

OVERVIEW

Operator Assisted

InterCall's Operator Assisted service combines personal touch with our feature-rich conferencing service to make all of your calls memorable experiences. Let InterCall manage the details of your call so you can concentrate on delivering your message.

Pre Call

- Make sure only invited participants attend the conference by issuing a password - an extra measure of security.
- Set a formal tone for your call by using music entry. All participants are placed on music hold until the leader is ready to begin the conference.
- Maintain order during your conference by having the operator run the call in lecture mode. Participants' lines are muted during the call to ensure there are no interruptions.

During Call

- Digitally record your call on Encore for future playback and for those who were unable to attend it live. The call is retrievable via a toll free or local number for easy 24/7 access.
- For smaller, more formal conferences, request the roll call option. An expert operator will conduct a quick roll call before your conference begins to ensure that expected participants are on the line.
- Boost participation during your conference by using the polling option. Survey participants by asking pre-determined questions and get the results before the call is over.
- Manage all of the "behind the scenes" issues throughout the call without disturbing participants. Use a communication line during your call to speak with the lead operator outside of the conference.

Post Call

- Keep track of call participants with a Participant Report - a handy list of participants' names, companies and on-the-line times.
- Receive a professional transcription of what was said on your call within a 24-48 hour timeframe.



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