INSTANT CONFERENCING

> PRODUCT OVERVIEW

> THE BENEFITS

> HOW IT WORKS

Find out how Instant Conferencing from TeleWare can help businesses to reduce cost, save time and increase employee productivity.

TeleWare

ThInk Beyond

PRODUCT
OVERVIEW

INSTANT CONFERENCING FROM TELEWARE ALLOWS USERS TO INSTANTLY COLLABORATE VIA TELEPHONE CONFERENCE WITH UP TO 40 PARTICIPANTS.

1 in 2

EMPLOYEES SAY THEY WOULD BE MORE PRODUCTIVE AT WORK IF THEY COULD WORK FLEXIBILY

OnePoll

TeleWare's Instant Conferencing solution has been developed with ease of use in mind and provides businesses with an easy to deploy and simple to use instant collaboration platform. Users are able to instigate conference calls regardless of date, time or location, with no time constraints.

The solution allows businesses to configure and customise their conference settings via a web based portal. This includes the ability to streamline or increase conference security settings as well as remove the chairperson functionality. Businesses can determine whether conference configuration/customisation is available at administrator or user level.

TeleWare's Instant Conferencing is a fully configurable solution. When the chairperson functionality is enabled a secure password will be required to initiate the call. All aspects of the conference call can be managed using the chairperson controls. A truly instant conference call can be created by removing the chairperson functionality. The conference call will begin as soon as the first person enters the conference ID and will end when the last person leaves the call.

The benefits of TeleWare's Instant Conferencing solution can apply to many businesses, across a variety of sectors. Benefits include:

- Cost reduction – reduces travelling time and expenses as it allows collaboration over the telephone instead of in person.
- Enables flexible/remote working – employees are able to work in an efficient, productive and effective manner as the solution allows them to collaborate instantly with other employees or customers.
- Not missing important meetings – when there are unforeseeable traffic delays or adverse weather, users can still attend meetings via a conference call with instant voice collaboration.
- Disaster Recovery – in the event of a disaster, instant conferencing can be used to keep the vital lines of communication open to numerous people at the same time.

FEATURES
AND BENEFITS

INSTANT CONFERENCING

Initiate a conference to start immediately, removing any lengthy set-up process (chairperson functionality disabled).
> Ensures immediate ad-hoc requirements can be met.
> User can have a virtual meeting anywhere, anytime, from any telephone.
> Reduces travel expenses as it allows collaboration over the telephone instead of in person.

WEB BASED PORTAL

> A web based portal allows administrators or users (as defined by the business) to manage and configure their own or their team's Instant Conference. This includes the ability to add or remove the chairperson functionality and apply additional security.

NO CHAIRPERSON REQUIRED

> For simplicity and ease of use, the chairperson functionality can be removed, allowing conversations to begin immediately.

SECURITY SETTINGS

> If security settings are disabled no time is wasted at the beginning of the call entering pin numbers, allowing the conference to begin immediately.
> If required, pin security can be applied through the web based portal.

REQUIREMENT TO RECORD NAMES

> If the requirement to record names is disabled, no time is wasted when participants join the conference call.
> If participants are required to record their names before entering the conference, this can be enabled through the web based portal.

JOINER/LEAVER ANNOUNCEMENTS

> There are no interruptions when a participant joins or leaves the conference, giving an uninterrupted conversation from start to finish.
> If required, announcements can be applied through the web based portal.

CHAIRPERSON CONTROLS

The chairperson has full control of the conference call and can manage the call with the following 'in-conference' features:
> Add Participant – to bring in a new participant who was not originally scheduled to join.
> Roll Call – to perform a roll call which will announce voice signatures of the current participants.
> Participant Count – to confirm the number of participants on the conference call.
> Lock Out Conference – provides the ability to have a private discussion before others join and can prevent any additional participants joining the conference call once locked.
> Terminate Conference – the ability to close the conference at any time.

ON DEMAND CALL RECORDING

> The chairperson has the ability to record their conference calls.
> Recordings are accessed via a web based portal and can be replayed on a telephone or downloaded to a computer.
> The chairperson can use multiple search filters to retrieve their conference recordings.

GLOBAL ACCESS NUMBERS

> Global access numbers allow users to host their conference in 165 countries worldwide.
> Overseas participants can dial directly into the conference with a global access number local to the country they are in, therefore reducing international dialling costs.
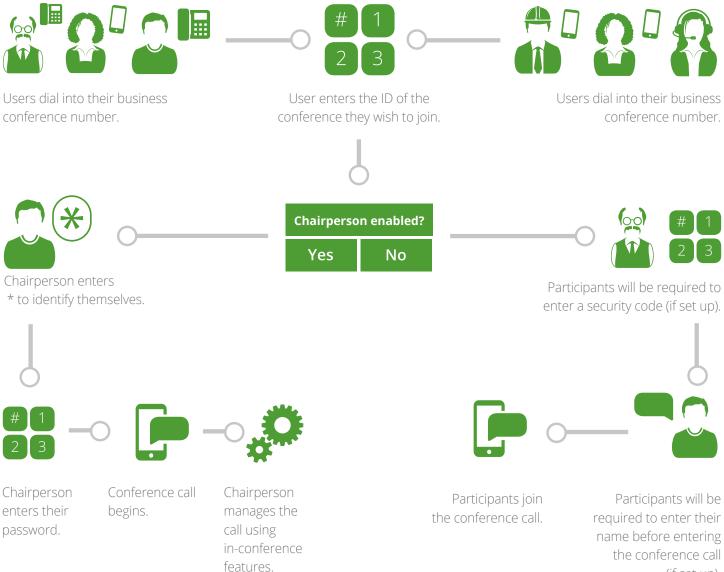
REPORTING SERVICES

> Conference reporting is available.

HOW IT WORKS

TeleWare's Instant Conferencing allows users to instantaneously collaborate via telephone conference. Instant conferencing is instigated by the user dialling into their single business conference telephone number. The user enters the ID of the conference they wish to join.

Users dial into their business conference number.

User enters the ID of the conference they wish to join.

Users dial into their business conference number.

Chairperson enters
* to identify themselves.

Chairperson enabled?

Yes   No

Participants will be required to enter a security code (if set up).

Chairperson enters their password.

Conference call begins.

Chairperson manages the call using in-conference features.

Participants join the conference call.

Participants will be required to enter their name before entering the conference call (if set up).

ABOUT
TELEWARE

ADDITIONAL
TELEWARE
SOLUTIONS

TELEWARE APPROACH

Every business has an ethos, a working philosophy. Think Beyond is ours. It's the ideal that drives every one of us at TeleWare to achieve our common goal, to be the most creative communications technology partner in the world.

MAKING ANYTHING POSSIBLE

In everything we do, we 'think beyond' the confines of existing technologies to pioneer something new. To us, anything is possible. We are curious. We relish the freedom to explore challenges, uncover opportunities and lead the way forward. As a result, we don't provide off the shelf products, we design solutions that meet the specific needs of partners and their customers.

A UNIQUE APPROACH

By approaching problems in a way that no one else does, we uncover key insights which drive us to an uncompromising, tailored solution that's commercially beneficial. We delve deeper, nurturing ideas, tailoring technology, integrating, supporting and always evolving.

That's how together, we help you discover new opportunities, connect with your customers and grow your business.

INTERACTIVE VOICE RESPONSE (IVR)

An inbound call management system that offers a truly flexible and simple solution for the efficient and effective routing of calls.

SKYPE FOR BUSINESS RECORDING

All the functionality and benefits of Cloud and Mobile Voice Recording but for Skype for Business (formerly Lync) voice communications.

CLOUD CALL RECORDING

All the functionality and benefits of Mobile Voice and SMS Recording but based on fixed line calls.

INTELLIGENT NUMBER

Log in to any device in the world using a single number, providing complete functionality any time, anywhere.

MOBILE VOICE & SMS RECORDING

Helping increase business productivity, support training, improve governance and meet regulatory requirements.

To find out more about how TeleWare can help your business discover, connect and grow, contact our Think Beyond team today:

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