



InterCall's Solutions for Training Professionals



For more information:
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Training customers, employees and partners is a key component to increasing product usage, selling your services and implementing new business processes. To teach everyone everything they need to know, you can fly people to a central location—requiring time out of the office and the usual travel expenses—or you can conduct training sessions online for a fraction of the time and cost.

Features and Services

InterCall's solutions for training professionals give you and your students the opportunity to share and learn without leaving the office. Our comprehensive features and services save you time and money while helping your students get more from your sessions.

Training Seminars

We make hosting online training sessions easy by giving you the tools you need to inform and engage all of your participants.

PRE-COURSE SERVICES

- + **Fulfillment** – save time assembling course information by having instructional materials compiled and delivered to students in advance of the course session.
- + **Registration** – manage your sessions and keep track of participants by deciding what information you would like to gather from each registrant and choosing from handy options such as email reminders and custom-scripted messages. With both phone and web access to choose from, you can construct a registration program that best suits your needs.
- + **Registration Waiting List** – receive a waiting list of students who registered after the session was filled. If registered students are unable to attend, those on the waiting list will be added to fill their spots ensuring a strong course turnout.

COURSE TIME SERVICES

- + **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. You and other instructors can meet in a sub-conference prior to the start of the call to finalize the agenda or review last minute timing cues.
- + **Lecture Mode** – have your participants' lines muted during the event to reduce background noise and avoid having your speakers interrupted.
- + **Polling** – conduct on-the-spot surveys facilitated by you or our expert operators. The questions can be prepared in advance and participants respond by pressing a key on their touch-tone phones. Results are provided during the conference or sent to you at the conclusion of the session.

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AAP/EOE



- + **TrainingCenter**, powered by WebEx™ – deliver live, interactive training sessions using the web. Share presentations, software and web sites. Additional features let you test and poll your participants and hold breakout sessions. TrainingCenter can be integrated with your LMS systems and an add-on feature allows you to create high-quality, asynchronous, multimedia training presentations using common business tools.
- + **Streaming** – educate your audience through a live, interactive streamed training session. All they need to attend is access to a PC with speakers, an Internet connection and a free streaming media player such as Windows Media® or RealPlayer®.
- + **InterCall Video Conferencing** – meet with your students 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 training sessions or we can help you purchase equipment through our partners like Polycom and Tandberg.

POST-COURSE SERVICES

- + **EncoreSM** – make your session accessible to students who missed the live training or would like to listen again through a digital recording.
- + **Participant Report** – capture names, entry/exit times, phone numbers and up to four additional pieces of information as participants dial into your session.
- + **Registrant/Participant Report** – compare students who registered for your session against those who actually attended in a single report that helps you determine who missed the discussion and what follow-up information needs to be sent to each individual.

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.

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, vendors, technical and training teams at a scheduled time or at the drop of a hat through a secure passcode.
- + **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.