For more formal conferences, or when the convenience and professionalism of an operator is desired, Conserto offers high-touch operator assisted conferencing. Clients are assigned a dedicated account team to ensure all aspects of their call goes smoothly. From the initial setup, to reservations, through pre-call check, during the call, and finally through after call support, you receive personal attention and professional execution. The process is straight-forward and seamless, so you can focus on the call content.

Conserto provides comprehensive web access during the call. With web access to your conference details, you can make changes on-the-fly to setup details before the conference begins, control all aspects of the conference during the call including Q & A, and manage post-call services. Hosts have complete access to the same information as our internal operators – hosts and their assistants can view the queue of participants with questions, privately screen those participants, change the order of the queue, and enter the participant's questions into the field list so the host can view the questions ahead of time. This dramatically reduces confusion and time spent on a "comm line". Of course, we are available at any time to implement changes as well, so you get the best of both worlds: do-it-yourself, or let us handle it. Conserto also offers pre-registration for your Investor and Earning calls. This allows participants to be registered prior to your call and receive an E-mail invitation for your conference.

We employ industry veteran professionals who know the business. Each client is teamed with a Call Partner empowered to handle all aspects of your call. That means calling multiple times to reservations and other departments is not necessary. Your Call Partner handles all the details and coordinates your needs internally within Conserto, ensuring everyone is synchronized.

Of course, a critical aspect of operator assisted calls is reliability and quality. We use state-of-the-art equipment, which is extremely reliable, while other service providers use obsolete conferencing equipment five to ten years old. Rock solid dependability, personal customer service and superior functionality – with Conserto, you get it all.

Service	Description
Recording	Recorded calls can be accessed 24/7 three ways: by telephone, downloading a .wav file, or webcast over the internet
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	Playback is available by calling into Conserto and listening by telephone to the call, by accessing a wav. file, and webcasting.
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.
Music All	Plays music on-hold to participants before call begins.
Dial Out	Dial outs to others. This can be performed within a sub-conference so as not to interrupt the main conference.
Operator	Allows an in-house assistant to act as the operator for your large call. This person will be able to answer participant questions, mute people, coordinate Q & A, and perform all typical operator duties.
International Limit*	Enables or disables the ability to dial-out to international numbers.

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Call Flow	Description
1-Click conference	Forget access numbers and passcodes! A customized web page allows callers to bypass the operator and join the call in an automated manner, while automatically populating their name in the participant list. Callers enter their information on the web form and their phone rings in seconds. Especially nice for international callers because it eliminates them having to pay for an outbound call.
Personal IDs*	Allows callers to bypass the operator and join the call in an automated manner, while automatically populating their name in the participant list.

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).

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

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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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