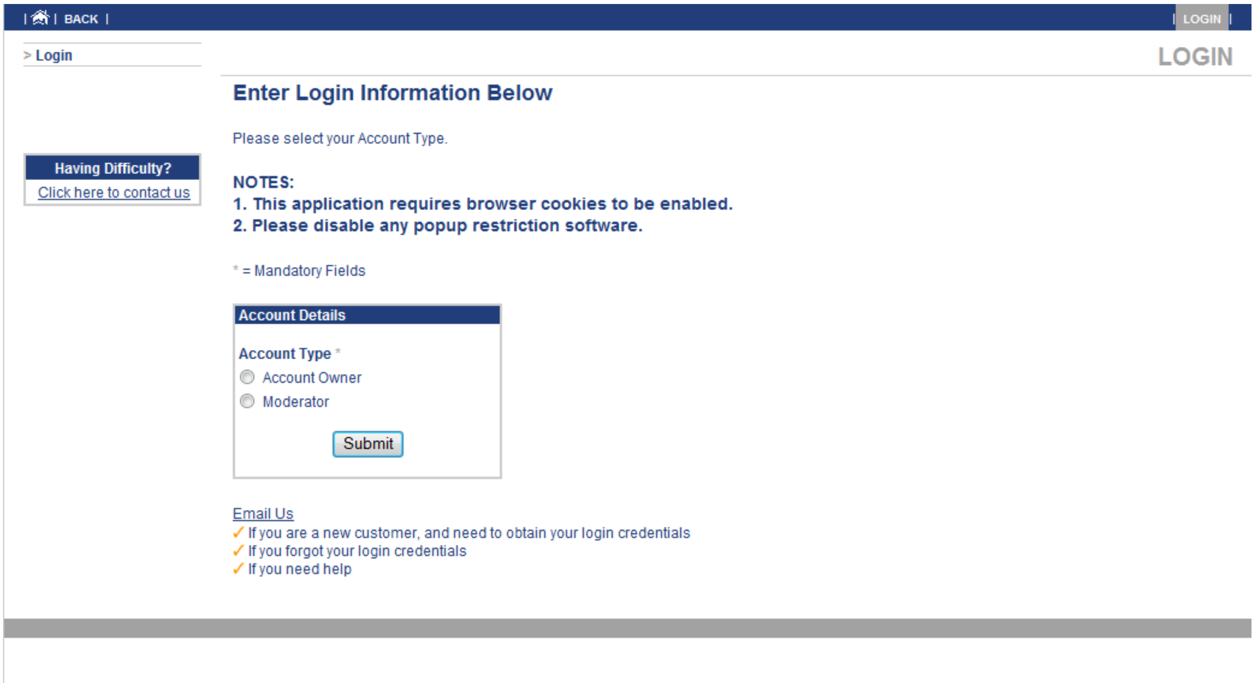
Customer Self-Serve

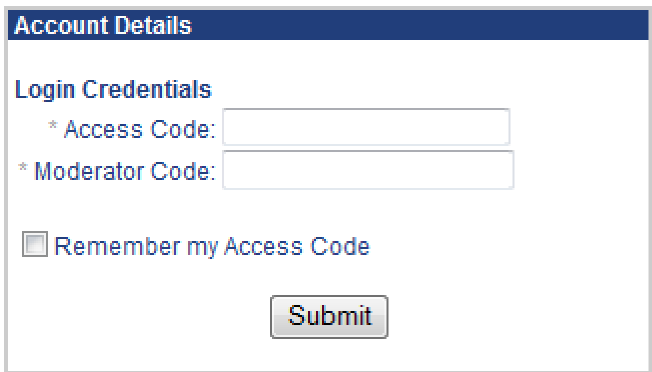
URL to bookmark: https://css.confprovisioning.com/secure/customerselfserve/default.asp?profile=pragmatic



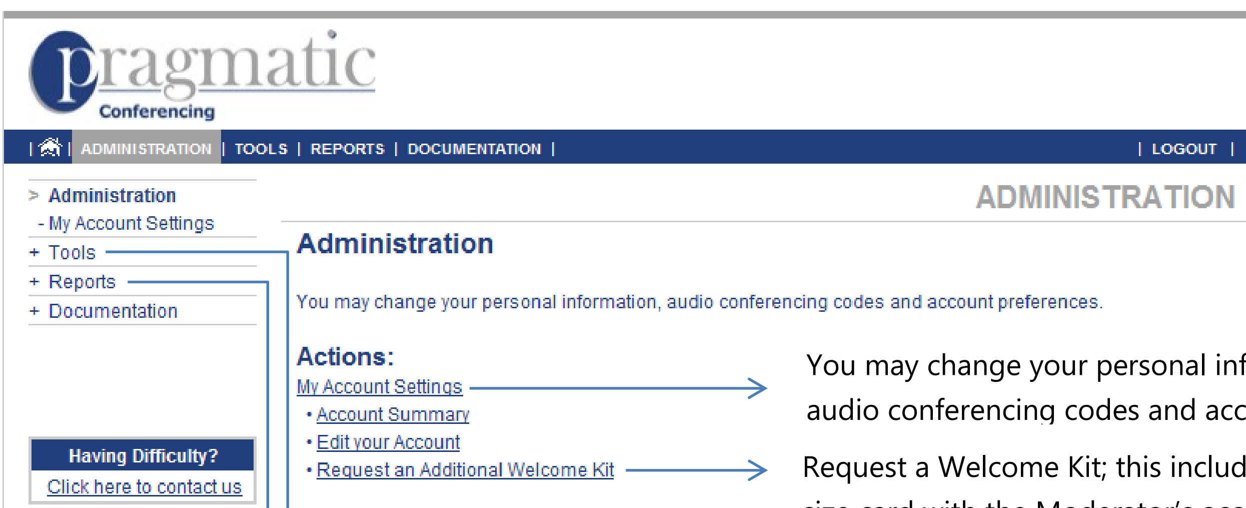
The Pragmatic Conferencing customer self-serve portal can be accessed by individual moderators. The main functions are:

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

Customer Self-Serve – Moderator



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)



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

Request a Welcome Kit; this includes a wallet-size card with the Moderator's account

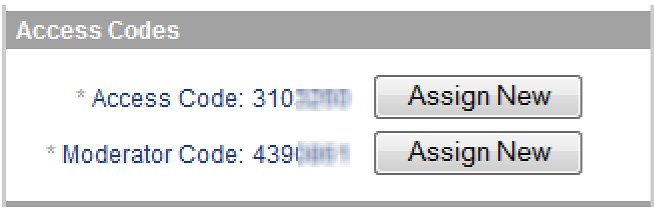
View Instant Replay information, Download recordings & launch the Audio Console

Flexible online reporting features allow you to find out important details on your audio conference calls anytime you

My Account Settings>Edit

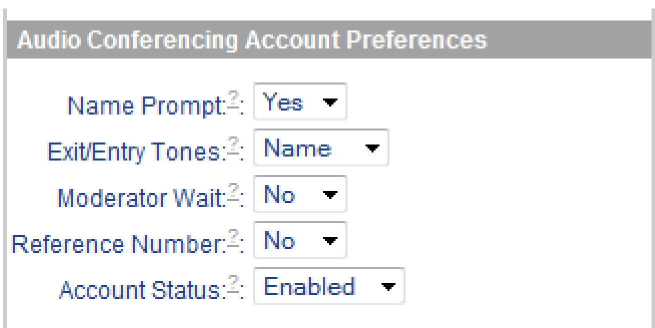
Under the Account Settings menu, you have the ability to update your mailing address & contact information, assign new access codes (both moderator & participant)if your account is ever compromised as well as change your audio call preferences.

Access Codes



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



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

TOOLS

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]

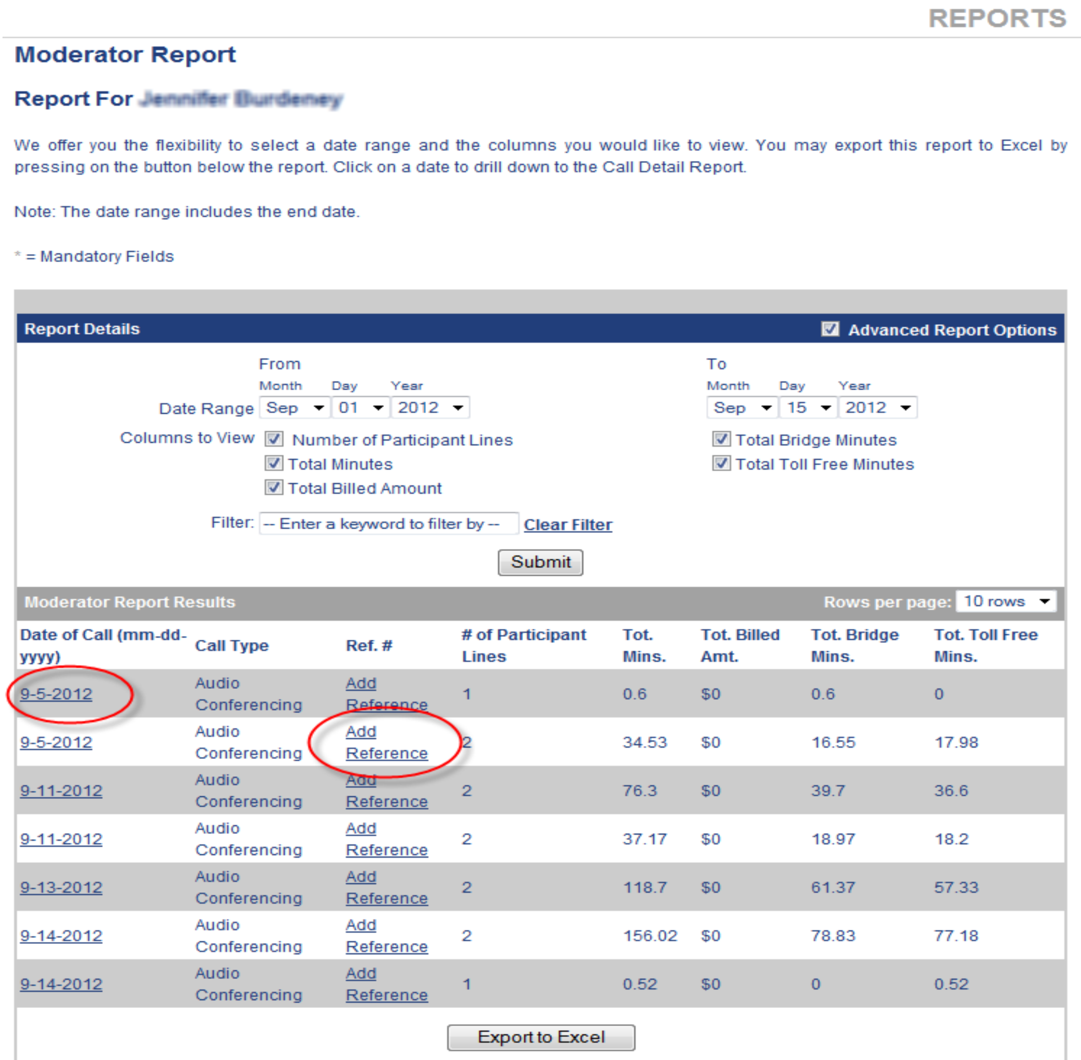
- Download: save local copy of the file in .wav format
- Information: displays dial-in number(s), passcode & replay ID for Instant Replay
- Email Information: allows you to enter the email addresses of the parties you would like to send the Instant Replay Information to

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.

PRAGMATIC

Reports



REPORTS

Moderator Report

Report For [redacted]

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

Date Range From: Month Sep, Day 01, Year 2012 — To: Month Sep, Day 15, Year 2012

Columns to View: ☑ Number of Participant Lines ☑ Total Minutes ☑ Total Billed Amount ☑ Total Bridge Minutes ☑ Total Toll Free Minutes

Filter: -- Enter a keyword to filter by -- Clear Filter

Submit

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

Export to Excel

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.