

Conferencing Center

Introduction to IP Office Conferencing Center

The integrated conferencing functionality on IP Office can be greatly enhanced by adding Conferencing Center.

This optional application is a web-based software package that consists in two parts:

- a “Conferencing Center Scheduler” to book and reserve conferences.
- a “Conferencing Center web client” to complement an audio conference with a web interface.

The scheduler can be used independently of the web client. Conferencing Center also interacts with SoftConsole and Phone Manager.

Conferencing Center Scheduler

The Web Scheduler allows registered users to create and book conferences online using a web client interface. The

Scheduler offers secure conferencing while being very easy to set up. Users simply enter the date, time, duration and the number of participants required. The conference is then created if the resources are available for that specific time. Once reserved, the conference resources are allocated to that conference call for the specified number of participants at the selected date and time. Additionally Music On Hold (if available on the system) can be played while waiting for a conference to start.

Conferencing Center Reporting

The System Administrator can generate reports regarding conference usage and individual conference reports. This will detail the conference name and ID, the start date and time, duration and number of participants. Individual reports can also be run listing participant details and when they joined/left the conference (if PIN codes were used). Additionally if voting was being used using the Conferencing Center Web Client, voting results for each participant would be shown for each question asked during the conference call.

Conferencing Center Web Client

To complement the audio-conference, the host has the ability to set up web support. This offers a web interface where the host and participants can not only see which participants have joined the conference but also whether they joined as audio-only or both audio and web. Privileges to a participant are limited to voting only, however a host to the conference has the ability to pose questions, modify participant contact details and whisper to a single participant connected into the conference.