

REMOTE CONFERENCE CALLING AND RECORDING

A technology equipment company employs a large sales team – all of which travel extensively and are rarely at the corporate office. The sales manager – also often out of the office, needs to be able to run sales meetings with the team, no matter where they are located. The calls need to be recorded, so unavailable team members can later listen to the call so they can stay informed with up-to-date product information.

Solving this challenge will benefit the company in the following ways:

- ◆ By being able to reach the sales staff no matter where they are, company management can gather sales information in real time, helping them to stay on top of the business.
- ◆ Sales staff can participate in meetings without having to be at their desk or the corporate office, allowing more flexibility and efficiency in their travel plans.
- ◆ The recorded calls provide an efficient way to report to upper management on the latest sales expectations. They also provide an excellent way for sales management and/or team members to leave helpful information and instructions for those that could not attend.



THE SOLUTION

The focus of this solution is to utilize Web Services to extend the company's VoIP functionalities to the mobile users.

- ◆ A sales manager selects an icon from a suite of IPcelerate applications on their iPhone. Instantly, a call is simultaneously placed to each member of the team. As they answer, they are connected to a conference bridge.
- ◆ To add or remove members of the team, the manager accesses their personal and/or corporate directory and saves them to a conference group.
- ◆ The sales manager creates different conferencing groups for each sales region, allowing them to have more focused calls.
- ◆ The conference calls are automatically recorded, requiring no further action or remembering to press a record button.
- ◆ Once the conference call is completed, the manager downloads the recording and emails it to those that could not attend or as reference to all team members.