

InterCall Online

Administrator Quick Feature Guide



For more information:
877.333.2666
www.intercall.ca

If you have 20 or 2000 owners using InterCall's conferencing services, managing their accounts, reviewing activity and billing information and analyzing usage can take a lot of time and resources. Now, you and your designated points of contact can easily create new owner accounts, view billing information and monitor company usage about your contact—all from one central location at no additional charge—using InterCall Online.

Save time and increase account control by taking your account management online!

REGISTER FOR AN ACCOUNT

InterCall Online security is flexible enough to allow multiple access levels depending on your needs and responsibilities. Once logged in, you can securely access your unique set of tools and features.

How to get started:

- 1 Go to www-ca.intercallonline.com.
- 2 Click **Go** in the First time user box.
- 3 Enter your owner number and web PIN, which you can find in your welcome email or welcome packet.
- 4 Click **OK**.
- 5 Create your unique InterCall Online username and password.
 - o Username:
 - Needs to be at least six characters long.
 - May contain letters, numbers, one of the special characters as shown (@, \$, %, &, +, -, ., _,) or any combination of these.
 - o Password:
 - Needs to be at least eight characters long.
 - Must contain three of the following attributes:
 - A number (0-9).
 - A special character as shown (@, \$, %, &, +, -, ., _,).
 - A lower case letter (a, b, c, etc).
 - An upper case letter (A, B, C, etc).
- 6 You will also be prompted to provide a secret question and answer that will be used should you ever forget your password. Click **Add User** to complete this step.
- 7 You will receive a confirmation on the screen that you have successfully created your new username and password. Return to the Home page and enter your new username and password in the appropriate fields. You will be taken to your

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personal welcome page that lists the services available to you, your dial-in numbers and any meetings you have scheduled for that day.

Please note: If your InterCall Online password expiration is set to ON, you will need to change your password every 30 days. Ten days prior to your password expiration, a reminder message will display at the top of your InterCall Online Welcome page once you have logged into your account.

- 8 Contact your [meeting consultant](#) for administrative access.

You're all set! You can now access Manage Your Account, reporting tools and Online Reservations as well as some additional account management tools to help you:

- + Start or join any InterCall reservationless conference call for yourself as well as for those under your level of access.
- + Schedule, update or delete pending conferences for yourself as well as for those under your level of access.
- + View detailed company-wide billing and usage reports.
- + Learn more about available InterCall services and features.
- + Store documents and contacts in the My Library section to allow quick access from any computer.
- + Gain direct access to customer support and product FAQs.

ACCOUNT MANAGEMENT

View or update each user's personal account profile details and/or product feature defaults. Also manage your company's profile, billing groups and invoice recipients at any time.

- + **Owner profile management** – As the company administrator, you can determine the appropriate account management functions for each user. Depending on the level of access granted, account management tools allow users to view company and billing account information, owner contact information, project accounting codes (PAC) and marketing settings. Owners can only make changes to their profiles.
- + **Owner product details** – Owners can view all InterCall conferencing features associated with their accounts. They can manage all of their default options and preferences from a single web page. Product details include call types, dial-in numbers, service features and web conferencing services.
- + **Billing account profile management** – As the company administrator, you can set up various billing groups and invoice recipients. Billing account managers can also set up new owner accounts and view individual owner usage reports and invoices.
- + **Company profile management** – As the company administrator, you have the highest level of access and can manage the entire company site, provision billing accounts and set-up new owners.

- + **Administer user roles** – The administer roles tool allows the company or billing account administrator to define and assign different access levels to their owners.

REPORTS

Numerous types of audio and web activity reports are available from InterCall Online to help you keep track and analyze your conferencing usage.

- + **Reporting tools** – You now have the ability to view usage for all audio and web conferencing activity. Using the Reports menu, you can customize audio and web usage reports, set date parameters, filter information and export data to HTML or Excel formats for further analysis.
- + **Greatest attributes reports** – These reports deliver metrics for the top 50 owners' dial out calls, port overbooking, non-cancellation charges and more.
- + **Audio and web activity reports** – As the company or billing account administrator, you can customize audio and web conferencing usage reports by setting date and account parameters, selecting report fields as well as specific filters to help summarize and evaluate data.
- + **Stewardship Report** – The Stewardship Report is a comprehensive report that provides information on all products, including usage in minutes, costs, conferences and participants for the past year. The report can be run at the company, account or owner levels.
- + **Minute Report** – The Minute Report provides information on all products, including usage in minutes and costs for a specified month. The report can be run at the company, account or owner levels.
- + **Online Reports** – If your company has subscribed to InterCall Online Reports, you can select Online Reports and access even more information about your company or billing account's activity. Contact your [meeting consultant](#) for more information about these additional reporting tools.
- + **Web product reports** – Allows quick access to reporting for any web product that you utilize.

VIEW INVOICES

As the administrator, you can view all company and billing account invoice history online by entering the company name or company account number and the account name or account number.

CUSTOMER SUPPORT

Within InterCall Online, you have quick access to our customer support center and customer support contact information, additional product information, frequently asked product questions, links to online demonstrations and other useful tools. For immediate support, please contact our professional services team directly at 877.650.0052.

MORE+

No matter where you are in the world or what you need to communicate, InterCall has the tools you need to stay connected. You can depend on our years of experience, reliable



technologies, variety of solutions and personal support to help you make your everyday meetings and specialized events more successful.