



InterCall's Complete Suite of Services



For more information,
please contact:

sales@co-
opconferencing.com
877-735-CO-OP

Your communications needs change depending on who you have to meet with and what you want to discuss. From sales demos and team meetings to marketing seminars and investor relations calls, InterCall, the largest conferencing provider in the world, has a solution that will help you make better connections.



Listed below is our comprehensive suite of services. No matter where you are in the world or what you need to communicate, InterCall has the tools you need to stay connected. You can depend on our years of experience, reliable technology, variety of solutions and personal support to help make your everyday meetings and specialized events successful.

Audio Conferencing Services

BASIC CONNECTIONS

- + Reservationless-Plus®—no reservations are required to use this always-on service, which is backed by the industry's only globally-deployed VoIP conferencing network. If you're using web conferencing, Reservationless-Plus is also integrated with our online solutions for easy management of your meeting from a single interface.
- + Automated—make a reservation for your call and use a dedicated dial-in number and passcode to enter the conference without operator assistance.

ENHANCED CONNECTIONS


- + Operator Assisted—gives you added professionalism and features with the help of expert operators. This is the best service for large or high-profile calls.
- + Direct EventSM—get the speed of automated call entry while still engaging an operator to execute special functions like question and answer, dedicated assistance or any of our event features.


Web Conferencing Services

BASIC CONNECTIONS

- + InterCall Unified Meeting®—let people see what you are talking about and collaborate during your online meetings with a single system that brings together audio, web and video conferencing tools.
- + Cisco WebEx™ Meeting Center, *provided by InterCall*—meet with people around the globe with a tried-and-true service that is the world's most commonly used web conferencing tool.



+ Microsoft® Office Live Meeting, *offered by InterCall*—host online meetings using the web conferencing tool that is fully integrated with your entire Microsoft Office suite.  **Microsoft**

+ IBM® LotusLive: Meetings, *offered by InterCall*—use this powerful, yet simple tool to securely display presentations and share real-time applications on the Internet. 

ENHANCED CONNECTIONS

+ Cisco WebEx Event Center®, *provided by InterCall*—get everything you need to manage your online event, from planning the seminar to conducting the meeting to post-event follow-up.

+ Cisco WebEx Support Center, *provided by InterCall*—allow technical support professionals to transfer issues between reps, gather system information and diagnose desktop issues online.



+ Cisco WebEx Training Center, *provided by InterCall*—deliver live, interactive training sessions. Share presentation, software and web sites, test and poll your participants and hold breakout sessions.

+ With Adobe® Acrobat® Connect™ Pro, *offered by InterCall*—captivate your audience with interactive online meetings and virtual classroom experiences that are just a click away.



+ IBM LotusLive: Events, *offered by InterCall*—conduct large online training sessions or webinars to promote your product using a lightweight, easy-to-use option that lets you meet with more people, in more places, than ever before.



Video Conferencing Services

+ Video Conferencing—keep connected and utilize the latest in product innovation, proven service and reliability to communicate your message. Virtual meetings save time and travel costs while giving your conferences more impact.

+ Reservationless Video—arrange face-to-face meetings with employees, vendors and prospects, link cross-functional teams from around the world and do it all with no reservations.

+ Video managed services—outsource the management of some or all of your video conferencing services. InterCall can manage your bridges, schedule your conference rooms and provide dedicated personnel to support video conferencing usage, call monitoring and equipment maintenance.


+ Video equipment—let us assist you in purchasing the right equipment to get the most out of your video conferencing systems. No matter what your equipment or network requirements, we can find the right solution for you through our broad network of vendor relationships.



TANDBERG

+ Superior-quality global video networks—work with our partners to get advanced networks for your video conferencing service. No matter if you are using standard, high definition or telepresence video, you'll get a secure network that directly reaches all of your locations no matter where in the



world they may be and gives your video traffic the high priority it  SAVVIS. deserves each and every time.

- + On-site video production—rely on our expertise to deliver high quality presentations around the globe with the latest video and multimedia technologies.
- + Worldwide public room rentals—make it easy to join a virtual meeting by using our database of more than 9000 public video conference rooms. The rooms are available in almost every major city so you or your client can conduct business without having to spend time and money traveling.
- + Training and development—increase your understanding of video conferencing with courseware that provides you with the knowledge and skills required to effectively operate video conferencing equipment.

Streaming Services

- + Streaming— reach a remote audience with rich media communications. Our industry-leading, proprietary streaming platform is highly customizable and interactive, while reducing costs and complexity. New platform features have made live and on-demand streaming video and webcasting even more engaging to help teach, train or entertain your audience wherever they may be.
- + Virtual Show— an interactive and engaging solution for online events with powerful networking capabilities. Conduct sponsored trade shows, online symposia, multi-day conferences and training seminars on a customizable and cost-efficient platform. Integrate live streaming video and other interactive features for a truly unique experience.

Event Services

- + Event Management—if you are short on resources and want to ensure a flawless event, rely on our team of event professionals. InterCall's Event Services group can help you plan, conduct and wrap-up your seminar so you can focus on your message.
- + Event Registration—provides powerful tools to help manage the entire registration, communication and reporting aspects of your event campaigns. Gather data across multiple touch points, easily access mission-critical reports and improve event effectiveness, all while saving valuable time.
- + Additional Event Services—ask about our extra services that help you get even more from your events, like voice, fax or email broadcasts, voice talent, online call management, custom script, lecture mode, Q&A session, encore, reports, archiving, transcription, podcasting, on-demand file creation, editing and file hosting.

Unified Communications

Combine conferencing, messaging and telephony, along with presence and mobility features, to provide a truly integrated communications experience. InterCall offers Unified Communications (UC) solutions from industry leaders, including Cisco WebEx, IBM, Microsoft and more. Our in-house team of consulting and systems integration experts can provide assistance at every step of the UC process. Services include:

- + Planning services to assess, design and test UC-based solutions
- + Deployment and project architecture services to promote successful UC integration and adoption across the enterprise
- + Flexible service models that ensure the solution is operated and managed to your requirements, whether hosted, on-premise or a combination of both

Our UC services help you to decrease costs by reducing travel, IT and communications expenses while maximizing individual productivity and fostering team collaboration.

Communications Tools and Technology

+ Brainshark—repurpose existing content from Live Meeting archives or native PowerPoint files to create, edit, and deliver on-demand presentations. The user-friendly tool that provides the ability to administer polls, track views and pull reports.



+ CrisisConnect—take control of your messaging so you can connect with employees, customer, vendors or PR and legal teams in a moment's notice through email, voice, fax, pager or text broadcasts.



+ GoldMail—quickly and easily create personal and powerful messages using voice recording over content from PowerPoint, PDFs, TXT documents and image files.



+ Huddle—arrange meetings, share dial-in details, upload agendas and presentations, take notes and post meeting minutes from your InterCall phone or web meetings in a secure, personal workspace. Then carry over conversations on group discussion forms.



+ IntelliCast—automate messages to stay in touch with your customers, create and manage notification campaigns, and reduce your customer contact costs. The blast voice-messaging platform allows for interactive, two way communications.



+ MeetingSense—empower teams to easily capture, summarize, distribute, and collaboratively manage meeting information and action items online in real-time, with or without a conference or web meeting.

