

# Enterprise Web & Audio Conferencing Suite

## Product Overview

**iLinc Web conferencing software instantly connects you to anyone, anywhere in the world, from the comfort of your office or any other Internet-enabled location.**

With specialized toolsets for online meetings, conferences, learning, and customer support, iLinc serves the broad range of Web conferencing needs within an organization.

iLinc recognizes that your sales department uses Web conferencing very differently from your training team. A marketing webinar demands different capabilities than an online support session. iLinc's unique technology allows you to configure the iLinc interface according to users' real-world practices.

Choosing from a broad set of features, you determine which tools appear to which user types. You may wish to establish meeting-specific capabilities for salespeople and classroom-focused tools for your training department. Of course, you're free to change or modify these settings at any time – as users' requirements change or grow.

With iLinc, system administration is simple, yet powerful. Administrators can easily turn features on or off, determine security settings, user permissions, and much more. iLinc even lets administrators separate users by department or create a hierarchy that mirrors your organizational chart. Your entire organization can share a single, centralized iLinc system that allows for distributed rights and system administration.

## Go Beyond Flexible Technology. Discover Flexible Pricing & Deployment Options.

iLinc Web conferencing software provides specialized tools for:

- **Meetings:** Lead highly interactive, collaborative, and engaging presentations, sales calls, demonstrations, and team meetings over the Web.
- **Conferences:** Host professional one-to-many events, such as webcasts, webinars, investor and stockholder meetings, product launches, road shows, and company-wide meetings.
- **Learning:** Provide hands-on training of any kind over the Internet with capabilities such as desktop and application sharing, and on-line testing and assessment tools.
- **Customer Support:** Resolve support issues faster than ever. Take a virtual look over customers' shoulders to remotely diagnose issues or take control of their entire desktop.

Offering the industry's most beneficial pricing model, iLinc lets you purchase your software licenses outright, eliminating monthly or per-usage fees. iLinc also gives you the freedom to choose an installed or hosted solution – whichever model delivers the highest ROI for your business.

### Choose the best deployment for your organization:

- **Hosted Option:** iLinc offers a unique twist on the ASP model by allowing you to own your software, even if you wish for iLinc to host it. Like the traditional ASP, you and your IT organization don't have to worry about a thing. From deploying new releases, provisioning hardware and bandwidth to monitoring the application 24x7, we do it all for you.
- **Installed Option:** This approach is extremely attractive to customers who need to adhere to strict compliance, intellectual property, or security guidelines. In this scenario, your IT staff completely controls the system behind your firewall (with our expert support team just a phone call away, of course).



iLinc provides a highly secure, reliable meeting environment that makes online collaboration and training easier and more effective than ever.

## Centralized Control: The iLinc Communications Center

iLinc Web conferencing software includes the Communications Center – an easy-to-use management console. Set up meetings and events with just a few clicks or leverage powerful administration controls to customize iLinc session setup, including registration and security options.

- Manage users by department or create a hierarchy that mirrors your complete organizational chart. Your entire company can share a single centralized iLinc system that still allows for distributed user rights and system administration.
- Leverage flexible testing and survey tools to control how you collect feedback from session participants.

### Choose from Conference Calling Options

iLinc offers three calling programs, each of which includes its own set of easy-to-use features. Take advantage of the ability to record calls, mute lines right from your phone, and record customized greetings to promote your brand, products, or services.

- Reservationless (On-Demand): With pre-established calling accounts for each user, you can create or participate in conference calls without advance notice, 24/7.
- Reserved Automated: An excellent choice for recurring calls, Reserved Automated allows you to give each participant a permanent number and passcode to join meetings.
- Operator-assisted: iLinc's toll-free and toll operator-assisted phone conferences deliver premium features and services for high-profile calls and calls with more than 20 participants.

- Upload and manage content to share with your attendees. Microsoft Office documents, PDFs, Flash, video, audio, Web content, previously recorded iLinc sessions – store any type of document or file that you want to display in your iLinc sessions.

- Adapt the iLinc interface to reflect your brand. Display your logo, work with custom colors, and replace default communications with your own content.

- Track your organization's positive impact on the environment with the iLinc Green Meter—an automatic calculator of the amount of air and automobile travel (i.e., CO2 emissions) you've eliminated by meeting online.

### Complement Your iLinc Software with Audio Conferencing Services

Flexible and reliable, iLinc audio conferencing complements iLinc Web conferencing, while offering the option to host audio-only meetings. Choosing iLinc's integrated Web and audio solutions means that you never have to coordinate multiple vendors to meet online. And, iLinc can accommodate thousands of users on a single conference and still deliver unrivaled personalized service.