



# World Class Conferencing Summary of Services

“We are here to support your every need”

Prepared for:



Welcome to World Class Conferencing! The staff and management at World Class Conferencing would like to thank you for using our suite of services and pledges to provide you with an unsurpassed conferencing experience. As a conferencing specialist our portfolio of conferencing services has been designed to satisfy your every conferencing need. From those everyday audio calls to those special events incorporating visual presentations and collaboration via the Web, World Class Conferencing is ready to be your one-stop conferencing solution. Our focus is to provide you with world-class conferencing today and well into the future.



We understand, we deliver, but most importantly... we care.

## Purpose of the Summary of Services

This Summary of Services was created with the intent to provide you with an overview of the services and features that are available for your use as well as the application for which they are most frequently used. Please keep in mind that this is only an overview of the most frequently used services and features and that you should feel free to contact your Department of Information Systems for any additional requirements or needs.

In addition this Summary of Services includes useful contact information as well as tips and suggestions on how to hold a better conference call.

## Tips for a Better Conference Calls

- ❖ Have a clear, set agenda
- ❖ Confirm participant attendance
- ❖ Introduce each participant or use our Roll Call feature (\*4 for Automated service – we offer this to the chairperson for Attended service)
- ❖ Ask participants to identify themselves each time they speak
- ❖ Activate the mute button on your phone when not speaking (or press \*6 for Automated service)
- ❖ If you have any type of problem during the call, **DO NOT HANG UP!** Just pick up your handset and dial \*0. A Conference Coordinator will come on-line to assist you.
- ❖ Schedule your next meeting while everyone is still on-line.

## Conference Call Reservations

Use any one of the following methods to schedule an Attended Conference Call, order an Automated Conferencing card with or without Web access:

- Toll Free:** 1-86 MEET-MEET (1-866-338-6338)
- Toll:** 1-808-237-2250
- Email:** [fulfillment@worldclassconf.com](mailto:fulfillment@worldclassconf.com)
- Web Forms:** [Attended Reservations \(click here\)](#)  
[New User Account Form \(click here\)](#)



## Automated Audio Conferencing

### Everyday conferencing needs

World Class Automated Audio Conferencing is a convenient form of audio conference calling that provides you with the utmost in flexibility along with a wide array of useful features that are designed to enhance your communication with business professionals from across the world.



### Meet on demand

Automated Audio Conferencing is available at a moment's notice 24 hours a day, 365 days a year, with World Class Automated Audio Conferencing you eliminate the need to make a reservation for those day-to-day conference calls. Simply invite your participants to join your meeting at a designated time. Supply them with the dial in access number along with the Participant Pass Code. Upon the start of your conference, your participants will be placed on music hold. When you are ready to start your conference simply dial the toll free access number and enter your Host Pass Code.

### Starting a Meeting as a Chairperson

1. Dial the toll free (US or Canada) or toll (International) access number
2. Enter the Host Pass Code at the prompt followed by the # sign
3. Announce your name and/or organization when prompted

### Joining a Meeting as a Participant

1. Dial the toll free or toll access number
2. Enter the Participant Pass Code at the prompt followed by the # sign
3. Record name and company name at the prompt

### Useful Chairperson Features

*0	Requests an Operator for assistance
*1	Help menu
*4	Increase conference volume
*5	Increase your volume
*6	Participants can self mute and un-mute themselves

*7	Decrease conference volume
*8	Decrease your volume
*21	Initiate a sub-conference
*22	Record for playback
*32	To record a personalized greeting
*91	Hear participant count
*92	Hear roll call
*93	Disconnects all participants
*94	Lock/unlock conference
*95	Dial out to participants
*96	Mute all participant lines
*97	Un-mute all participant lines

## Attended Audio Conferencing

### Special conferencing needs

World Class Attended Audio Conferencing is a high touch fully operator managed conference designed specifically for companies that perform large calls. When you have a critical announcement to make to hundreds of remote participants, it is essential that you have full confidence in your conferencing provider. Let the accommodating World Class Conferencing operations team assist you in scheduling and hosting of your next event and gain that added peace of mind.

### Reserve your event

Seasoned conference professionals acting as your personal event consultant will take your reservation over the phone matching your business needs with our many enhanced event features.

1. Call 1-86MEET-MEET (866-338-6338) or 808-237-2250
2. Provide your AU Number
3. Provide us with your name and telephone number
4. Let us know the date and time of your conference call
5. Be prepared with the number of participants that will join your event (names and phone numbers are required for dial out service).
6. Inform us of any additional features (tape recordings, transcriptions, etc.) you will require.

## Choose how to hold your event



**Toll Free Dial In** – Participants dial in to a pre-assigned number and are greeted by a Conference Coordinator. This service allows participants to call in from anywhere within the US at no additional charge while allowing all charges to be billed to the conference Chairperson.

**Toll Dial In** – Participants dial in to a pre-assigned number and are greeted by a Conference Coordinator. This service allows participants to call in from anywhere in the world to access the conference call and incur their own long-distance service rates.

**Dial Out** – The Company hosting the event supplies World Class Conferencing with a participant list, including names and phone numbers. Participants are called by a Conference Coordinator to enter the event.

## Hosting your event

At the time of your conference, World Class Conferencing Conference Coordinators will host your event, greeting each of your invited participants and placing them into your conference. A lead Conference Coordinator will assist you with the administration of any of the enhanced features you selected when scheduling your event. The goal of this service is to provide a high touch atmosphere while freeing up your time to focus on the content of the conference call.

## Enhanced Features

World Class Conferencing offers a variety of free and reasonably charged Enhanced Services designed to compliment your meetings and events. Simply provide our friendly conference coordinators with your requirements and we'll do the rest to ensure a pleasant and productive meeting experience.

## List of Enhanced Services

Enhanced Service	Description
Billing Codes/References	Upon request, specific billing codes or references will be noted on the invoice.
Call Out to Late Participants	A Conference Coordinator may be signaled and asked that late participants be called and reminded of the conference.

Enhanced Service	Description
Listen Only Mode	The moderator may choose to mute all participants, or selected participants during all or part of the conference.
Music on Hold	While the conference is being assembled participants will hear music on hold.
Roll Call	Performed by a WCC Operator to verify attendance and identify participants for the benefit of the group.
Security Event service	It allows you to “lock” your call to ensure privacy. WCC’s security feature locks out all additional participants, as well as WCC Operators.
Sub Conference	You may have your conference separated into smaller working groups before, during or after your group conference.
Question & Answer	Process by which a large audience is managed during an interactive session. End users desiring to pose a question enter a code to place their line in queue.
Voting/Polling	A method of obtaining electronic feedback from the audience. Results can be made public or secure.
Participant List	Reporting on those who are attending the meeting.
Coordination Line	A separate line to the operator for the purpose of coordinating various activities that occur while the meeting is in progress.
Remote Replay	A digital archive of the meeting available on a variety of real-time media.
Replay Participant Report	Reporting on those who access the digital archive
Tape Rebroadcast	Re-broadcasting an analog tape recording into a meeting.
RSVP	Obtaining confirmations from meeting participants in advance.
Taping/Duplicates	Creating or duplicating an analog tape recording of the meeting.
Transcription	A paper or electronic based printout of what was discussed in the meeting.
Translation	Translating a foreign language in real-time or upon delay.

## Web Conferencing

A picture is worth 1,000 words – so just imagine what World Class Conferencing's web conferencing solutions can bring to your conference call. Our web solutions add visuals, collaboration and interaction to any type of audio conference. They are powerful tools to communicate with the Board of Directors, direct reports, and clients – anyone who needs to see and hear your message.

### **Why use Web conferencing?**

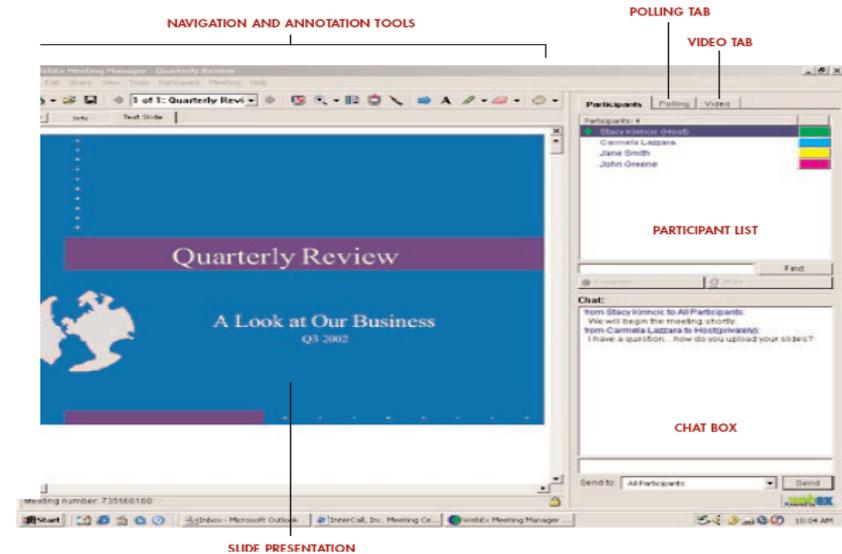
In today's fast-paced business environment, making decisions quickly and efficiently is critical to maintaining a competitive advantage. Time wasted scheduling unnecessary in-person meetings, making travel arrangements, and bringing together a globally dispersed team can mean lost revenue and increased operating costs. Every minute counts.

### **Use web conferencing to deliver:**

- ❖ Training Seminars – Deliver interactive, up to the minute, affordable training
- ❖ Product Launches – Launch products to the press, employees and clients
- ❖ Sales Presentations – Meet with customers faster and more often
- ❖ Announcements – Deliver more effective, interactive messages
- ❖ Financial Reports – Annotate documents for higher impact and understanding

### **Powerful and yet so easy to use**

Web conferencing requires minimal effort. You control the presentation from your desktop while your audience accesses it via the web. You can present a slide show, collaborate on documents, share applications, and poll your audience and more. World Class Conferencing's web conferencing lets you host virtually any business meeting via the Internet. With nothing more than a browser, our web conferencing service transforms your computer into a powerful online meeting forum that integrates the Web and a conference call allowing you to communicate with anyone, anywhere – no travel required.



1-86 MEET-MEET  
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For

**FOR YOUR NEXT CONFERENCE CALL**

Corporate offices  
1001 Bishop Street  
ASB Tower, Suite 1901  
Honolulu, HI 96813

Main Number: 1-800-922-0171  
Reservations: 1-866-338-6338  
Reservations: 1-808-237-2250  
Sales: 1-800-922-3464  
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[www.worldclassconferencing.com](http://www.worldclassconferencing.com)