



# Operator Assisted Conferencing



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**The business world today requires more time and energy from its professionals than ever before. Wouldn't it be great to have the personal dedication of an expert operator to assist you with your conference communications?**

InterCall's Operator Assisted service combines a personal touch with our feature-rich conferencing service to make all of your calls memorable experiences. Let InterCall manage the details of your call so you can concentrate on delivering your message.

## BEFORE YOUR CONFERENCE CALL

- + Get everyone on the same page by using our Web conferencing solutions service to archive pre-conference reading material or other documents and then make them available to all participants before or after the conference.
- + Make sure only invited participants attend the conference by issuing a password – for an added measure of privacy and security.
- + Set a formal tone for your conference by using music entry. All participants are placed on music hold until the Chairperson is ready to begin the conference.
- + Maintain order during your conference call by having the operator run the call in lecture mode. Participants' lines are muted during the call to ensure there are no interruptions.

## DURING YOUR CONFERENCE CALL

- + Digitally record your call using InterCall's premiere Encore Digital recording Service. Your call will then be available for easy **24x7** access for future playback and for those who were unable to attend it live.
- + For smaller, more formal conferences, request the roll call option. An expert Operator will conduct a quick roll call before your conference begins to ensure that expected participants are on the line.
- + Boost participation during your conference by using the polling option. Survey participants by asking pre-determined questions.
- + Manage all of the "behind the scenes" issues throughout the call without disturbing participants. Use a communication line during your call to speak with the lead operator outside of the conference.

## AFTER YOUR CONFERENCE CALL

- + Use Encore or Web conferencing to make the conference available for archived playback, 24x7.
- + Keep track of call participants with a handy list of participants' name, companies and on-the –line times.
- + Receive a professional transcription of what was said on your call within a 24-48 hour time frame.

## Audio Conferencing Features

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### **SCHEDULE YOUR CONFERENCE**

- + 24x7 Reservations
- + Recurring Call

### **BROADCAST & RECORD YOUR CONFERENCE**

- + Web Conferencing
- + Encore
- + CD/Taping
- + Transcription
- + Translation

### **ENTER YOUR CONFERENCE**

- + Dial Out
- + Direct Entry
- + Music Entry
- + Entry/Exit Tones
- + Name Announce
- + Roll Call
- + Leader First/Last

### **ADMINISTER YOUR CONFERENCE**

- + Subconference
- + Communication Line
- + Custom Script
- + Group Mute/Unmute
- + Self Mute/Unmute

### **GATHER DATA FOR YOUR CONFERENCE**

- + Polling
- + Question & Answer Session
- + Participant List

### **SECURE YOUR CONFERENCE**

- + Conference Lock
- + Passcode/Participant Screening