



# InterCall's Solutions for the Technology Industry



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Regardless of whether you're in the software, telecom, cable or Internet industries, you're more than familiar with the fast-paced environment a hi-tech company demands. The need for your company to remain on the cutting edge of its position in the marketplace is crucial, so keeping communications flowing in order to meet deadlines and moving new products to market quickly is key to your success. In a time-crunched, short-on-resources world, how can you communicate with vendors, partners, customers and internal teams quickly so you can move on to the next big project?

## Features and Services

InterCall, the largest conferencing provider in the world, offers more services and features to help keep you connected to the people you need to get your job done. Our audio, web and video conferencing services make it easy for you meet with anyone, no matter where they are in the world.

## Everyday Meetings

For daily communication and meetings with internal teams, vendors and partners, InterCall offers easy-to-use conferencing tools to help you get things done quickly.

- + **Reservationless-Plus®** – meet with clients, product managers or your sales team at a scheduled time or at the drop of a hat through a secure passcode.
- + **ITFS (International Toll-Free Service)** – provide convenient, toll-free access to your U.S.-based conference calls for employees and colleagues located internationally. The ITFS phone number uses the originating country's national numbering format, which means the toll-free number will vary by country. Your ITFS participants will have the exact same call experience as those dialing into your call from within the U.S.
- + **InterCall Unified Meeting – InterCall Unified Meeting** – let people see what you are talking about and collaborate during your online meetings with a single system that brings together audio, web and video conferencing tools.
- + **Microsoft® Office Live Meeting**, offered by InterCall – host interactive, collaborative meetings by showing presentations, software and web sites.
- + **MeetingCenter™**, powered by WebEx™ – use the Internet to share a PowerPoint® presentation, demonstrate software or show web site navigation.
- + **InterCall Video Conferencing** – meet with your employees, vendors and customers face-to-face using multipoint video conferencing. If you don't have your own video conferencing equipment, InterCall works with over 9000 public rooms that are available to reserve for your meetings or we can help you purchase equipment through our partners like Polycom and Tandberg.
- + **Streaming** – reach hundreds or even thousands of participants through a live or archived, streamed broadcast message that can be accessed through the web. All your participants need is a PC with speakers, an Internet connection and a free streaming media player such as Windows Media® or RealPlayer®.

 InterCall is a subsidiary of West Corporation

AAP/EOE

## High-Profile Events

When hosting large-scale company announcements, training sessions and lead generation seminars, InterCall offers more services and features to help you reach a world-wide audience.

- + **Registration Services** – invite customers, prospects, analysts and media to register for your product launch call using phone, fax, email or the Internet and then receive weekly reports of your conference registrants.
- + **Reminder Calls** - ensure a strong event turn-out by giving registrants a reminder call, fax or email 24-48 hours in advance of your scheduled conference.
- + **Operator Assisted** – get added professionalism and features with assistance from our expert audio conferencing operators. They can help you manage the call as participants join and will be with you every step of the way.
- + **TrainingCenter**, powered by WebEx – deliver live, interactive training sessions. Share presentations, software and web sites, test and poll your participants and hold breakout sessions.
- + **EventCenter™**, powered by WebEx – get everything you need to manage your online event, from planning the seminar to conducting the meeting to post-event follow-up.
- + **Encore<sup>SM</sup>** – make your event accessible to participants through a digital recording of the call that will be available to those who missed it live or would like to listen again.
- + **Participant Report** – compile an accurate post-call follow-up or lead list after your event by receiving a summary report that details information you choose to collect from your conference attendees including their names, line times, phone numbers and up to four additional pieces of information you specify.
- + **Voice Broadcast** – send a phone message, up to 45 seconds in length and recorded in your own voice, to your product development team, employees or clients. Notify recipients of pertinent details and/or instructions informing them of product release call information to increase attendance. The broadcast can be sent using rush delivery within fifteen minutes of its preparation.
- + **Email Broadcast** – deliver product launch information via email simultaneously to any number of employees, clients or the media conveying information that will inform them of when and where your new product will hit the market. Email Broadcast supports both text and HTML formats and your recipient list can be uploaded in advance.
- + **Fax Broadcast** – send new product announcements to anyone via fax. Relay pertinent agenda and conference information to participants before your conference or use as a follow-up by faxing information after its conclusion.

### EXTRA SUPPORT FROM THE EXPERTS

If you're short on time and resources or just want some extra assistance to make sure your event is flawless, InterCall's expert event services team helps you plan, conduct and wrap-up your seminar so you can focus on your message. From recommending appropriate features and conducting rehearsals to monitoring the live event and gathering report information, our dedicated specialists work with you, ensuring a more professional and successful seminar.

## Customer Support

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We offer tools specifically designed to allow technical support teams to diagnose and resolve customer problems online.

- + **SupportCenter**, powered by WebEx – allow technical support teams to diagnose and resolve customer problems online. It has all the tools to make these teams as efficient and effective when working remotely as if they were on-site. Customer files can be transferred for off-line analysis or technicians can run customers' desktops and download patches or updates to their computers.

## Crisis Communication

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When you've got an emergency, there's no time to waste. InterCall's online tools let you quickly notify internal and external teams so everyone knows what's going on.

- + **CrisisConnect Online** – take control of all your critical communication broadcasts online. Send email, text and voice mail broadcasts when there are outages, maintenance windows or other technical issues 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.