

InterCall's Solutions for Crisis Communications



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We all hope your business never encounters a crisis, but if it does, do you have a plan to keep your company going? How would your business continue to operate if a hurricane badly damaged your corporate headquarters or production came to a halt at your largest facility? InterCall offers audio, web and video conferencing services and online broadcast tools that let you communicate company updates and messages to critical people and teams so you can put your emergency plans into action and keep your business moving forward.

Features and Services

With InterCall's solutions, you get features and services to help you implement your crisis communication plan. Using any of these tools helps you better manage the crisis and resolve it more quickly because you can easily connect with critical teams.

CRISIS PREPARATION SERVICES

- + **Readiness Drill** – ensure that your executives and crisis response team are well prepared in advance of any disaster. InterCall's team will work with you and conduct a "dry run" of our services to ensure everyone knows what to do and when should a real-life situation happen.
- + **Account Information Packets** – guarantee that your crisis team has conferencing dial-in information readily available through a packet of information including a wallet card that can be kept nearby and referenced if a critical situation should occur.
- + **Back-Up Audio Provider** – gain peace of mind knowing that if your current conferencing service fails, you have audio bridge space reserved that can accommodate either your crisis overflow usage or all your spur-of-the-moment crisis conferencing needs.
- + **Back-Up Video Provider** – reserve additional video conferencing service in case your current equipment fails or if your service provider falls short. Feel confident in knowing that you can meet remotely with your crisis team in one of over 9000 video conferencing rooms worldwide.

CRISIS RESPONSE SERVICES

- + **Reservationless-Plus[®]** – meet with your leadership or crisis team at a scheduled time, at the drop of a hat or with Quick Start which allows you to meet even if the leader is late to the call. Your Reservationless-Plus number will never be reclaimed for non-use and having full bridge capacity will give you confidence knowing there is proper space for everyone to meet.

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- + **CrisisConnect Online** – take control of all your critical communication broadcasts online. Use the Bulletin Board feature to post a message for inbound retrieval or send email, text and voice mail broadcasts to your leadership team, employees or customers on-the-fly from any phone or through the CrisisConnect Online web-based interface using text-to-speech recognition technologies. Broadcasts can be sent to multiple phone numbers stored for recipients. Real-time, online reports show who has received the message and who still needs to be contacted.

- + **Streaming** – reassure stakeholders that your crisis is under control through a live or archived, streamed broadcast message that can reach hundreds or thousands of participants through the web. All they need is access to a PC with speakers, an Internet connection and a free streaming media player such as Windows Media® or RealPlayer®.

- + **Voice Broadcast** – send a phone message—up to 45 seconds in length and recorded in your own voice—to your crisis team, employees or clients. Notify team members of pertinent details or instructions informing them how to proactively manage the crisis. The broadcast can be sent using rush delivery within fifteen minutes of its preparation.

- + **Email Broadcast** – deliver critical information via email simultaneously to hundreds or thousands of employees, clients or other stakeholders so they know where you are in the crisis resolution process. Email Broadcast supports both text and HTML formats.

- + **EncoreSM Digital Recording Studio** – record a message for your crisis team using the telephone—no conference call required. You can record, review, edit and post your message anytime by simply reserving the Encore Digital Recording Studio and dialing a toll-free number. Your digital recording is available for as long as you need it.