



InterCall Online

Administrator Quick Feature Guide



Information Hotline

0871 7000 170
+44 (0)1452 546742
conferencing@intercalleurope.com

Reservations

0870 043 4167
+44 (0)1452 553456
resv@intercalleurope.com

www.intercalleurope.com

Your Online Account Administrator Tool

SAVE TIME AND INCREASE CONTROL BY TAKING YOUR ACCOUNT MANAGEMENT ONLINE

Whether you have 20 or 2000 owners using InterCall's conferencing services, managing their accounts, reviewing activity and billing information and analysing 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 - all from one central location at no additional charge – InterCall 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-emea.intercallonline.com
- 2 Enter your Owner Number and Web PIN as your Username and Password
- 3 Set up a new Username and Password
- 4 Contact your Account Manager for administrative access.

You're all set! You can now access Manage your Account, Reporting tools, View Invoices 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 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

- + **Owner profile management:** As the company administrator, you can view, edit and delete all owners within your company. You can also set up new owners within an account and provision them with the appropriate conferencing services.
- + **Owner product details:** Account management rights allow you to manage all the InterCall conferencing features associated with an owner's account. You can manage all of their default options and preferences from a single web page. Product details include call types, service features and web conferencing services.
- + **Billing account profile management:** As the company administrator, you can set up various billing groups and invoice recipients, and view/edit details of current billing contacts.



REPORTS

- + **Reporting tools:** You now have the ability to view usage for all audio and web conferencing activity. Using the reports menu, you can customise 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 customise audio and web conferencing usage reports by setting date and account parameters, selecting reports fields as well as specific filters to help summarise 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 Account Manager for more information about these additional reporting tools.
- + **Web product reports:** Allows quick access to reporting for any web product that you utilise on a pence per minute basis.

VIEW INVOICES

- + Allows you to retrieve invoices for the previous 5 months of billed data.
- + Save the invoice as a PDF to your desktop for future quick access and to send to required personnel within the company.

CUSTOMER SUPPORT

Within InterCall Online, you have quick access to our customer support centre and customer support contact information, additional product information, frequently asked product questions and other useful tools.

MORE+

No matter where you are in the world or what you need to communicate, InterCall have 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 specialised events more successful.