

Audio Conference Calls



Audio conferencing is an essential tool in a business of any size, enhancing collaboration and productivity. It's now rare to find a company that doesn't have customers scattered across the globe, business partners in different time zones or restricted travel budgets. A professional audio conferencing solution can prevent distances being a barrier. Whether you want to save time and money, increase productivity or connect with teams and clients that are geographically spread, an anytime, anywhere, any device solution enables greater flexibility for business professionals to conduct these important conversations.



About the Conference Service

Speakserve's conference call service is cloud-based and provides a simple, scalable, professional audio conferencing solution that fits perfectly into any current telecoms set up. It requires no hardware installation or software download and can be accessed via any device anywhere in the world.

End users can host global calls using Speakserve's Global Access Numbers and manage their calls with a full range of in call options. All calls are routed over Tier 1 Premium lines, ensuring high quality telephony always.

Speakserve offer value added services, realising there is more to professional conferencing than just the call itself. The Conference Call Portal supports the vital internal processes that enables the service to run smoothly within any organisation. The self-service portal means room set up, scheduling, billing and accessing recordings and analytics is ready to administer in real time.

Key Features

- Instant reservation-less conferencing, access a call immediately, conferencing with up to 100 participants at a time.
- Local dial-in numbers for over 120 countries around the world.
- Conference Call Portal available to enable the set up of rooms, schedule calls, access call recordings and real time billing.
- Advanced security features to ensure complete confidentiality on every call.
- Call recording, digital transcription and self-service voice analytics available at no extra cost.
- A named account manager, 24/7 access to support and full training means a stress-free conferencing experience.
- Wallet cards issued to users as a useful reminder of conferencing details.
- In-call features for the host to effectively manage the call – including dial-out to participants, mute line, mute participants, initiate call recording and lock the call to disallow others from entering the call.

The Call Portal

- **Room Set Up** – The portal enables designated administrators and users within your organisation to set up as many rooms as required at no extra cost.
- **Scheduling** – The portal provides a fully integrated scheduling platform, allowing complete visibility of your conferencing activity as well as built in meeting request invitations issuing full conferencing details to your guests.
- **Call Recordings** - The recording of conference calls is becoming increasingly important as people realise the value that lies in them from a commercial, compliance and regulatory point of view. The portal enables immediate post-call download or streaming of the sound file of any recorded conference.
- **Voice Analytics and Digital Transcription** – Our advanced technology enables speech recognition, keyword analysis, keyword / phrase spotting and topic generation to provide invaluable insight into conversations that you or your team may have had. The portal provides access to this powerful analytical tool that has become invaluable to the business world.
- **Billing** – The portal holds real-time management information on all usage. As soon as a call has finished, the cost is published online. This real-time reporting is ideal for businesses who require mid-month re-billing or cost allocation, eliminating the old fashioned monthly invoicing process. With the ability to add a call reference as soon as the call has finished, you will never miss a re-billing opportunity.



Pricing

Speakserve pricing is designed to be transparent. We have no hidden costs, no recurring monthly charges and no bridging fees. You are billed on a per minute, per line basis and therefore only billed for the minutes that you use. We encourage all users of the service to use the standard international dial-in numbers, which is the most cost effective way of conferencing, dialling into the conference on a local number, wherever you are in the world.



For more
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