

Operator-Assisted Solutions

ECT's operator assisted solutions deliver operator managed teleconferencing with attention to detail and the quality of care you need during these important meetings and events. Whether you're communicating to associates, investors or customers, ECT can accommodate your business needs from job interviews, media calls, investor relations or marketing focus group meetings. Our operator-assisted solutions provides the event management expertise, technological innovation and guaranteed security you need to deliver your communications with confidence.



ECT operator-assisted solutions offer flexible features to meet your needs.

- **Dedicated & experienced operators:**
All of our operators are highly experienced and take personal responsibility for the effectiveness of your meetings.
- **Exceptional audio quality:**
Behind the scenes, our equipment balances the volume of every line and eliminates background noise.
- **Professional service offerings:**
ECT offers two operator assisted services for you to choose from - ECT OpAssist and ECT EventCall. Each combining unique solutions for your most important engagements. All service levels include an experienced operator to help plan and conduct successful meetings and events. With your goal in mind, our highly skilled operators arrange reservations, coordinate specialists to run the meetings and ensure delivery of post conference reports and recordings.
- **Security & reliability:**
ECT offers the latest encryption technology and industry leading conference security features and advanced fault-tolerant and redundant architecture. Providing the confidence you need to ensure your meetings and events run on-time without interruption.

SELECT THE LEVEL OF SERVICE TO BEST SUIT YOUR NEED:	ECT OPASSIST	ECT EVENTCALL
RECOMMENDED FOR:	Professional intimate occasions for high impact meetings including media calls, artist interviews, job interviews, marketing focus groups.	Professional large scale events for web seminars, town hall meetings, product launches, investor relations calls, press conferences.
AUDIENCE SIZE:	2 - 100	5 - 400
OPERATOR ASSISTANCE & KEY DIFFERENTIATORS:	<ul style="list-style-type: none"> All attendees are individually dialled into the meeting by an operator. Operators monitor all line disruptions to ensure quality of service delivery and dial-in any lost attendees. 	<ul style="list-style-type: none"> Email invites to attendees. Personalised greetings to all attendees. Collection of individual attendee information. Optional visual online presentation experience to all attendees with Microsoft Office Live Meeting®.

BEFORE YOUR MEETING	DURING YOUR MEETING	AFTER YOUR MEETING
<ul style="list-style-type: none"> Reservations: Once we receive your booking, we will confirm the details and respond with 2 hours. Online registration: Collect information in advance from attendees.* Dial-out: Dial-out to your attendees from a prepared dialling list to anywhere in the world.# Personalised greeting: We can greet your guests with your personalised greeting.* Security: Callers dialling in will be screened and confirmed by the meeting organiser.* 	<ul style="list-style-type: none"> Professional announcer: Our team of highly professional operators can perform pre-announcements to attendees waiting on the line, announce the start, manage Q&A and conclude your meetings with your final key messages.* Host controls: Web console displays attendee data in real-time.* Mute/unmute: All attendee lines are muted to minimise interruptions and unwanted background noise.* Attendee verification: Your dedicated operators can remove attendees when notified during the call. Q&A: Interactive Q&A sessions fully managed by our operators.* Polling: Immediate feedback to capture attendee feedback.* Monitor: Operator's constantly monitor calls. If a caller is disconnected, they can be reconnected within seconds. # 	<ul style="list-style-type: none"> Recording and replay: Your meeting can be recorded and the replay can be accessed by phone. CD and URL: We can provide you with a copy of the recording on CD or via a URL for download 24 hours after the meeting concludes. Transcription: We can provide you with a transcript of the meeting in PDF or hard copy within 48 hours of the meeting conclusion. Post-event reporting: Customise reports and information from registration, participant and polling.*

Only available on ECT OpAssist services

* Only available on ECT EventCall services

Enterprise Care Teleconferencing (Asia) Pty Ltd (ECT) is a specialist Audio and Web Conferencing service provider. Our team are seasoned teleconferencing professionals and bring considerable experience in the management and delivery of teleconferencing services. We have invested in the latest technology installed in secure data centred, offering the very best features and reliability. Our goal is to exceed our customers expectations, in terms of value, service and features.

Contact

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