



# InterCall Centres

## Comparison Matrix



### Information Hotline

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### Reservations

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	MeetingCentre™	EventCentre™	TrainingCentre	SupportCentre
<b>Operating Systems</b>				
WIN 98, Me, NY, 2000, XP	√	√	√	√
Mac OS X	√	√	√	√
Solaris 8, 9	√	√	√	√
RedHat Linux 8.x, 9.x	√	√	√	√
Java Downloader	√	√	√	√
<b>Core Features</b>				
Presentation/Document Sharing	√	√	√	
UCF: PPT Animations/Transitions	√	√	√	√
UCF: Flash, Streaming Audio/ Video, WebEx Recordings	√	√	√	√
Full Screen Viewing and Zooming	√	√	√	√
Share Multiple Documents at Once	√	√	√	√
Share Whiteboard	√	√	√	
Application Sharing	√	√	√	√
Applications Sharing with Remote Control	√		√	√
Share Web Browser	√	√	√	√
Share Web Browser with Remote Control	√		√	√
Share Web Content	√	√	√	
Desktop Sharing	√	√	√	√
Desktop Sharing with Remote Control	√		√	√
Annotation	√	√	√	√
File Transfer	√		√	√
Polling	√	√	√	
Video	√		√	√
Chat	√	√	√	√
Record	√	√	√	√
View Recordings	√	√	√	√
Record & Playback Editor	√	√	√	√
MyWebEx™	√	√	√	√
Online Reports	√	√	√	√
Outlook Integration	√		√	
Unlisted Meetings	√	√	√	√
Site Administration	√	√	√	√
Schedule Meeting Wizard	√			
Right Click Document and Share	√			
Notes	√			
Meeting Transcript	√			
Attendee Join before Host	√	√	√	
iCalendar	√	√		
Schedule on Behalf of Host	√		√	

	MeetingCentre™	EventCentre™	TrainingCentre	SupportCentre
<b>Core Features</b>				
Floating Participant Window		√	√	
Localisation*	√	√	√	√
PowerPanels™ – Application and Desktop Share	√	√	√	
PowerPanels in Meeting Manager	√	√	√	
Notifications	√	√	√	
Seamless Sharing Transitions	√	√	√	
QuickStart	√	√	√	
Sharing Mode Icons	√	√	√	
Universal Annotation	√	√	√	√
Floating Icon Tray	√	√	√	√
<b>Specialised Features</b>				
Auto Screen Resolution Adjust	√			√
Auto Play Presentation	√			
Alternate Host	√			
Reservationless-PlusSM Audio Integration	√	√	√	
Scales to Thousands		√		
Lead Source Tracking		√		
Enrolment Scoring		√		
Event Grouping by Program		√		
Persistent Media Viewer		√		
Copy from...		√		
Report Builder Wizard		√		
Email Template Manager		√		
Enrolment Question Manager		√		
Panellist Entrance and Prep Room		√		
Email Management System		√	√	
HTML Invitations		√	√	
Automated Enrolment/ Registration		√	√	
Multiple Panellists		√	√	
Customisable Registration		√	√	
Drop-off URL		√	√	
Threaded Q&A		√	√	
Recording Showcase		√	√	
Instant Feedback		√	√	
Testing and Instant Grading			√	
Poll Editor			√	
Test Authoring			√	
Test Library			√	
Pre-and Post-Session Testing			√	
Automatic Scoring and Grading			√	
Instructor Scoring			√	
Download Course Materials			√	
Pre-cache Course Materials			√	
Customised Registration Forms			√	
“Copy From” in Scheduler			√	
Raise Hand Alert			√	
Floating Training Manager			√	
Breakout Sessions			√	
Hands-On Lab			√	
SCORM Compliant			√	

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<b>Specialised Features</b>				
Auto Record Session			√	√
Invite Subject Matter Experts				√
Sales Force Automation Integration				√
Remote Printing				√
Permission-Based Remote Control				√
Supportforce.com Integration				√
Remedy Integration				√
View-Only Option				√
CSR Authentication				√
Log On as Different User				√
Inactivity Alert				√
Multi-Agent Support				√
Call Escalation				√
Simplified Support UI				√
Reboot and Reconnect				√
System Information				√
Four Layers of Authentication Tracking Codes		√	√	√
<b>My WebEx</b>				
My Meetings	√	√	√	√
My Recordings	√	√	√	√
My Files	√	√	√	√
My Contacts	√	√	√	√
My Reports	√	√	√	√
My Meeting Room	√	√	√	√
One-Click Meeting	√	√	√	√
Access Anywhere	√		√	√
<b>SSL Encryption</b>				
Automatic Traffic Encryption	√	√	√	√
<b>Branding</b>				
Custom Site Colours and Logo Art	√	√	√	√