

# Audio Conferencing Overview

The world leader

**in conferencing.**

# Communique Advantages

- **24x7x365 live support:** Support centers based in North America, Europe and Asia provide service 24x7, local representation, in-country language (19 languages) or familiar dialects.
- **Reliable and scalable:** Redundant conference call facilities are distributed worldwide throughout seven (7) cities in the United States, three (3) cities in Canada, and six (6) cities international. Supports up to 10,000 callers.
- **No attendee hold time:** Eight operations centers are staffed to meet the demands high-volume calls with no hold time.
- **Experienced staff:** Our operators are professionally voice trained to pronounce the speakers names and execute your call correctly.
- **No unused line fee:** We are one of the only providers that does not charge for a minimum amount of lines reserved. You pay only for the attendees that join.

# A Typical Operator Conference Call

## Pre-Call

- Your assigned a dedicated account manager as a single point of contact to assist with anything that you need.
- Scheduling your calls is easy. Our advanced reservations system captures and stores your call profile including all necessary call features. When scheduling subsequent calls you do not have to repeat everything.
- Conference call information is communicated in a clear, easy-to-understand format to attendees.
- The call leader and the scheduled speakers gather in a Sub-Conference before the call begins to go over the agenda and discuss last-minute updates. The operator will finalize any last minute logistics such as who to turn the call over to, how to pronounce speaker names, Q&A, polling, etc.
- Callers can dial either a toll-free or toll number to access the call. For international attendees we offer international toll-free access numbers in 98 countries and local access numbers in 23 countries. You can also choose to have the operator(s) dial out to speakers and/or attendees to connect them into the call.
- The operator(s) gather any necessary information (e.g., name, affiliation, etc.) and place them into the call.
- The participants hear music (or custom announcement) until you are ready to start.

## During the Call

- All operators are voice talent trained and perform a professional speaker introduction. You can use the standard introduction script or customize as you'd like. It sets the stage for the conference and opens the call in a clear and professional manner. You can provide an approved attendee list (optional) to make sure only certain approved attendees can join.
- A dedicated communications line can connect the operator handling the call to a point of contact at your location for instant support access.
- The call can be conducted in Lecture Mode so that all participant lines are muted during the presentation to reduce background noise and minimize interruptions.
- Once the presentation has concluded, the operator can administer a Q&A session. Participants indicate that they have a question using their telephone keypad, while the operator manages the question queue in a professional and orderly fashion. When each one's turn comes, the appropriate line is unmuted, an introduction is made and the questioner takes the floor. While in queue the attendees will still hear the conference.

## Post-Call

- An attendee report is emailed immediately following the call showing all of the information gathered from participants as they joined the call.
- Transcription service is available if you need a written account for use in press releases and news wire services.
- The call can be digitally recorded for playback via online streaming, MP3, CD ROM, tape, or toll-free dial-in number. Added information is captured in an online report from those people dialing into the playback providing you with the same information that was collected from the live call participants.

# Online Access to Manage Your Call

- View real-time and download the list of attendees.
- View the Q&A queue, prioritize or remove questions.
- Chat directly with the operator handling your call.

LEADER-VIEW.COM

PARTICIPANT LIST   Q&A QUEUE   CHAT TO OPERATOR   HELP

1   DOWNLOAD PARTICIPANT LIST   2

3   REFRESH LIST   4   SORT BY NAME   5   SORT BY INFORMATION   6   SORT BY STATUS

7   \*\*Previous page   Next page\*\*   Showing 1 to 10 of 10

NAME	ADDITIONAL INFORMATION	STATUS
Dave Siegler	Dave's House of Pancakes	DISCONNECTED
L. LDR/Bill	Additional Information Here	DISCONNECTED
New Participant	New Information	DISCONNECTED
Clint Smith	Java Programmer	DISCONNECTED
James Pentecost	Driving Instructor	DISCONNECTED
Rusty Morton	Car Salesman	DISCONNECTED
Mike Ring	Director, Quality Assurance	DISCONNECTED
Anil Jain	Configuration Manager	DISCONNECTED
Brian Penn	International Affairs	DISCONNECTED
Joe Mayo	Entertainment Coordinator	DISCONNECTED

TOTAL PARTICIPANTS: 6  
Q&A STATUS: INACTIVE  
TOTAL IN QUEUE: 0  
LOGOUT

LeaderView - Chat to Operator - Microsoft Internet Explorer

MESSAGES 1

Operator [10:10:15] - Okay  
Leader [10:17:11] - Please stop Q&A.

MESSAGE TO OPERATOR 2

SEND

# Record & Playback

Digitally record your conference call for participants who were unable to attend or for those who would like to listen to it again. Several playback formats are available: For easy, 24/7 availability, the recording can be accessed on the Internet or by dialing a toll-free number. You may also purchase a CD, downloadable link or a transcription of your recording. Available formats:

- **Online streaming archive** – send attendees a link to listen to your recording online
- **MP3 or WAV file** – download a copy of your recording
- **Telephone playback** – attendees dial a toll-free or local access number and enter a PIN code to listen to your recording
- **CD ROM** – Records the call to a CD ROM format

# Additional Features

- Web Conferencing
- Event Registration
- Consecutive Interpretation
- Live or Archive Audio Streaming
- Dial-Out
- Entry/Exit Announcement
- International Access
- Mute All Attendees
- Lock/Unlock
- Transcription
- Operator Assistance
- Polling
- Conference Lock
- Q&A
- Communication Line
- Participant List
- LeaderView
- Project Accounting Codes (PAC)
- Record & Playback
- Roll Call
- Security Passcode
- Sub-conference
- Recurring Call Scheduling
- Online Scheduling
- Custom Script
- Approved Attendee List

# Support Before & During Meetings

## **Pre-Production: Before the call, we:**

- Assign a dedicated account manager
- Help schedule the call
- Manage aspects of a dry run

## **Production: During the call, we:**

- Provide 24x7x365 live technical support to presenters and attendees that have questions or need help joining
- Monitor the call for quality
- Introduce the speakers
- Record the call for playback
- Manage Q&A

## **Post-Production: After the Webinar:**

- Provide an attendee report
- The recording is available for playback online or download

# Clients

Deloitte.



Wyeth



REUTERS 



 Delta



FUJITSU



# Awards



Awarded 'Best Webinar Solution' by *Elearning! Magazine*

Communiq  Conferencing was honored for the third straight year as a leader in Webinar hosting.



Learning Times 'Best Online Webinar' Award

The "Excellence in Facilitation of a Synchronous Event" award recognizes outstanding achievement in the design, delivery and production of a live Webinar online learning event.



"Live Meeting is a top contender for basic Web conferencing as well as larger-scale online Webinars and e-learning sessions. On its own, solid performance and a good feature set make it a strong competitor."



Communiq  Conferencing has maintained an **A+ rating** with Business Bureau's (BBB) Accredited Business certification since October 2002. This award confirms Communiq 's commitment to customer satisfaction and excellence in business practices.

