



EventCentre™

Frequently Asked Questions



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HOW DOES EVENTCENTER DIFFER FROM OTHER INTERCALL CENTERS SERVICES?

- + Provides comprehensive enrolment and email options that you can customize.
- + Supports program management so that you can group events by partners and products.
- + Does not allow attendees to remotely control shared applications, Web browsers or desktops.
- + Allows hosts to generate reports before and after events.
- + Allows hosts to track where attendees are coming from and their lead scores.

HOW MANY PEOPLE CAN I INVITE TO AN EVENT?

You can invite 3,000 attendees if you are using document sharing. You can invite 1,000 attendees if you are using application sharing.

WHAT DO I NEED TO HOST OR ATTEND EVENTS?

You will need to download the Event Manager. The first time you start or join an event, it is automatically downloaded to your computer.

WHAT ARE PUBLIC, PRIVATE AND UNLISTED EVENTS?

When scheduling an event, you can specify the event to be public, private or unlisted.

- + **Public event**—appears on the Upcoming Events page and the Recorded Events page, if the event host makes the recording public. On the Upcoming Events page, an **Enrol** button appears for the event until the host starts the event.
- + **Private event**—appears on the Upcoming Events page and the Recorded Events page, if the event host makes the recording public. On the Upcoming Events page, the text **Private** appears instead of an **Enrol** button. Once the time is within 15 minutes of the event's scheduled starting time, and the host starts the event, a **Join** button appears.
- + **Unlisted event**—does not appear on the Upcoming Events page. However, it appears on the Recorded Events page if the event host makes the recording public.

HOW DO I CUSTOMIZE THE EMAIL MESSAGES THAT I USE TO INVITE OR REMIND PEOPLE?

To customize your email templates, go to the Schedule an Event page, and select the email template that you want to change.

CAN I RECORD EVENTS?

Yes, you can record your events or have InterCall record them for you (additional charges apply). You can then publish recorded events on your EventCentre website so that others can play them.