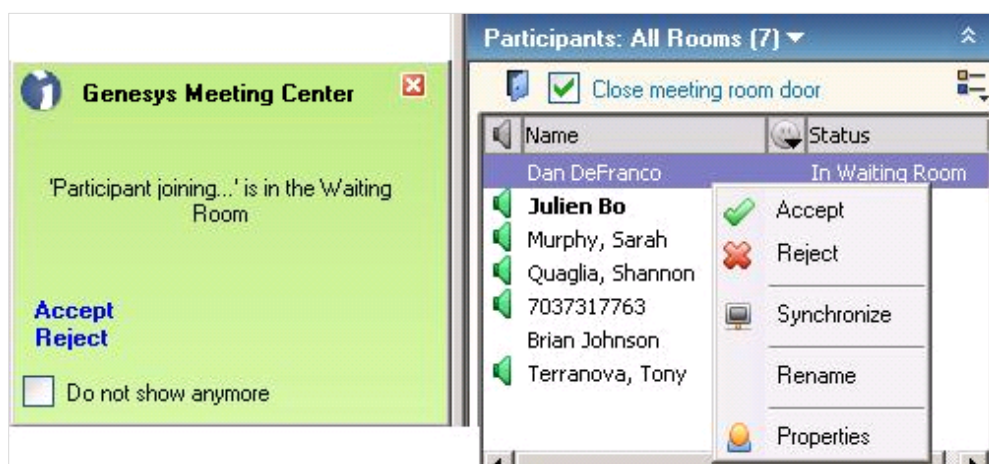# GENESYS MEETING CENTER

## Security

## Feature and functionality options to fully secure your meetings:

- Customisable per meeting, moderator set passcodes
- 128-bit SSL and AES encryption for your online meetings
- Data transmission via secure, firewall-friendly ports 80 and 443
- Email invitation hyperlink directly connects the participant to the right meeting room
- Participant view panel – showing all connections to the meeting
- Automated Roll Call – play names of all participants connected to the meeting
- Activate Entry/Exit Tones – alerting when participants arrive or leave the meeting
- Participant Count – check the number of participants
- Lock and unlock access to the meeting
- Dismiss unwanted or unknown participants
- Dismiss All Connections at the end of the meeting to ensure the meeting is properly closed

**YOUR OWN VIRTUAL MEETING ROOM**

InterCall takes the issue of conferencing security very seriously. Genesys meeting center has been engineered to provide high levels of security via the architecture and platform, as well as end user feature and functionality. Our security has proven to readily support the stringent requirements of large multinational organisations and customers with lockdown environments

# Best Practices – Easy to use online meeting controls

We recommend all meeting hosts utilise the online interface for every meeting. This provides an excellent visual to better screen all participants connected to a call. The meeting host can peruse the participant connections panel and ensure all connected parties are legitimate. If an unwanted participant has joined, with a simple mouse-click, the meeting host swiftly dismisses that participant connection from the meeting.

- View all participant connections
- View each line status
- View from which line a participant is speaking
- Dismiss unwanted participants
- Lock/Unlock meeting room
- Mute/Unmute participant lines
- Send participants to Break Out rooms

Alternatively, the meeting host can opt to Lock the conference up front and accept each joining participant individually. Each joining participant appears via a "toast" that pops up on the bottom left corner of the screen. The host selects "Accept," "Reject" or "Greet" to process joining callers.

For highly sensitive meetings, dial out to each of your participants individually using the meeting interface Dial Out feature, or send instant meeting invites via email or IM at the time of the meeting. Only those participants receiving the invitation with the hyperlink to join will have access to the meeting.

# Customer Service and Support

## Technical Support and Account Assistance

| | |
|---|---|
| Technical support | asiacustomerservice@intercallapac.com |
| Technical support during conference | On your phone keypad: *10* <br> On the web: <br> Through the Genesys Meeting Center interface: Help/Dial Private Customer Support |
| Billing and account inquires | asiacustomerservice@intercallapac.com |

## Training and Resources

| | |
|---|---|
| Sign up for free online training | aptraining.conferencing.com |
| Online resources and user guide: | intercallapac.com/genesys/go |