

USER GUIDE

TCC Online

Scheduling Direct Event Meetings

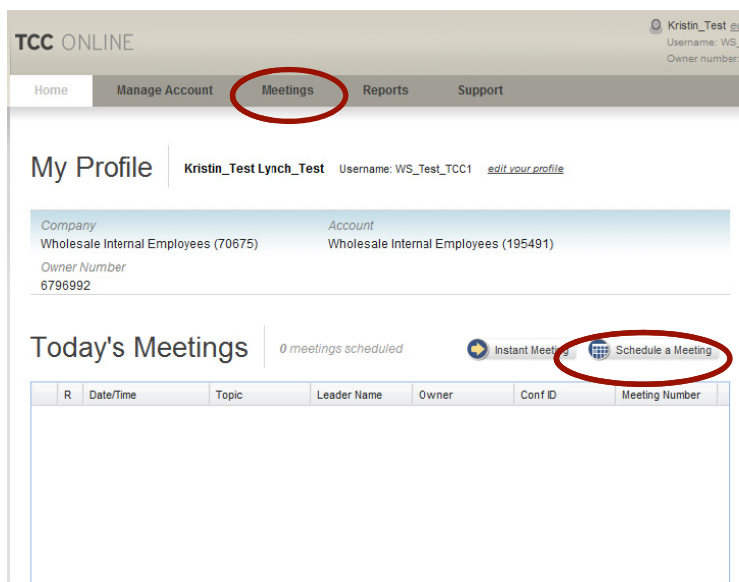
By using TCC Online, you can reserve your Direct EventSM meetings on the web rather than calling our reservations team. This tool interacts directly with our conferencing provisioning system to register your call preferences and to schedule operator resources for your conference calls when needed.

After logging in, you will be taken to your individual Home page. Your Home page is where you'll find a summary of all the available features and tools that are set up in your owner profile. If it is selected by your company, this page may include your company's own branding, as well as special announcements regarding new services and features.

Scheduling a Meeting

You can schedule a meeting directly from your Home page or Meetings tab.

1. Click **Schedule a Meeting** from either location.



2. Choose **Direct Event** under Select Audio Option in the New Meeting Setup section to create the type of meeting you want to schedule (full descriptions of each service enabled on your profile are available on this screen) or select an existing template in the Use a Call Template section and then click **Continue**.



In this user guide you will find step-by-step instructions for:

- Scheduling a meeting
- Enabling optional meeting features
- Configuring enhanced features
- Arranging recordings
- Viewing your participant list

[Go Back To Previous](#)

Schedule a Meeting

New Meeting Setup

Select Audio Option

- Automated
- Reservationless-Plus
- Recording Studio
- None

* Please select from the following Conference Numbers for this reservations

- Automated / Reservationless-Express Toll-Free Dial-In Number: (800)-374-2380
- Automated / Reservationless-Express International Dial-In Number: (706)-634-2321
- Enable country numbers for this reservation
Check this box to show international dial-in numbers on your email confirmation.

International numbers are not enabled on your profile page [Change](#)

Select Web Option

- None

Select your **Dial-In Numbers**.

Choose whether to **Include international dial-in numbers on my welcome invite** for your meeting. You should only check this option if you have already pre-selected the countries to display on your Product Details view, which can be accessed from the Products Detail within Manage My Account or view Product Detail in the Quick Links section. When you check the Include box, dial-in numbers for the countries you have selected will display on the email confirmation you receive for this call.

3. Complete the Meeting Information section.

Select the **Date** for your meeting by clicking the calendar icon.

Select a **Time** for your meeting by using the drop-down menu.

Select the **Time Zone** for your meeting from the drop-down menu. The time zone will default to what is saved on your owner profile.

Specify the **Duration** of your meeting in hours and minutes. Your End Time will automatically calculate.

Specify the **Number of Participants** for your meeting. You need to estimate the number of participants that will be dialing in on your toll line and the number dialing in on your toll-free line. If the estimated number of toll participants is over 100 or the number of toll-free participants is over 500, you must schedule your meeting by calling our reservations department.

While not required, it is helpful to include a **Topic** to distinguish this meeting from other.

Select **Yes** or **No**, if you are the person scheduling the meeting. If you're scheduling this

Meeting Information
Participant List
Pre-Meeting Features
Enhanced Features

Recording Features

Meeting Information

*Date:

*Time:

*Time Zone:

*Duration: Hours Minutes

*End Time:

* Estimated number of participants on toll lines (local):

* Estimated number of participants on toll-free lines:

Topic:

Is person scheduling the meeting Shonna Sanders? Yes No

Is person leading the meeting Shonna Sanders? Yes No

call on behalf of someone else, provide your information in this area so a conference coordinator has a point of contact should there be any questions.

Is person scheduling the meeting Shonna Sanders? Yes No

*First Name:

*Last Name:

*Country:

*Telephone: Ext.

Fax:

Select **Yes** or **No**, if you are the person leading the meeting. If you are not the meeting leader, provide the required information in this area.

Is person leading the meeting Shonna Sanders? Yes No

*First Name:

*Last Name:

*Country:

*Telephone: Ext.

Fax:

4. Provide a **Project Accounting Code (PAC)**, if needed. Project Accounting Codes, provide a method to identify conference calls. These are individual

accounting codes that may be used to bill the appropriate department/cost center or just to track departmental conference calls. The label preceding this field can be customized to show the verbiage that your company uses for this purpose.

Project Accounting Code (PAC)

Custom PAC label:

5. Select the **Recurring Options**, if the meeting you scheduling is a recurring meeting. This section allows you to select the frequency of the meetings: daily, weekly or monthly and for how long you would like the recurring meeting to be scheduled in advance.

Check the box indicating you would like for this to be a recurring call.

Determine the frequency of the call: **Daily, Weekly, Monthly, Every Business Day (Monday – Friday) or Every Day of the Week.** Your screen will refresh based on your selection and provide options for you to further define the frequency of your call.

Recurring Options

I would like to set up a recurring call [Preview Conference Dates](#)

1. How frequently do you want to hold this conference call?
Schedule this call to occur

Daily Weekly Monthly

Every Business Day (Monday - Friday)

Every Day of the Week

2. When do you want this series of conference calls to end?

Never, keep scheduling this call indefinitely

End this series of conference calls after the following number of occurrences:

End this series of conference calls after:

3. Depending on the options chosen above, one or more conference calls may fall on a Saturday or Sunday. If so, how do you want to handle it?

Reschedule the call for the following Monday

Reschedule the call for the prior Friday

Keep the call as scheduled

Cancel the call.

Determine when you want the series of conference calls to end. You may schedule the meeting indefinitely, end after a number of occurrences or end on a certain date.

Determine any changes needed if your call should fall on a weekend.

Click **Preview Conference Dates** for a summary of your recurring call(s).

6. Select the Standard Features for the call.

Participants can either be placed on hold with music until you join the conference (Music Hold) or they can be placed directly into the call by an operator (Direct Entry).

Standard Features

Participant Drop: Music Hold Direct Entry

Leader Order: Leader First Leader Last None

Entry/Exit Tone Notification: Entry Tone Notification Exit Tone Notification

Name Announce

Rollcall

You have the option to join before participants enter your meeting (Leader First) or after all participants have been placed into the meeting (Leader Last)

Choose to have a tone played into the conference when participants enter and/or exit the meeting (Entry Tone/Exit Tone).

Instruct the operator to announce participants' names as they are joined to the call (Name Announce) or the operator recites the names of participants who are in the conference (Roll Call).

7. If not already pre-populated, provide an email address to receive email confirmation details for your meeting. You may also choose an optional fax confirmation or dial-out confirmation.
8. If you want to make any optional meeting feature selections, select the appropriate tab. Otherwise, click **Save** at this point or from any of the optional feature tabs to reserve your call.

Confirmation Options

Send Email Confirmation to: Add/Edit email addresses

Send Fax Confirmation: Country:

Dial-Out Confirmation Only

SAVE

Optional Meeting Features

There are many optional meeting features that can also be chosen using TCC Online. These features include Participant List, Pre-Meeting Features, Enhanced Features, Web/Video Features and Recording Features. These will vary depending on the type of meeting being scheduled. A complete list of Direct Event features and options is shown below.

Participant List

Participant List is a commonly used security feature that ensures only invited participants are allowed into the conference by the conference operator. You can choose to have the conference operator dial out to the participant or indicate that the participant will be dialing into the call. This feature can also be used to communicate the meeting details to participants.

[go to participant list](#)

Add/Edit Participant

First Name

Last Name

Country

Telephone Ext. :

Call Type

Dial-out Time (HH:MM)

Call Order

Send Confirm

Leader

Communication Line

SAVE PARTICIPANT

1. Select **Add Participant from list** to select participants from a stored list (see Address Book) by highlighting their names and clicking **Add Selected Participant to Meeting**. Your screen will refresh with this addition.

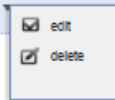
OR

Select **Add Participant** to add new participants to the meeting. Complete the table with their details and click **Save Participant**. The screen will refresh to show a list of participants for your call.

2. To edit the participants on the list, click the arrow to the left of the name and choose **edit** or **delete**. By selecting edit, you will be directed to the Add/Edit participant screen. By selecting delete, you will be asked for confirmation to delete this participant from your meeting.
3. If you want to make any additional optional meeting feature selections, click the appropriate tab. Otherwise, click **Save** to reserve your call.

Participants for this meeting

First Name	Last Name	Lea...	Co..	Telephone	Country	Send Confirm	Call Type	Dial-out Time	Call Order
▼ Sina	Evans	<input type="checkbox"/>	<input type="checkbox"/>	7065551212	United States		Dial In		0
	Sanders	<input checked="" type="checkbox"/>	<input type="checkbox"/>	7066436755	United States		Dial In		0



SAVE

Pre-Meeting Features

TCC Online offers a set of pre-meeting features that give you additional flexibility in how to communicate to participants prior to your conference. These include user broadcast services, customized enunciator, operator scripts and promotional playback messages.

Broadcast Services

Send pre- or post-event documents or messages to all your guests simultaneously.

1. Check the box indicating you would like to add **Broadcasting** to your meeting.
2. Select one or more of the delivery methods to send documents or messages:

Email – Supports text and HTML files.

Fax – Supports paper copy or electronic files (MS Word or Adobe file formats).

Voice – Supports audio messages up to 45 seconds in duration.

3. Click the calendar icon to select your Broadcast Date.
4. Provide or edit **Contact Name**, **Contact Phone** and **Email**. These will automatically pre-populate with your details but are editable.
5. If you want to make any additional optional meeting feature selections, continue to the appropriate section or tab. Otherwise, click **Save** to reserve your call.

Broadcasting

Email Fax Voice

BroadCast Date:

Contact Name:

Contact Phone: Ext.

Email:

Note: Voice Broadcast services are free; however, additional charges may be applied for Email and Fax Broadcast services. Please check with your company administrator for details.

Audio Event Services

This feature must be selected if you require any of the following Enhanced Features on your call:

- Communication Line
- Leader-View
- Polling
- Question & Answer
- Transcription

1. Check the **Audio Event Services** box.
2. Select a general topic for your call from the drop-down list.
3. The contact name and phone number will automatically populate with the leader's details, but can be edited if required.
4. If needed, enter your **Walk through comments**.
5. If you would like to make any additional optional meeting feature selections, continue to the appropriate section or tab. Otherwise, click **Save** to reserve your call.

Audio Event Services

Audio Services i

Topic

Walk thru Contact Info i

Your Account specialist will contact you 24-48 business hours prior to the call.
Should they contact you at 7066436755?

If someone should be contacted, list below:

Contact Name *

Contact Phone *

Walk thru comments:

Last Updated:

Updated By:

Special Enunciator

You may have your participants greeted with a branded recording when they dial in for your conference call. For example, "Welcome to the designated conferencing provider for ABC Company. A conference coordinator will be with you shortly."

1. Check the box indicating you would like to add a Special Enunciator to your meeting.
2. Provide your script where indicated.
3. If you want to make any additional optional meeting feature selections, continue to the appropriate section or tab. Otherwise, click **Save** to reserve your call.

Special Enunciator i

Custom Script

Craft a special message for a welcome statement, Q&A session and/or closing comments. Your script is read by the operator during your meeting, adding another way to personalize your call.

1. Check the box indicating you would like to add Special Script to your meeting.
2. Provide your special script where indicated.
3. If you want to make any additional optional meeting feature selections, click the appropriate tab. Otherwise, click **Save** to reserve your call.

Custom Scripting i

Promotional Playback

Provide a promotional message or announcement for your participants to listen to while they wait for your meeting to begin.

1. Check the box indicating you would like to add Promotional Tape/Playback to your meeting.
2. From the drop down menu, select the format for which the message or announcement will be provided: CD, cassette,LDS, EncoreSM, micro cassette or DAT.
3. If you want to make any additional optional meeting feature selections, click the appropriate tab. Otherwise, click **Save** to reserve your call.

Promotion Tape

Topic * ⓘ

Note: Additional charges may be applied for this service. Please check with your company administrator for details.

Enhanced Features

A complete range of enhancements are available to make the most of your event, and your conference will be more professional, interactive and engaging. It's easy to customize your conference with one or more of the enhanced features listed below.

Features

The Features Section allows you to select Polling, Participant Report and Call Transcription Settings.

Polling

Determine questions prior to your meeting and have participants respond using their telephone keypads. Polling allows you to collect instant feedback and increases participant involvement in the call. You will receive a report with all the responses organized by question and participant.

1. Check the box indicating you would like to add Polling to your meeting
2. Determine who will be conducting the poll, **Polling by Operator** or **Polling by Leader**.
3. Identify who will receive Polling results and provide **Recipient Name, Email** and/or **Fax** number.
4. In the specified areas, provide your question and up to 10 possible answers. Click **Add Question**. The screen will refresh, and you may add more questions or delete any you have already submitted.
5. If you want to make any additional optional meeting feature selections, click the appropriate tab. Otherwise, click **Save** to reserve your call.

Polling

Who will be conducting this poll ? Polling by Operator Polling by Leader

Recipient Name

Polling Result Recipient Email

Polling Result Recipient Fax

Question	Answers
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

Participant Report

Collect information about your participants as they join your conference. The information will be sent to you by fax or email along with the on-the-line times for each participant.

1. Check the box indicating you would like to add Participant Report to your meeting.
2. Select which **Participant Report Option** you would like:

Standard – Requests the participant’s first and last name.

Enhanced – Requests the participant’s first and last name, phone number and two additional pieces of information of your choice. If selected, add the additional requested information you desire to fields 3 and 4.

Premium – Requests the participant’s first and last name, phone number and four additional pieces of information of your choice. If selected, add the additional requested information you desire to fields 3 through 6.

3. Indicate who you would like the Participant Report delivered to and provide **Recipient Name, Email** and/or **Fax** number. Click **Add Recipient**. Your screen will refresh and you may add more recipients if desired.
4. If you want to make any additional optional meeting feature selections, click the appropriate tab. Otherwise, click **Save** to reserve your call.

Participant Report

Which Participant Report option would you like? Please do not amend the phone number box as this is designed to take numeric values only.

Report type: Participant Report (Standard) Participant Report (Enhanced) Participant Report (Premium)

Requested information

1. First and Last Name

Participant report recipients

Manage your Participant report recipients below. To add, please fill out the form below and click "ADD RECIPIENT". To delete, find the recipient in the data grid below, highlight the row, and click "REMOVE RECIPIENT".

Recipient Name

Recipient email

Recipient fax

[Add recipient](#)

Recipient Name	Email	Fax

[Delete recipient](#)

Call Transcription

Transcription provides an accurate, verbatim account of a conference in a typewritten format in Microsoft Word.

1. Check the box indicating you would like to add Call Transcription to your meeting.
2. Select your preferred **Service Option**: 3, 12, 24 or 48 hour turnaround.
3. Determine whether you would like your **Entire Call** transcribed or the **Q&A Session Only**.
4. Select how you would like your transcription delivered: **Email, Fax** or **Hard Copy w/Diskette**.
5. Provide the requested contact information. Click **Add Recipient**. Your screen will refresh and if you choose to do so, you may add more recipients or delete recipients you’ve already submitted.
6. If you want to make any additional optional meeting feature selections, click the appropriate tab. Otherwise, click **Save** to reserve your call.

Call Transcription

Please be advised that this call is subject to a Call Transcription cancellation fee should the call not take place and if the reservation is not cancelled at least 15 minutes prior to the call start time.

Service options: Call Transcription - Standard (48 Hour Turnaround)

Part of call to be transcribed: Entire Call

Delivery method: Email Fax Hard Copy w/Diskette

Call Transcription RECIPIENTS

Manage your Call transcription recipients below. To add, please fill out the form below and click "ADD RECIPIENT". To delete, find the recipient in the data grid below, highlight the row, and click "REMOVE RECIPIENT".

Name

Email

Fax

Mail City

Address 1

Address 2

Address 3

Country: United States

City

State/Province: AK

ZIP/Postal Code

[Add recipient](#)

Note: Additional charges may be applied for this service. Please check with your company administrator for details.

Settings

Choose from the following Additional Enhanced Features to make your meeting experience even more productive.

- Communication Line** – Speak with an operator outside the main conference to convey behind-the-scenes information, orchestrate guest speakers or give timing cues. A Communication Line makes it easier to manage a large conference.
- Security** – Lock your conference so that no additional participants or the operator can join your call after it starts.
- Leader-ViewSM** – View participant information and Q&A queue lists via the Internet. With this secure, real-time tool, you'll be able to see when key guests arrive and who's in queue to ask questions.
- Lecture** – All guests' lines are muted during the presentation to reduce background noise, allowing you to deliver your message uninterrupted.
- Voice Talent** – Use screened and trained operators to provide voice-over quality talent, lending a professional touch to high-profile conferences. English and Spanish speaking operators are available.
- Question & Answer** – Give your participants the opportunity to ask questions during the conference. Participants indicate they have a question using their telephone keypads, while the operator manages the question queue in a professional and orderly fashion.
- Call Monitor** – Have your conference call monitored for clarity, but not content, ensuring that your participants will experience the highest level of quality.
- Password** – Require participants to provide the operator with a pre-determined word or code to join the conference. Password protection restricts attendance and heightens security.
- Record/Playback** – Replay a previously recorded conference or message at one or more scheduled times. The recorded conference or message can be provided in the following formats: CD, cassette, Encore, micro cassette or DAT.

The screenshot shows a 'Settings' window with the following items:

- I would like to add a Communication Line to this call.
- Security
- Leader View
- Lecture
- Voice Talent: English
- Question & Answer
- Call Monitor
- Password: [text box]
- Record/Playback: CD Playback, Conference ID: [text box]

If you want to make any additional optional meeting feature selections, click the appropriate tab. Otherwise, click **Submit** to reserve your call.

Recording Features

Record your conference call for participants who were unable to attend your meeting or those who would like to listen again.

Encore

Encore digitally records your call for those who were unable to attend it live or would like to listen again. Accessible by dialing a toll-free number for easy 24/7 access, Encore is convenient and time saving.

1. Check the box indicating you would like to add Encore to your meeting.
2. Click the calendar icons to select a **Start Date** and an **End Date** for your Encore digital recording to be available.
3. Provide a **Start Time** and **End Time** for your Encore digital recording to be available.
4. If desired, select the **Security Password** option and provide the password you would like in the specified area.
5. If you choose **Before Playback Prompt** and you would like to capture information about your caller, type it into the relevant box and click **Add**. Prompts might include “Please state and spell your full name” or “Please provide your email address”. Your screen will refresh with each prompt you add and be displayed in the larger box in the middle of the screen. At this point, you can change the order of the prompts by highlighting a prompt and clicking **Move Up** or **Move Down**. You may also highlight a prompt and click **Remove** if you no longer want the prompt to be included.
6. **After Playback Prompt** functionality is the same as Before Playback Prompt.
7. If you want to make any additional optional meeting feature selections, click the appropriate tab. Otherwise, click **Submit** to reserve your call.

Encore

Start Date End Date

Start Time (HH:MM) End Time (HH:MM)

Encore Security Code

Playback Prompts

Enter information that you would like for callers to record when they call in to listen to the playback. Each item in the list will be recorded as a separate prompt (EX: After the tone, please state and spell your full name.)

Before Playback Prompt

Add

Remove

After Playback Prompt

Add

Remove

Tape Recording

Have your conference call recorded and sent to you in one of our multiple CD options or on cassette.

1. Check the box indicating you would like to order a copy of your Encore recording.
2. Select your **Recording Type** from: DAT, CD-Indexing, CD-MP3, CD-WAV, CD-CDA, Microcassette or Cassette.
3. Designate the **Quantity** of recordings you would like to receive.
4. Select your **Media Shipping Method** from Domestic Standard, Domestic Overnight, International Priority.
5. Provide the **Ship To** recipient, **Address**, **City**, **State/Province**, **ZIP/Postal Code** and **Country** for whom the Encore recordings are to be delivered. Click **Add Recipient**. Your screen will refresh and you may designate additional recipients or delete recipients who have already been submitted.
6. If you want to make any additional optional meeting feature selections, click **Previous** or **Continue**. Otherwise, click **Save** to reserve your call.

Tape Recording

Add Recipient

Recording	Mail Qty	Media Shipping	Ship To	Country	Address 1	Address 2	City
CD - CDA	1	Domestic - Sta	Shonna Sanders	United States	1239 O.G. Skinner Dr		West Point

Details

Recording Type *

Mail Qty *

Media Shipping Method *

Ship To *

Address 1 *

Address 2 *

Country *

City *

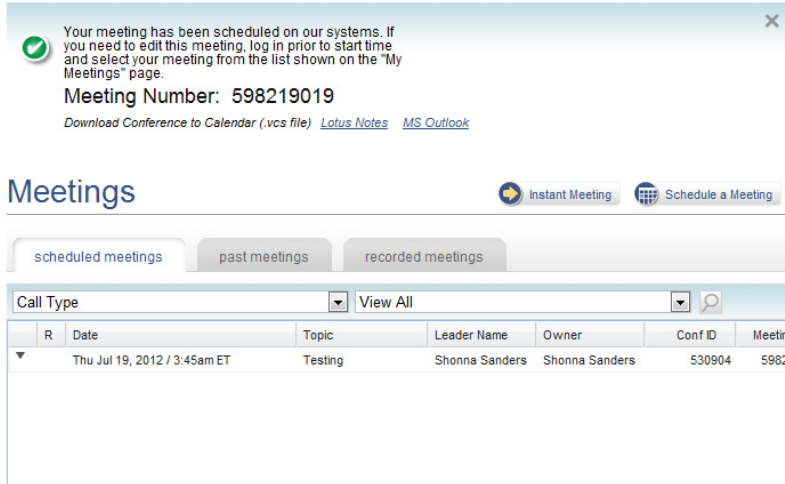
State/Province *

ZIP/Postal Code *

Add Recipient

Meeting Confirmation

Once you click Save, you will receive a meeting confirmation. You will also see your meeting populate in your My Meetings window.



View Registered Participants

By using TCC Online, you can see who has registered for your Direct Event call.

1. Log into TCC Online using your username and password.
2. Select **My Meeting** from the left-hand navigation bar.
3. Locate your Direct Event meeting from your list of meetings. Use the Search options to search by conference ID, type of call (i.e., Direct Event) or by conference date.
4. Highlight the conference on the screen and click **Edit**.
5. The Meeting Information page will open allowing you to review the details of the call.
6. Click **Participant List**.
7. A Direct Event Registration page will open. Click the **Conference ID** and then either open the participant list on your screen or save the details as an Excel spreadsheet to your desktop. The list will show information on participants who have registered for you meeting at that time.
8. Close the window to return to TCC Online.

