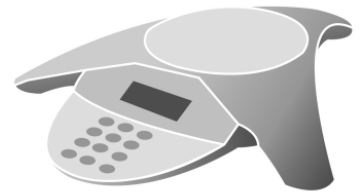


FACT SHEET

# Surround the Call Features

What do you need to accomplish with your conference communications?

Whatever it might be, the right combination of Surround-the-Call Features will help you get there. Whether you are hosting an informal Operator Assisted call or large-scale Event, the right mix of Surround-the-Call Features provides all the ingredients for a successful conference.



## Schedule your Conference

- Online / Toll Free Reservations
- Event Registration (phone based)
- Recurring Call Scheduling
- Project Accounting Codes / Cost Center code
- Email Confirmation

## Broadcast and record your conference

- Web Conferencing
- Streaming / Web Casting
- Encore<sup>SM</sup> (digital recording)
- CD
- Transcription
- Translation

## Enter your conference

- International Toll Free Service
- Dial In / Out
- Lecture Mode (Presentation mode)
- Music Hold
- Dial Out to Leader First / Last

### APAC Customer Service:

**Australia**

1800 468 225  
+61 2 8295 9000

**China**

400 6309 039 (Mobile)  
800 8700 311 (Landline)

**Hong Kong**

800 901 603  
+852 3073 0418

**India**

1800 3010 5500

**Japan**

0120 941 635  
+81 34580 7805

**Korea**

0079 8612 1104

**Malaysia**

1800 801 191

**New Zealand**

0800 443 589

**Singapore**

1800 468 2255  
+65 6468 2255

**Other Countries**

+65 6468 2255

[www.intercallapac.com](http://www.intercallapac.com)  
[cservice@intercallapac.com](mailto:cservice@intercallapac.com)



## Administer your conference

- Subconference
- Communication Line
- Promotional Messages
- Voice Talent
- Custom Script

## Gather data for your conference

- Leader-View<sup>SM</sup>
- Polling
- Question & Answer Session
- Participant Report (formerly Facts Complete)

## Secure your conference

- Conference Lock
- Passcode/Password
- Approved Participant List

## Schedule Your Conference

- **Online Reservations** - Make a reservation when it's convenient for you. Schedule a reservation and manage your account - all online - at [www.intercallapac.com](http://www.intercallapac.com)
- **Toll Free Reservations** - Making a reservation is simple. Just dial your branded reservations line. You will be connected with one of our helpful Reservationists who will walk you through the process and answer any of your questions.
- **Event Registration** - Event Registration helps you manage your large conferences and keep track of participants.
- **Recurring Call Scheduling** - If you conduct regularly scheduled conferences, then Recurring Call Scheduling will save you time. A reservation is automatically generated for as long as you like. Recurring Call Scheduling is ideal for daily, weekly or monthly team meetings and project updates. There is no charge if you skip a conference
- **Project Accounting Codes (PAC Codes)** - If your business relies on billable hours, InterCall PAC Codes will make you more efficient. PAC Codes make it easy to bill your conferencing minutes back to your clients. They are ideal for attorneys, consultants and other professionals who track projects by cost centre. Every time you make a reservation, we can capture your expense centre, department, or location.

- **Fax/Email Confirmation** - Email Confirmation lets you double-check the specifics of your conference. You will receive a confirmation of your conference details via fax and/or email, whatever you prefer.

## Broadcast and record you conference

- **Voice Broadcast** - Sending a message to hundreds of thousands of people has never been easier. This option allows you to send a voice message to everyone on your call's participant list simultaneously.
- **Fax/Email Broadcast** - Send pre- or post-event information to all of your guests simultaneously via fax or email. Fax/Email Broadcast guarantees that all of your participants receive your information before and/or after a conference.
- **Web Conferencing** - Add visuals and interaction to your audio conference. You control a slide presentation from your desktop while your audience accesses it via the web. Web Conferencing gives you the ability to collaborate on documents, share applications, poll your audience, tour the web and much more.
- **Streaming / Webcasting** - Rely on Streaming / Webcasting when you need to broadcast your message to the widest audience possible. Your conference is accessible live via the Internet and can be archived for later playback. Present only the audio portion of your call or add slides - the choice is yours.
- **Encore** - Encore digitally records your call for anyone who was unable to attend it live or would like to listen again. It is available via a toll, toll-free or International Toll-Free (ITFS) number for easy, 24/7 access. Convenient and time saving, Encore is one of our most popular features.
- **CD / MP3** - We capture your event on a CD/ MP3 to provide you with a high quality recording of the call for your archives. MP3 is delivered via STP download.
- **Transcription** - Receive a written record of what was said during the conference via email, fax or hard copy. Transcriptions are helpful for identifying sound bytes and quotes for post-event press releases. Choose to transcribe the entire call or just the Question and Answer session. We provide several different delivery options to fit your specific needs.

## Enter your conference

- **International Toll Free Services** - Expand your global reach with InterCall's International Conferencing Solutions. We offer several methods to connect your international participants to your conference call, toll and toll-free access numbers and a Dial Out option.
- **Dial Out** - Give your conference participants the VIP treatment. Dial Out delivers your conference call to



your participants rather than requiring them to dial into the call. You provide us with the names and telephone numbers of your participants and an Operator will make sure that they join your conference.

- **Lecture Mode** - All guests' lines are muted during the presentation to reduce background noise allowing you to deliver your message uninterrupted.
- **Music Entry** - Participants are placed on music hold until the conference begins. Music Entry creates a formal atmosphere for the conference.
- **Music Hold** - Participants hear a tone whenever a new participant enters or exits the conference. It lets everyone know that a new participant has joined or left the conference without interrupting the conversation.
- **Dial Out to Leader First / Last** - Leader First creates a friendly atmosphere for the conference by letting you join the conference before your participants. It gives you the opportunity to greet participants as they join the call. Leader Last joins you to the conference after everyone else has arrived, creating a formal atmosphere. Leader Last is recommended for large presentations and speaking events.

## Administer your conference

- **Subconference** - Pre-selected guests join a private discussion before the conference begins. Subconference lets you review last-minute details, side issues and other non-public information.
- **Communication Line** - Speak with an Operator outside of the main conference to convey behind-the-scenes information, orchestrate guest speakers or give timing cues. A Communication Line makes it easier to manage a large conference.
- **Promotional Message** - Send InterCall a promotional message for your participants to hear while they wait for the conference to begin. A Promotional Message sets the tone for your call and can provide participants with relevant information about the speaker or conference topic.
- **Voice Talent** - Screened and trained Operators provide voice-over quality talent, lending a professional touch to high-profile conferences. Voice Talent is beneficial for media-facing events or conferences hosted by your firm's upper management.
- **Custom Script** - Craft a special message for a welcome statement, Q&A session and/or closing comments. Your script is read by the Operator during your conference. Custom Scripts offer you another way to personalise your calls.

## Gather data for your conference

- **Leader-View<sup>SM</sup>**  
Leader-View uses a simple web-based interface to give you a private, real-time view of the participants on your call. You can view the names of individuals waiting to ask a question and other pertinent information. Leader-View effectively manages Investor Relations and other public conferences. It allows a conference leader to control the Q&A function in replace of an operator.
- **Polling** - An Operator surveys all conference participants. You determine the questions prior to the conference and participants respond via their telephone keypads. Polling allows you to collect instant feedback and increases participants' involvement in the call. You receive a report with all responses that is organised by question and participant.
- **Question & Answer Session** - Give your participants the opportunity to ask questions during the conference. Participants indicate that they have a question using their telephone keypad, while the Operator manages the question queue in a professional and orderly fashion.
- **Participant Report (formerly Complete)** - Your guests' names, "on-the-line" times, phone numbers and up to four additional pieces of information you select are captured as they dial into your event. This list is emailed to you for your reference; you'll know who heard your message, who missed it and with whom to follow-up.

## Secure your conference

- **Conference Lock** - You can prevent additional participants, even the Operator, from joining the conference by pressing a command on your telephone keypad. Conference Lock gives you the freedom to discuss confidential information in a secure environment.
- **Password** - Participants must provide the Operator with a pre-determined word or code to join the conference. You determine the Password entry before the start of the conference. Password restricts attendance and heightens security.
- **Approved Participant List** - When creating your reservation indicate which participants are scheduled to be on the conference. At the time of the call, only those on the list will be joined to the conference.

*\* Please refer to [www.intercallapac.com](http://www.intercallapac.com) or contact your InterCall Account Manager for more information on associated charges.*