

Customer Self-Serve

URL to bookmark: <https://css.confprovisioning.com/secure/customerselfserve/default.asp?profile=pragmatic>

The screenshot shows a web browser window with a dark blue header. On the left, there is a navigation menu with a home icon and the text 'BACK'. On the right, there is a 'LOGIN' button. Below the header, the page title is '> Login'. The main content area is titled 'Enter Login Information Below'. It includes a prompt 'Please select your Account Type.' and a 'NOTES' section with two points: '1. This application requires browser cookies to be enabled.' and '2. Please disable any popup restriction software.' Below the notes is a legend '* = Mandatory Fields'. A form titled 'Account Details' contains a dropdown for 'Account Type' with two radio button options: 'Account Owner' and 'Moderator'. A 'Submit' button is located below the form. At the bottom of the form area, there is a link 'Email Us' followed by three bullet points: '✓ If you are a new customer, and need to obtain your login credentials', '✓ If you forgot your login credentials', and '✓ If you need help'.

The Pragmatic Conferencing customer self-serve portal can be accessed by individual moderators. The main functions are:

- Adjust account (call) preferences
- Download recordings
- Launch the Audio Console
- View reports

Customer Self-Serve – Moderator

Account Details

Login Credentials

* Access Code:

* Moderator Code:

Remember my Access Code

Your login credentials are unique and should have been sent to you by mail in the form of a *wallet card* as well as by email when your account was created. If you do not have your credentials, please contact Pragmatic Customer Service at 1-866-736-1413 (via email: customercare@thinkpragmatic.com)

The screenshot shows the Pragmatic Conferencing Administration interface. The top navigation bar includes 'ADMINISTRATION', 'TOOLS', 'REPORTS', 'DOCUMENTATION', and 'LOGOUT'. The left sidebar lists 'Administration', 'My Account Settings', 'Tools', 'Reports', and 'Documentation'. The main content area is titled 'Administration' and contains the following text:

You may change your personal information, audio conferencing codes and account preferences.

Actions:

- [My Account Settings](#) — You may change your personal information, audio conferencing codes and account
- [Account Summary](#)
- [Edit your Account](#)
- [Request an Additional Welcome Kit](#) — Request a Welcome Kit; this includes a wallet-size card with the Moderator's account

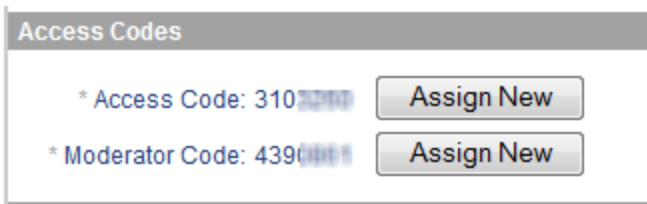
Additional callouts from the 'My Account Settings' link point to:

- View Instant Replay information, Download recordings & launch the Audio Console
- Flexible online reporting features allow you to find out important details on your audio conference calls anytime you

My Account Settings > Edit

Under the Account Settings menu, you have the ability to update your mailing address & contact information, assign new access codes (both moderator & participant) if your account is ever compromised as well as change your audio call preferences.

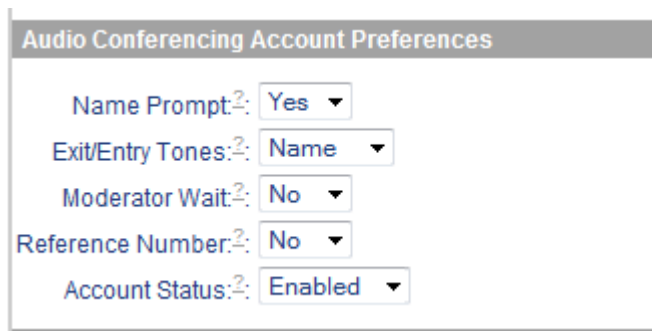
Access Codes



Access Codes	
* Access Code: 310[REDACTED]	Assign New
* Moderator Code: 4390[REDACTED]	Assign New

If the Moderator's account has been compromised (wallet card lost or Moderator Code has become public), new codes can be generated on the account. These new codes are effective

Account Preferences



Audio Conferencing Account Preferences	
Name Prompt:	Yes
Exit/Entry Tones:	Name
Moderator Wait:	No
Reference Number:	No
Account Status:	Enabled

The features that appear in the *Audio Conferencing Account Preferences* section can be changed to suit the needs of any conference call. Changes to the settings are effective immediately.

Name Prompt: the audio bridge will ask each participant to state their name; this is a Yes / No option

Exit/Entry Tones: as each participant is placed into the conference, the system can introduce the caller by *name* (if Name Prompt has been enabled), play a brief *tone* or join the caller with *silence*

Moderator Wait: if set to *Yes*, music will broadcast into your conference call while participants wait for the moderator to arrive. When the moderator (or anyone entering with the moderator code) arrives, the music atomically stops and the call becomes interactive

Reference Number: if set to *Yes*, the system will prompt the moderator to use his or her telephone keypad to enter a billing reference code (numeric codes only)

Account Status: this is where (as an administrator) you can disable an account; the account codes will no longer work

Tools

Please select the tool you would like to use.

Actions:

[Instant Replay/Call Download](#)

[Audio Console](#)

Instant Replay

Instant Replay allows you to dial-in and listen to a previously recorded conference call. You may email the Instant Replay information to anyone you would like to invite to listen to the call.

Call Download

Call Download allows you to download a .wav file of your conference call and listen to it on your computer using an audio player. Please note that your recorded calls will only be saved for one month in the Recorded Call Summary, after one month they will be deleted.

Date of Recording	Size (bytes)	Action	Replay
10/3/2012 3:33:40 PM	19663273	[Download]	[Information Email Information]

- Download: save local copy of the file in .wav format
- Information: displays dial-in number(s), passcode & replay ID for Instant Replay
- Email Information: allows you to enter the email addresses of the parties you would like to send the Instant Replay Information to

Audio Console

The Audio Console is a Web-based application that enables Moderators to control conferences in real-time by displaying a visual representation of the conference.

Moderator Report

Report For *Jennifer Burdeney*

We offer you the flexibility to select a date range and the columns you would like to view. You may export this report to Excel by pressing on the button below the report. Click on a date to drill down to the Call Detail Report.

Note: The date range includes the end date.

* = Mandatory Fields

Report Details Advanced Report Options

From
Month Day Year
Date Range Sep 01 2012

Columns to View Number of Participant Lines
 Total Minutes
 Total Billed Amount

To
Month Day Year
Date Range Sep 15 2012

Total Bridge Minutes
 Total Toll Free Minutes

Filter: [Clear Filter](#)

Moderator Report Results Rows per page: 10 rows

Date of Call (mm-dd-yyyy)	Call Type	Ref. #	# of Participant Lines	Tot. Mins.	Tot. Billed Amt.	Tot. Bridge Mins.	Tot. Toll Free Mins.
9-5-2012	Audio Conferencing	Add Reference	1	0.6	\$0	0.6	0
9-5-2012	Audio Conferencing	Add Reference	2	34.53	\$0	16.55	17.98
9-11-2012	Audio Conferencing	Add Reference	2	76.3	\$0	39.7	36.6
9-11-2012	Audio Conferencing	Add Reference	2	37.17	\$0	18.97	18.2
9-13-2012	Audio Conferencing	Add Reference	2	118.7	\$0	61.37	57.33
9-14-2012	Audio Conferencing	Add Reference	2	156.02	\$0	78.83	77.18
9-14-2012	Audio Conferencing	Add Reference	1	0.52	\$0	0	0.52

Moderator Report

We offer you the flexibility to select a date range and specific columns you would like to view. The report can be exported to Excel by pressing on the *Export to Excel* button. By clicking on a date, you have the ability to drill down to the Call Detail Report. Click on *Add Reference* if you would like to add a billing code (alphanumeric).

Note: The date range includes the end date.