



# InterCall Online

## Administrative Roles



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InterCall Online, our FREE online management tool, lets you quickly and easily access your InterCall account or your organization's account information in one spot. It makes managing profiles, scheduling calls and controlling conferences simple and convenient. Even if your company has employees around the world, you can gain control of your users' conferencing accounts with a single login and save countless hours that could probably be used in other parts of your busy day.

### Roles and Functions

InterCall Online has multiple access levels depending on your needs and responsibilities.

#### OWNER

Receive online access to your InterCall audio and/or web account. Within InterCall Online you are able to do the following:

- + Manage personal profile (i.e., edit contact details, change product settings, etc.).
- + Manage personal audio and web meetings (i.e., schedule, edit and delete).
- + View a complete list of dial-in numbers for all audio services.
- + Access personal web conferencing service(s) directly via a single sign on (available for per-minute accounts only).
- + Start an instant or scheduled audio and/or web meeting.
- + View a library of personal information, including recordings, address book and presentations.
- + Run reports for personal audio and web usage.
- + Access customer support and product information.

#### ACCOUNT ADMINISTRATOR

Access owner and billing account information to one account or multiple accounts at a regional or global level. Within InterCall Online, you automatically have the ability to:

- + Access all functions of an InterCall owner.
- + Schedule and manage audio/web meetings on behalf of all owners within your account.
- + Manage recordings of all owners within your account.
- + Manage all owners within your account (i.e., view, edit, delete or set up new owners).
- + View billing account contact information for a specific account.

In addition, you can also be given access to the following functionality:

- + Run usage reports at an account or user level, including audio/web activity reports, stewardship and minute reports.
- + Download invoices for your account.

## COMPANY ADMINISTRATOR

Have the ability to manage all users and accounts within a company online. Receive access to a single company or multiple companies at a regional or global level. Within InterCall Online, you automatically have the ability to complete the following:

- + Access all functions of an account administrator but for all accounts within your company.
- + Set up new billing accounts.
- + View/edit company information.
- + Set feature defaults and security settings for all users.

In addition, you can receive access to:

- + Run usage reports for all users and accounts within the company(s) you manage, including audio/web activity, stewardship, minute and greatest attribute reports.
- + Download invoices for all accounts within the company.

## FEDERATED SINGLE SIGN ON (FSSO) ADMINISTRATOR

Manage users within your company set up for single sign on access to InterCall Online. Set up individual owners by populating the unique identifier field that will be used for singly sign on.

## ACCESS RIGHTS TO INTERCALL ONLINE

	Owner	Account Administrator	Company Administrator
<b>Access rights</b>	Owner level information only	All owners within an account	All owners within a company
<b>My Meetings</b>	Yes	Yes	Yes
<b>My Library</b>	Yes	Yes	Yes
<b>View/edit owner information</b>	Yes	Yes	Yes
<b>Set up new owners</b>	No	Yes	Yes
<b>Delete owners</b>	No	Yes	Yes
<b>View/edit billing account information</b>	No	Yes	Yes
<b>Delete billing accounts</b>	No	Yes	Yes
<b>Set up new billing accounts</b>	No	No	Yes
<b>View/edit company information</b>	No	No	Yes
<b>Run audio and web activity reports</b>	Yes for your own usage	Yes – at owner and account level	Yes – at owner, account and company level
<b>Run stewardship and minute reports</b>	No	Yes – at owner and account level	Yes – at owner, account and company level
<b>Run greatest attributes report</b>	No	No	Yes
<b>Access invoices</b>	No	Yes	Yes
<b>Customer support</b>	Yes	Yes	Yes