



InterCall Online

Owner Quick Feature Guide



For more information:
www.intercallonline.com
877.650.0052

Your Online Account Management Tool

SAVE TIME AND INCREASE CONTROL BY TAKING YOUR ACCOUNT MANAGEMENT ONLINE

As an InterCall customer, you are used to getting all your audio, web and video conferencing services and support in one place. Continuing on the philosophy of delivering you more services, more control, more support and more ways to save you time, InterCall Online is our next-generation, online account management tool allowing you a single point of access to manage your accounts, access online reports and/or make reservations online.

REGISTER FOR AN ACCOUNT

InterCall Online security is flexible enough to allow multiple access levels depending on your needs and responsibilities. Once logged in, you can securely access your unique set of tools and features. To view detailed company-wide billing and usage reports, please contact your meeting consultant for administrative access.

How to get started:

1. Go to www.intercallonline.com
2. Enter your Owner Number and Web PIN
3. Set up a new Username and Password

You're all set! You can now access Manage your Account, Online Reports and Online Reservations as well as some additional account management tools to help you:

- + Start or join any InterCall reservationless conference call.
- + Schedule, update or delete pending conferences.
- + Learn more about available InterCall services and features.
- + Store documents and contacts in the My Library section and allow quick access from any computer.
- + Gain direct access to customer support and product FAQs.

SCHEDULING AND MANAGING MEETINGS

Now that you are a registered InterCall Online owner, you have the power to reserve conference calls online. There is no need to call the customer care center, unless you need assistance or have questions. The online scheduling tool is real-time, so your designated call preferences and operator resources are scheduled instantly. To schedule a conference, simply enter the meeting date and time, project accounting codes and conference leader information and your reservation is confirmed.

- + **Basic scheduling features:** Using basic scheduling, you can choose from a broad range of tools and features to enhance your overall conferencing experience. Basic features include the ability to pre-define participant lists to help control conference access, distributing meeting details and setting the frequency and term of recurring meetings.

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- + **Web/Video meetings:** Once you log into InterCall Online, you can schedule your web and video conferences. When your meeting invitations are delivered to your participants, all necessary meeting access information will be included.
- + **Pre-meeting features:** With pre-meeting features you have additional flexibility when communicating with participants prior to the conference. These include user pre-registration options (email, fax and voice broadcast services), customized enunciator, operator scripts and promotional playback messages.
- + **Enhanced services:** When your conference goes beyond an everyday meeting, make sure to contact your company administrator or meeting consultant to decide if Participant Reports, Call Transcription, Communications Line, LeaderViewSM, Voice Talent, Q&A, Polling, Call Monitoring or Call Playback can help you achieve your desired results.
- + **Recording services:** To extend the lifetime of your operator assisted call, record the meeting for later playback. Using InterCall Online, you can establish how long the recording will be available, whether the recording should be password protected and if you would like custom prompts to be played before and after the recording playback. You can even order CDs and tapes of your recordings.
- + **Confirmation messages:** InterCall Online provides multiple ways to confirm and communicate meeting details. Online messages let you know that the system has registered your meeting preferences.

MANAGING UPCOMING MEETINGS

You can review or make changes to a meeting reservation any time prior to the start of your conference by selecting 'Manage Upcoming Meetings'. Meeting management tools allow you to filter, sort, update or delete meetings.

STARTING MEETINGS

When it is time for your meeting, InterCall Online lets you select the meeting from an online menu and launch InterCall's Conference Moderator tools. If the conference you are hosting is an Operator Assisted call with Leader View enabled, the LeaderView tool can be accessed through InterCall Online. Additionally, you can also start an on-demand or unscheduled meeting.

LIBRARY

InterCall Online also provides the capability for you to store commonly used information that can be accessed from any computer. This includes archived recordings of previously held reservationless conferences, uploaded presentations and contact details for customers or co-workers who are frequent participants on your reservationless conferences.

ACCOUNT MANAGEMENT

- + **Owner profile management:** InterCall Online's account management functions vary by each owner's profile and authority previously set up by your corporate administrator. Account management tools allow owners to view company and billing account information, owner contact information, Project Accounting Codes and marketing settings.
- + **Product Details:** View all InterCall conferencing features associated with your account. You can manage all of your default options and preferences from a single web page. Product details include call types, dial-in numbers, service features and web conferencing services.



CUSTOMER SUPPORT

Within InterCall Online, you have quick access to our customer support center and customer support contact information, additional product information, frequently asked product questions, links to online demonstrations and other useful tools. For immediate support, please contact our professional services team directly at 877.650.0052.

MORE+

No matter where you are in the world or what you need to communicate, InterCall has the tools you need to stay connected. You can depend on our years of experience, reliable technologies, variety of solutions and personal support to help you make your everyday meetings and specialized events more successful.