

FAQ

Genesys Meeting Center

What is Genesys Meeting Centre?

Genesys Meeting Centre is a total, integrated solution that lets you connect with people around the globe and get more done. It empowers users with dynamic, interactive tools that give you a full-featured online meeting with intuitive, easy-to-use connections that integrate audio, web and video conferencing into one engaging experience.

No matter what your communication needs are— instant, collaborative meetings—this proprietary web conferencing system lets you have remote meetings that are as engaging as a live ones.

How many people can join a meeting on Genesys Meeting Centre?

Genesys Meeting Centre supports meetings with up to 125 connections including moderator, presenters and participants.

What technology/infrastructure is needed to support Genesys Meeting Centre?

Genesys Meeting Center uses the Software as a Service model. Genesys Meeting Center is a service, not a product; therefore, there is absolutely no on-site infrastructure required from the customer perspective. InterCall provides the global infrastructure and sells access to this infrastructure via the Genesys Meeting Center service.

What are the system requirements?

Genesys Meeting Center requires little to no internal resources. To download a copy of our technical requirements please visit <http://www.intercallapac.com/genesys/go/>

Where can I download Genesys Meeting Centre?

A small download of the Genesys Meeting Center application is required for moderators. There are no downloads required for participants. Moderators can download the Genesys Meeting Center via the Tools section of their online account or by visiting <http://www.intercallapac.com/genesys/go/>

What equipment do I need to use video?

To be seen by other participants, install a web camera before starting Genesys Meeting Center. Your web camera transmits live video of you to other participants. Note: You must install the Genesys Meeting Center application to view and broadcast video.

What if I do not have a web camera?

If you do not have a web camera, you can participate in a meeting and see other participants' video, but you are not able to send live video. Note: You must install the Genesys Meeting Center application to view and broadcast video.

What is the desktop icon?

After installing Genesys Meeting Center on your computer, a blue icon will appear in the bottom right-hand corner of your screen in the Windows taskbar. The desktop icon provides you one-click access to Ad hoc and Scheduled Meetings. You can also enter Conference Manager and send Quick Invites directly from the desktop icon.

How do I start an instant meeting?

To start your meeting, right-click the Genesys Meeting Center desktop icon and select Start a Meeting. You are prompted to select or enter a phone number. You will be called at this phone number to start the phone portion of the meeting.



How do I invite people to an instant meeting?

Moderators can send a Quick Invite through instant messenger or email using the Quick Invite in-meeting shortcut toolbar. Participants simply click the link to join the meeting.

Can I schedule Genesys Meeting Centre meetings directly from my Outlook or Lotus Notes Calendar?

Yes. You can schedule and launch Genesys Meeting Center meetings directly from your Outlook or Lotus Notes Calendar* after you install Genesys Meeting Center on your computer. Once downloaded, you can schedule from a new button located at the top of your calendar tool bar.

Simply click Genesys Meeting Center to eliminate the hassle of manually entering all the "how to join" info. Genesys Meeting Center will add it for you!

*Your company email template must be updated by your local IT administrator to utilize the Lotus Notes calendar plug-in.

How do I start a scheduled meeting?

At the time of your meeting, just click the JOIN link in your Outlook or Lotus Notes Calendar appointment and choose to have Genesys Meeting Center dial your phone automatically at a number you designate.

There's no need to remember your dial-in number, Meeting Number and PIN. How easy is that? Try it once and you'll be hooked!

How do participants join a scheduled meeting?

Participants only have to click the JOIN link in the Outlook or Lotus Notes invitation you sent them and Genesys Meeting Center dials them, too!

How do participants connect to the phone portion of a web meeting after they have joined online?

Upon joining the web portion of the meeting, participants are prompted to select or enter a phone number where they will be called to join the meeting. Alternatively, participants can dial into the meeting using the onscreen instructions. You do not need to manually call participants using your dial-in numbers.

Can I encrypt my meeting for additional security?

Yes, Genesys Meeting Center lets you use SSL, or Secure Socket Layer. It will encrypt the information displayed in an online meeting. SSL offers 128-bit encryption, which is the highest level of encryption that is offered to the consumer in the market being the same level of security that banks and online shopping companies use.

What is application sharing?

You can present an application or web browser from your computer during a meeting. You can share a specific file or your entire desktop for other participants to view and annotate. If given permission, a participant can do the same.

Can I annotate a presentation or shared application?

Yes. You can select an annotation tool to draw on any application when application sharing.

What types of reports are available with Genesys Meeting Centre?

Genesys Meeting Center stores detailed reports from your meetings, with information on the duration of the meeting, number of participants, participant names and survey or quiz results.

What recording capabilities does Genesys Meeting Centre have?

You can capture a synchronized audio and web playback of your meeting. After the meeting, make the recording available to others for later playback.



There are three ways to make your recorded meeting available to others:

- Download as Zip File: You can download an archive if it is in Zip format or email it to your participants for them to download directly.
- Hosted URL link: Genesys Meeting Center will host your archive for 90 days. Additional charges apply after 3 months of hosting.
- CD: Genesys can capture the recorded conference on a CD and send to your mailing address.

Can I still get Operator Assistance on a conference managed through Genesys Meeting Center?

Genesys Meeting Center provides 24x7 customer support. Moderators can dial customer service directly during the meeting using their telephone keypad or the Genesys Meeting Center web interface.

Customer Service and Support

Technical Support and Account Assistance

Technical support asiacustomerservice@intercallpac.com

Technical support during conference On your phone keypad: *0*

On the web:

Through the Genesys Meeting Center interface: Help/Dial Private Customer Support

Billing and account inquires asiacustomerservice@intercallpac.com

Training and Resources

Sign up for free online training <http://aptraining.conferencing.com/>

Online resources and user guide: <http://www.intercallpac.com/genesys/go/>