



Chorus Call Canada Corp.
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NEWS BULLETIN

CONFERENCE REPORTING:
RECEIVE A REPORT ON YOUR CALL INSTANTLY

NEW FEATURES:

- > Call recording free of charge with instant delivery by email
> Call reports delivered instantly by email.
> Complimentary access to iPresent, Chorus Call's own web-meeting app.
> Dial out and join others to your call.
> Choose 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.

This great new feature provides a report via email immediately following the end of each conference call. The report lists all the lines that were connected to the call, shows the phone number each caller dialed from, as well as the time they connected and disconnected.

You will only receive these reports if you ask for the feature to be activated and if Chorus Call has your name and email address on record in association with the conference account.

If you share the use of your account with other people in your organization, you will also receive the reports on their calls. Depending on the circumstances, this

might be considered helpful, or it may be completely inappropriate.

If the latter is the case, it's good to know that Chorus Call does not charge for setting up passcode accounts. If you or your colleague needs another account to assist with record keeping, please route your request for an additional account through appropriate channels within your organization.

Conference reporting will be activated upon receipt of your request. If you would like to have this feature activated on your account FREE OF CHARGE, please contact your account representative or email: Canada@choruscall.com.

Sample Conference Call Report:

From: no_reply@choruscall.com [mailto:no_reply@choruscall.com]
Sent: Friday, April 26, 2013 8:59 AM
To: Gaylene Van Dusen
Subject: Chorus Call Canada Apr 26 2013 08:30:48 AM Eastern Time
The following is a report from your recently completed conference, including date, time, duration and participant information.
This is not an invoice.
Moderator: Gaylene Van Dusen
Call Date: 04/26/2013
Host Code: XXXX6
Project Code: 215
Table with 7 columns: Description, Name, ANI, Start Time (PT), End Time (PT), Dial Out, Duration (min)
Total Minutes: 61
For more information, please contact Chorus Call at (800) 319-3929 or at canada@choruscall.com

To see who is on your call while your conference call is underway, check out Conductor Web. Details on the next page.

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NEWS BULLETIN – PG. 2



LANGUAGE CHOICE

Chorus Call can now tailor your account to reflect your language preference.

Accounts can be set up to provide the greeting and prompts in English only, French only, or both English and French.

If you would like to adjust the language setting on your account, please contact your account representative or Canada@choruscall.com.

CONDUCTOR WEB AVAILABLE BY REQUEST

Conductor Web is an interface you can use to manage your call online as it's underway. Use Conductor Web to:

- See each line connected to your call;
- Use the teleconference bridge to dial 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.

The interface also provides easy access to a log of past calls made on the account, access to modify settings for entrance and departure of callers from your teleconference, and more!

If you would like to have this feature activated on your account **FREE OF CHARGE**, please contact your account representative or email: Canada@choruscall.com.

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, support for those in need, strengthening our schools . . . the list is endless.

Chorus Call helps by offering their communication tools at considerable discount for not-for-profit groups.

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

HOST DIAL OUT AVAILABLE BY REQUEST

Do you sometimes wish you could just call someone and pull them into your conference call? Maybe you just need a quick answer to a question, but you want the others on the call to hear it too. Maybe someone is travelling and you want to save those ridiculous hotel phone charges. Whatever the reason, it's easy to do.

If you are using conductor web, you can call your party without even stepping away from your conference call.

If you don't have internet access, the new *8 feature can help you join your party. This feature requires a simple adjustment to your account.

If you would like to have this feature activated on your account **FREE OF CHARGE**, please contact your account representative or email: Canada@choruscall.com.

CALL RECORDING WITH AUTOMATIC DELIVERY BY EMAIL

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.

If you would like to have this feature activated on your account, please contact your account representative or email: Canada@choruscall.com.