

USER GUIDE

# TCC Online

## Scheduling Operator Assisted Meetings

By using TCC Online, you can reserve conferences 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.

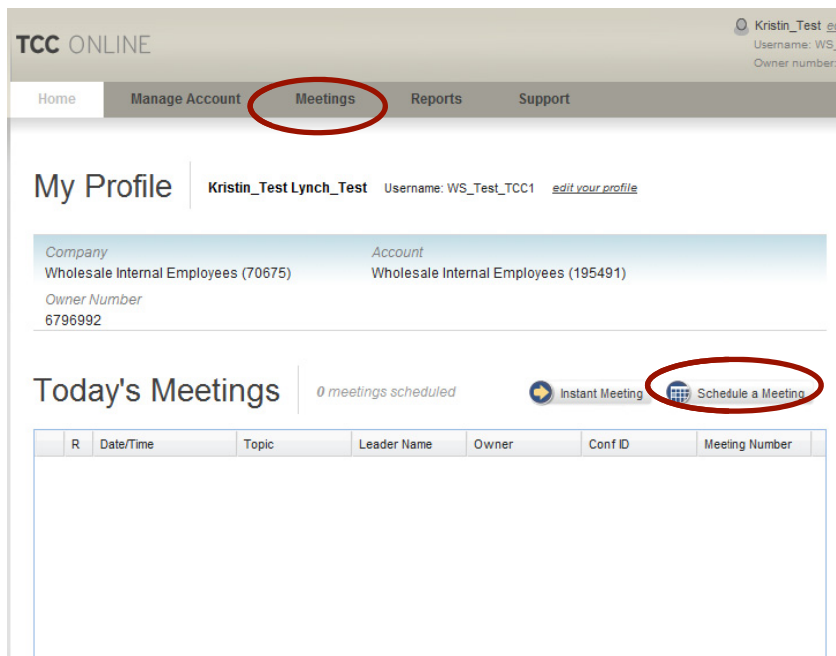
After logging in, you will be taken to your individual Home page. Your Home page is where you'll find a summary of all the available features and tools that are set up in your owner profile. If it is selected by your company, this page may include your company's own branding, as well as special announcements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



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

- Scheduling a meeting
- Enabling optional meeting features
- Configuring enhanced features
- Arranging recordings
- Setting up streaming services

- Choose **Operator Assisted** 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**.

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.

- 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 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.

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.

[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

## Schedule a Meeting

required fields \*

Operator Assisted

Meeting Information

Participant List

Pre-Meeting Features

Enhanced Features

Recording Features

Meeting Information

\*Date:

\*Time:

\*Time Zone: (GMT-05:00) Eastern Time (US & Can.)

\*Duration: 0 Hours 0 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

Is person scheduling the meeting Bailey  Yes  No  
Klohs?

\*First Name:

\*Last Name:

\*Country:  ▼

\*Telephone:  Ext.  ⓘ

Fax:  ⓘ

- 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:

- 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.

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.

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.

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).

- Select the Standard Features for the call.

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 ⓘ

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).

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).

- 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.
- 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: United States

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 Operator Assisted 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.

#### Participants for this meeting

[Add Participant](#) [Add Participant from list](#)

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

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**SAVE**

- 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

[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

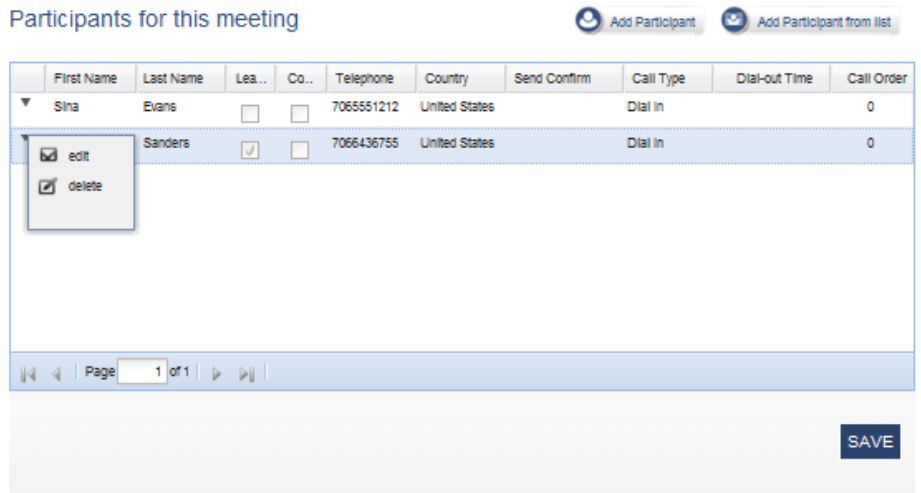
Leader

Communication Line

**SAVE PARTICIPANT**

and click **Save Participant**. The screen will refresh to show a list of participants for your call.

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



### 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 registration options, broadcast services, customized enunciator, operator scripts and promotional playback messages.

### Registration Options

Manage your large conferences and keep track of participants. You decide what information you would like to gather from each registrant and choose from additional options, such as email reminders and custom-scripted messages. With both phone and web access to choose from, you can construct an event registration program that best suits your needs.

- Check the box indicating you would like to add Registration to your meeting.
- Click the drop-down box to select from the following registration options:

Registration

|                          |                          |
|--------------------------|--------------------------|
| Type                     | Phone Registration       |
| Number of Registrants    | <input type="text"/>     |
| Registration ID Required | <input type="checkbox"/> |
| Contact Name             | <input type="text"/>     |
| Contact Phone            | <input type="text"/>     |

#### Phone Registration –

Participants register for your meeting by dialing into a branded toll-free number and leaving an RSVP for your meeting according to the parameters you define.

**Web Registration for Single Event** – Participants register for your meeting by visiting an Event Registration web site branded specifically for you.

**Web Registration for Multiple Events** – Participants register for your meeting by dialing into a branded toll-free number or by visiting an Event Registration web site branded especially for you.

**Phone and Web Registration for Single Event** – Participants register for your meeting by dialing into a branded toll-free number or by visiting an Event Registration web site branded especially for you.

**Phone and Web Registration for Multiple Events** – Participants register for multiple events by dialing into a branded toll-free number or by visiting an Event Registration web site branded especially for you.

3. Provide the **Number of Registrants** you want to have access to your phone and/or web registration.
4. Check the **Registration ID Required** box if you would like this option.
5. Provide a **Contact Name** and **Contact Phone** number.
6. 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.

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

**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.

Broadcasting

Email  Fax  Voice

BroadCast Date

Contact Name

Contact Phone  Ext.

Email

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.

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:

- o Communication Line
- o Leader-View
- o Polling
- o Question & Answer
- o 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**.

Audio Event Services

Audio Services i

Topic

Walk thru Contact Info **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:

- 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.

### 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."

- Check the box indicating you would like to add a Special Enunciator to your meeting.
- Provide your script where indicated.
- 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

### 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.

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

Custom Scripting

### Promotional Playback

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

- Check the box indicating you would like to add Promotional Tape/Playback to your meeting.
- 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.
- 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 \* Promotion Cassette

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.







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.

### 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:

Part of call to be transcribed:

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 Qty:

Address 1:

Address 2:

Address 3:

Country:

City:

State/Province:

ZIP/Postal Code:

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-View<sup>SM</sup>** – 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.

Settings

I would like to add a Communication Line to this call.

Security

Leader View

Lecture

Voice Talent

Question & Answer

Call Monitor

Password

Record/Playback   Conference ID

- **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.

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.

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

6. **After Playback Prompt** functionality is the same as Before Playback Prompt.

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

### Tape Recording

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

- Check the box indicating you would like to order a copy of your Encore recording.
- Select your **Recording Type** from: DAT, CD-Indexing, CD-MP3, CD-WAV, CD-CDA, Microcassette or Cassette.
- Designate the **Quantity** of recordings you would like to receive.
- Select your **Media Shipping Method** from Domestic Standard, Domestic Overnight, International Priority.
- 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.
- 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 Shippin ... | Ship To        | Country       | Address 1            | Address 2 | City       |
|---------------|----------|-------------------|----------------|---------------|----------------------|-----------|------------|
| CD - CDA      | 1        | Domestic - Sta... | Shonna Sanders | United States | 1239 O.G. Skinne ... |           | West Point |

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[Delete recipient](#)

Recording Type \*

Mail Qty \*

Media Shipping Method \*

Ship To \*

Address 1 \*

Address 2

Country \*

City \*

State/Province \*

ZIP/Postal Code \*

[Save Recipient](#)

### Streaming Services

By adding streaming to your Operator Assisted call, you can broadcast the call over the Internet and invite a wider listen-only audience who do not need to dial into your call.

There are a large number of Streaming features available. The blue icons provide additional information about each feature.

- Core Event Types** – Select the type of event you require. Options include streaming slides only, audio only, video, audio and slides, etc.

Core Event Type ▲

\*A selection is required in this section

Slides Streaming ⓘ
  Video Streaming-Onsite Production ⓘ

Audio Streaming ⓘ
  Video w/ Slides Streaming - Webcam Only ⓘ

Audio with Slides Streaming ⓘ
  Video w/ Slides Streaming - Onsite Production ⓘ

Video Streaming-Webcam only ⓘ
  None

- Streaming Enhanced Features** – Choose any additional features you require (i.e., a customized email, ability to import a list of registrants for validation when participants join your call, survey during your call, transcription of your call, etc.).

Streaming Enhanced Features ▲

|  |   |
|--|---|
| <input type="checkbox"/> Customized Console (Basic) ⓘ    | <input type="checkbox"/> Portrait Slides ⓘ          |
| <input type="checkbox"/> Customized Console (Advanced) ⓘ | <input type="checkbox"/> Registration (Advanced) ⓘ  |
| <input type="checkbox"/> Emails-Customized ⓘ             | <input type="checkbox"/> Slide Chapter Indexing ⓘ   |
| <input type="checkbox"/> Event Passcode ⓘ                | <input type="checkbox"/> Slide Thumbnail Indexing ⓘ |
| <input type="checkbox"/> Event Premium Upgrade ⓘ         | <input type="checkbox"/> Survey ⓘ                   |
| <input type="checkbox"/> Hyperlinks/URLs/Doc Links ⓘ     | <input type="checkbox"/> Test ⓘ                     |
| <input type="checkbox"/> Manage Registrants ⓘ            | <input type="checkbox"/> Transcription ⓘ            |
| <input type="checkbox"/> Multi-Event Registration ⓘ      | <input type="checkbox"/> Translated Transcription ⓘ |
| <input type="checkbox"/> Podcast ⓘ                       |   |

- Quantities** – Specify the number of required CDs of your recorded call, how many presentations you will be uploading for your call and the number of speaker bios that should be included in your presentation.

Quantities ▲

|  |                      |   |
|--|----------------------|---|
| <input type="checkbox"/> Number of CDs to be ordered                       | <input type="text"/> | ⓘ |
| <input type="checkbox"/> Number of Flash Clips to be ordered               | <input type="text"/> | ⓘ |
| <input type="checkbox"/> Quantity of Additional Event Support Hours        | <input type="text"/> | ⓘ |
| <input type="checkbox"/> Single File Archive                               | <input type="text"/> | ⓘ |
| <input type="checkbox"/> Presentations (multiple PowerPoint presentations) | <input type="text"/> | ⓘ |
| <input type="checkbox"/> Speaker Bio                                       | <input type="text"/> | ⓘ |

- Event Extension** – Provide an estimate of the number of participants attending your streaming event and select a date when your archive of the call should expire. Lastly, provide information on your experience level with managing streaming calls. This will allow our teams to determine the level of support you will need for your event.

Streaming Event Extensions ▲

Conference Date: 09/17/2012 MT ⓘ      Streaming Duration: 1 Hours 0 Minutes= ⓘ

---

Streaming Attendees  ⓘ

---

Archive Expiration  ⓘ

---

What is the purpose of this event? ⓘ


---

What is the customer's experience level with directly managing high profile events, in conjunction with the Event Services Team? ⓘ

## Submitting Your Booking

When you have finished adding features to your call, click **Save** to reserve your call.

A confirmation message will appear on your screen stating your call has been scheduled along with your conference ID. From here you have the ability to download the conference directly into your calendar by selecting one of the calendar options shown.

 Your meeting has been scheduled on our systems. If you need to edit this meeting, log in prior to start time and select your meeting from the list shown on the "My Meetings" page.

**Meeting Number: 598219019**

*Download Conference to Calendar (.vcs file) [Lotus Notes](#) [MS Outlook](#)*

## Meetings

 Instant Meeting  Schedule a Meeting

scheduled meetings
past meetings
recorded meetings

Call Type View All

| R | Date                         | Topic   | Leader Name    | Owner          | Conf ID | Meeting |
|---|------------------------------|---------|----------------|----------------|---------|---------|
| ▼ | Thu Jul 19, 2012 / 3:45am ET | Testing | Shonna Sanders | Shonna Sanders | 530904  | 59821   |

If you have added Streaming to your call, one of our support teams will contact you directly to discuss your requirements.