

FACT SHEET

# Encored Recording

With a million things going on in the business world, not everyone is able to attend every conference call. Don't worry—we've got you covered! Encore allows you to digitally record your Operator Assisted conference calls for future playback at any time - 24 hours a day/7 days a week.

## Here are a Few Ways to Put Encore to Work

### BASIC MEETING REPLAY

Make your conference call available to those who missed it live, or for those who would like to hear important content again - essential for fast-paced companies and on-the-go employees.

### CORPORATE COMMUNICATIONS

Encore ensures that everyone has access to important company announcements, policy changes and breaking news. You can rest assured that your entire team has the same information.

### PRODUCT ANNOUNCEMENTS

Update your employees and customers on new product information. Record announcements on Encore so everyone has access to the latest and greatest about your products at any time.

### TRAINING

Create a library of training calls accessible on-demand when your audience needs to brush up on key and cope with unexpected interruptions.



### APAC Customer Service:

#### Australia

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#### China

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800 8700 311 (Landline)

#### Hong Kong

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#### India

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#### Japan

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#### Korea

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#### Malaysia

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#### New Zealand

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#### Singapore

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#### Other Countries

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## How to Schedule an Encore Digital Recording

1. At the time you schedule your conference call notify the Operator that you would like the conference recorded on Encore
2. The Operator will supply you with the Encore dial-in numbers and passcode
3. Notify potential listeners of the Encore dial-in numbers and passcode

## To Listen to an Encore Digital Recording

1. Call an Encore dial-in number
2. When prompted, enter the passcode followed by the hash (#) sign
3. You will be automatically connected to the Encore recording

## Listener Keypad Functions

Controlling your Encore replay saves time. Choose from a variety of keypad functions such as fast forward, rewind and pause recording.