

## Clocking the time it takes to get into a Conference Call

ACCOUNT TYPE	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6		Time per call (sec)	Calls per week	Average people per call	Wasted time per month (hours)	Provider
<b>VIP - Lightning fast</b>	Dial VIP 800#, hear personalized prompt											
<i>time (sec)</i>	15							15	4	5	0.3	Adigo exclusive <i>Not much!</i>
<b>Single Short Entry - Super fast</b>	Dial 800 #, hear corp brand	Host enters 4 digit Host ID										
<i>time (sec)</i>	15	10						25	4	5	0.6	Adigo exclusive <i>Not much!</i>
<b>Short Entry w/ PIN - Fast</b>	Dial 800 #, hear corp brand	Host enters 4 digit Conference ID	Host enters 4 digit PIN									
<i>time (sec)</i>	15	10	10					35	4	5	0.8	Adigo exclusive <i>Not much!</i>
<b>Long IDs - Slow</b>	Find Invite	Dial 800 #, hear generic greeting	Enter 10 digit ID	Retry ID								
<i>time (sec)</i>	60	15	20	25				120	4	5	2.7	Industry standard <i>Not Good</i>
<b>System Generated Long IDs - Really Slow</b>	Find Invite	Dial 800 #, hear generic greeting	Enter Conference Specific (random string) 10 digit ID	Retry ID								
<i>time (sec)</i>	60	15	25	30				130	4	5	2.9	Industry standard <i>Not Good</i>
<b>Toll Entry w/ Confirmation - Snail's Pace</b>	Find Invite	Dial toll #, hear generic greeting	Enter Conference Specific (random string) 10 digit ID	Confirm entry	Retry ID							
<i>time (sec)</i>	60	15	25	5	30			135	4	5	3.0	Industry standard <i>Not Good</i>
<b>Web Required, Complicated Long Process</b>	Get network device and connection	Find invite	Start conferencing interface	Start call	Dial toll #, hear generic greeting	Enter Conference Specific 10 digit ID						
<i>time (sec)</i>	60	60	40	20	15	25		220	4	5	4.9	Go2Meeting <i>Ouch!</i>