

AUDIO CONFERENCING

GLOSSARY

Broadcast Fax

A call announcement process that sends a fax to all participants prior to a conference call.

Clearance Line

A clearance line is a connection between an operator and a representative from the host company that is used to obtain authorization for participants to join the conference.

Communication Line

A communication line is a connection between an operator and a representative from the host company that is used to manipulate the Q&A session, give status updates, and troubleshoot.

Data Conference

A reservation-based, online data collaboration tool that allows customers to share PowerPoint presentations, show applications, perform polls, chat, etc. with remote participants. Best suited for large, high-profile applications and hence, most commonly combined with a high-touch audio conference.

Entry and Exit Tones

Tones that sound when a participant joins or leaves a conference.

Participant Notification

An operator dial-out service that invites/reminds participants about the date/time of a conference call.

Passcode Access

An added layer of security that requires participants to enter a security passcode prior to joining a conference call.

Port

In conferencing, the term port is equivalent to a line in the conference call (i.e. a 24 port call would allow for 23 Participants and 1 Chairperson)

Postview

An on-demand digital replay service that allows a customer to listen to a conference call after the call has occurred.

Reoccurring Conference

A call that happens at regularly predicted intervals (i.e. every third Thursday at 10:00 AM).

SS7 (Signaling System 7) Call Routing

On the public switched telephone network, Signaling System 7 (SS7) is a system that puts the information required to set up and manage telephone calls in a separate network rather than within the same network that the telephone call is made on. Signaling information is in the form of digital packet. Currently used with the Telstra Audio Conferencing system.

Test Call

A video or audio call that takes place prior to the scheduled conference call to ensure that all locations/equipment are operating properly.

Transcription

A written record of a conference call.

Webcast

An Enhanced Service that allows customers to broadcast an audio conference call to participants via the internet.

Web Moderator

Telstra Audio Conferencing Web Moderator is an online tool designed for the high speed Internet user. The Moderator's graphic interface provides a visual enhancement for the Chairperson to control a Telstra Audio Conferencing conference.