

# Save Time and Money with Executive Conference

The Executive Conference functionality in Zeacom Communications Center (ZCC) makes setting up a conference call as easy as 'drag and drop'.

This smart functionality eliminates the hassles of conference bridges, helps you reduce travel costs, and completely cuts the conferencing costs of using an external supplier.



## Improve Collaboration with Easy Conferencing

As part of your ZCC solution, Executive Conference makes initiating or scheduling a conference call so quick and intuitive that it will easily turn endless email trails – involving large groups of addressees – into a thing of the past.

Collaboration across the enterprise will improve as your (virtual) teams save time and communicate more smoothly. Instead of having deadlines extended and decisions stuck somewhere in email jail, your organization will avoid latency and improve efficiency and productivity.

With Executive Conference you will avoid unnecessary third party conferencing costs, and make things very straightforward for all parties. Initiating an instant conference – or scheduling a series in advance – is as easy as sending a calendar appointment.

Internal and external participants can join in with a click of the mouse, or by dialing a familiar or free phone number. And if a small group wants to split away to have a quick private discussion by themselves – and then join up with the others again later – then that's simply arranged through 'drag and drop'.

Executive Conference will reduce frustration for your employees, speed up business processes, and improve communications throughout the enterprise.

## Key Benefits

While audio conferencing is gaining ever more popularity as a business communication tool, most solutions are not exactly easy to use and involve third party providers – adding costs to the telephony bill.

Zeacom Communications Center (ZCC) version 5 includes Executive Conference as a licensed module, to provide audio-conferencing for up to 64 internal and external parties<sup>1</sup>.

ZCC Executive Conference delivers cost savings as you avoid costly conference bridges, or additional hardware occupying precious space in your server or telephony platform. But even more importantly, Executive Conference will enable staff to lift their productivity levels.

- The intuitive interface – which includes ‘drag and drop’ – lets staff replace group emails with conference calls, achieve quick problem resolution and avoid email trail delays
- Integration with ZCC Rich Presence ensures that instant conference calls are only set up with people who are actually at their desk
- Users can seize the moment if a conference call is the fastest solution to an issue
- Since it’s part of ZCC’s single application, all staff are already confident with functionality
- No more need for 12-digit phone numbers that get lost, forgotten, or misdialled
- There is no reason for anyone to miss a call because they don’t know the details – they just phone your office and get connected
- Everything is run from your office (incl access to free phone numbers for outside callers)
- Last minute attendees are easily and painlessly added as soon as they call in – even on mobile or from outside the office
- Mobile users can easily connect into conference calls
- Staff get almost all the advantages of video conferencing, except visuals, but in a much more practical and cost effective package

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<sup>1</sup> For Early Introduction sites, the limits are set for up to 16 parties.

## Features

ZCC Executive Conference delivers calls for any mix of internal and external callers, using either IP or other lines.

Each participant uses a port, so a company with 30 ports for their site can run, for example, 3 simultaneous conferences of 10 parties, or 2 calls with 15 parties each. Booked or scheduled conferences automatically reserve resources for that time, so that they are always available when required.

Administration is straightforward and flexible, meeting business and security requirements.

### Setting up a Conference Call

- You can set up ad hoc calls or book scheduled or recurring conferences
- Use an easy conference setup wizard
- Use the Desktop Search Bar to simply drag and drop Phonebook entries directly into your active or scheduled conference
- Define PIN access, if necessary
- Organizers are automatically the host, but can transfer the host role to any participant
- Console operators or receptionists can organize conferences and transfer host roles
- Only the organizer / host can drop other people out of the conference, or end the conference for everybody
- Participants are alerted with conference invitations and reminders

### Managing your Conference Call

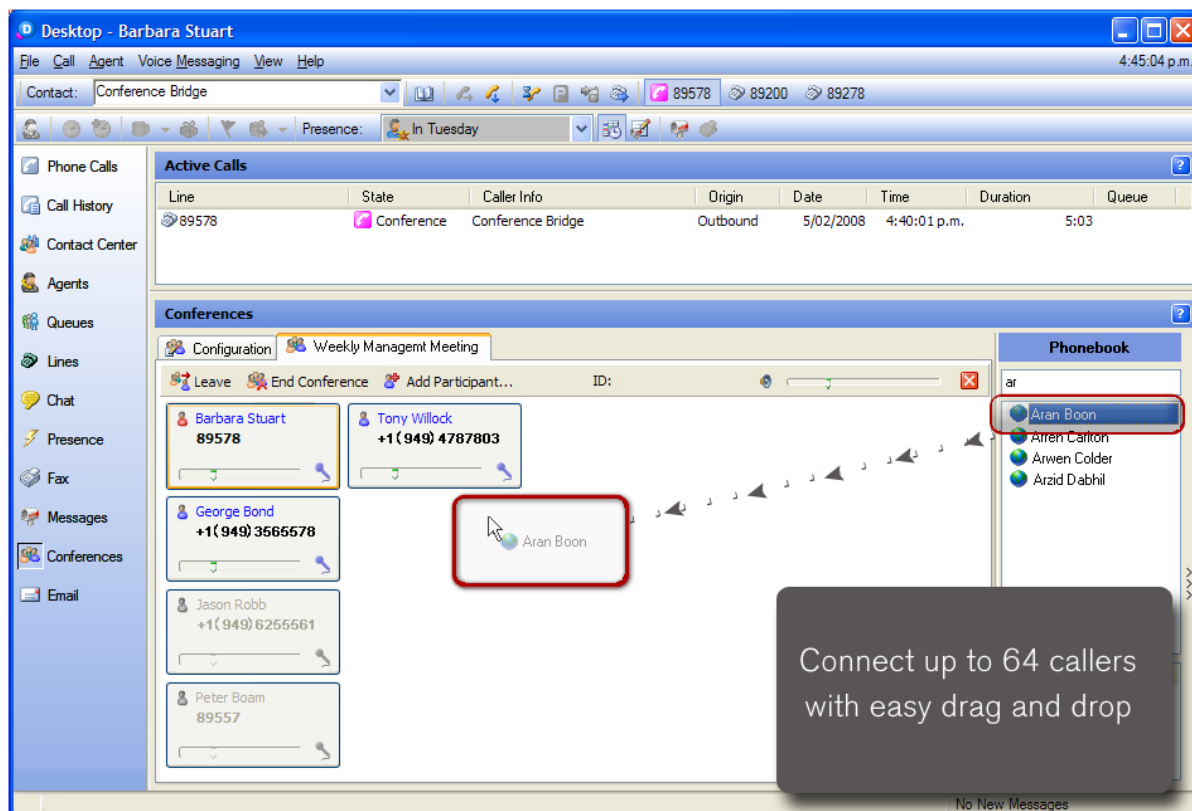
- When the call has started and not everyone has arrived, just link in key individuals (Presence will show you whether to dial their desk phone or mobile). Or send a reminder to all parties, which they can click to join the call
- Conference participants inside the office get ‘toaster’ screenpops, alerting them that they have been invited to a conference. They can either decline, join immediately or accept the invitation and join the conference later

- Convert a normal call instantly into a conference by adding parties – including mobile users - if you need input from others
  - Any participant of an active conference, calling from a recognized calling line ID, will be invited to join the conference as soon as they connect to the system
  - Console operators or receptionists act as a central facility for 'lost' participants. They can simply right click on any participant to transfer the missing caller into the active conference
  - You can introduce someone privately into the conference. You will still hear the conference in the background, but your conversation with the newcomer is private until they accept the invitation and join the conference
- each user can be adjusted, including muting out noise (for example if a participant puts the conference on hold and all hear 'hold' music)
- The name of each participant is announced as they arrive or leave the conference. Internal participants are automatically recognized and announced. External participants are asked to record their own names which are played to the conference. Regular external participants can be added to the Phonebook so that their names are played automatically on entry
  - At the end or during the call – you can split your conference into groups based on pre-defined 'Regions'. Drag participants into any Region, and select 'Split' to break the conference into separate conversations. You can re-merge the Regions at any time

**Smart features for your Conference Calls**

- ZCC Desktop participants can adjust the volume of the entire conference. The input for

Including participants into a conference call has never been easier.



## Required Modules

Each ZCC Intelligent Mobility user requires one of the following applications<sup>2</sup>.

- ZCC Executive Desktop
- ZCC Executive Insight
- ZCC Agent Desktop
- ZCC Operator Console

## Licensing

Executive Conference is available on SIP-capable Zeacom supported telephony platforms<sup>3</sup>, and utilizes Aculab SIP voice ports.

A single license is required for each concurrent conference participant using a conferencing port.

## More Information

If you are interested in ZCC Conferencing, you may also want to find out more about functionality such as ZCC Presence.

Check out our website at **zeacom.com** to see how functionality such as ZCC Console Operator can benefit your communications. You can also watch our videos on Intelligent Mobility and our Unified Contact Center.

To request a live ZCC demonstration, contact your Account Manager or visit **zeacom.com**

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<sup>2</sup> For detailed information on these modules, or to find out more about the *ZCC Executive Conference* application, ask your Account Manager for the respective ZCC Whitepapers or Fact Sheets.

<sup>3</sup> Please note – ZCC Conferencing functionality is PBX platform and version dependent.