Interaction Conference™

Say good-bye to costly, outsourced conferencing.

Interaction Conference is a premises-based audio conferencing solution for enterprises of any size. This viable, cost-saving option gives you the ability to keep audio conferencing in-house instead of outsourcing it. From any browser – or right from your Outlook meeting request – use Interaction Conference to create, schedule, and host internal and external conference calls. It's just that seamless.

Ultimately, Interaction Conference creates easy collaboration by helping geographically dispersed employees, partners and customers get together to make faster, more informed business decisions.

Reduce your conferencing costs. Generate favorable ROI almost immediately. No expensive per person/per minute charge from third-party conference vendors. Set up, review, and make changes to scheduled calls on the fly with the built-in schedule overview.

Create conferences in Microsoft Outlook®. Quickly set up conferences within Outlook's Calendar using the Interaction Conference Outlook plug-in. Create meeting requests simultaneously while taking advantage of appointment scheduling features.
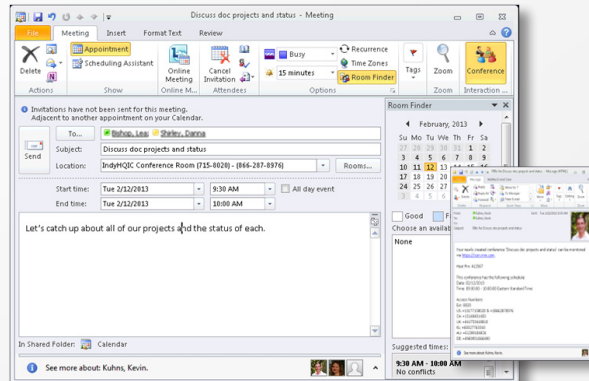
Schedule conferences on-demand, at any time. Use the on-demand audio conferencing service to arrange conferences anywhere, at any time. No need to make a reservation. No times restrictions from a provider. Really.

Provide a single conferencing source for the entire enterprise. Make Interaction Conference a standard resource for every employee. Users can easily conference external parties for collaborative calls, while administrators monitor which participants join and leave the discussion.

Tighten conferencing security. Count on built-in encryption to safeguard live conferences against external intrusions. Get added security through access control for each invited participant and a PIN for each guest as well as the host. You can also assign unique PINs to closely monitor attendee entry and track attendance.
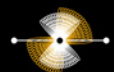
Web-based administration and reporting. Give conference administrators the ability to assign announce entry/exit alerts, record calls, and enforce conference end times. Mute and un-mute callers individually or in groups, put them on hold, or disconnect them. When the meeting is over, reports provide quick and complete overviews of conference details.

New to Interaction Conference 4.0

Use Interaction Conference's Microsoft Outlook plug-in to set up a conference directly from an Outlook Meeting request.

• **Built on top of CIC 4.0 infrastructure**

• **Announce number of attendees**

• **Outlook 2010 and 2013 support**

• **iCalendar attachments to notification emails**

• **Use notification templates in Outlook plugin**

Schedule a new conference in the intuitive Interaction Conference environment – or select and access an existing one.

Features

Creating conferences
- Initiate conferences using a browser-based application.
- Distribute notifications via email for upcoming conferences.

Schedule as needed.
- Support single-event and recurring conference schedules.
- Model recurring conferences using Microsoft Outlook Appointment Recurrence screens.
- Allocate resources so a conference can extend past its scheduled time if needed.
  - Interaction Conference detects a conference scheduled end time and allows the conference to continue if resources are available – not reserved.
  - If resources are scheduled for another conference, the active conference is required to end at its scheduled time – conference is dropped at the end time.

Provide control to conference creators.
- Optionally mute any caller not designated as a host.
- Assign entry and exit announcements.

Give control to conference hosts.
- Monitor a conference to see when participants join along with current call status and remote caller details.
- See controls for hold, mute, disconnect, and pickup via the monitor page.

Enable user access and Microsoft Outlook contacts options.
- Access conferences based on the user's configured profile.
- Maintain personal contacts lists to quickly specify conference parties.
- Users logging in through an NT account can also pull from Outlook Personal Contacts.

Record. Archive. Report.
- Record conferences and archive recordings for future reference and verification.

Be secure.
- Support open and PIN access modes for conference security.
- Leverage integrated NT authentication for secure user access.

INTERACTIVE INTELLIGENCE®

Interactive Intelligence offers unified business communications solutions for contact center automation, unified communications, and business process automation, based on our open standards, all-in-one software suite. More than 5,000 organizations worldwide currently benefit from our on-premises solutions, our cloud-based Communications as a Service (CaaS) offerings, or both, including value-added services for software, hardware, implementation, consulting, support and education.

At Interactive Intelligence, it's what we do.

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