



Conserto offers simplified automated conferencing, but with full-featured functionality. This includes a robust suite of options available for your use. As simple as making a telephone call, this service is available 24/7 with no advance reservation. Just dial your assigned 800 number, enter your PIN and the conference is started. Conserto’s automated conferencing is fast, secure, cost-effective, and gives you enhanced functionality that is typically only available on premium packages.

Your account is available to you at all times, and is perfect for conferences of all sizes. Enjoy the convenience of a single 800 number and PIN, regardless of whether you are having a conference of three people or one hundred. You also enjoy complete control of your conference through web access. Enhanced services are also available, such as: custom 800 number (no PIN required), full control of all partici-

pants and conference features via simple web interface, recording, archiving, transcription, real-time streaming via the web (requires reservation), playback, participant list, Q & A, and sub-conferencing.

Conserto offers rock-solid reliability and high performance. We accomplish this by utilizing state-of-the-art technology, instead of legacy equipment which is often five to ten years old. This advantage allows us to offer our customers a distinct advantage: comprehensive functionality, complete web control and competitive pricing.

Service	Description
Recording	Records your conference. Ability to access the recording immediately after call by telephone or a .wav file that is downloaded from your account. Streaming of the call is available within 1 hour after the call.
Archiving	Each account includes a “My conferences” page on the website. This page lists all calls performed on the system. Participant information is available for every call. Recorded calls are accessible forever.
Transcription	A word document of the transcribed call is sent to the subscriber.
Streaming	Calls are encoded in real-time and made available via the web for people to listen live.
Playback	Recorded calls can be accessed 24/7 three ways: by telephone, downloading a .wav file, or webcast over the internet.
Participant List	The participant list shows the name of each person that dialed into the call, including their start and end time, caller ID, and company name. The participant list is available via the website during the live call and also immediately after the call. In fact, the participant list is available for every call ever conducted on the account.
Q & A	This allows participants to signal the host that they have a question by dialing #3 on their telephone, which puts them in a holding queue. The host can then selectively allow callers in the queue to ask their question.
Sub-Conferencing	Allows selected participants to break out to a separate conference from the main conference, and then later be joined back to the main conference.
Screening	Allows the host or operator to screen callers that are in Q&A queue before they ask their question.

Conference Controls	Description
Listen Only	Mutes all participants. Allows host to speak without interruption from participants.
Conference Lock*	Prevents others from joining call.
Conference Continuation*	Allows conference to continue after host has hung up.
Music All	Plays music on-hold to participants before call begins.
Conf Entry w/Count*	Each time someone joins the call, the total number of participants is announced.
Entry / Exit Announcements*	Tones or the participants name is announced when callers enter or leave the call.
Name Record*	Allows participants to record their name before joining the conference.
Personal IDs*	Limits access to the call by requiring each participant to have an individual PIN. Also used to populate the callers name into the participant list for automated calls.
Dial Out	Dial outs to others. This can be performed within a sub-conference so as not to interrupt the main conference. Also used to populate the callers name into the participant list for automated calls.
Maximum Length*	Limit the maximum duration of a call.
International Limit*	Enables or disables the ability to dial-out to international numbers.
Security Prompt*	Allows the host to establish a conference specific code that each caller must enter to gain access to the call.

security measures*

Billing	Description
Project Codes	Allows subscribers to assign project codes to conferences so they can be easily tracked and billed to different accounts. Project codes can be set to optional or mandatory.

Call Flow	Description
Quick Start	Allows conference to begin when the participants arrive, even if the host has not yet arrived.
1-Click conference	Forget access numbers and passcodes! A customized webpage for each host that callers use to gain access to the call. Callers enter their information and their phone rings in seconds. This feature is also used to populate the caller's name into the participant list for automated calls. Especially nice for international callers because it eliminates them having to pay for an outbound call.

Post Call Services	Description
Conference Summary emails*	A designated email address (usually the conference host) can receive a summary email immediately after the conclusion of a call. This summary can also have links for accessing a recording of the conference (if a recording was made). Also provides immediate awareness of unauthorized account use.
Call Detail Access via the Web*	Detailed reports about past or present calls via the web

Phone Key	Subscriber Action
**	Hear a list of commands
*0	Request an operator
00	Request an operator join the conference
*1	Dial out
*2	Record this conference
*3	Change entry and exit announcement options
*4	Conference lock
*5	Conference unlock
*6	Mute your line
*7	Unmute your line
*8	Conference continue after subscriber has left
*9	Hear a list of conference participants
*#	Participant count
88	Continue orphan conference
##	Mute all participants
99	Unmute all
#1	Listen only mode (participants can NOT unmute)
#2	Undo listen only
Phone Key	Participant Action
**	Hear a list of commands
*0	Request an operator
*6	Mute your line
*7	Unmute your line
*9	Hear a list of conference participants
*#	Participant count
#3	Put me in the Q & A queue

conserto, llc.

Conserto provides automated and operator-assisted voice conferencing services to the business community. We focus on 100% rock solid reliability, and utilize state-of-the-art technology to provide a simplified experience for participants and conference hosts.

Our goal is to provide expert conferencing services for our customers. We pride ourselves on a high level of customer service. This translates to a “can-do” attitude from all of our employees. As a Conserto customer, you will receive flawless calls, a user driven interface, human and responsive customer relationships, and competitive rates.

Give us a try. Let us prove to you why Conserto should be your choice in conferencing services.

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