DialAssist Solutions

Contact us at:

***ExpressConnect* Conferencing**

1.877.621.8795
410.235.4092

www.expressconnectinc.com

234 E. University Parkway
Suite B
Baltimore, MD 21218

We offer a range of *DialAssist* audio solutions with optional features to fit your business communication needs, regardless of the size of your audience… from a dozen executives, investors and analysts… to a 2500 member sales force:

+ **Operator Assisted** – For smaller calls (25 or less) requiring the support of an operator who will greet participants as they dial into your call and are placed into your meeting.

+ **Premium** – For small or large events needing customized features. We bring everyone together in one seamlessly planned, managed and executed event. Add features, like Q&A, recording or transcription, to ensure you get everything you need from your call. At the time of your conference, participants dial into your call and are greeted by an operator who places them into your meeting.

+ **Premium with Event Plus** – Ideal for large events because it reduces hold times for participants by allowing them to join your event through an automated process. An operator will not greet your participants, but is available to support everyone throughout the call to help with other premium service features you have selected.

+ **Direct Event(SM)** – Ideal for scaling automated entry calls to accommodate a large audience. It is very similar to Premium with Event Plus. What differentiates these two services is the type of information you can obtain from your participants before they join the call since they are joining in an automated fashion. Registration prior to your event is optionally available along with over 40 other features to tailor your call to your needs.

The chart on the pages that follow provide some details about the specific features available with each of our above described DialAssist conferencing solutions. We hope it helps you understand the differences between them and assists you in choosing the right fit for your event call. Or, just give us a call to help you match the solution to your need.

FUNCTIONALITY

	Operator Assisted	Premium	Premium with Event Plus	Direct Event
Available 24/7	X	X	X	X
Reservation required	X	X	X	X
Less than 25 participants	X			
More than 25 participants		X	X	X
Leader greeted by operator	X	X	X	X
Participants greeted by operator	X	X		
Automated participant entry without operator			X	X
Conference code - required	X	X		X
Conference code - optional			X	X
Unique PIN - optional				X
Leader provides dial-in details	X	X	X	X
Participant info gathered by operator when dialing into call	X	X		
Participant info gathered by recording when dialing into call			X	
Participant info gathered prior to call				X
Registration prior to call required				X
Number of pieces of participant information collected, i.e. name and phone number	Six plus the time the participant got on the line - collected by an operator	Six plus the time the participant got on the line - collected by an operator	Three collected phonetically by an operator via a recording	Six plus the time the participant got on the line – Six pieces collected during preregistration and line time is collected when the participant enters their unique PIN

FEATURES

	Operator Assisted	Premium	Premium with Event Plus	Direct Event
Q&A		X	X	X
Polling		X	X	X
Participant Report		X	X	X
Transcription		X	X	X
Encore SM		X	X	X
Encore Plus		X	X	X
Encore Reports		X	X	X
CD/Taping		X	X	X
Podcasting		X	X	X
Leader-View SM		X		X
Approved Participant List		X	X	X
Streaming		X	X	X
Broadcast Services		X	X	X
Communication Line		X	X	X
Event Archive		X	X	X
GoldMail		X	X	X
Interpretation		X	X	X
MeetingSense		X	X	X
PR Distribution		X	X	X
Playback		X	X	X
Relay Services (RCC)		X	X	X
Sub-conference		X	X	X
Translation		X	X	X
Voice Talent		X	X	X