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NEWS BULLETIN

NEW FEATURES:

- > **Call recording free of charge with instant delivery by email**
- > **Conference reports delivered instantly by email.**
- > **Dial out and join others to your call.**
- > **Chose whether your callers will be greeted and prompted in English, French or both languages.**
- > **Adjust entrance and exit settings for your calls.**
- > **We love our hold music, but maybe it's not for you. Hold music can now be switched on or off for your account.**
- > **Volunteers are crucial to Not-for-Profit groups. Chorus Call can help with reduced rates.**

CONDUCTOR WEB: MANAGE YOUR CALL WITH CONFIDENCE

Conductor Web is a web-based interface you can log into using your teleconference Host and Guest codes. There you can manage your call as it's underway while your phone line stays connected to your call.

Using this interface you can:

- See each line connected to your call,
- Ask the teleconference bridge to dial-out and join additional participants,
- Mute a participant's line if there is unwanted background noise,
- Start and stop recording your call.
- Disconnect a participant's line if their participation is no longer required.

In addition, Conductor Web is the interface that allows you to:

- See reports on your recent calls,
- Send out invitations to upcoming conference calls,
- Make adjustments to your account if you want to change various settings, including:
 - a. What you hear when callers enter and leave the call
 - b. Whether you and your conference scheduler¹ get emailed conference call reports
 - c. Whether you and your conference scheduler¹ get emailed recordings you initiated.

¹The scheduler is the person in your company who requested your teleconference account. This may be someone in administration, or if you are the one who requested the account yourself, it is actually you, the host. In such cases, we would be happy to change the name listed as "scheduler" if you would like reports to go to a member of your support staff. Assuming you requested your account yourself, please advise if you would like the scheduler changed and provide the name, telephone number and email address of the person you would like noted as the scheduler. Please understand that this doesn't mean they need to actually schedule your conference calls. They are simply another contact on your account to whom you may choose to send the reporting and recordings.



Information is power. Explore how the information you can access through Conductor Web will benefit you.

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HOST DIAL OUT AVAILABLE BY REQUEST

Now there's no need for a special account to allow you to dial out to an additional party from your regular teleconference account.

Once the feature is activated, the Host can press *8 to step out of the call and dial another party.

Once connected, the host can have a brief conversation with the party and press *1 to join them to the conference or *2 to disconnect them.

The Host remains outside the call to dial out to other parties, or can press *1 to re-join the conference.

Contact Chorus Call to activate dial out.

CALL RECORDING AVAILABLE ON ALL ACCOUNTS

Recording your call is a great way to capture the detailed discussion in your meeting. As the call host, you can start recording the call by simply pressing Press *9, then follow the prompts that guide you to start recording your call. (An announcement will be made into your call that the call is now being recorded.) Press *9 again if you wish to stop recording.

Host-initiated call recordings are now **FREE OF CHARGE** and the recordings are delivered direct to your email address. This feature has been implemented on all accounts.

LANGUAGE CHOICE

Chorus Call's ability to tailor your account to your language preference has been enhanced. Accounts can now be set up to provide the greeting and prompts in English only, French only, or both English and French.

Please contact your account representative or Canada@choruscall.com if you would like to adjust the language setting on your account.

MAY WE HELP? COMMUNICATION TOOLS FOR NOT-FOR-PROFIT GROUPS

At Chorus Call, we understand that business is not the only engine behind the success of our society. Volunteer and not-for-profit organizations are critical to the maintenance of the quality of life we enjoy. They enrich the world we live in by encouraging creativity, athletic endeavours, providing support to those in need, supplementing our schools . . . the list is endless.

The time volunteers donate to keep these important groups running is precious. To assist, Chorus Call is making our communication tools available at considerable discounts for not-for-profit groups.

To inquire how we could assist a not-for-profit group you support, contact gaylene.vandusen@choruscall.com.

HOLD MUSIC

Hold music is now optional.

If you don't want music played while you're waiting for your calls to get underway, just let us know.

We would be happy to adjust the settings to your account. Callers will hear silence while waiting for the call to be convened.

COMING SOON! AUTOMATIC CONFERENCE REPORTING

Automatic Conference Reporting will send you a report by email once your conference call has concluded. While many call hosts will find this helpful, we would be happy to turn the feature off if you don't want to receive these reports.