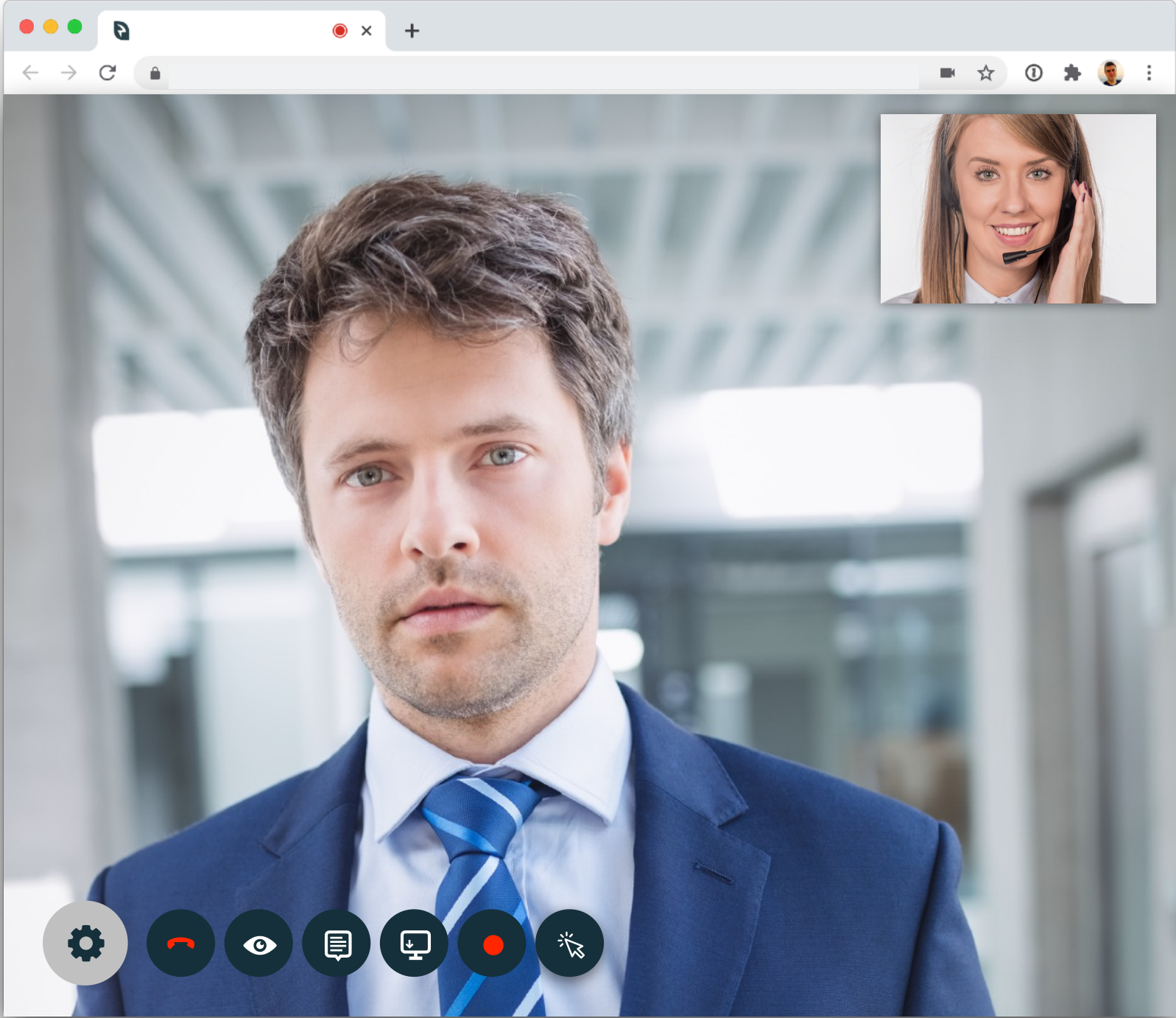
Copy

PIN: 345690

Option 3. Open your Video (Agent)

Open Video

Browser window showing video call



Canned Responses

Find response

1 Demo Canned Responses



REC

ADMIN

Services

Users

USER

Dashboard

Profile

RECORDINGS

intpowers  
webrtc.demo

intpowers  
webrtc.demo

intpowers  
webrtc.demo

intpowers  
webrtc.demo

intpowers  
webrtc.demo

senior-tele  
webrtc.demo

senior-tele  
webrtc.demo

ACTIONS

Logout (it

rec.01.eu.ivrpowers.com

Recordings


senior-telecom-altitude (webrtc.demo.ivrpowers.com)


10 per page

SPLIT ID

Search

Name	SPLIT ID	Duration (s)	Date	Formats
__senior-telecom-altitude__split-1582215031582850-001	1582215031582850	54	2020-02-20	<div>RAWSDHD</div>

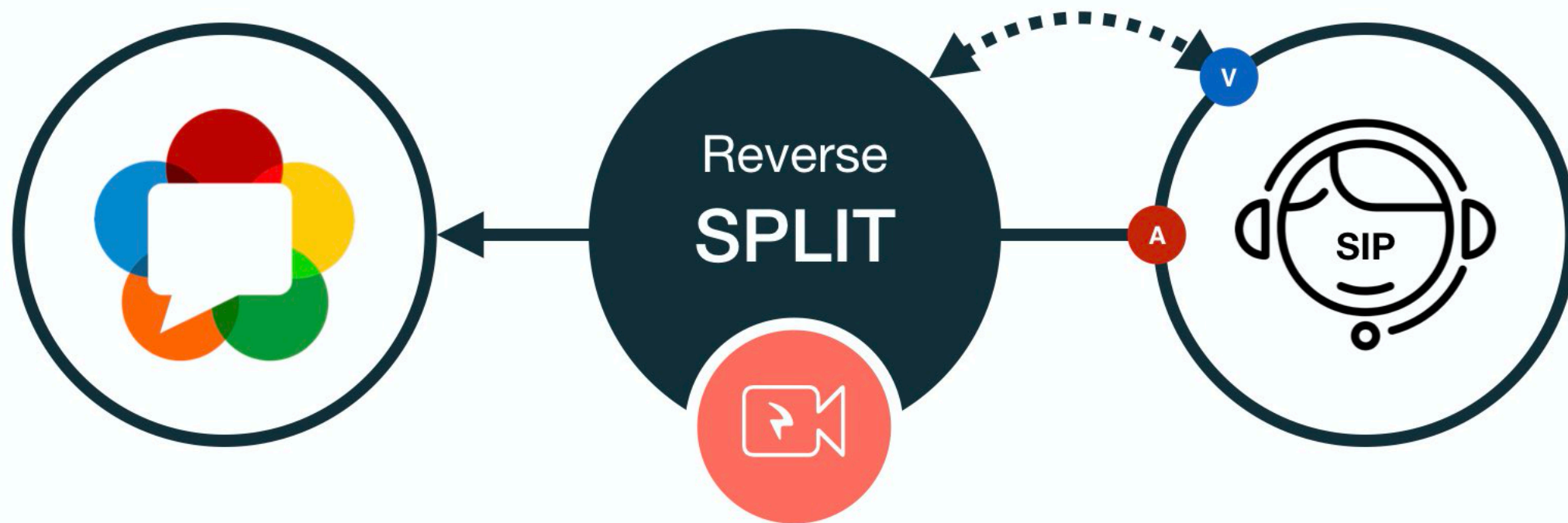




Video Recording - REC Storage for SPLIT



## OUTBOUND **Video**



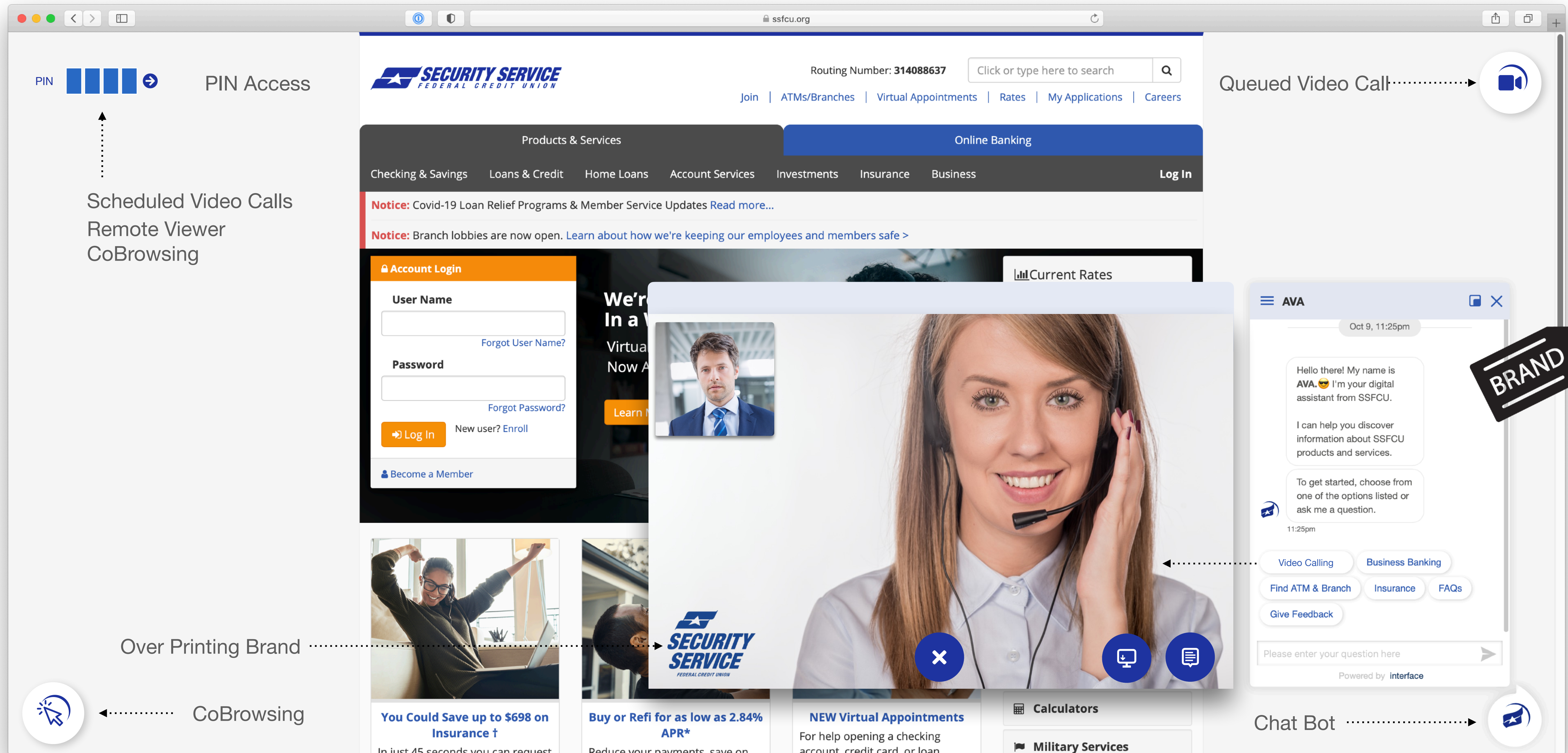
Contact a User from an agent  
in the Contact Center

 GENESYS™

Contact Center



# Chat Bot or Agent escalating to Video Call





# Agent side: SPLIT Reverse in Genesys Cloud

The Agent is "On Queue"

Activity

Directory

Documents

Performance

Reports

Admin

Interactions

Isabel

Isabel (2)

IntPowersQueue

0:51

0:34

→

↻

Isabel 4:38:11 PM

hello

Ivan Sixto joined the conversation

Ivan Sixto 4:38:32 PM

<https://bit.ly/2Z4Xlp2>

Scripts

Vertical

Video RTC - SPLIT Reverse

Step 1. Dial the following (Room) Number

1594132691139

Copiar

Step 2. Get the shorten URL for the USER

<https://bit.ly/2Z4Xlp2>

Copiar

PIN: 989383

Step 3. Open your Video (Room)

Open Video

⚙️

📞

👁️

💬

🖥️

🔴

🔊

🔍

On Queue

Isabel

↻

📄

👤

👤

🗣️

📝

📎

This is the beginning of your chat room.

Ivan Sixto joined the conversation

Ivan Sixto 4:38:32 PM

<https://bit.ly/2Z4Xlp2>

🔍

🌐

🔒

📱

🌟

⚙️

👤

⋮



⚙️

📞

👁️

💬

🖥️

🔴

🔊

←



## Remote Viewer



Make video calls during  
any phone call

 GENESYS™

Contact Center





Remote Viewer

Connect



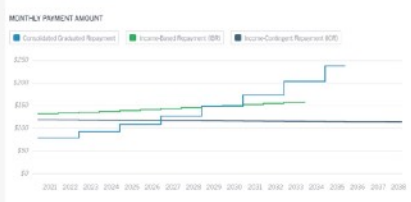
Plan Comparison

MONTHLY PAYMENT AMOUNT

■ Standard Business Plan

■ Standard Business Plan 201

■ Standard Business Plan 202



MONTHLY PAYMENT AMOUNT

■ Standard Business Plan

■ Standard Business Plan 201

■ Standard Business Plan 202

Monthly Payment	Standard	Standard 201	Standard 202
Standard	\$75	\$152	\$174
Standard	\$154	\$300	\$329
Total Paid	\$252,432	\$225,000	\$244,897
Paid Off By	May 2025	September 2025	March 2026
Programs	\$0	\$0	\$0

Apply

Apply

Apply

Shared Screen / Window

←.....


Agent Video Connected

↑.....

BRAND

Local Video

↓.....



SECURITY SERVICE

FEDERAL CREDIT UNION

Add Video / Web Collaboration during a Phone Call...

FAB Features

.....



Screen Sharing

Local Video

Plan Comparison

MONTHLY PAYMENT AMOUNT

Consolidated Graduated Repayment

Income-Based Repayment (IBR)

Income-Contingent Repayment (ICR)

	CONSOLIDATED GRADUATED REPAYMENT	INCOME-BASED REPAYMENT (IBR)	INCOME-CONTINGENT REPAYMENT (ICR)
Monthly Payment (Start)	\$79	\$132	\$119
Monthly Payment (Max)	\$238	\$160	\$119
Total Paid	\$25,242	\$23,009	\$24,897
Paid Off By	May 2035	September 2033	March 2038
Forgiveness Amount	\$0	\$0	\$0

Apply

Apply

Apply

User Video Connected

BRAND

FAB Features



# Virgo Business



Scheduled Video Valls  
for any device with SMS/Email notification

 GENESYS™

Contact Center



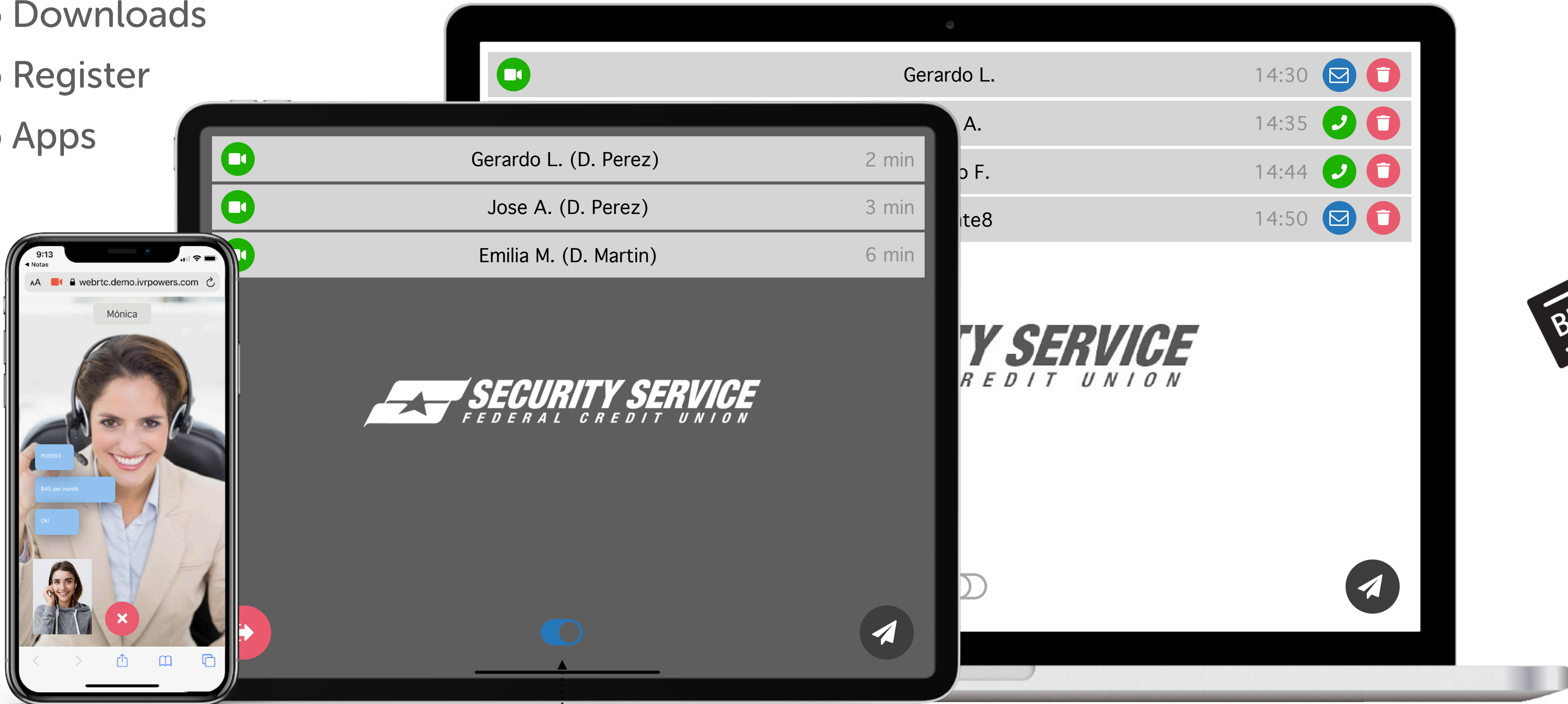
# Scheduled Video Calls

No Downloads

No Register

No Apps

View of scheduled Video Calls



Team View Toggle



# Sending invite by email or SMS

en.business.virgo.ivrpowers.com

Notification

Professional (\*)

admin

Agent

User (\*)

User

User

When (\*)

More...

10/10/2020 03:19

Type (\*)

Email

Email

Email  
SMS

☒ Auto connect

☒ Show details

☐ Payment

☐ User ID

Optional settings

en.business.virgo.ivrpowers.com

Notification

Professional (\*)

Us

Wh

Typ

E

E

☒ Auto connect

☒ Show details

☐ Payment

☐ User ID

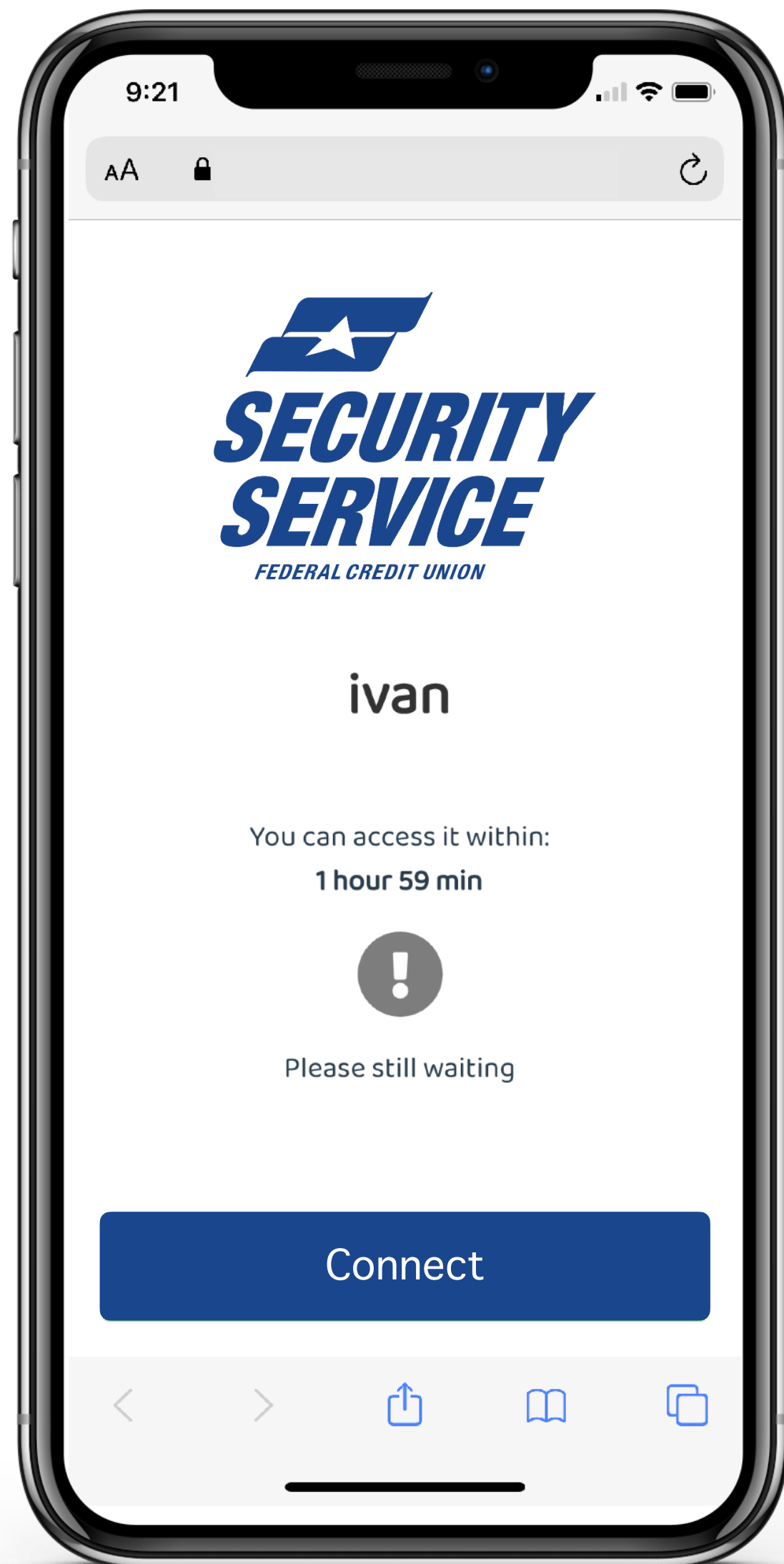
October

2020

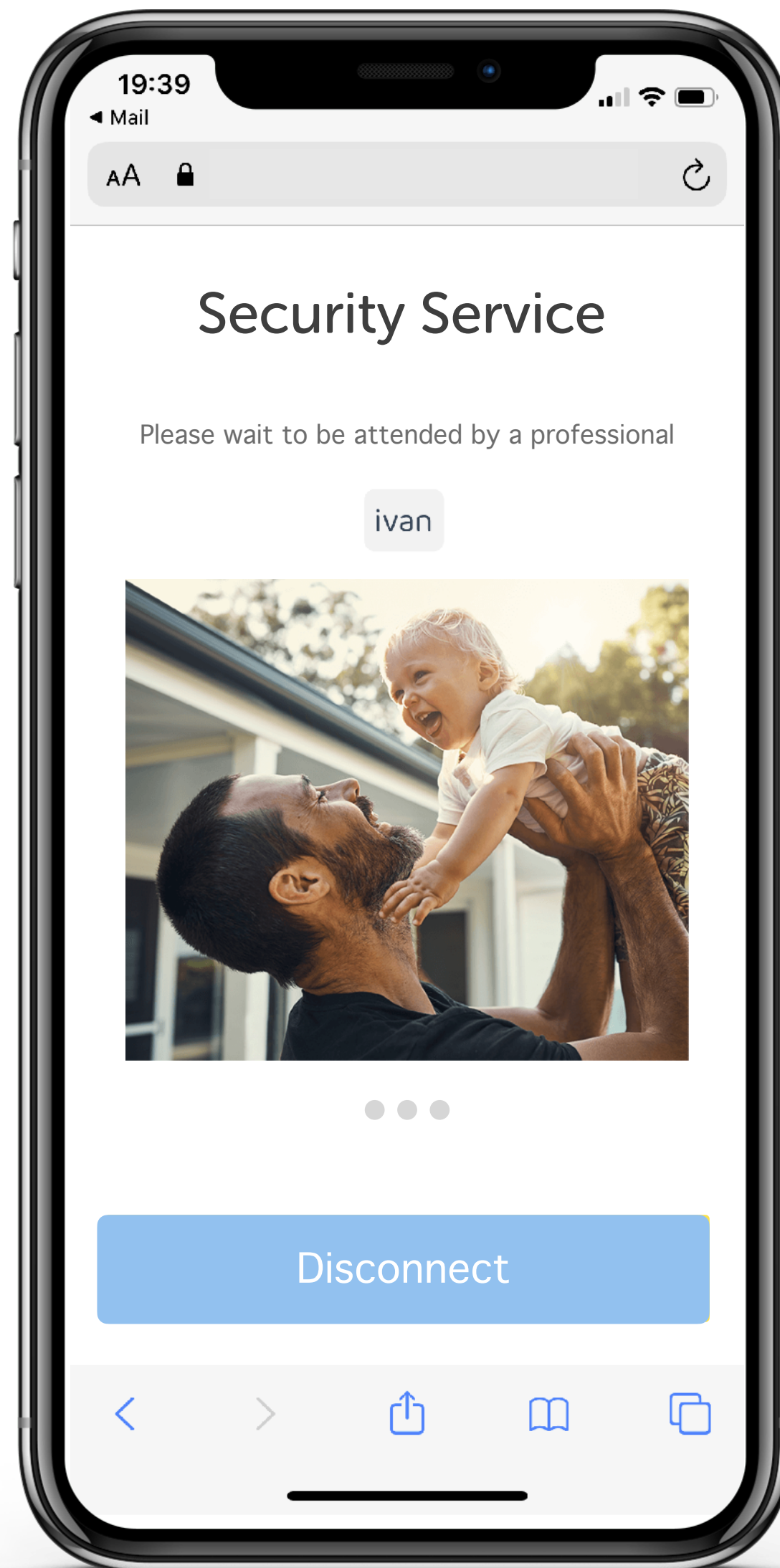
M	Tu	W	Th	F	S	Su
28	29	30	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1
2	3	4	5	6	7	8

03 : 19

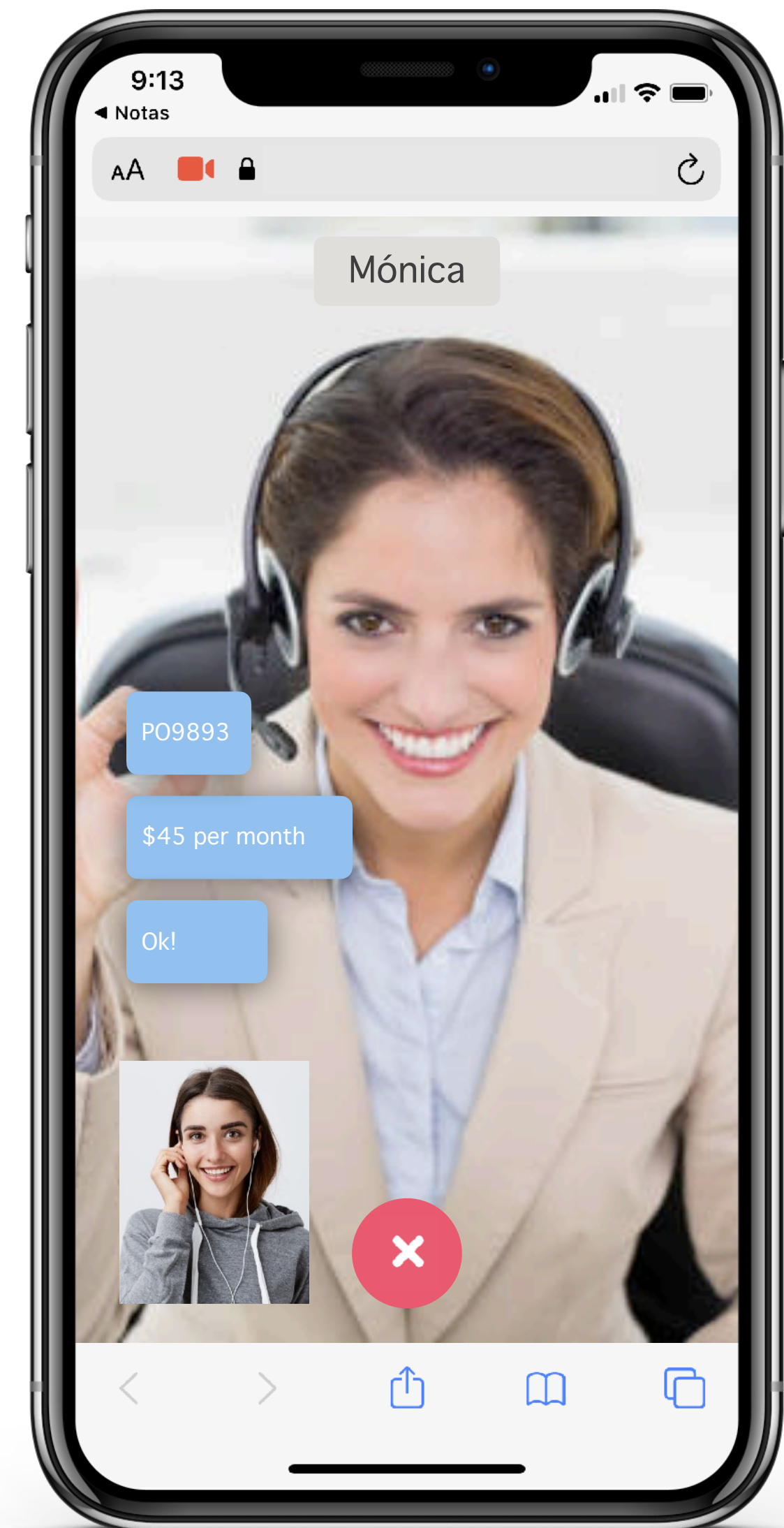




Scheduled Video Call



Waiting Room



Video Calling





# Meeting Point



Join up to six persons  
in a personal virtual video room

 GENESYS™

Contact Center



Powered by  
Video RTC



2

3

4

5

6


Automatic Mosaic & Sizing

1:54

HD



LD, SD, HD Quality

Meeting Point 


ID / Password protected

Quality LD, SD, HD

Join up to 6 peers

Interactive **Powers**

English



Jenny Smith






Account Manager

2070942998004180


••••••

Ivan

Join



Desktop Web Browsers for Windows, MacOS or Linux required





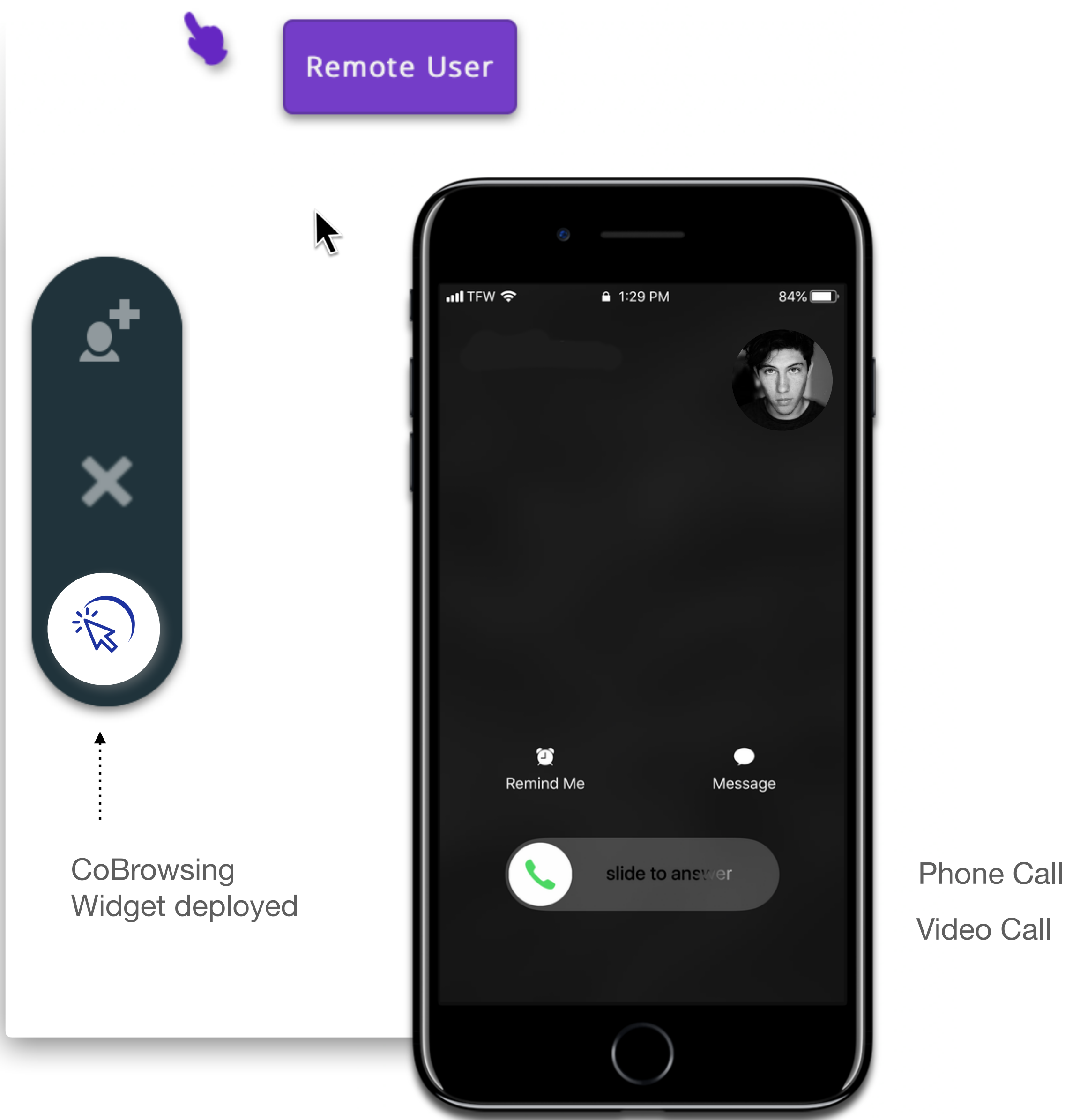
## CoBrowsing



Collaborative Browsing  
Scroll, click and type together

 GENESYS™

Contact Center



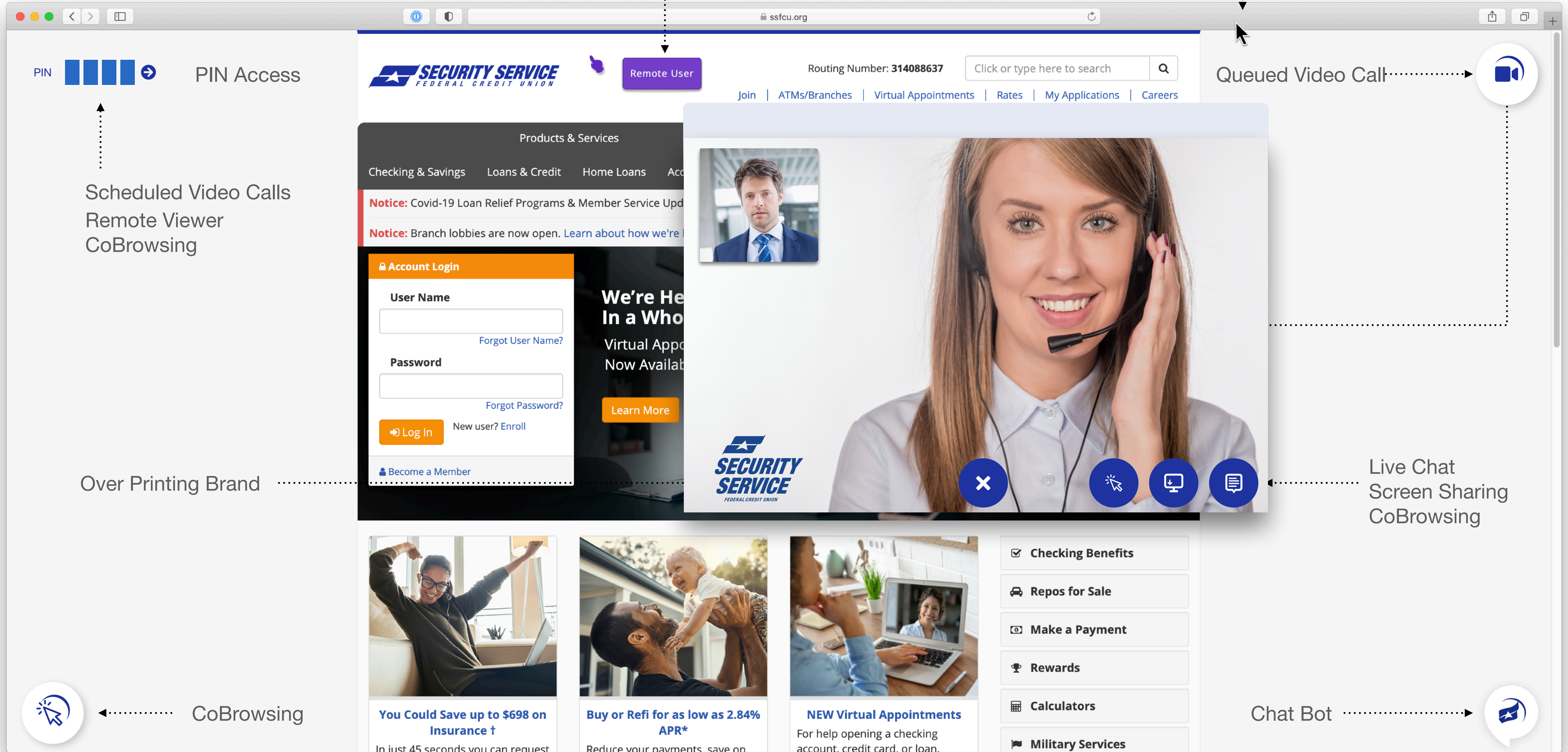
**CoBrowsing**    
Video & Voice Extension  
Phone Call Enabled  
Live Chat Enabled



# Collaborative Browsing

## Agent mouse pointer

## User mouse pointer







Interactive **Powers**

Streamline your business  
communications