Mobile Apps make it Faster and Simpler to Join Conference Calls

Dial 844- WEB ADIGO (844-932-2344) *no ID needed*

Start time: 5 minutes after the hour
we'll go for 20 minutes until 25 past

A Conferencing Tips Webinar with Brad Volin, President of Adigo

AGENDA

- Adigo
- Installing
- Setup
- Hosts
- Participants
- Other ways to improve productivity
  - VIP Accounts

INTRODUCTIONS

- President, Adigo
- Experience at Public and Private companies
- In the Collaboration industry for 15 years
  - 2001 – developed mobile app for getting into conference calls!!

ADIGO

For savvy professionals that hate wasting time, Adigo is the only premium audio conferencing service that enables your calls to be faster, simpler and more productive,

unlike other providers that do not have consistent, clear audio, especially on international calls, and do not offer personal, professional and responsive customer service.

Typical Actual Scenario

- Can't find invite
- ID not recognized
- Disconnected

- IM'ing – what's the ID?
- Waiting on the wrong bridge
- Please call me at this number
- People join late…

Mobile App: Purpose

- Faster: 10-15 seconds!
- Easier: No access numbers or ID codes
- Simpler: Keeps track of multiple bridge accounts

Clocking the Time Prompts Add to a Call

Prompt	Time per call (sec)	Calls per week	Average people per call	Wasted time per month (hours)	Provider				
					Adigo VIP	Intercall	GTM	AT&T	PGI
Initial Welcome	10	4	5	0.2	0.2	0.2	0.2	0.2	0.2
Enter Your Code / ID	10	4	5	0.2		0.2	0.2	0.2	0.2
Confirm Your Id	10	4	5	0.2			0.2	0.2	
Reenter Your ID If Not Recognized	10	4	5	0.2		0.2	0.2	0.2	0.2
If You Are The Subscriber, Press Star	10	4	5	0.2		0.2		0.2	0.2
Enter Your Subscriber PIN	7	4	5	0.2		0.2		0.2	0.2
Record Your Name	10	4	5	0.2		0.2		0.2	0.2
To Start Or Join Your Conference, Press 1	5	4	5	0.1		0.1			0.1
Enter Your Audio Pin	10	4	5	0.2			0.2	0.2	0.2
You Will Now be Placed into Conference	4	4	5	0.1	0.1	0.1		0.1	0.1
Hear Menu Description	12	4	5	0.3		0.3			0.3
Enter Security Prompt	10	4	5	0.2				0.2	
Name Played Into Call As People Join	7	4	5	0.2		0.2		0.2	0.2
Count Of People On Call	5	4	5	0.1			0.1	0.1	
Name Played Into Call As People Leave	7	4	5	0.2		0.2		0.2	0.2
			TOTAL	2.8	0.3	**2.0**	**1.2**	**2.4**	**2.3**

Totals are ***hours per month*** of lost time

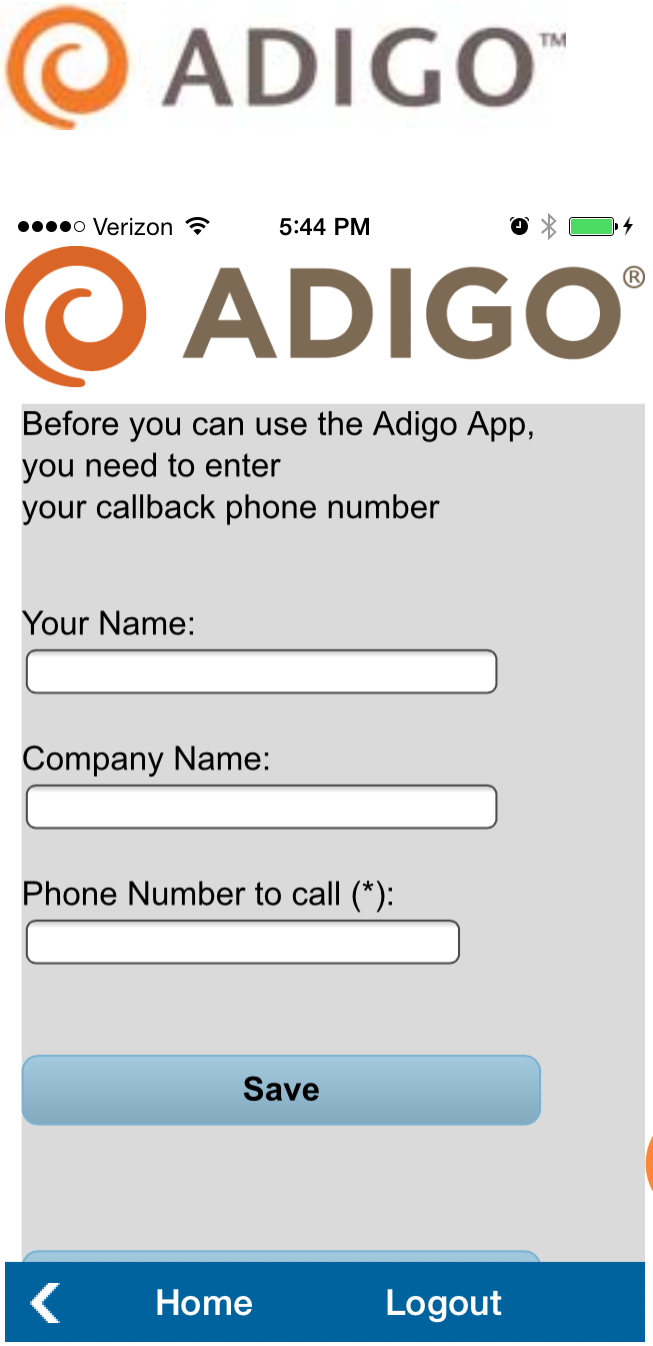
INSTALLING

- ITunes
- Android Google

- Search Adigo

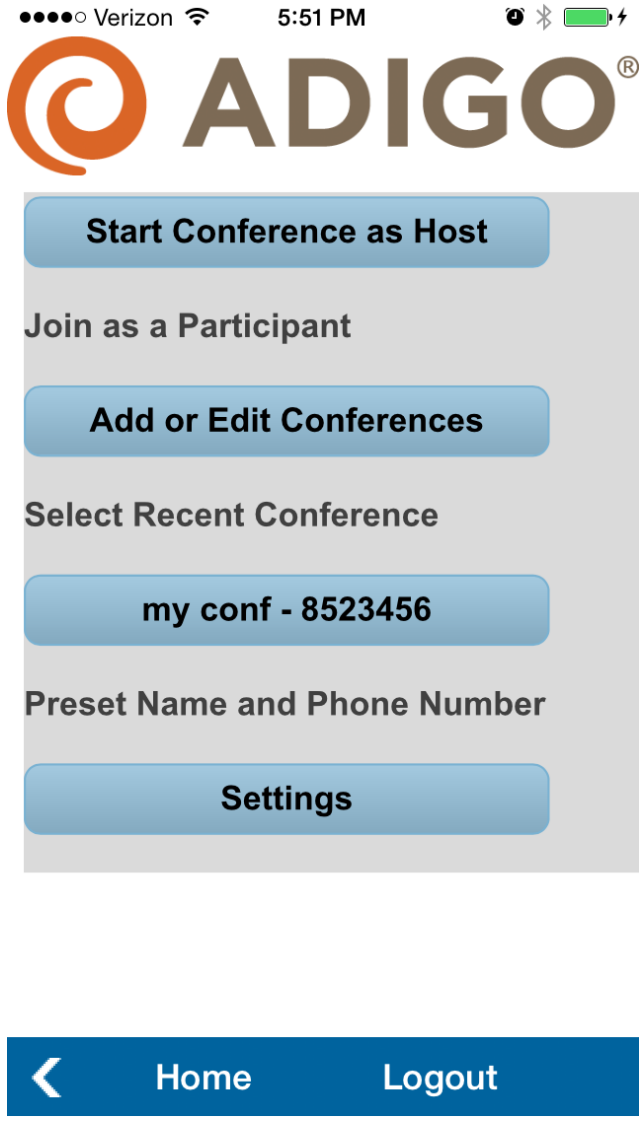
DEFAULT SCREEN

- Initial screen seen after install
- The "Phone number to call" can be customize per conference (i.e.. Cell, home, etc)
- International users must include 011



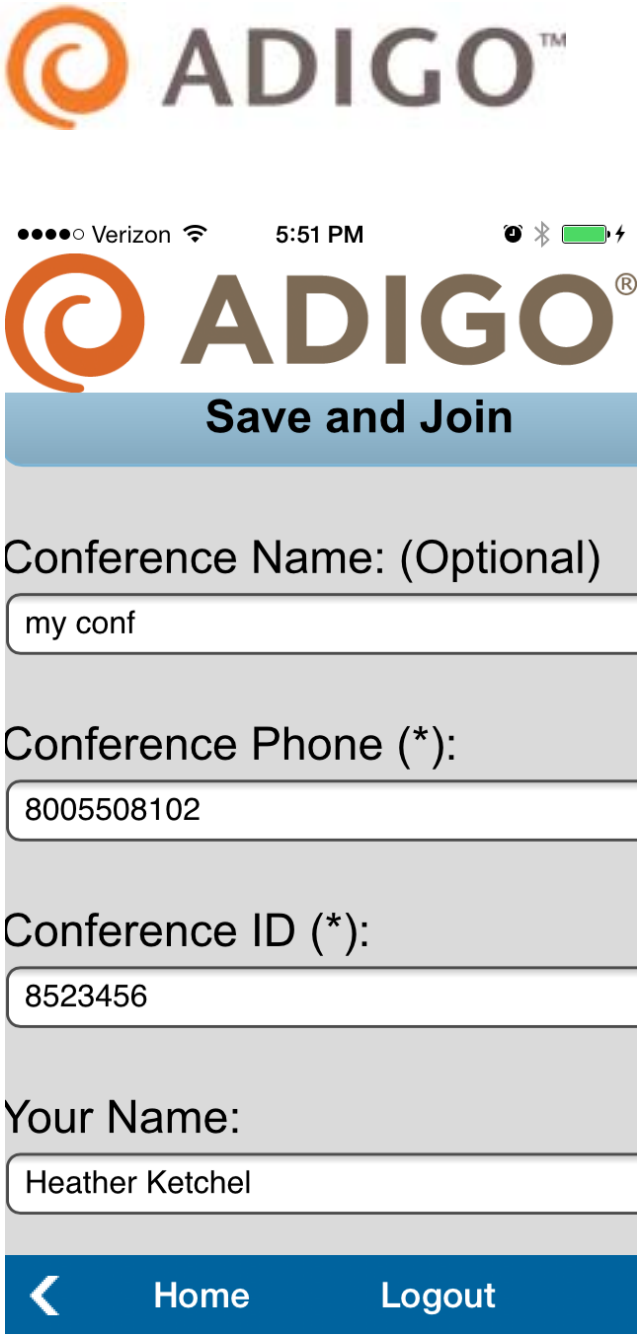
Main screen

- First time users will only see the top two options – Start Conference as Host and Add or Edit Conferences
- Auto populates the attendees name on the live and archived participant list
- Can be used to initiate calls for any phone, including office desk phones



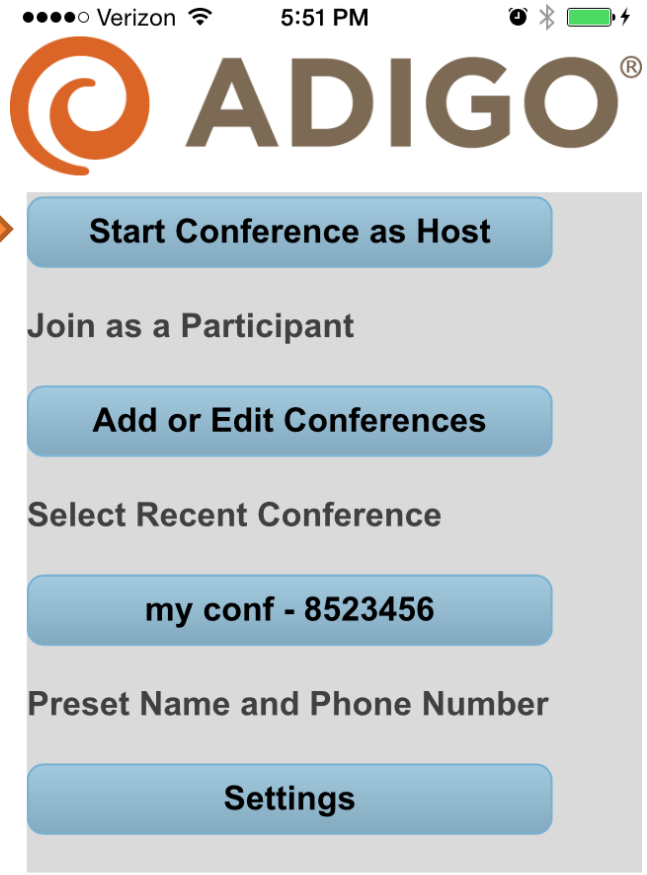
Saving Conferences

- * indicates required fields
- Conference Phone field:
  - International users: the number must match
  - Use your webpage http://adigo.com/icann
  - Example – UK local number +44 207 099 0867
  - Users from UK, still must enter the “44”.
  - Spaces do not matter



USING - HOSTS

- Select top option to start a conference as a Host
- As a Host, to start the call as the Host, press "*"
- System does not prompt you



USING - PARTICIPANTS

- This selection will automatically dial you on the number entered for this conference
- To change the dial out number, use the add or edit option

Regular User Accounts

- Unlimited Users
  - Common 800# for Entire Company
  - Vanity number (84-ICANN GAC)
  - Custom greeting: “Welcome to the ccNSO Conference line”
  - Custom Conference ID: 4 digit extension
  - Customized hold music (Company news, promotions)
  - Reservationless
  - Fixed ID, 24/7, permanent (never inactivated)
- Call flow
  - SH: Conference ID, and then Pin entry by host, OR
    - Less confusing since everyone enters same ID
  - MH: Host ID or Participant ID
    - Faster since single entry, and can have multiple hosts when in ‘listen only’ mode

VIP Bridge Accounts – Super fast entry

- High Profile Users
  - Private 800# for that individual
  - Vanity number (800-Fadi Conf)
  - Personalized greeting: 'Welcome to Josh's conference line'
  - No Conference ID required so participants drop right into conference
  - Prestige, professional and extends your brand image
  - Customized hold music can play company news
- Benefits
  - Faster entry, on time start
    - Saves typical 3 minutes per call, avg 4 callers, avg 4x/mo
    - 3*4*4 = .8 hrs/mo @ $75 > **$720 savings/year per account**
- Cost:
  - Up to 5 no charge, then $15/month

FREE RESOURCES FOR BETTER MEETINGS AND CONFERENCE CALLS

- The Ultimate Library of Meeting Leader Guides
- Death by Meeting, by Patrick Lencioni
- Practical tips and techniques for designing a collaborative meeting
- Optimized Conferencing for:
  - Law Firms
  - Marketing & PR Agencies
  - Consulting Firms
- The Hidden Costs of Generic Conferencing
- A Guide for Better Call Flows and Prompts
- The Content Marketer's Guide to Webinars by Shelby Britton
- http://www.timeanddate.com/worldclock/meeting.html
- Michael Hyatt This is your life Podcast, 7/16/2014

CONNECT

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How helpful was this? 1 (not much) – 5 (super)

For links, details and references, see our post:

3 Credos Growth-Based Collaborators Have for Holding Better Meetings

Register for our next webinar:

Register for an upcoming Conferencing Tips Webinar